

**SkillLab**

# Online Skills Profiling Tool Training

**Monday, 29 September 2025**



inclusion, support, and labour integration

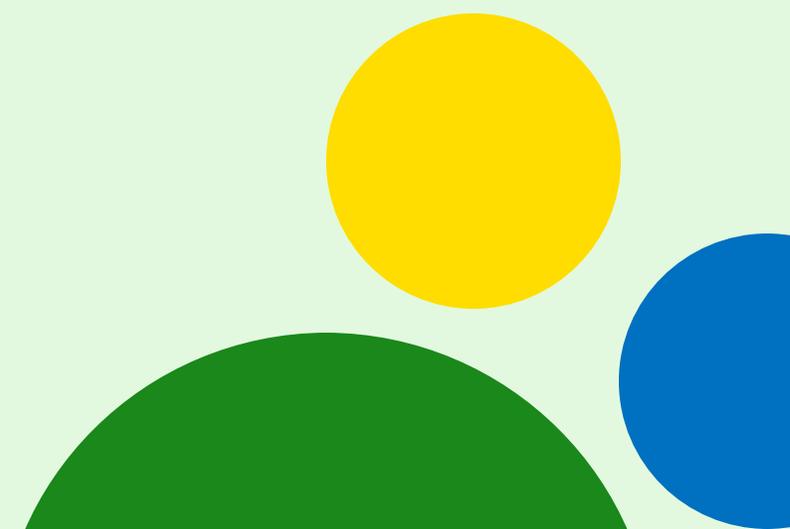


**Social  
Innovation   
Initiative**

## Training Content

- Introduction
  - About SkillLab
  - Online Skills Profiling Tool Value Proposition
  - Understanding the Tech – AI & ESCO Taxonomy
- Online Skills Profiling Tool Training
  - User App Training + Q&A
  - Admin Function and Counselor Portal Training
  - The Tool in Your Workflow
  - Impact metrics
- Try the tool on your own + Q&A

## About SkillLab



## Introducing SkillLab

- SkillLab is an Amsterdam-based, B-Corp certified impact business collaborating with organizations globally. **We empower employment and career services with technology that fosters equitable labor markets through the universal language of skills.**
- Our modular solution assists employment services in gaining a deeper understanding of individuals' unique experiences, utilizing artificial intelligence to construct an accessible skill profile. This skill profile facilitates employment services to connect individuals with relevant job opportunities and educational pathways.

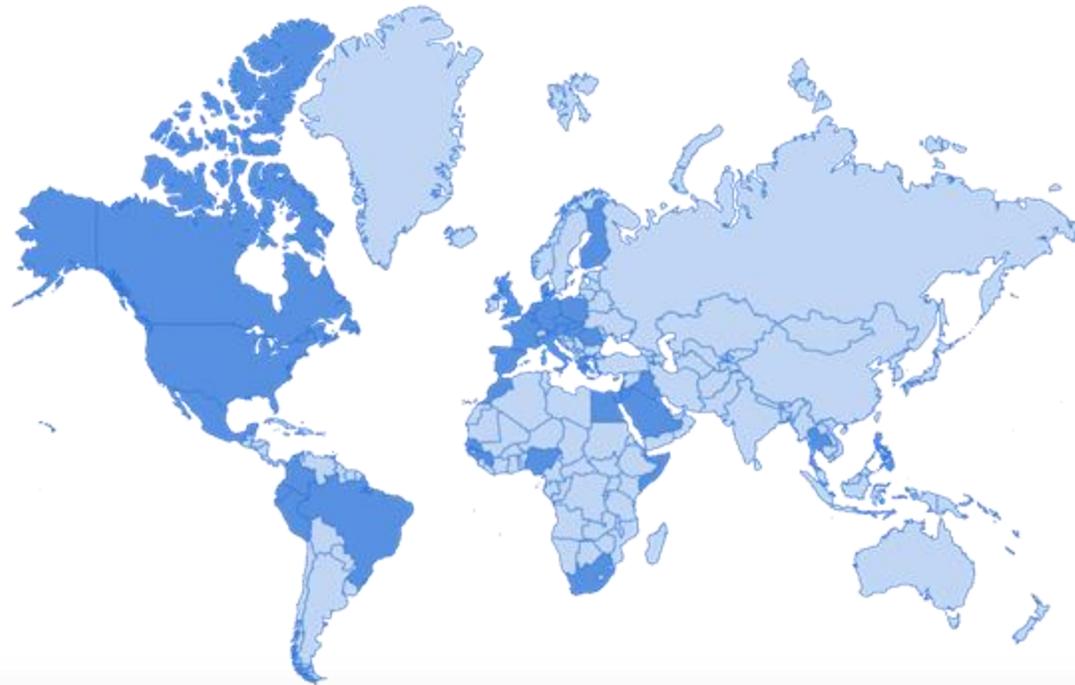


# SkillLab

## Delivering Impact in 35+ Countries

We work towards impact at scale with great partnerships

**ecsili**  
inclusion, support, and labour integration



2019

Google AI Impact  
Challenge Winner



2021

Winner of European Social  
Innovation Competition 2021



2022

UNESCO AI research center  
Global Top 10



HIAS

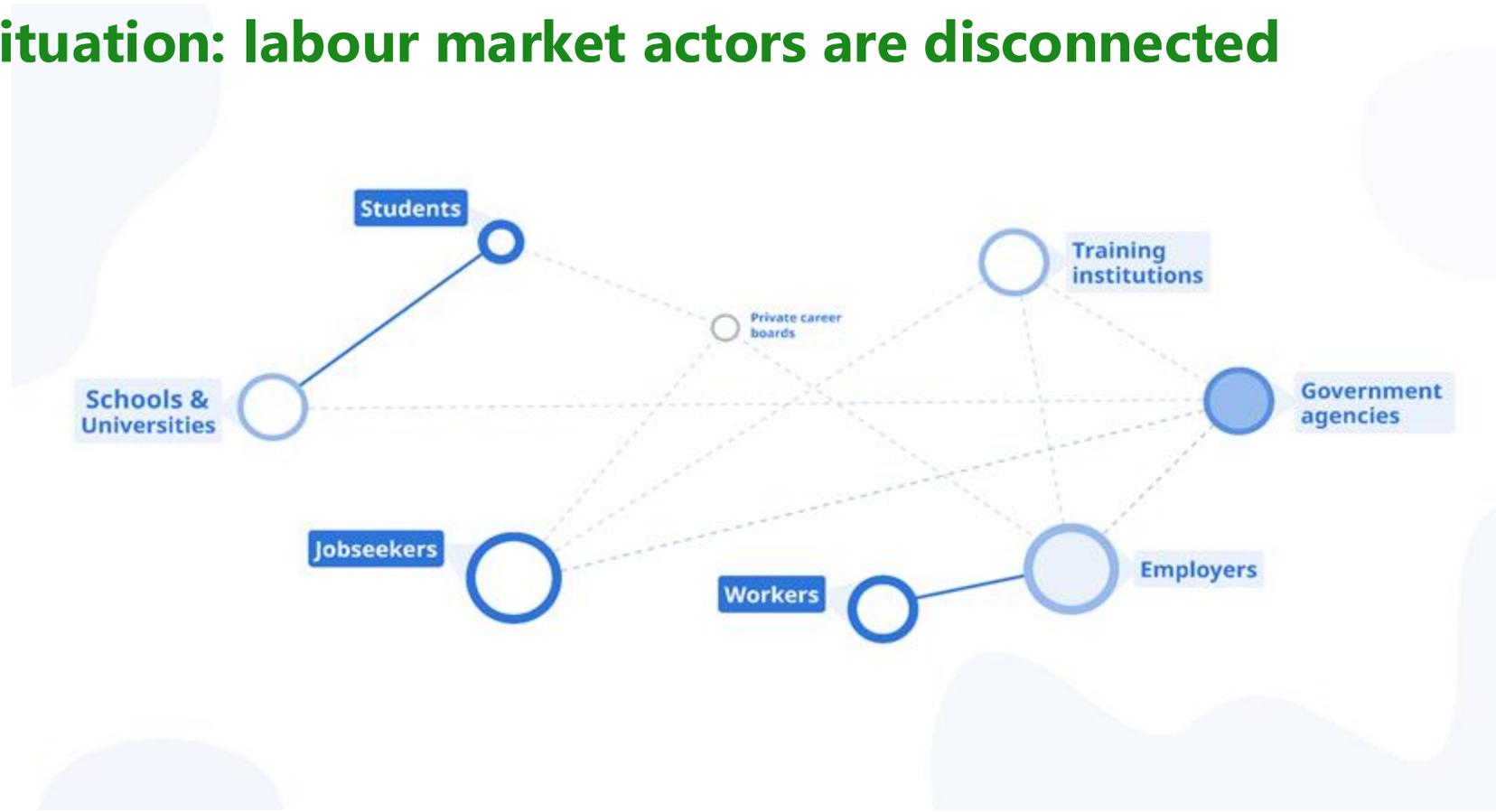


Co-funded by  
the European Union

Social  
Innovation   
Initiative

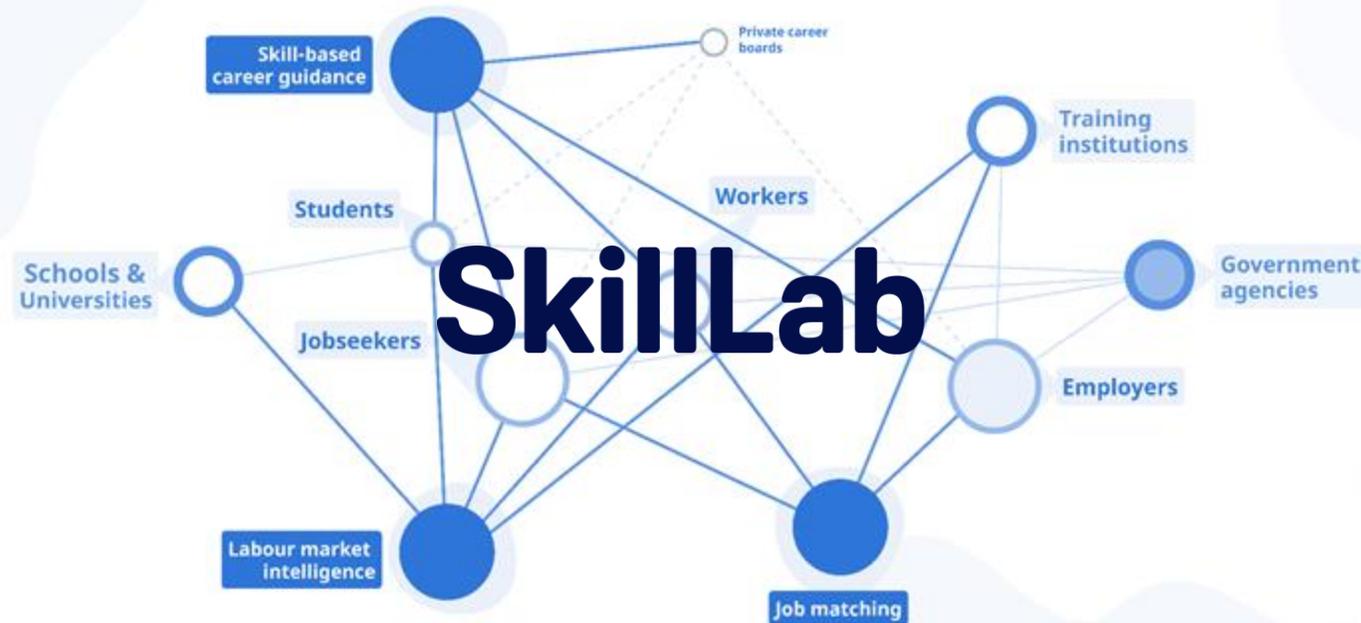
## Our Vision

Current situation: labour market actors are disconnected



## Our Vision

SkillLab aims to connect these actors with a common language of skills



## Our Mission

**Empowering people to turn their skills into careers**

SkillLab stands on the premise that every person should have access to employment.

By replacing job and education titles with a comprehensive skills profile, we ensure that everyone can access employment regardless of where life takes them.



# Example Case

Can you guess what this person is doing based on the titles?

## OLENA IVASCHENKO

### Production Assistant

Fiat  
2023 - Present

### Linguistic Project Manager

Global Lingua Services  
Company  
2010 - 2020

### Community Outreach Coordinator

Company Civic Action Non-Profit  
2005 - 2010

Nerms Witeh Rlegan Extriness

## MARIA RUDNENKO

### EXPERIENCE

PRODUCTION ASSISTANT  
TOV KIROV  
2022-2024

### EDUCATION

LINGUISTICS STUDIES  
LVIV NATIONAL UNIVERSITY  
2018-2022

### VOLUNTEERING

REFUGEE CENTER  
BULGARIA 2022



# Example Case

## How to move from titles to skills profile

MARIA RUDNENKO

### EXPERIENCE

PRODUCTION ASSISTANT  
TOV KIROV  
2022-2024

### EDUCATION

LINGUISTICS STUDIES  
LVIV NATIONAL UNIVERSITY  
2018-2022

### VOLUNTEERING

REFUGEE CENTER  
BULGARIA 2022



←
?

2022 - ongoing
✎

☆

**Production assistant**

Production Assistant

Added skills
2

**Which skills did you use?**

Pick from suggestions or search for skills. It's OK to add skills you only used rarely.

**Adhere to organizational guidelines**

Adhere to organizational or department specific standards and guidelines....

+

**Follow company standards**

Lead and manage according to the organization's

✓





**Maria Rudnenko**

liliasplayground+mariarudnenko@gmail.com

Bulgaria

I am a dedicated professional with 3 years of work experience.

### PROFESSIONAL EXPERIENCE

#### Production assistant

TOV KIROV - Sofia, Bulgaria  
February 2022 - May 2024 • 2 years 3 months

Dispose waste | Maintain cleaning equipment | Vacuum surfaces | Follow a brief | Monitor stock level | Use personal protection equipment | Assume responsibility | Cutting technologies | Use power tools | Pack goods | Store goods | Quality standards

### EDUCATION

#### Bachelor / Higher diploma - Linguistics

Lviv Polytechnic National University / Lviv Polytechnic National University - Ukraine %  
2018 - 2022

Transcription methods | Legal terminology | Technical terminology | Interpreting modes | Pedagogy | Linguistics | Spelling | Curriculum objectives | Literary theory | Pronunciation techniques | Phonetics | Grammar

### LIFE EXPERIENCES

#### Social support

Manage emergency procedures | Contribute to protecting individuals from harm | Ensure public safety and security | Keep records of passports | Process applications | Provide security in detention centers | Asylum systems | Support children's wellbeing | Support volunteers | Listen actively | Educate on emergency management

### TOP PRACTICAL SKILLS

#### Handling and moving | 10 skills

- Cleaning
- Moving and lifting
- Using hand tools

#### Assisting and caring | 6 skills

- Protecting and enforcing
- Providing general personal care

#### Communication, collaboration and creativity | 5 skills

- Working with others

#### Information skills | 2 skills

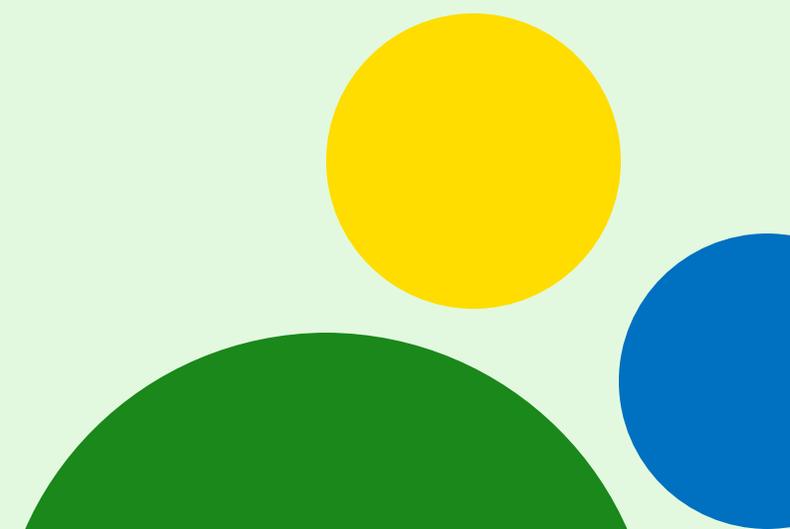
- Processing information

# Online Skills Profiling Tool Value Proposition



Co-funded by  
the European Union

Social  
Innovation   
Initiative



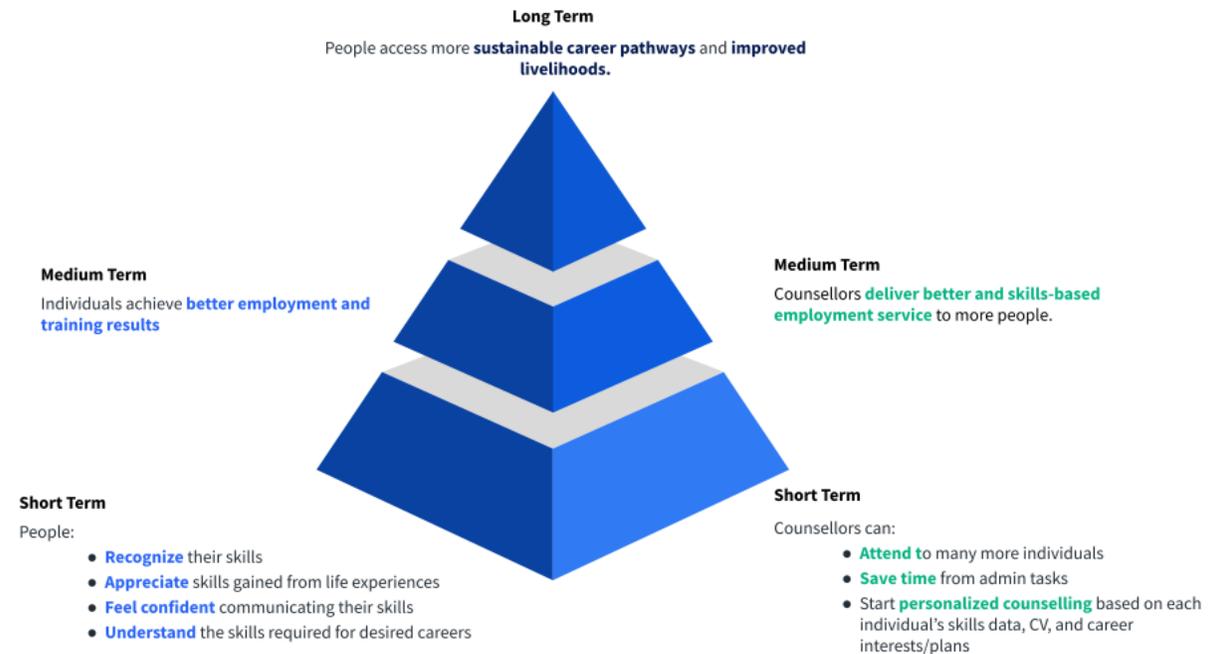
# The Tool Value Proposition

## SkillLab's Theory of Change

The **Theory of Change (ToC)** outlines our commitment to our social mission and serves as a foundational element in our impact business model. It reflects our core values and directly supports our mission and vision to foster a more inclusive, skills-based labor market.

### The Theory of Change:

- Defines and measures our impact.
- Provides a framework for collaboration with clients.
- Connects our mission with global frameworks (IRIS & SDG).
- Supports our B-Corp certification.



## SkillLab's Theory of Change for Job Seekers

Short term effects build up to our vision over time. From people to systems.



### The Problem

People, especially those excluded from the labor market, aren't/don't:

- **Aware** of the skills they have,
- **Understand** the skills they acquired in diverse life experiences,
- **Have confidence** communicating about their skills,
- **Know** how to progress in their careers and/or life condition and feel stuck.

This leads to:

- People not accessing **jobs**.
- People not accessing **education**.



### Our Response

**We provide people with a technological solution** to discover and map skills acquired in their life experiences, generate professional documents and access information on the labor market and career pathways.

**We enable key employability actors to better understand and support job seekers** using the universal language of skills. SkillLab becomes an integral part of the labor inclusion puzzle.



### Short Term Outcomes

People:

- **Recognize** their skills.
- **Appreciate** skills gained from life experiences.
- **Feel confident** communicating their skills.
- **Understand** the skills required for desired careers.



### Medium Term Outcomes

Our Partners are enabled to:

- Deliver better & skill-based **employment services** to more people.
- Deliver better **employment** and/or **training** outcomes.



### Long Term Impact

People access more sustainable career pathways and improved livelihoods.

# SkillLab's Theory of Change for Employment Services

AI-driven career counselling to deliver scalable and individualized services. Beginning with 1 instead of 0.

## The Problem



Career counsellors are:

- **Overwhelmed** with the volume of people they have to serve,
- **Burdened** with the amount of administrative work involved,
- **Unable** to provide personalized advice without accessible data.

This leads to:

- Counsellors being unable to help people **at scale**.
- Counsellors feeling they couldn't support each individual **in a personalized and high-quality manner** as they wished to.

## Our Response



We provide career counsellors with an AI-based solution to be distributed to people they serve in which they learn about acquired skills throughout their life, as well as the required skills for different jobs and career pathways. **People become more aware and empowered** by the skills they possess.

Counsellors are able to distribute this tool **at scale** and have access to the skill profile data of the people they serve before providing them with counselling services. Our solution aims for **counsellors to begin from 1 instead of beginning from 0**, saving time and providing higher quality services.



## Short Term Outcomes

Counsellors can:

- **Attend** to many more individuals, leaving less people behind.
- **Save time** from admin tasks (such as data collection).
- Start **personalised counselling** based on each individual's skills data, CV and career interests/ plans.



## Medium Term Outcomes

Counsellors can:

- Deliver better & skill-based **employment services** to more people.
- Deliver better **employment** and/or **training** outcomes.



## Long Term Impact

People access more sustainable career pathways and improved livelihoods.

# Strategic Alignment with ECSILI's Objective

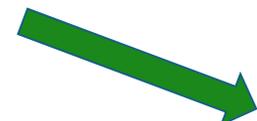
The Theory of Change supports you to achieve our project objectives.

## ECSILI's objectives

Improve quality of the services provided to refugees.

Facilitate the social and labour market integration of Ukrainian refugees in the two cities

Improve the quality of employment and life for refugees in the longer term.



## SkillLab's Theory of Change

### Medium Term Outcomes

- Deliver better & skill-based **employment services** to more people.
- Deliver better **employment** and/or **training** outcomes.

### Long Term Impact

People access more **sustainable career pathways** and **improved livelihoods**.

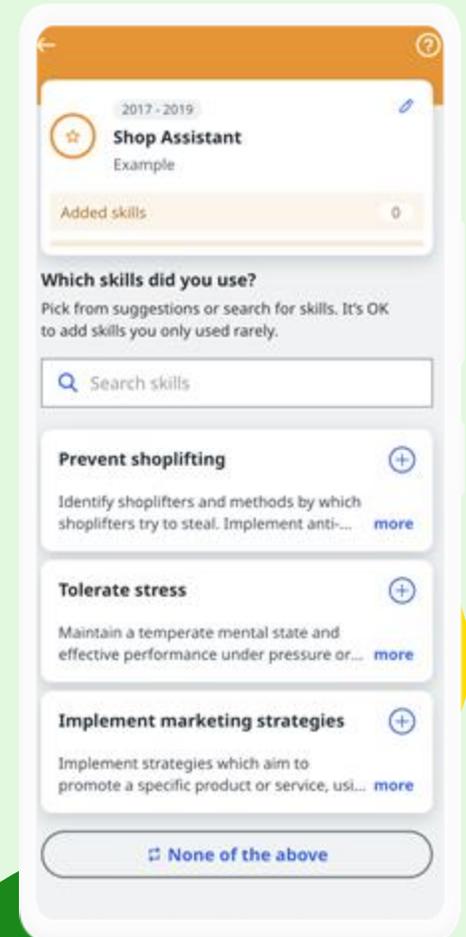
# The Online Skills Profiling Tool

Value-adding component for job seekers

Helping people recognize their skills.

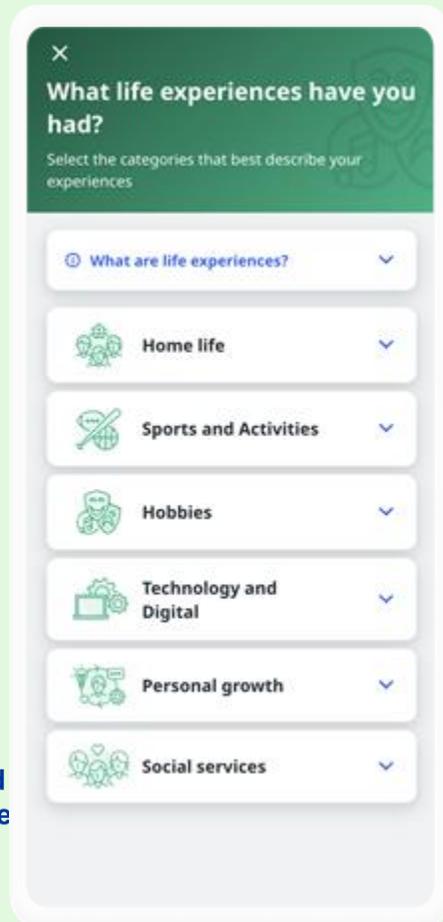
Our AI-powered skills exploration allows people to discover their skills without even thinking.

The SkillLab tool will present relevant skill recommendations based on the experience (job, education, and other life experiences) they add.



# The Online Skills Profiling Tool

Value-adding component for job seekers



The screenshot shows a mobile application interface for a skills profiling tool. At the top, there is a green header with a close button (X) and the question "What life experiences have you had?". Below the header, there is a sub-header "Select the categories that best describe your experiences". The main content area consists of a list of seven categories, each with a small icon and a dropdown arrow:

- What are life experiences?
- Home life
- Sports and Activities
- Hobbies
- Technology and Digital
- Personal growth
- Social services

Allowing people to appreciate skills gained from life experiences

Our tool does not only consider skills from job and educational experiences. It also enables people to highlight the skills they gained from various life experiences.

We acknowledge that skills can also come from informal experiences.

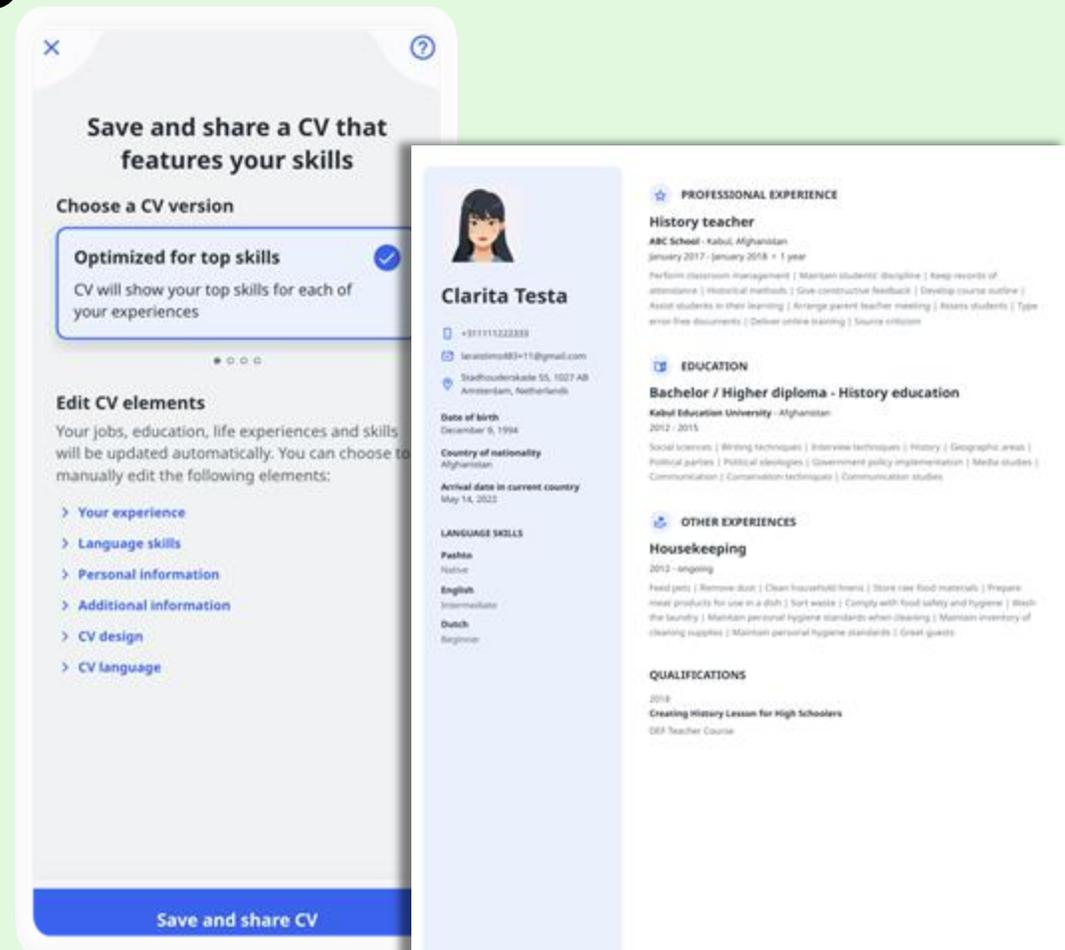
# The Online Skills Profiling Tool

Value-adding component for job seekers

Supporting people to confidently communicate their skills.

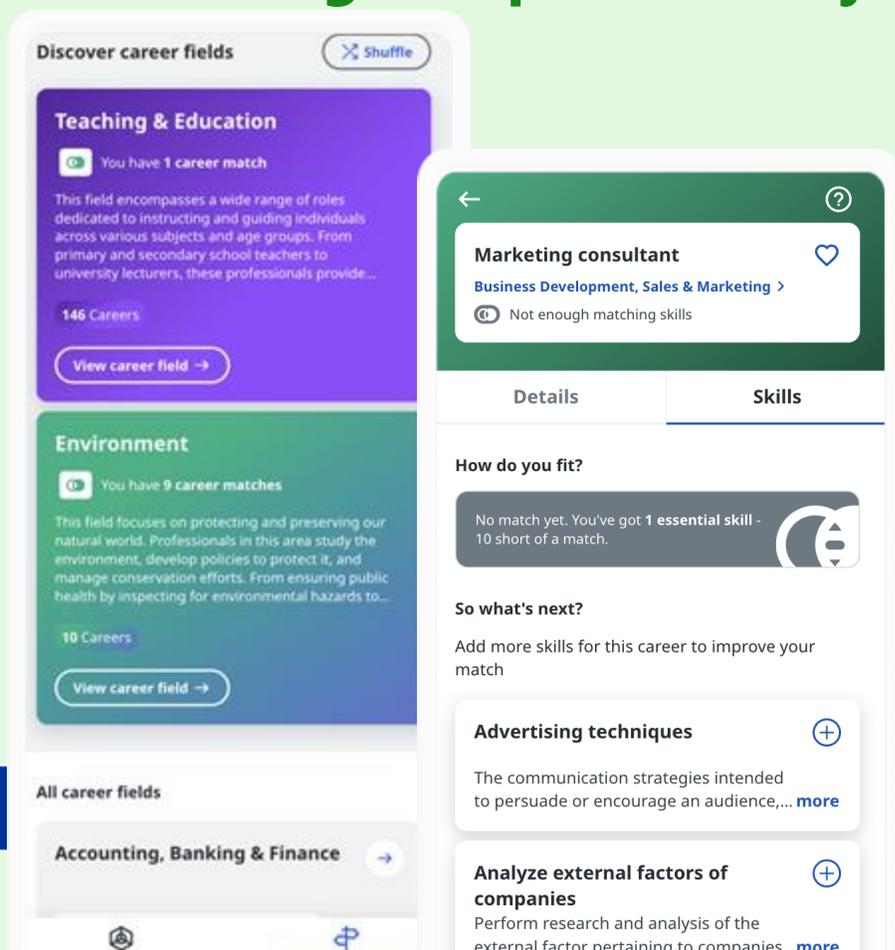
SkillLab's CV generator allows people to seamlessly download a skills-based CV, be it to highlight their top skills or to target a specific job.

SkillLab's skills-based CV automatically order the skills according to the strength and the demand from the target job, providing support to present one's strengths in a structured way.



# The Online Skills Profiling Tool

## Value-adding component for job seekers



Enabling people to understand the skills required for desired careers.

The career tab in our tool allows people to explore thousands of careers and the skills required for them.

It helps people identify skills gap and provides insight to the upskilling they need to attain their desired career.



# The Online Skills Profiling Tool

## Value-adding component for employment services

Helping career counsellors to attend to many more individuals.

Our counsellor portal has unlimited number of user registration capacity.

With multiple features available on their dashboard, a counsellor can monitor the progress of many job seekers simultaneously, allowing them to scale up the number of people they support.

The screenshot displays the ECSILI Demo interface. On the left, a sidebar menu includes 'Users', 'User groups', and 'Taxonomy'. The 'Users' section is expanded, showing 'Registered users' (5 total), 'Invited users', 'Invitations', 'Team members', and 'Archived'. The main area shows 'Registered users' with an 'Invite users' button and an 'Access code' of 437271. Below this are three progress cards: 'In progress' (5), 'Essential tasks completed' (0), and 'All tasks completed' (0). A table lists users with columns for 'User name', 'Status', 'Experiences', and 'Skills'.

User name	Status	Experiences	Skills
<input type="checkbox"/> Sergiy Test	<input type="checkbox"/> <input type="checkbox"/>	3	61
<input type="checkbox"/> Olena Test	<input type="checkbox"/> <input type="checkbox"/>	4	57
<input type="checkbox"/> Dmytro Test	<input type="checkbox"/> <input type="checkbox"/>	4	50
<input type="checkbox"/> Clarita Test	<input type="checkbox"/> <input type="checkbox"/>	1	7

## The Online Skills Profiling Tool

Value-adding component for employment services

Access code 249156

Data export

Skills Assigned to + Filters Search name or email

Essential tasks completed 0 + 0 this week

All tasks completed 0 + 0 this week

Outcome 4 + 3 this week

Status	Experiences	Skills	Last activity	Outcome	Actions
	1	15	6 months ago	Education/Training	...
	2	30	6 months ago	Program Completed	...
	9	104	1 hour ago	Employment	...
	1	12	6 months ago	Improved employment	...

**Saving counsellors' time from administrative task, including data collection.**

SkillLab's counsellor portal streamlines counselor's administrative task.

Counsellor can document and track the outcome of each individual, as well as easily export data, including user profile summary, and skills and careers distribution among the people they support.

# The Online Skills Profiling Tool

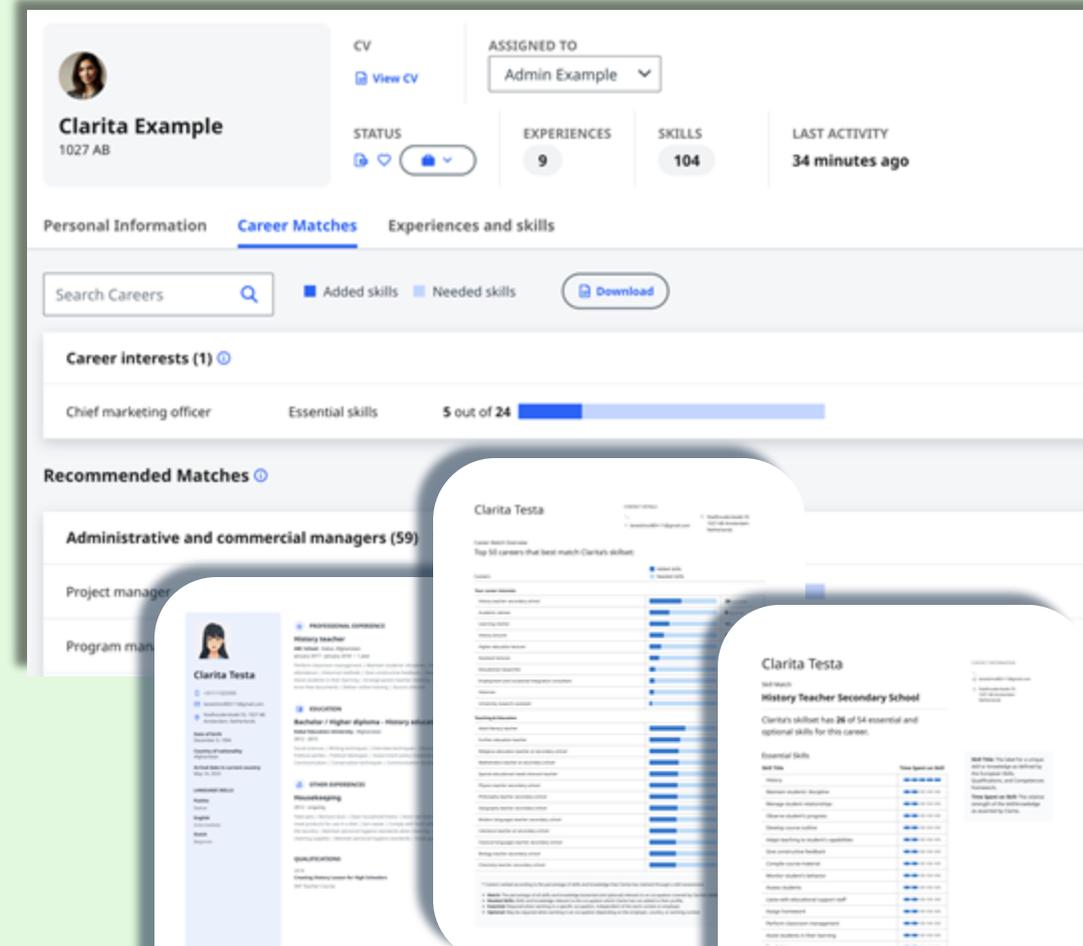
## Value-adding component for employment services

Enabling personalized career counselling based on user's skills data, CV, and career interest.

All the data added by users via the user app will be visible to counsellors on their portal.

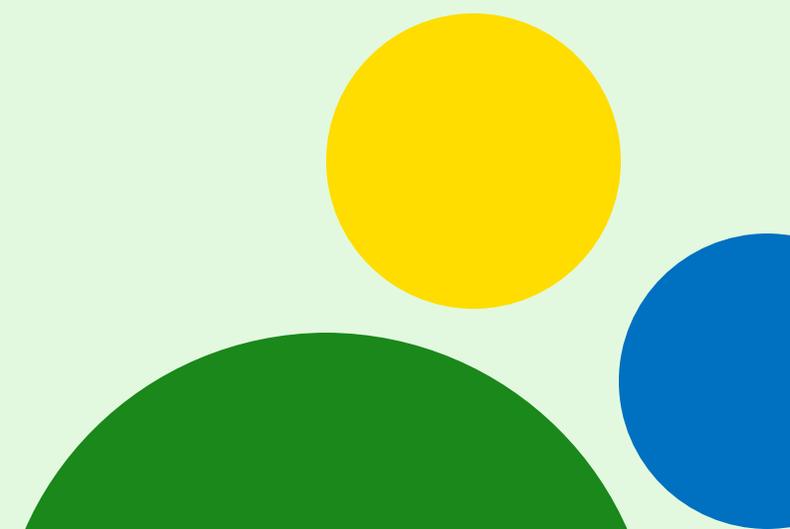
Counsellor can download the following document to use as a base for a more personalized career counseling:

- User's top 50 career matches
- User's skills match against a specific career
- User's skills-based CV



The screenshot displays a user profile for 'Clarita Example' (ID: 1027 AB) with 9 experiences and 104 skills. The interface shows a 'Career Matches' section with a search bar and filters for 'Added skills' and 'Needed skills'. A specific match for 'Chief marketing officer' is highlighted, showing a progress bar for 'Essential skills' at 5 out of 24. Below, 'Recommended Matches' are listed, including 'Administrative and commercial managers (59)', 'Project manager', and 'Program manager'. Two inset windows show detailed views: one for 'Clarita Testa' (ID: 1027 AB) with a 'History teacher' match, and another for 'Clarita Testa' (ID: 1027 AB) showing a 'History Teacher Secondary School' match with a detailed skills comparison chart.

# Understanding the Tech – AI & Skills Taxonomy



# Understanding the Tech

## AI & ESCO Taxonomy

- The skills-profiling tool uses AI in:
  - **Giving skills recommendation** to job seekers based on the job/education/life experience they enter.
  - **Giving career recommendation** based on their top skills.
- The recommendation is **not deterministic**. It serves as an idea of direction to take, which will still be **mediated by counsellor's guidance**.
- **From where does the AI get the skills data?**
  - **ESCO Taxonomy** - A structured grouping of skills, competencies, qualifications, and occupations that are important to the job market, education, and training in Europe.
  - [https://esco.ec.europa.eu/en/classification/occupation\\_main](https://esco.ec.europa.eu/en/classification/occupation_main)



# Understanding the Tech

## Example of career and skills data from ESCO

cashier
Download ▼

[Service and sales workers](#) > [Sales workers](#) > [Cashiers and ticket clerks](#) > [Cashiers and ticket clerks](#) > cashier

---

### Concept overview

---

### Code

5230.1

### Description

Cashiers operate the cash register, receive payments from customers, issue receipts and return change due.

### Alternative Labels

checkout assistant

check out assistant

check out operative

checkout operative

checkout operator

check out operator

department store cashier

filling station cashier

hypermarket cashier

outlet centre cashier

shop cashier

supermarket cashier

toll booth attendant

cashier

### Essential Skills and Competences

apply numeracy skills

ensure client orientation

issue sales invoices

manage theft prevention

operate cash register

process payments

process refunds

provide customer follow-up services

use different communication channels

### Essential Knowledge

customer service

### Optional Skills and Competences

count money

direct customers to merchandise

maintain check-out area cleanliness

maintain transaction's reports

monitor check-out point

pack merchandise for gifts

package purchases in bags

process loyalty schemes

put up price tags

reserve merchandise for customers

train employees

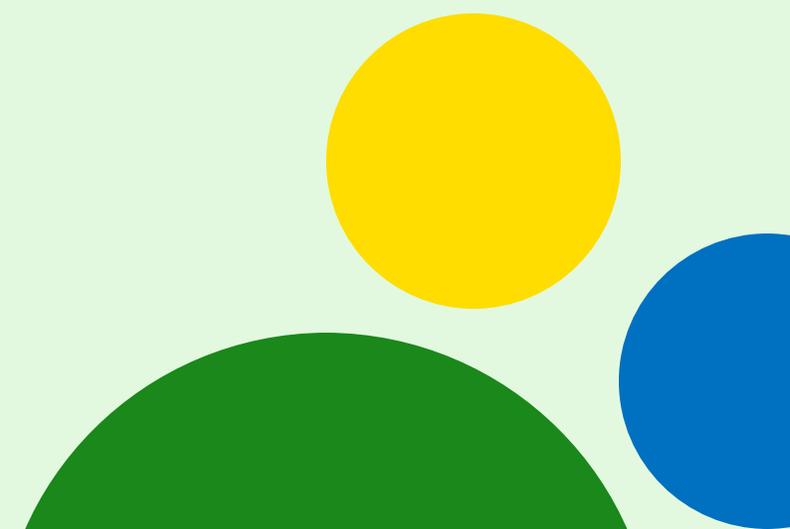
weigh materials

# Online Skills Profiling Tool Training



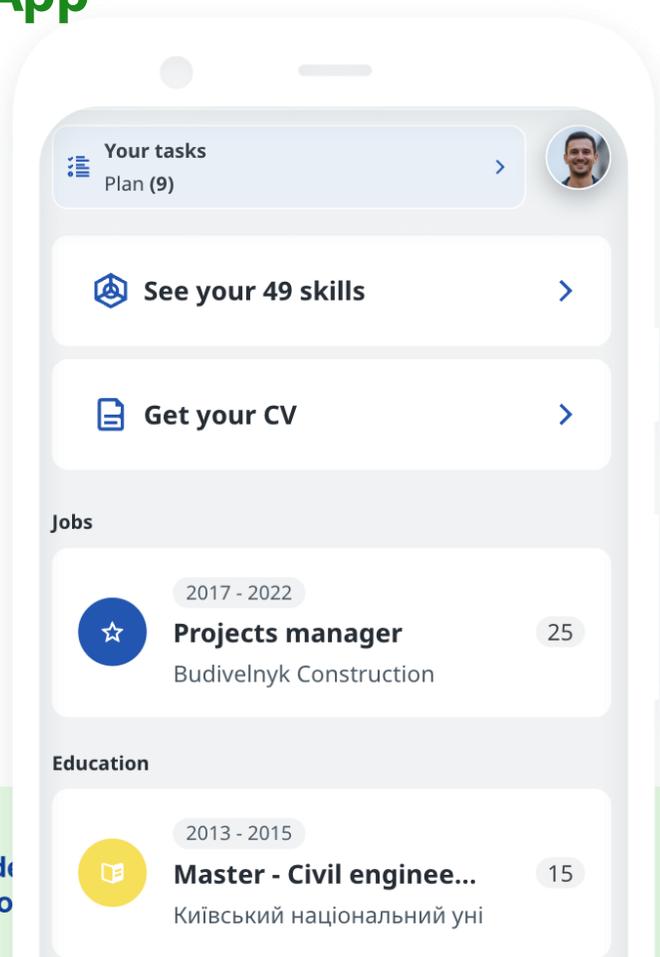
Co-funded by  
the European Union

Social  
Innovation   
Initiative

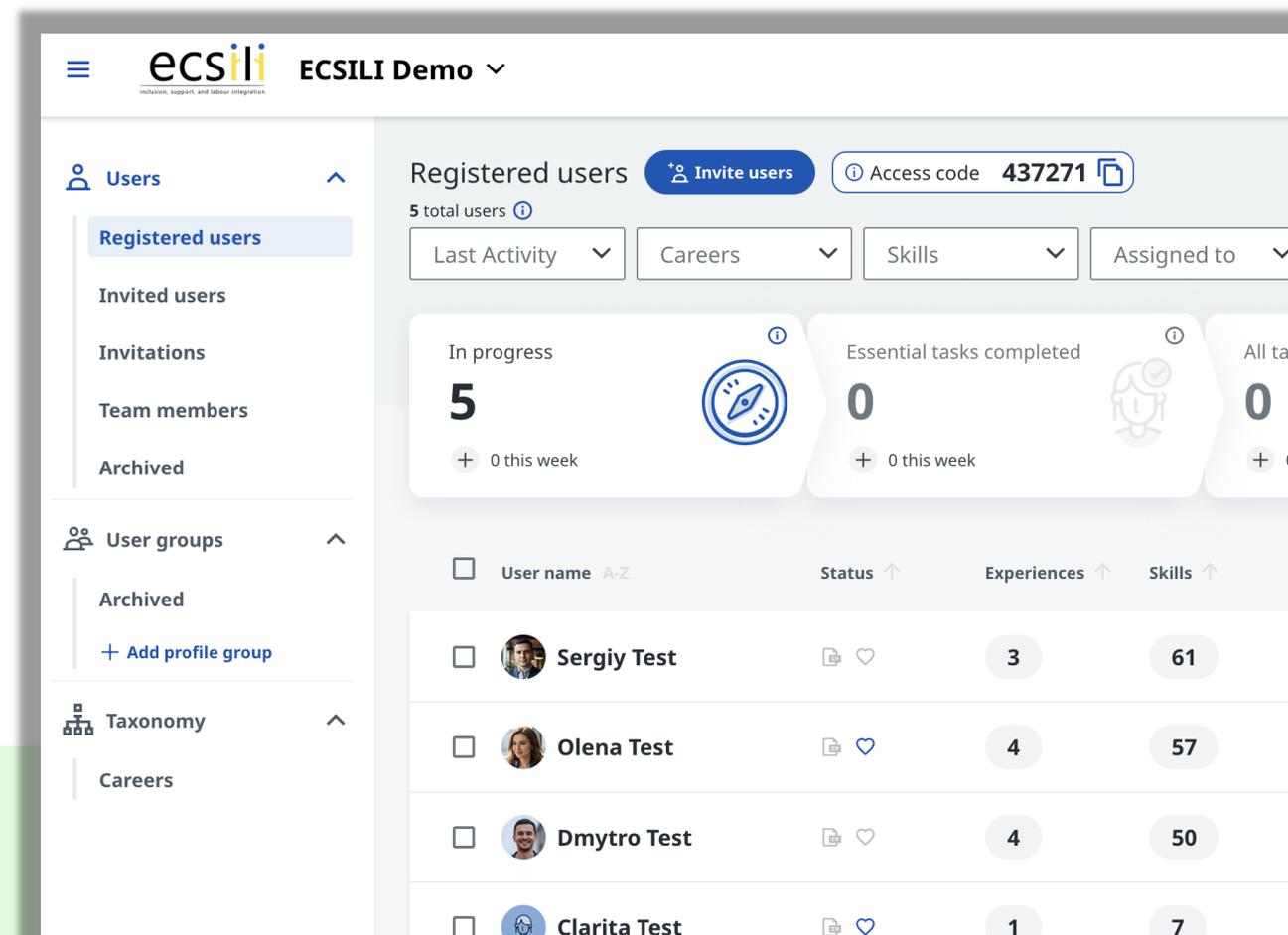


## Two Components of the Online Skills Profiling Tool

### User App



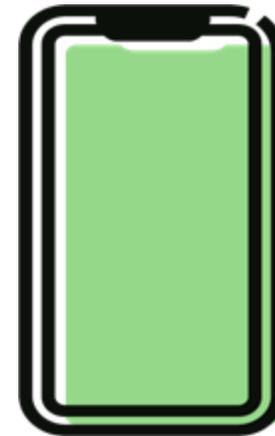
### Counsellor Portal



## User App

For refugees/job-seekers, accessible from mobile phone and desktop

- Use the app in **18 available languages**
- Explore skills and create skills profile using an **extensive database of +- 14.000 unique skills**
- Automatically match skill sets to **+-3.000 (EU-recognized) occupations**
- Generate **professionally formatted CV** in various languages
- **Explore different careers** based on your skills



User App



## Counsellor Portal

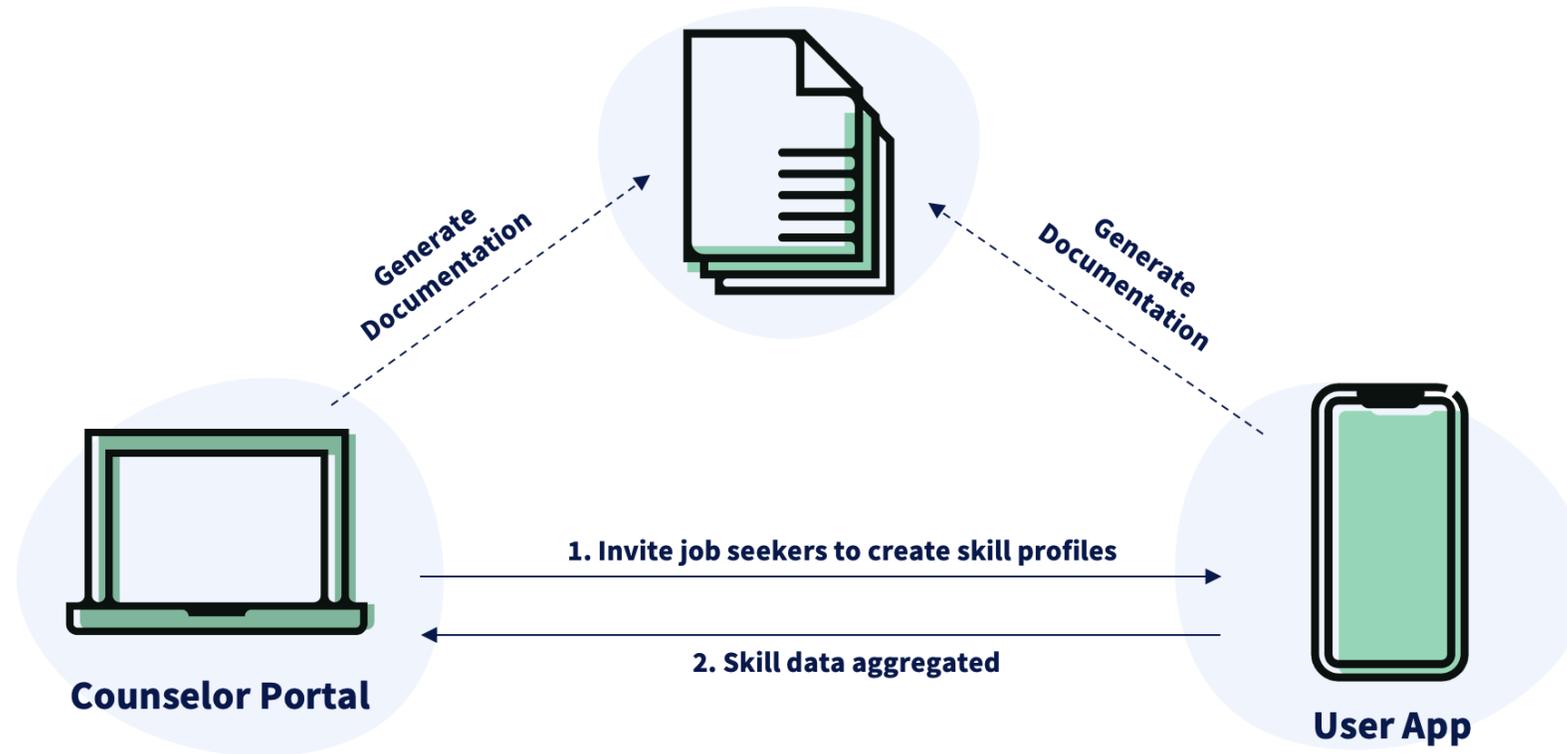
For counsellor/administrator, accessible from desktop



Counselor Portal

2

- **Invite** users to use the mobile app and create their skills profile
- **Monitor users' progress** and analyse their skills and experiences
- **Get insights** and ideas about potential opportunities that match clients' skills and abilities
- **Download various documentations** about users' skills and career potential



**How the components are related**

## User App Training

To access the User App, a person **MUST BE INVITED** by a counsellor. After signing in, the user can access the tool again through <https://skilllab.app/projects/ecsili-city name/guest>.



User App



Counselor  
Portal



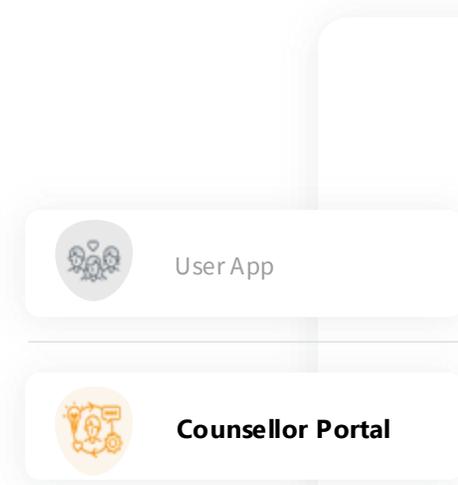
### For job seekers

You will be able to do the following on the app:

- Accepting counsellor invitation.
- Registering an account.
- Reflecting on your skills awareness and career confidence.
- Generating a career plan.
- Entering an experience.
- Entering skills and linking it to your experience.
- Browsing career matches.
- Generating a CV.
- Adding/editing personal information.
- Rating the tool and giving feedback to the ECSILI team.

## Counsellor Portal Training

As an administrator/counsellor, you have one one single account for both the admin portal and the mobile application. An administrator can see all activities in the portal they are assigned to.



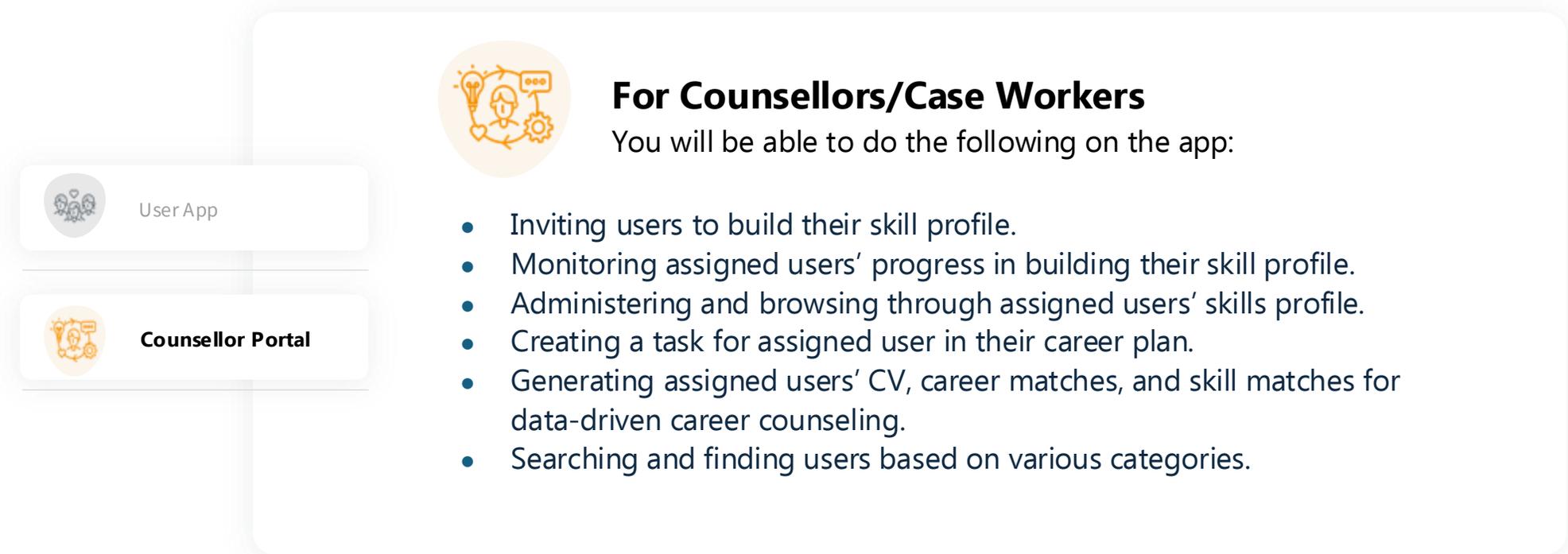
### For Portal Administrator

You will be able to do the following on the app:

- **Inviting counsellors to the portal.**
- Inviting users to build their skill profile.
- Monitoring **all users'** progress in building their skill profile.
- Administering and browsing through **all users'** skills profile.
- Creating a task for **all user** in their career plan.
- Generating **all users'** CV, career matches, and skill matches for data-driven career counseling.
- Searching and finding users based on various categories.
- **Creating groups and adding users to the group**
- **Exporting data report on all users**

## Counsellor Portal Training

As an administrator/counsellor, you have one one single account for both the admin portal and the mobile application. For data privacy reason, counselor can only view the beneficiaries' they invited/assigned to.



**For Counsellors/Case Workers**

You will be able to do the following on the app:

- Inviting users to build their skill profile.
- Monitoring assigned users' progress in building their skill profile.
- Administering and browsing through assigned users' skills profile.
- Creating a task for assigned user in their career plan.
- Generating assigned users' CV, career matches, and skill matches for data-driven career counseling.
- Searching and finding users based on various categories.

## Accessing the Counsellor Portal

Use the link below to access your counsellor portal after sign up

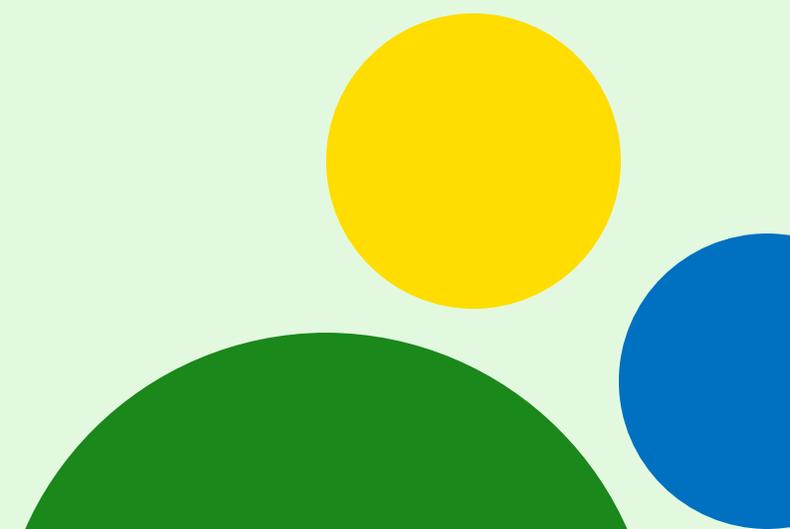
- Warsaw

<https://skilllab.app/admin/ecsili-warsaw/projects>

- Arad

<https://skilllab.app/admin/ecsili-arad/projects>

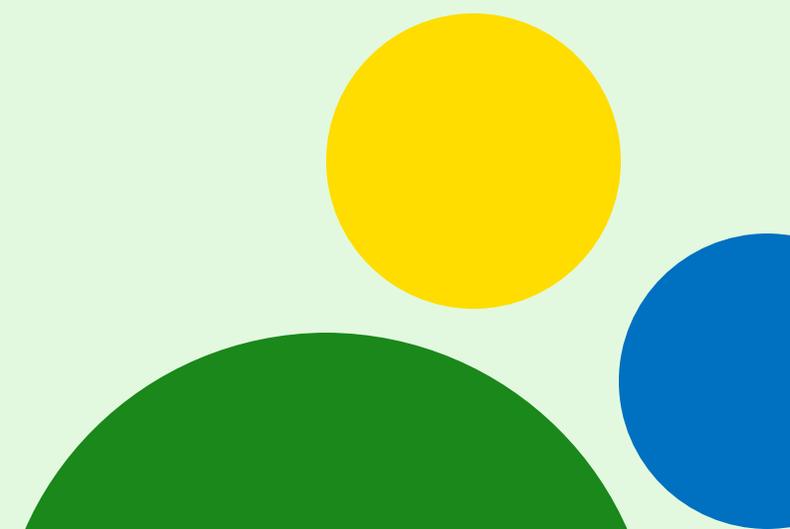
# The Online Skill Profiling Tool in Your Workflow



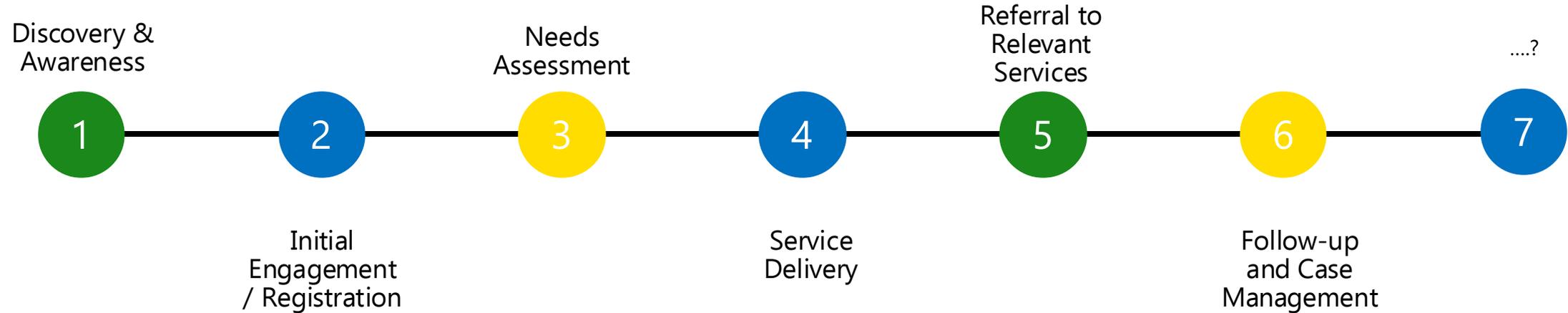
## Workflow Integration

### How to integrate the online skill profiling tool into the action plan?

- We need to define:
  - What is the standard operation procedure without the online skill profiling tool? Define the steps.
  - Example on the following slide



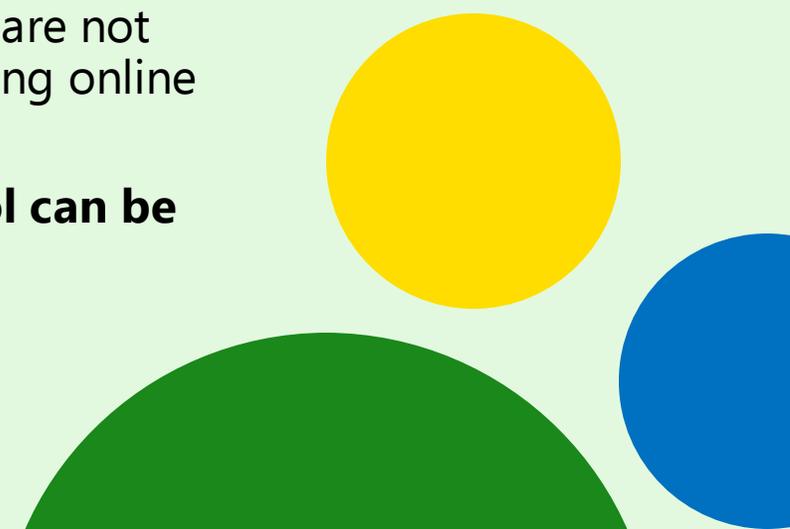
## Example of SOP



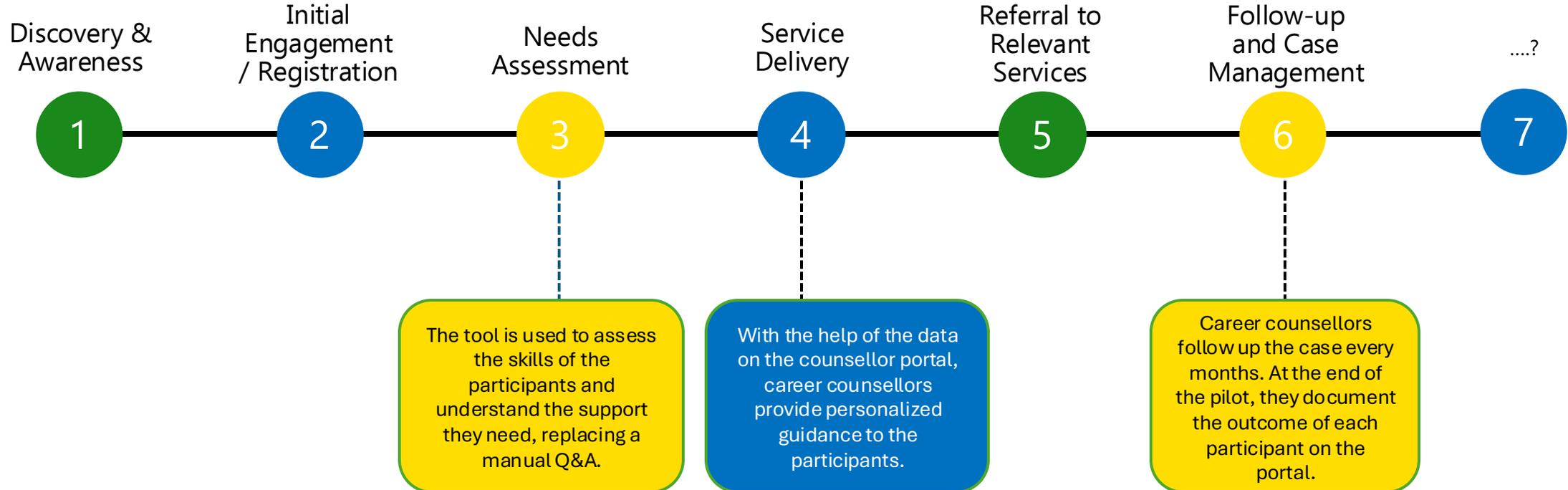
# Service Blueprint Design

## What is happening on each step?

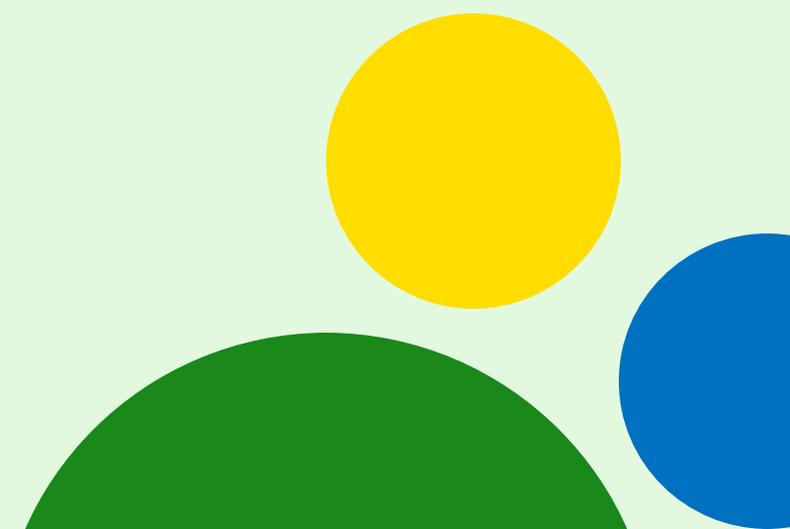
- **On each step in the SOP, define:**
  - What action does the participant take during the service experience? (ex: receiving information about the pilot)
  - What action does the service providers take that is visible to the participants? (ex: placing an advertisement online about the pilot, distributing brochure about the pilot in an event for refugees)
  - What action does the service providers take behind the screen/that are not visible to the participants to support the visible actions? (ex: designing online advertisement and printing brochure about the pilot).
- **Defining these points will help us provide suggestion where the tool can be used to replace or enhance specific action.**



## Possible Tool Integration\*



# Impact Metrics



## Suggested Impact Metrics (not finalized)

- Theory of Change:
  - People **recognise** their skills
- ECSILI objective:

Facilitate the social and labour market **integration** of Ukrainian refugees in the two cities

- Number of sign up
- Number of users adding skills
- Number of skills added
- Average difference (in %) of skills awareness between the start & end of the tool use (“I am aware of which skills I have”).

## Suggested Impact Metrics (not finalized)

- Theory of Change:
  - People **appreciate** the skills gained from (life) experiences.
- ECSILI objective:

**Facilitate the social and labour market integration** of Ukrainian refugees in the two cities
- Number of users adding experience
- Number of users adding skills
- Number of experiences added
- Number of skills added
- Average difference (in %) of skills confidence between the start & end of the tool use (“I am aware of which experience helped me get my skills”)

## Suggested Impact Metrics (not finalized)

- Theory of Change:
  - People **feel confident** communicating their skills
- ECSILI objective:

Facilitate the social and labour market integration of Ukrainian refugees in the two cities

- Number of users generating CV
- Number of CV generated
- Number of CV generated per user
- Average difference (in %) of skills communication between the start & end of the tool use (“I can communicate my skills verbally or in writing (e.g. a resume or CV)”)

## Suggested Impact Metrics (not finalized)

- Theory of Change:
  - People **understand** the skills required for their desired career
- ECSILI objective:
  - Facilitate the social and labour market integration of Ukrainian refugees in the two cities
- Number of users adding career interest
- Total number of career interest added
- Number of career interest per user
- Average difference (in %) of job confidence between the start & end of the tool use (“I’m aware of which skills I need for the career(s) I am interested in”)

## Suggested Impact Metrics

(not finalized)

General Progress (seen from career plan completion)

- Career plan goal distribution (% of people having a specific career plan goal)
- Career plan completion. How many users:
  - Complete all tasks in their career plan
  - Complete all essential tasks in their career plan
- % of career plan completion for:
  - All tasks
  - Essential tasks
  - Optional tasks

## Suggested Impact Metrics (not finalized)

- Theory of Change:
  - Counsellor **attend** to many more individuals
- ECSILI objective:

Improve quality of the services provided to refugees.

- Total number of participants
- Average number of participants per counsellors
- Counsellor survey result, with question such as: “the tool has enabled me to provide support to a greater number of people” (compared with the situation before the tool was introduced within the same time period). → % of counselors agreeing to this statement

## Suggested Impact Metrics (not finalized)

- Theory of Change:
  - Counsellor **save time** for administrative tasks
- ECSILI objective:
- Counsellor survey result, with question such as: "the tool has reduced the time I spend collecting and assessing each person's skills and career interests". → % of counsellors agreeing to this statement

Improve quality of the services provided to refugees.

## Suggested Impact Metrics (not finalized)

- Theory of Change:
  - Counsellor start **personalised counseling** based on each individual's skills data, CV and career interests/ plans.
- ECSILI objective:
- Counsellor survey result, with question such as: "The tool has allowed me to offer more personalised, skills-focused career counseling to individuals". → % of counsellors agreeing to this statement

Improve quality of the services provided to refugees.

## Suggested Impact Metrics (not finalized)

- Theory of Change:
  - Deliver better & skill-based **employment services** to more people
- ECSILI objective:
- Net Promotor Score (NPS) and Customer Satisfaction Score (CSAT) result via in-app survey

Improve quality of the services provided to refugees.

## Suggested Impact Metrics (not finalized)

- Theory of Change:
  - Deliver better **employment** and/or **training** outcomes
- ECSILI objective:

Improve quality of the services provided to refugees.

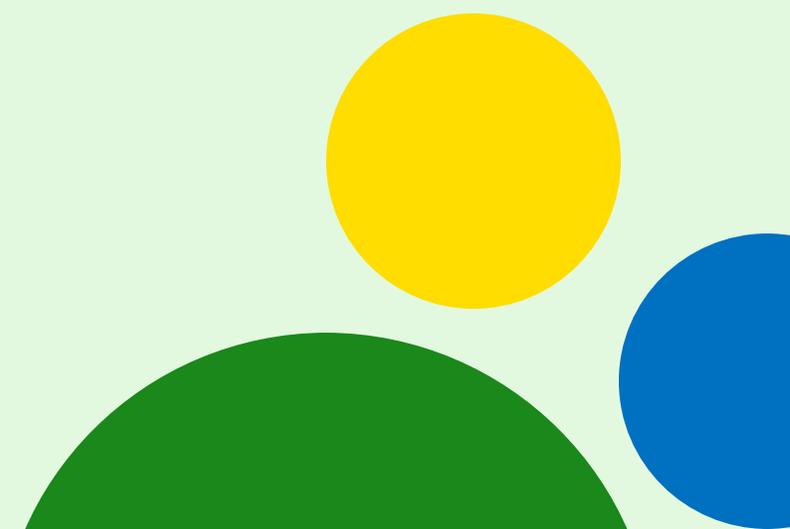
- Outcome metrics from counsellor portal:
  - Education/training
  - Employment
  - Entrepreneurship
  - Improved Employment prospect
  - Program completed
  - Dropped out

## Try the tool on Your Own



Co-funded by  
the European Union

Social  
Innovation   
Initiative



## Try the tool on your own!

**Tip: use it in your own language to review the translation as well**

### • User App

- Generate a career plan
- Add an experience
- Add skills to the experience
- Generate a CV
- Browse careers and career information
- Save a career interest

### • Counsellor Portal

- Send invitation to a participant
- View and explore a participant's profile
- Download career match and skills match document
- Document an outcome of a participant.