

Digital Literacy Course for Older Persons – PRO Programme (Serbia)

Digital Inclusion · Good practice · Serbia

Quality score: 68/100

Evidence strength: Descriptive / self-reported

Summary

Since 2023, UNFPA and the Red Cross of Serbia have trained over 600 older adults in six municipalities in email, e-government, e-banking and land-registry use, with 140 becoming peer 'digital inclusion ambassadors'.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-03

[UNFPA & Red Cross of Serbia \(PRO Programme\)](#) — accessed 2026-07-03

[UNFPA EECA story](#) — accessed 2026-07-03

[UN Sustainable Development Group](#) — accessed 2026-07-03

[UN Serbia – PRO Programme](#) — accessed 2026-07-03

[UNOPS news](#) — accessed 2026-07-03

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