

***“Presentation of the results
of the first national survey
among enterprises on training needs
in the labour market”***

*case study Italy – the experience ISFOL
professionioccupazione.isfol.it*

“Mechanism to identify training needs in the labour market”

***peer learning activity on EQAVET indicator 9
Roma, Palazzo Rospigliosi, 11 dicembre 2014***

Massimiliano Franceschetti - Isfol

ISFOL – *ABOUT US*

The Institute for the Development of Vocational Training for Workers (ISFOL) is a national research institute with a specific focus on vocational education and training (VET), employment and social policies and a strong commitment to promoting employment, social inclusion, skills and human capital development as well as at fostering growth and innovation.

1

Conceptual framework

strategy

2

How identify training needs

mechanism

3

Some results - example

1

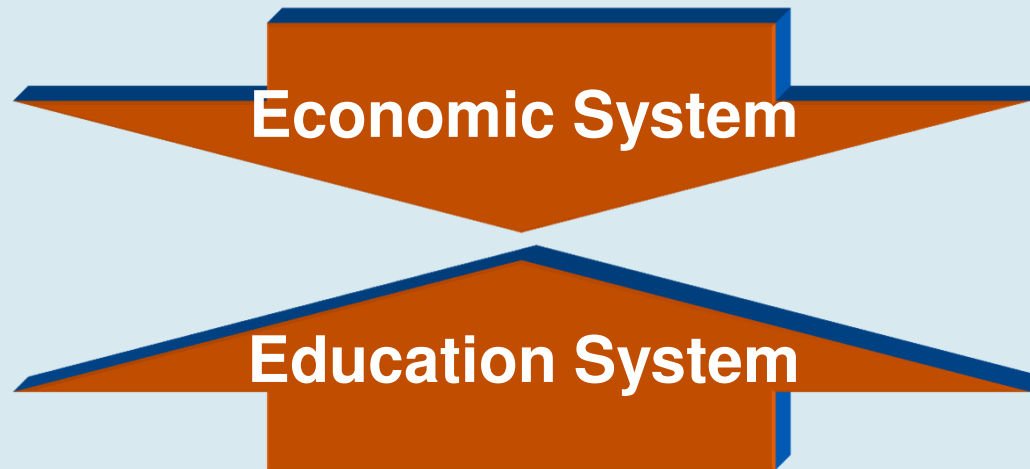
Conceptual framework

In Italy, but I should say in Europe, we need new policy to better manage the labour market.

The speed of changes in the labour market creates some difficulties in the process of relating the educational system to the new reality.

A Growing Need

to collect, assess, formalize and monitor
professional and knowledge requirements



to address and evolve education and
training system to give adequate answers to
enterprise and country needs

The Ministry of Labour has faced this problem in order to increase opportunities for employment for people entering the labour market. The Ministry of Labour decided to build up a ***“National system for the observation of skill needs”***

The aim of this system, introduced as part of the institutional reforms in education, vocational education and the labour market, is to **monitor changes in the fields of occupation and to better coordinate the educational system with the labour market.**

In order to plan and to design training and education in line with the demands of the socio-economic system



it is vital to identify and to quantify the occupations and skill needs and to determine the sectors and localities in which they can be useful



1


How? The Ministry of Labour gave to social partners (bilateral bodies) and then to ISFOL the task of conducting national surveys on skill needs.

The Ministry of Labour gave also to ISFOL the task to set up the network among the surveys and to build up a “National system for the observation of skill needs”.



2

What? The “National system for the observation of skill needs” is seen as a clearinghouse generating a flow of qualitative, quantitative and forecasting information on the needs expressed by the economic system.



To know the “National system for the observation of skill needs” it is necessary to connect to the web site professionioccupazione.isfol.it.

This web site was designed and implemented by ISFOL at the request and on behalf of the Ministry of Labour.

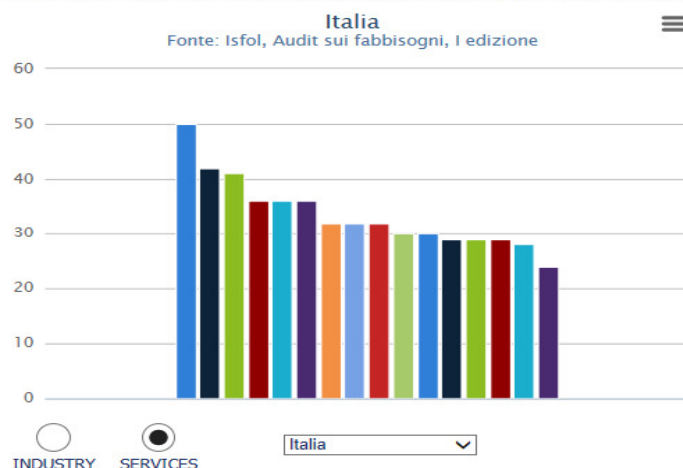
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SERVICES - % OF INDUSTRY WITH REQUIREMENT FOR BUSINESS SECTOR'



ARCHIVIO Select item

THE TOOLS



ASSES YOUR KNOWLEDGE AND GUIDE YOURSELF TO WORK AND TRAINING

Click on [Occupational Profiler](#) and you will have the opportunity to assess your knowledge and guide yourself to work and training.

(*If you are using these tools for the first time, we recommend you read the instructions first by clicking on the link [Warning/Methodological Notes](#)

OCCUPATIONS

Occupations without secrets. Knowledge, skills, aptitudes and more information. All existing occupations in our country are grouped in approximately 800 Occupational Units and each of these is described on the basis of over 300 variables. Furthermore, under each Occupational Unit, you can consult the data provided by enterprises regarding the occupational requirements of workers. Navigate by choosing among the following four search modes:

Textual search

Search occupation Search

Search for classification

Search in CP2011 Search

Search for Knowledgees

Administration and Manager Search

Search for Skills

Active Learning Search



INFORMATION SYSTEM ON OCCUPATIONS

This web site is a part of an Integrated System on the occupations promoted jointly by Isfol and Istat and that involves several public and private bodies that produce or deliver information and data on occupations.

Skill needs Audit 1st edition data



In Italia il 33% delle imprese private, poco più di mezzo milione di realtà imprenditoriali, hanno dichiarato di avere un fabbisogno in azienda, relativamente alla forza lavoro occupata, da soddisfare nel breve termine, comunque nell'arco dei prossimi mesi. Gli imprenditori e i responsabili di aziende, insomma, ritengono necessario e utile un rafforzamento delle conoscenze e delle skills dei lavoratori presenti in azienda (in particolare per i dipendenti con contratto a tempo indeterminato, a termine, di apprendistato e lavoro stagionale) da concretizzare con attività di aggiornamento, di affiancamento o con la partecipazione a corsi di formazione. Per saperne di più.....

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Accountants

Accommodation technicians and rel

The portal is a resource for stakeholders interested in understanding the dynamics and evolutions of occupations in the labour market, in order to define more effective and targeted policies in the areas of employment and training, organizational development and human resources management.

The portal is designed to support informed choices by decision-makers, as well as VET system, researchers, entrepreneurs, students and workers.

User has at disposal a broad spectrum of information in matter of occupations, vocational needs and employment.

Surfing this portal is a journey to discover the variety in the world of occupations. In fact, users can collect informations on:

description of the contents of the occupations

change and evolution of the contents of the occupations in the short term

(description of each occupational need also in terms of knowledges and skills needed)

economic outlook and sectoral employment forecasts in the medium term

employment forecasts in the short and medium term at national and regional level

VET system

ISFOL

**The link between the various types of
information is based on official
classifications of:**

**economic activities
(classification ATECO)**

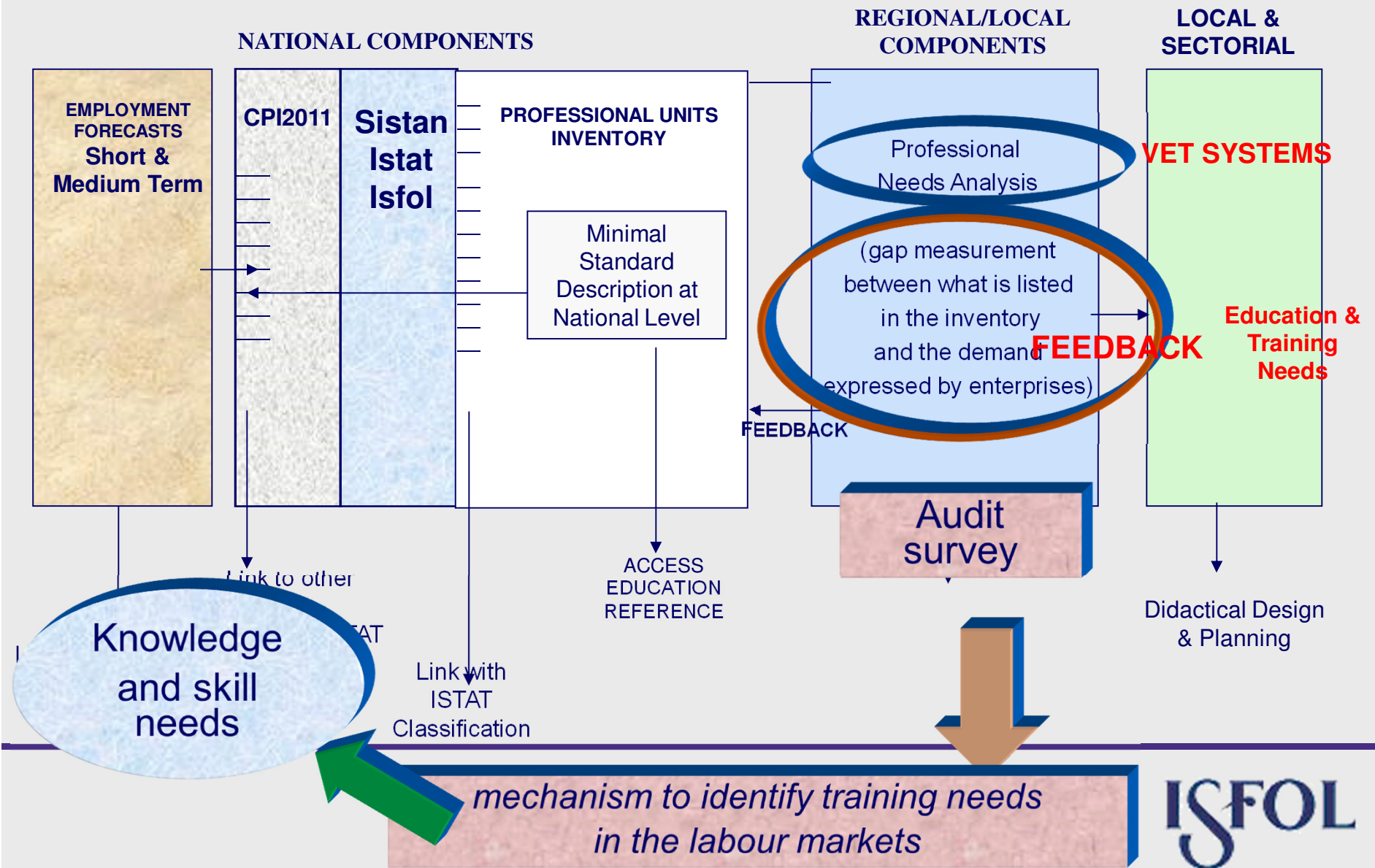
**occupations
(international ISCO 2008
and national ISTAT CP 2011)**

This web site is also a part of an integrated information system on the occupations jointly promoted by Isfol and Istat (Italian national bureau of statistics). It is fed by several public bodies that produce or deliver information and quantitative data on occupations, for example

Istat (labour force),
Ministry of Labour (supply and demand in the employment market "Cliclavoro web site"),
Unioncamere (employment forecast in the short term),
Inail (accidents in the workplace),
Regions (observatories of the labour market and training)

Information can be consulted starting from the pages where the occupational units (800) are described. The 800 occupational units represent the whole Italian economy

National system for the observation of skill needs - conceptual structure



How identify training needs

2

mechanism

The **AUDIT SURVEY** on occupational requirements has been carried out by **Isfol** (“Occupations” group within the “Employment and occupations” division) on behalf of the Ministry of Labour.

The **main goal of the survey**, conducted using the CATI technique (Computer assisted telephone interviewing), is to gather **qualitative information** on the requirements of businesses in terms of **shortage/lack of specific knowledge/skills tied to the job roles present at private businesses** (Public Administration has been excluded).

Was asked to entrepreneurs and human resources managers of large, medium and small enterprises in our country whether or not it will be necessary, in the coming months, to strengthen specific areas of knowledge and skills tied to the occupations exercised in their enterprises, in order to improve their working performance.

The businesses were therefore invited to think about and describe in great detail, not the type of vocational training carried recently, but rather the one that should be carried out in the near future to meet specific needs.

The information collected during the survey will be used to improve public policies and investments for the vocational training of workers and to reduce the existing gap between the current level of knowledge and skills of workers and what enterprises actually need to respond more efficiently to labour market requests.

The informations gathered through this survey may be consulted anonymously (without any reference to the enterprise that provided information) on the pages describing each **Occupational Unit (OU)** which may be navigated under the “Occupations” section, starting from the home page of the website.

This survey analyses the thematic sections concerning knowledges and skills and provides elements to help develop vocational training pathways for currently employed workers, with particular reference to the actual requirements of businesses.

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Professioni, Occupazione, Fabbisogni





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SERVICES - % OF INDUSTRY WITH REQUIREMENT FOR BUSINESS SERVICES

Italia
 Fonte: Isfol, Audit sui fabbisogni, I edizione



☐ INDUSTRY
 ☒ SERVICES

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Skill needs Audit 1st edition data


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MINISTERO DEL LAVORO E DELLE POLITICHE SOCIALI

You are here: HOME->OCCUPATIONS->NAVIGAZIONE RAGGRUPPAMENTI

OCCUPATIONS BUSINESS SECTORS TERRITORY

SYNTHETIC SHEET DETAILED SHEET VOCATIONAL TRAINING NEEDS EMPLOYMENT TRENDS

OPTION

TASKS/ DETAILED WORK ACTIVITIES

- KNOWLEDGE
- SKILLS
- ABILITIES
- ACTIVITY
- WORK CONTEXT
- WORK STYLE
- WORK VALUES
- INTERESTS
- EXAMPLES OF RELATED OCCUPATIONS

SISTEMA INFORMATIVO SULLE PROFESSIONI

CUOCHI IN ALBERGHI E RISTORANTI

- IL POSTO CHE OCCUPA NELLA CLASSIFICAZIONE STATISTICA (ISTAT)
- GLI OCCUPATI NELL'ULTIMO TRIENNIO (ISTAT)
- PREVISIONI DI ASSUNZIONE NEL BREVE TERMINE (UNIONCAMERE)
- DATI SULL'INCIDENTALITA' (INAIL)
- CERCA IL LAVORO CHE FA PER TE (MINISTERO DEL LAVORO)
- CERCA IL LAVORATORE CHE FA PER TE (MINISTERO DEL LAVORO)

Dati regionali

5.2.2.1.0 - Hotel and restaurant cooks

(Source: ISFOL - ISTAT Occupation Survey)

	IMPORTANCE	FREQUENCY
✓ cook, prepare and seasoning dishes	4.8	4.8
✓ check food quality	4.8	4.5
✓ seek and order raw materials	4.4	3.7
✓ handle the presentation and garnishing of dishes	4.4	4.8
✓ package and store food	4.1	4.1
✓ prepare or update the menu	4.1	3.1
✓ turn on and fuel the stove	4.0	4.4
✓ clean the machinery and the equipment	4.0	3.8
✓ start machinery and equipment	3.5	4.1
✓ train staff	3.3	2.8
✓ fix the prices of the food served	1.9	1.0

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Ulteriori componenti a... alimentazione Servizi catastali pratiche e ... POSIZIONE CONTRIBU... Samvise Ti Aiuta a Prende... casa Ulteriori componenti a...

You are here: HOME->OCCUPATIONS->NAVIGAZIONE PER RAGGRUPPAMENTI->VOCATIONAL TRAINING NEEDS

OCCUPATIONS BUSINESS SECTORS TERRITORY

SYNTHETIC SHEET DETAILED SHEET VOCATIONAL TRAINING NEEDS EMPLOYMENT TRENDS

OPTION

CONOSCENZE

SKILLS

Anticipazioni

ANTICIPAZIONI TURISMO

SISTEMA INFORMATICO SULLE PROFESSIONI

CUOCHI IN ALBERGHI E RISTORANTI

IL POSTO CHE OCCUPA NELLA CLASSIFICAZIONE STATISTICA (ISTAT)

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Dati regionali

5.2.2.1.0 - Hotel and restaurant cooks

Source: ISFOL Audit on occupations requirements, first edition

Main occupations requirements for professional unit

- ✓ Quality Control Analysis
- ✓ Monitoring
- ✓ Troubleshooting
- ✓ Service Orientation
- ✓ Critical Thinking

Occupational Units (OU)

800

Windows taskbar: IT 17:58 26/11/2014

SAMPLING STRATEGIES

*The reference sample used in the survey is formed by **private enterprises having employees of all business sectors**, excluding the Public Administration.*

*The **first survey year**, which was closed at the end of 2012, involved a sample of about **35,000 businesses** scattered throughout the country.*

*The **second year** has concerned instead approximately **38,000 enterprises**, of which **3,000 belonging to the welfare services**, and included also a longitudinal share.*

THE STRUCTURE OF THE QUESTIONNAIRE

*The questionnaire called “**Audit on skill needs**” is broken down into three sections (A, B and C) which aim essentially at determining whether or not enterprises need to update knowledge and/or skills at this stage of the business cycle.*

*The **Section A** collects the details of the enterprise, helps create a favourable climate for the interview and retrieves the information needed to administer the other sections, especially the names (referable to the classification of Occupational Units) of the occupations requiring various updates.*

A1. – Enterprise details

enterprise name
code and description of the business
activity
address
place
province

**A2., A3., A4. – Reference market
of the enterprise**

types of customers
location of customer businesses in Italy
propensity to export

A5. - Initiatives adopted to support the competitiveness of the enterprise during the crisis

**new products or services
new facilities or new production techniques
new forms of work organisation
new ways of marketing and selling
use of social shock-absorbers
delocalization**

A6., A7., A8., A9. – Organisation of employment (considering all employees with permanent contracts, fixed-term contracts, training and employment contracts, apprenticeship contracts and seasonal workers, excluding workers with temporary work contracts, project workers and training periods) **number of employees**
age grading

A10./A11. – Presence of job roles (occupations) for which it is necessary to increase knowledge and skills to have better performance (it is possible to specify up to a maximum of 5 occupations)

- job title (and related codification)

N. B. – For each occupation, it is necessary to think about the average knowledge of the employees of the enterprise and not to specific individuals.

For each occupation, it is necessary to specify the main tasks or activities.

For the description of tasks, at least 30 characters are required, is useful specify, if possible, one or more of the following aspects:

***the production process of the commodity or service;
the commodity produced or the service offered;
the materials used;
the means and technical tools used.***

**Sections B and C are
the most important part
of the interview.**

**They have been conceived to
accurately collect the information on
knowledge and skill needs for each
occupation specified in section A.**

By “*knowledge*” we mean organised sets of information, principles, practices and theories needed to fulfil the job correctly. It may be acquired through formal processes (education, training and vocational training) and/or experience.

This section asks respondents to specify, for each occupation mentioned in question A11, whether it is necessary to strengthen some areas of knowledge in order to improve job performance.

By “**skills**” we mean the set of general cognitive procedures and processes that determine the ability to perform certain tasks tied to the occupation. These processes are learned over time and help efficiently apply the knowledge acquired to the job.

This section asks respondents to specify, for each occupation mentioned in question A11, whether it is necessary to strengthen some skills in order to improve job performance.

**taxonomy
and variables**

3

***some results
for VET system***

Audit survey - taxonomy

Knowledges

33

**business management
(6 questions)**

production process (2 questions)

**engineering and technology
(7 questions)**

**mathematics and science
(7 questions)**

health services (2 questions)

education and training (1 question)

arts and humanities (6 questions)

law and public safety (2 questions)

Audit survey – taxonomy



skills



35

**written and oral communication
(4 questions)**

**mathematics and science
(2 questions)**

**monitoring of activities and
resources
(2 questions)**

social skills (4 questions)

**problem solving skills
(5 questions)**

**resource management skills
(4 questions)**

**handling one's professional
development independently
(3 questions)**

**technical skills
(11 questions)**

**Skill
needs**

**atomic vision –
occupational unit**

Professioni, Occupazione, Fabbisogni

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RAGGRUPPAMENTI->VOCATIONAL TRAINING NEEDS

OCCUPATIONS BUSINESS SECTORS TERRITORY

BROWSE BY GROUP BROWSE BY OCCUPATION

GROUP	CLASS	PROFESSIONAL UNIT
1 - LEGISLATORS, ENTREPRENEURS AND TOP MANAGEMENT	3.1.1 - Technicians in quantitative, physical and chemical sciences	3.1.3.1.0 - Mechanical technicians
2 - INTELLECTUAL, SCIENTIFIC AND HIGHLY SKILLED PROFESSIONS	3.1.2 - Communication technicians	3.1.3.2.1 - Ceramics technicians
3 - TECHNICAL PROFESSIONS	3.1.3 - Engineering science technicians	3.1.3.2.2 - Mining technicians
4 - SPECIAL SUPPORT WORKERS	3.1.4 - Continuous production facilities technicians and water supply and energy system operations technicians	3.1.3.2.3 - Metallurgical technicians
5 - HIGHLY QUALIFIED PROFESSIONS IN BUSINESS ACTIVITIES AND SERVICES	3.1.5 - Technicians for the production process management of goods and services	3.1.3.3.0 - Electrotechnicians
6 - CRAFTSMEN, SKILLED WORKERS AND FARMERS	3.1.6 - Aircraft, ship and railway technicians	3.1.3.4.0 - Electronics technicians
7 - PLANT OPERATORS, STATIONARY AND MOBILE MACHINE OPERATORS AND VEHICLE DRIVERS	3.1.7 - Optical and audio and video equipment technicians	3.1.3.6.0 - Energy saving and renewable energy technicians
8 - UNSKILLED PROFESSIONS	3.1.8 - Safety and environmental protection inspectors	
9 - ARMED FORCES	3.2.1 - Health associate professionals	
	3.2.2 - Life science technicians	
	3.3.1 - Organization and productive assets	

17:36
05/12/2014

**lymph for
VET system**

ISFOL

For example

The screenshot displays the ISFOL website interface. At the top, there are navigation tabs for 'OCCUPATIONS', 'BUSINESS SECTORS', and 'TERRITORY'. Below these, there are sub-tabs for 'SYNTHETIC SHEET', 'DETAILED SHEET', 'VOCATIONAL TRAINING NEEDS' (which is selected), and 'EMPLOYMENT TRENDS'. The main content area is titled '3.1.3.4.0 - Electronics technicians'. On the left sidebar, there are sections for 'CONOSCENZE', 'SKILLS', and 'TECNICI ELETTRONICI'. The 'TECNICI ELETTRONICI' section lists various skills with checkmarks, including 'Service Orientation', 'Systems Evaluation', 'Systems Analysis', 'Time Management', and 'Technology Design'. At the bottom left, there is a map of Italy with a red dot indicating a specific location. The bottom of the screen shows a Windows taskbar with various application icons and a system clock indicating 17:38 on 05/12/2014.

lymph for
VET system

Occupations for which it is necessary to increase knowledge and skills (%)

Skill needs

aggregated vision - group

I - Legislators, entrepreneurs and top management		1
II - Intellectual, scientific and highly skilled professions		5
III - Technical professions		20
IV - Clerical support workers		18
V - Highly qualified professions in business activities and services		25
VI - Craftsmen, skilled workers and farmers		23
VII - Plant operators, stationary and mobile machine operators and vehicle drivers		5
VIII - Unskilled professions	36	3

KNOWLEDGE NEEDS – coming months

Technical professions - (%)

Source: Isfol, first edition, "Audit on skill needs", 2012

Computers and electronics	52
Customer and personal service	45
Foreign language	41
Italian language	40
Economics and accounting	33
Sales and marketing	33
Administration and management	32
Production and processing	30
Design	26

For example

SKILL NEEDS – coming months

Technical professions - (%)

Source: Isfol, first edition, "Audit on skill needs", 2012

<i>Risolvere problemi imprevisti</i>	60
<i>Risolvere problemi complessi</i>	53
<i>Gestione del tempo</i>	52
<i>Comprendere gli altri</i>	49
<i>Valutare e prendere decisioni</i>	49
<i>Orientamento al servizio</i>	48
<i>Senso critico</i>	48
<i>Adattabilità</i>	47
<i>Capacità di analisi</i>	44

For example

Skill needs – Business sector



Skill needs – Regional data

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SERVICES - % OF INDUSTRY SECTOR

Lazio

For Isfol, Audit sui fabbisogni, I ed

80
60
40
20
0

INDUSTRY SERVICES

ARCHIVIO Select item

THE TOOLS

ASSE...
WORK...
Click on...
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15:36
09/12/2014



for your attention

read more:

web site professionioccupazione.isfol.it



Massimiliano Franceschetti

Dipartimento Mercato del lavoro e politiche sociali

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