

Online Skills Profiling Tool Training

Monday, 29 September 2025



inclusion, support, and labour integration



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About SkillLab

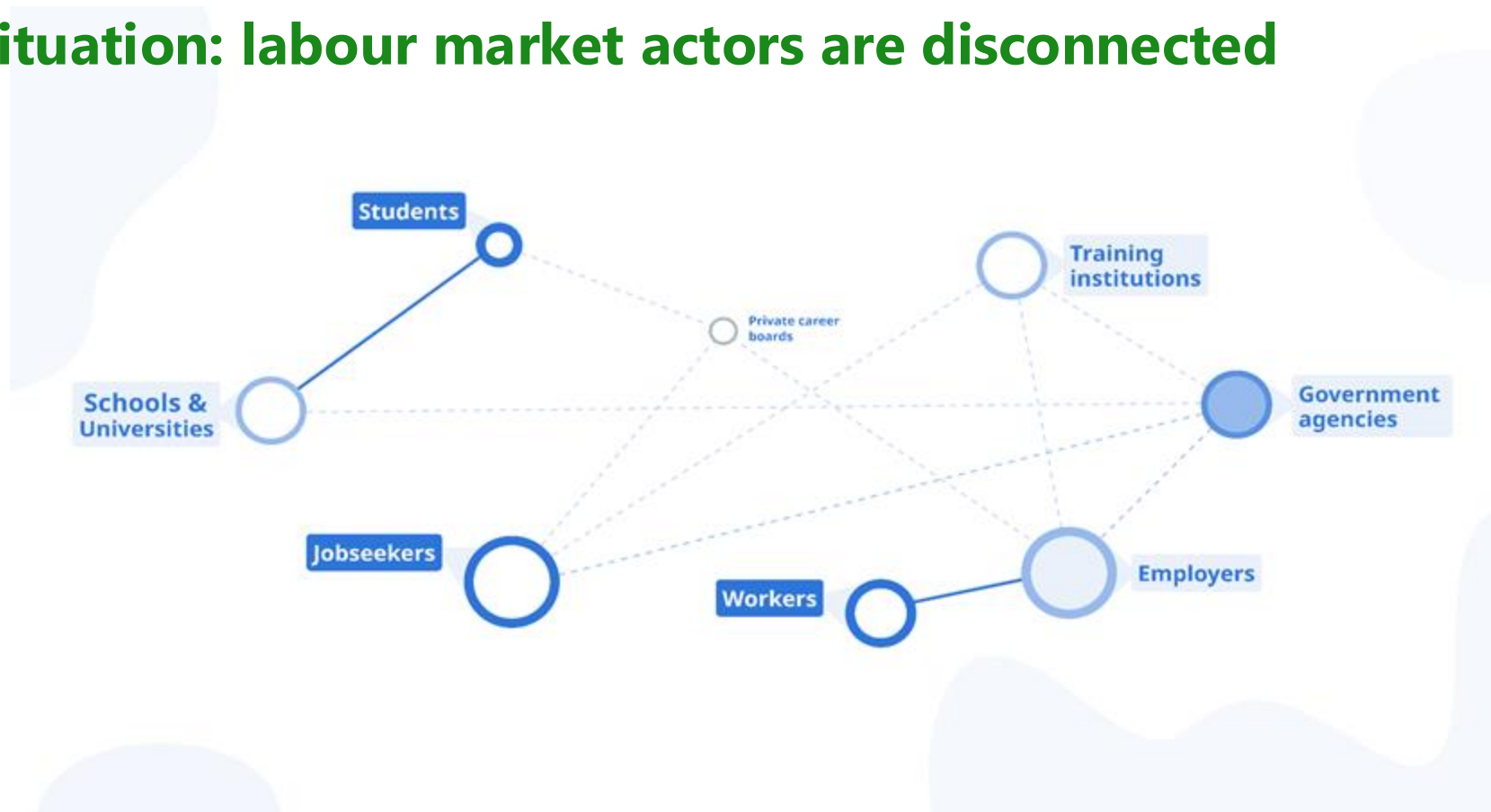
Introducing SkillLab

- 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.



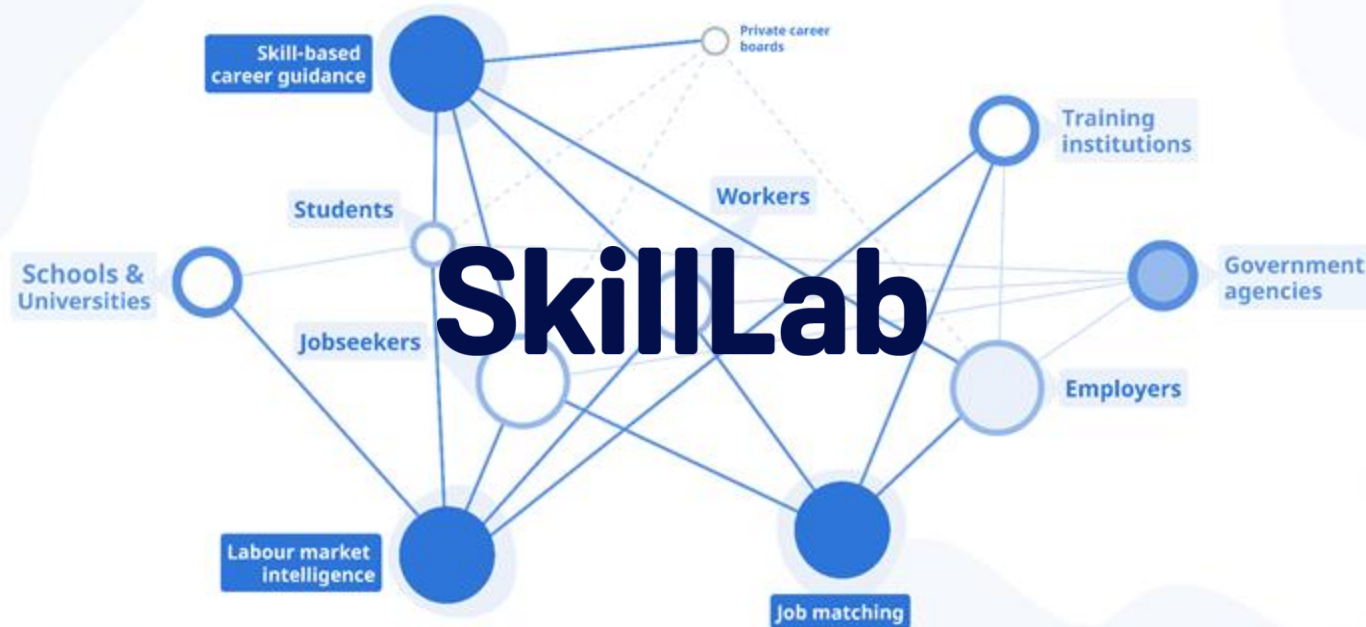
Our Vision

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.



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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 Extcriness

MARIA RUDNENKO

EXPERIENCE

PRODUCTION ASSISTANT

TOV KIROV

2022-2024

EDUCATION

LINGUISTICS STUDIES

LVIV NATIONAL UNIVERSITY

2018-2022

VOLUNTEERING

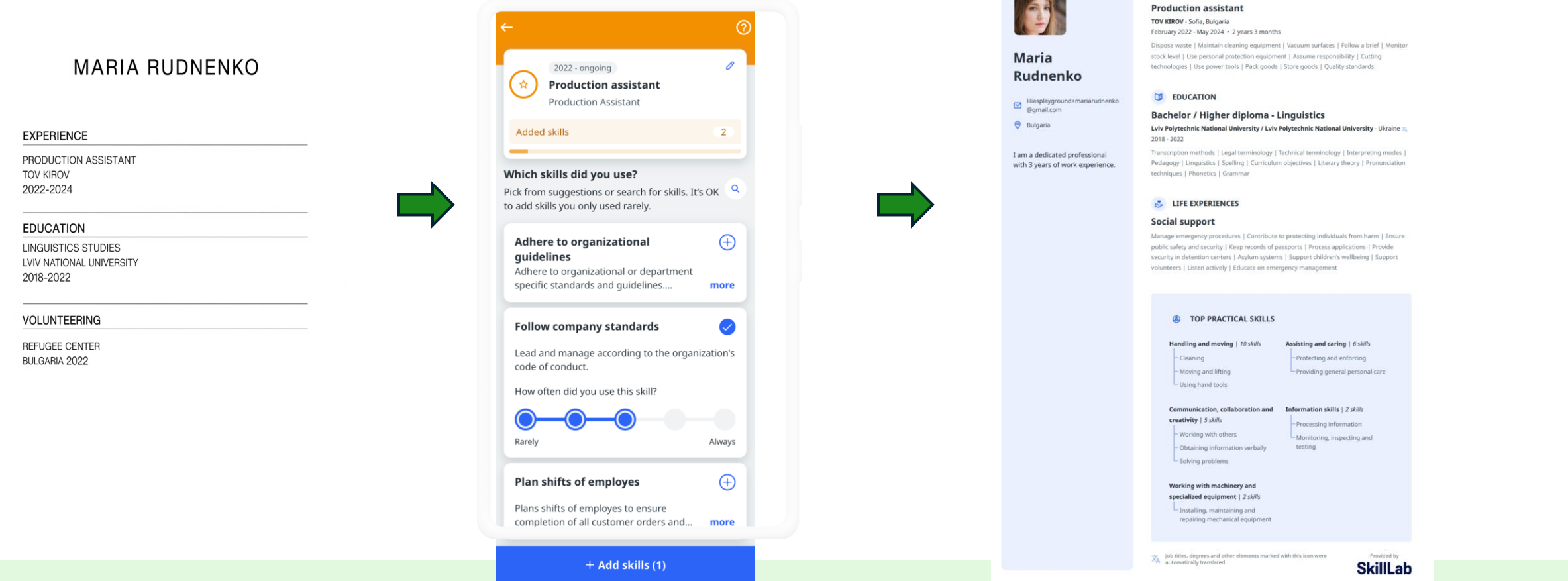
REFUGEE CENTER

BULGARIA 2022



Example Case

How to move from titles to skills profile



Online Skills Profiling Tool Value Proposition



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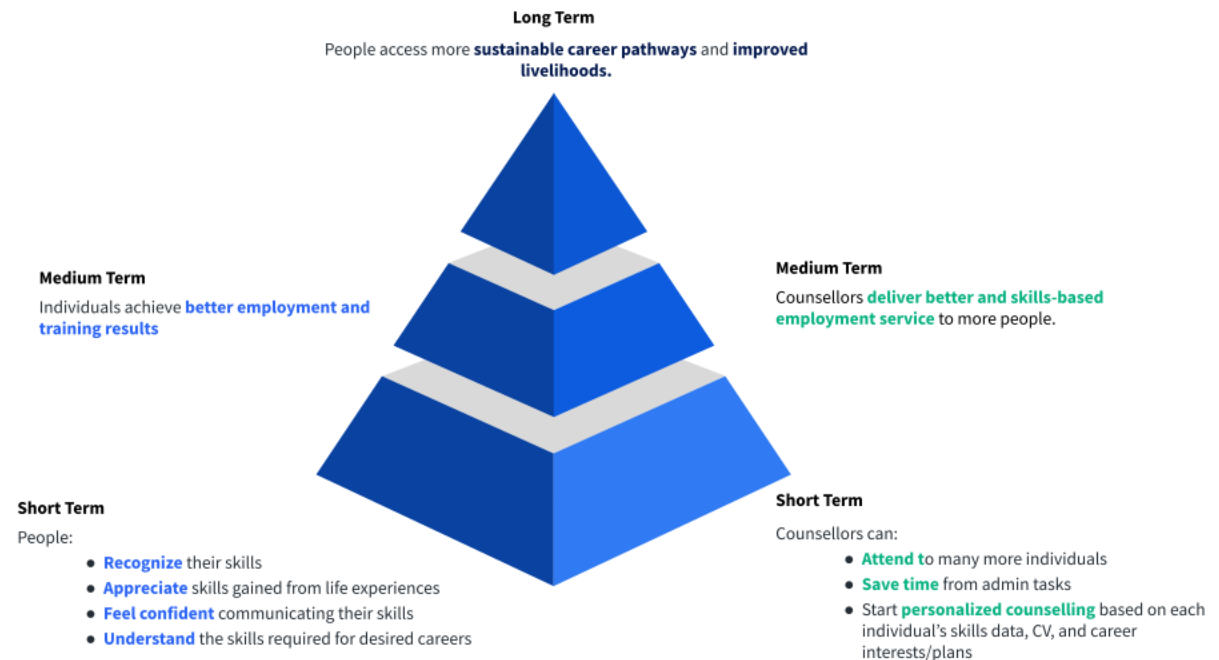
The Tool Value Proposition

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

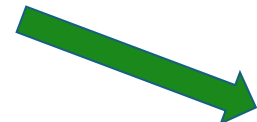
The Theory of Change supports you to achieve our project objectives.

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**.

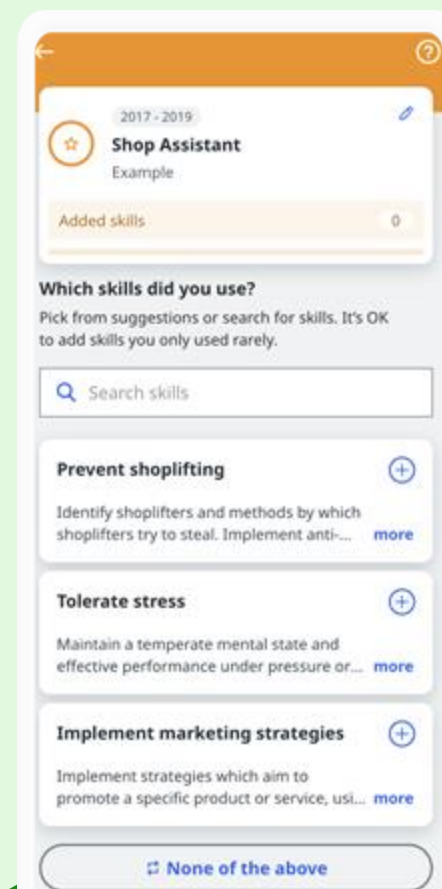
The Online Skills Profiling Tool

Value-adding component for job seekers

Helping people recognize their skills.

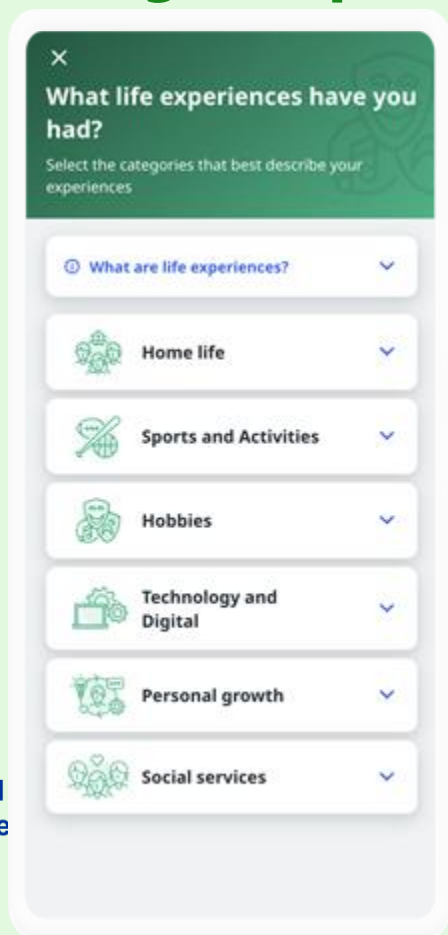
Our AI-powered skills exploration allows people to discover their skills without even thinking.

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



×

What life experiences have you had?

Select the categories that best describe your experiences

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.



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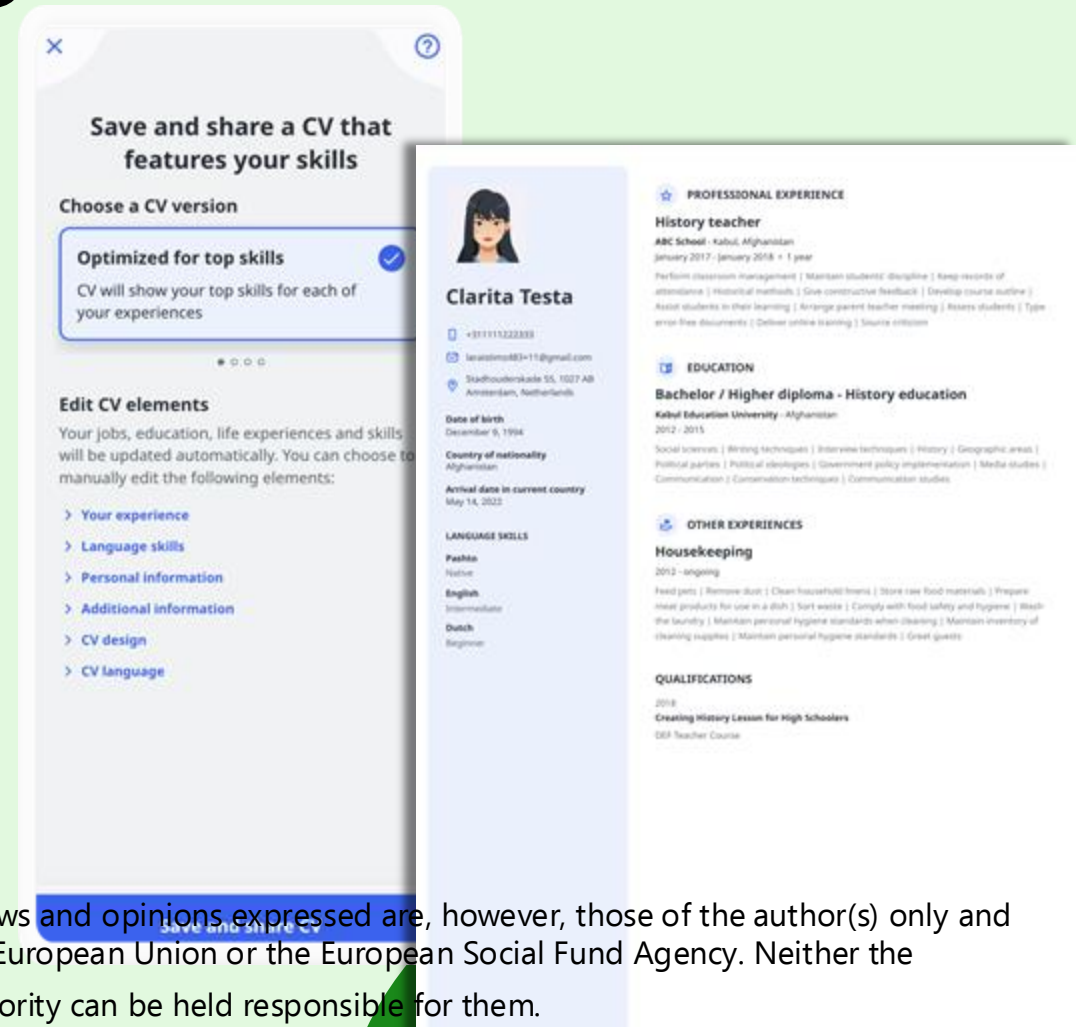
The Online Skills Profiling Tool

Value-adding component for job seekers

Supporting people to confidently communicate their skills.

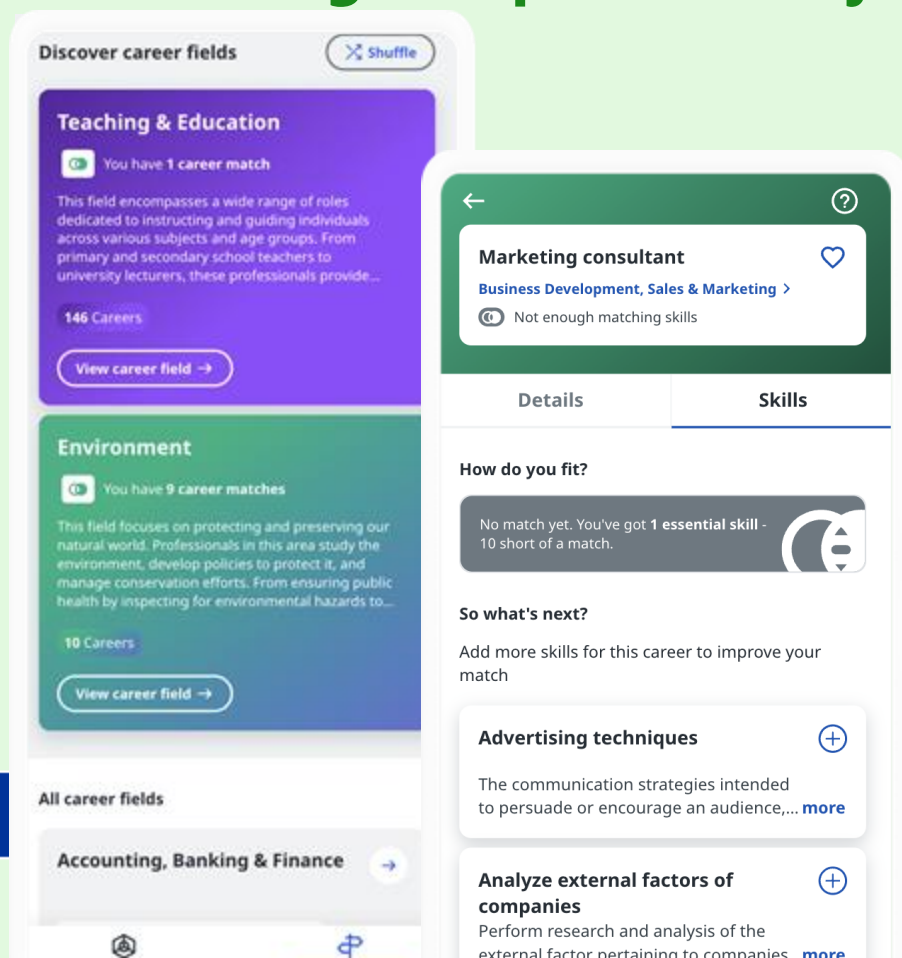
SkillLab's CV generator allows people to seamlessly download a skills-based CV, be it to highlight their top skills or to target a specific job.

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.

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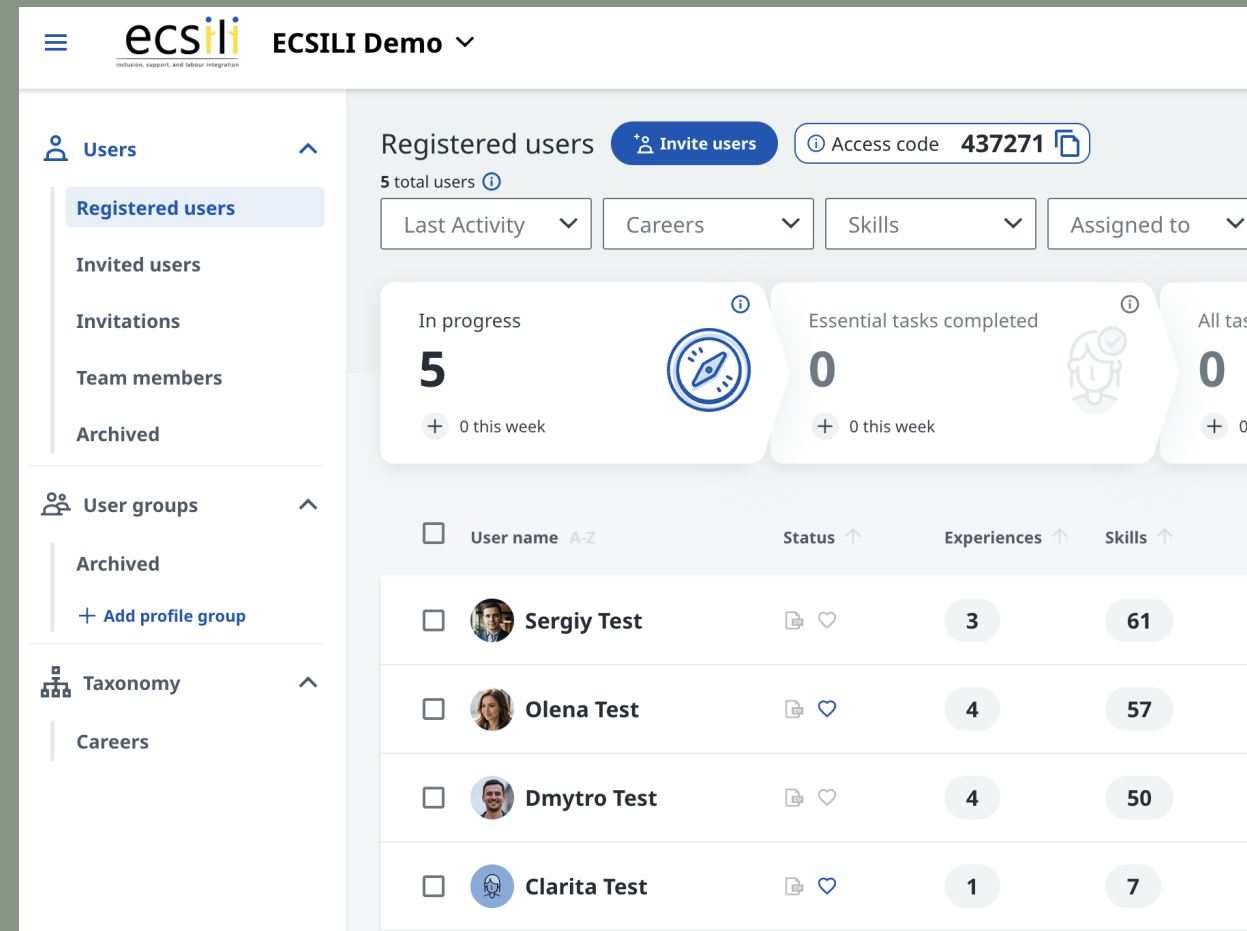
The Online Skills Profiling Tool

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.

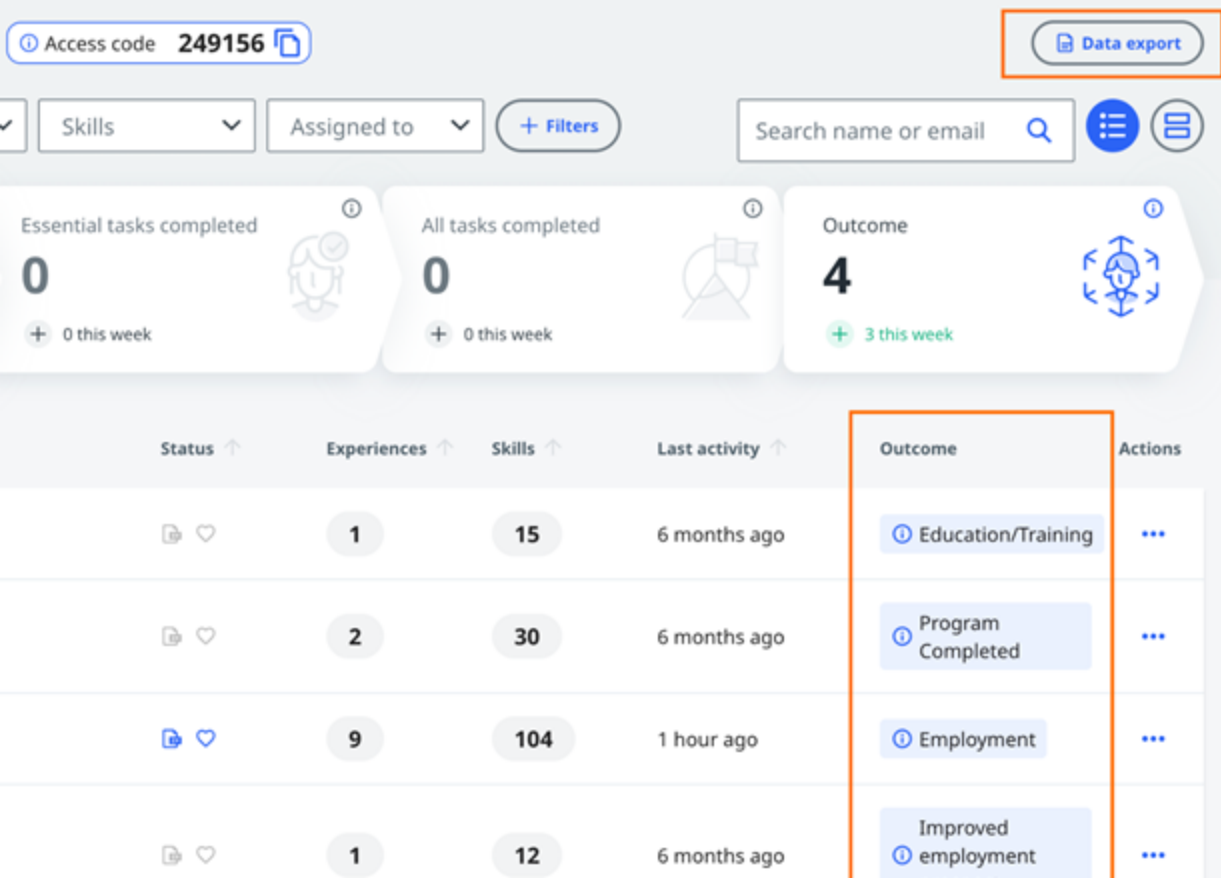


The screenshot shows the ECSILI Demo dashboard. On the left is a sidebar with navigation links: Users, User groups, and Taxonomy. The 'Users' section is expanded, showing 'Registered users' (5 total), 'Invited users', 'Invitations', 'Team members', and 'Archived'. The main area displays 'Registered users' with an 'Access code' of 437271 and a list of users. The dashboard includes summary cards for 'In progress' (5), 'Essential tasks completed' (0), and 'All tasks' (0). Below these is a table of users with columns for checkboxes, user names, status, experiences, and skills.

	User name	Status	Experiences	Skills
☐	Sergiy Test		3	61
☐	Olena Test		4	57
☐	Dmytro Test		4	50
☐	Clarita Test		1	7

The Online Skills Profiling Tool

Value-adding component for employment services



The screenshot displays the SkillLab interface. At the top, there is an 'Access code' field with the value '249156' and a 'Data export' button. Below this are filters for 'Skills' and 'Assigned to', along with a search bar for 'Search name or email'. The dashboard includes three summary cards: 'Essential tasks completed' (0), 'All tasks completed' (0), and 'Outcome' (4). The 'Outcome' card shows a green plus sign and '3 this week'. Below the cards is a table with columns: Status, Experiences, Skills, Last activity, Outcome, and Actions. The table contains four rows of data. The 'Outcome' column is highlighted with an orange box, showing 'Education/Training', 'Program Completed', 'Employment', and 'Improved employment'.

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.

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The Online Skills Profiling Tool

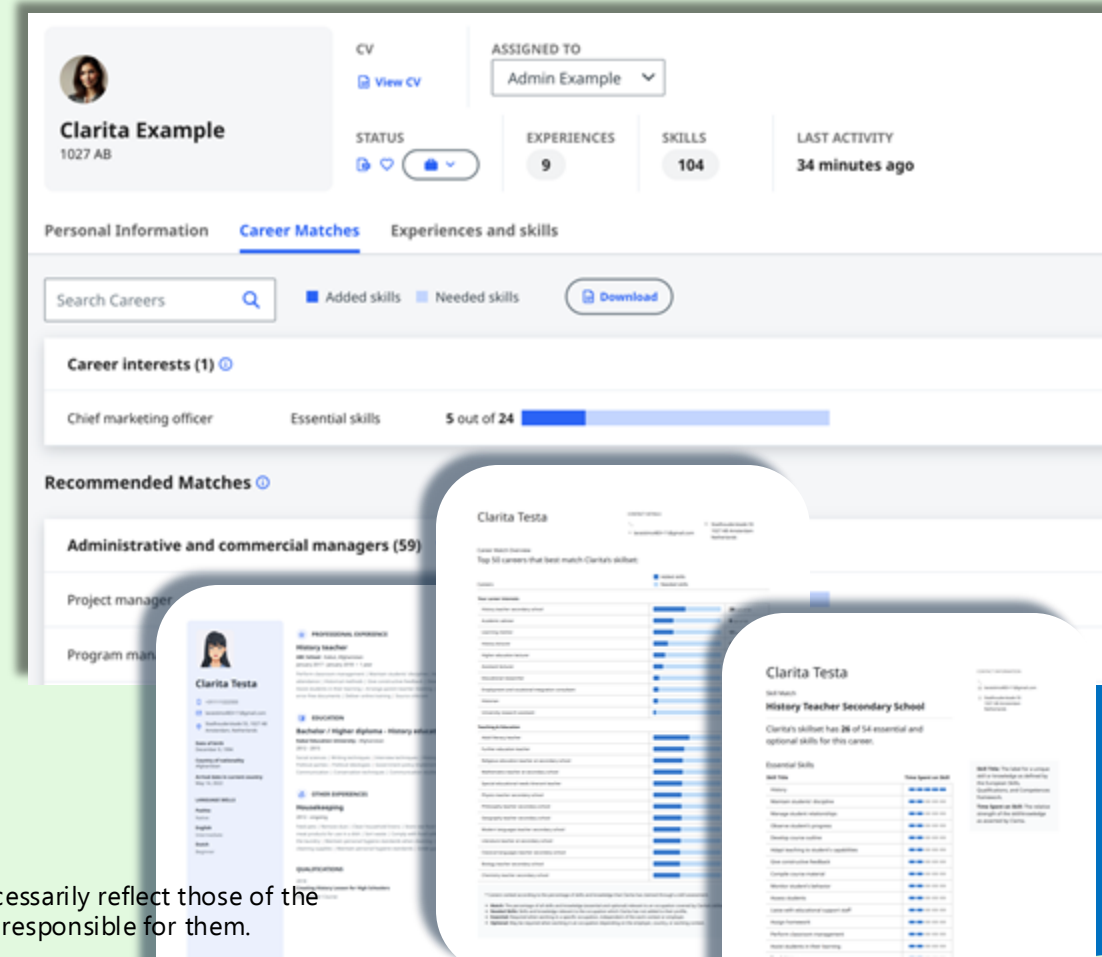
Value-adding component for employment services

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



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Understanding the Tech – AI & Skills Taxonomy



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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



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

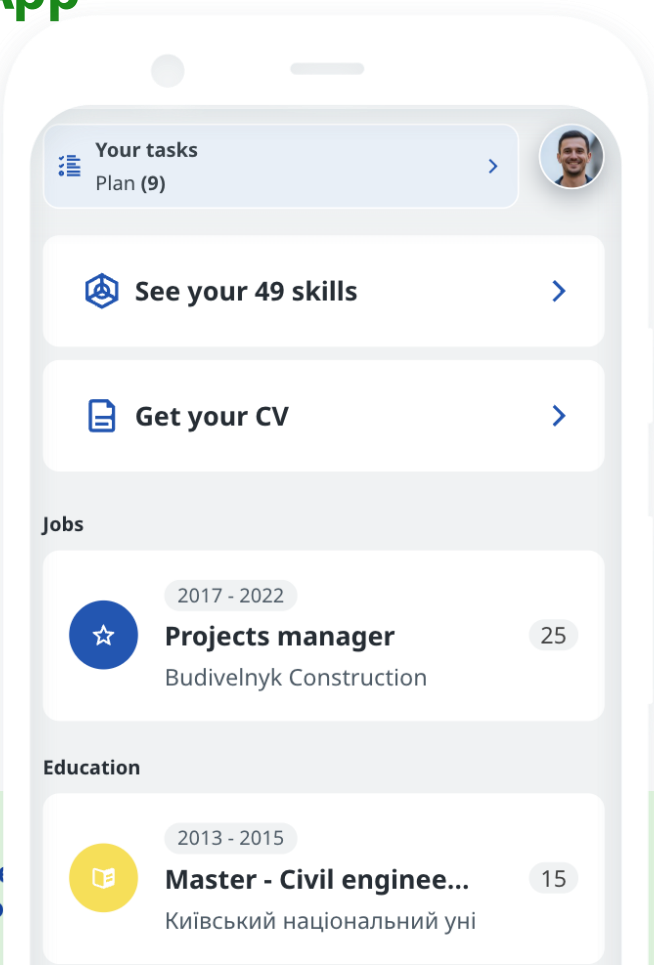
weigh materials



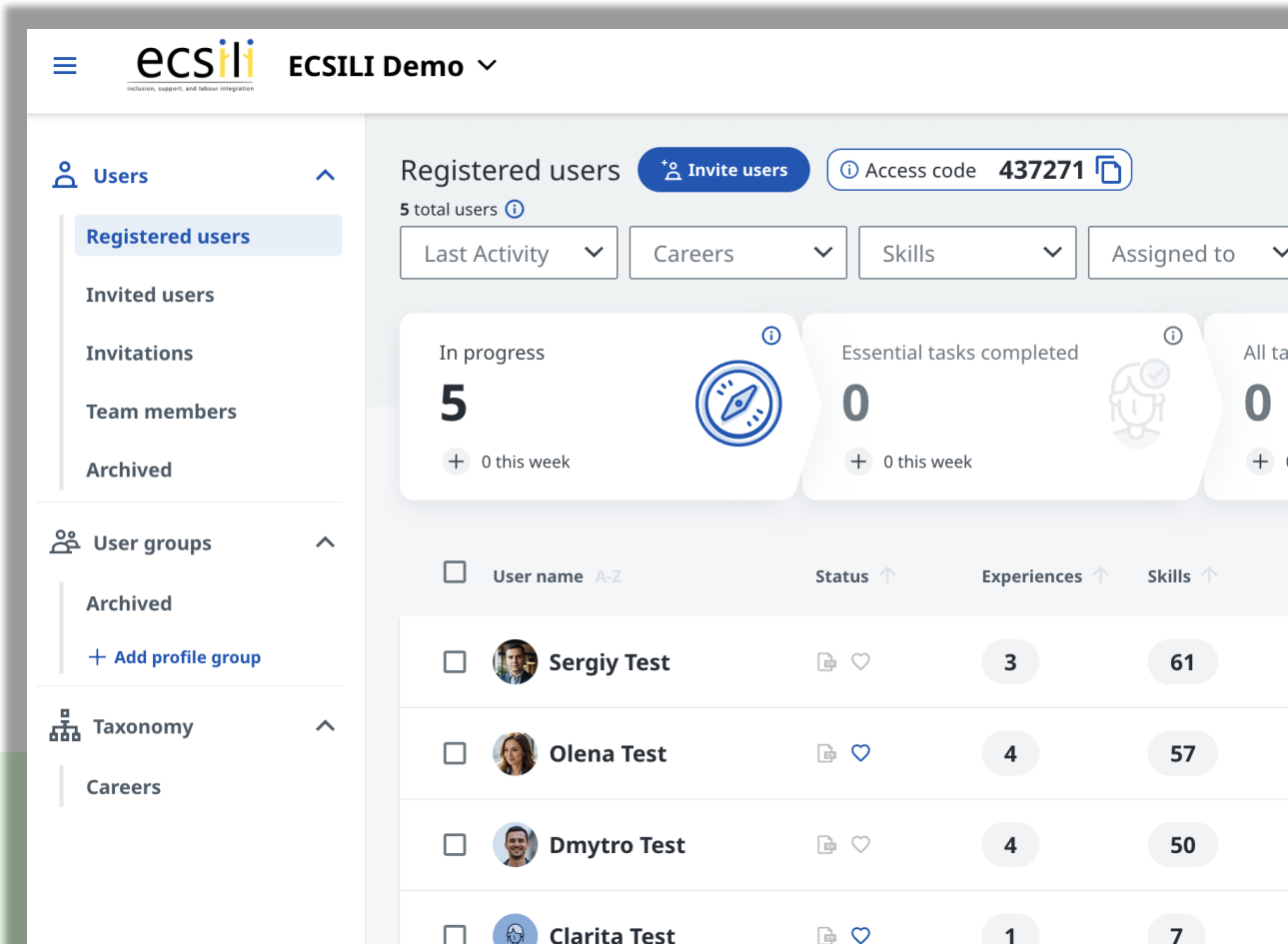
Online Skills Profiling Tool Training

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

1

Counsellor Portal

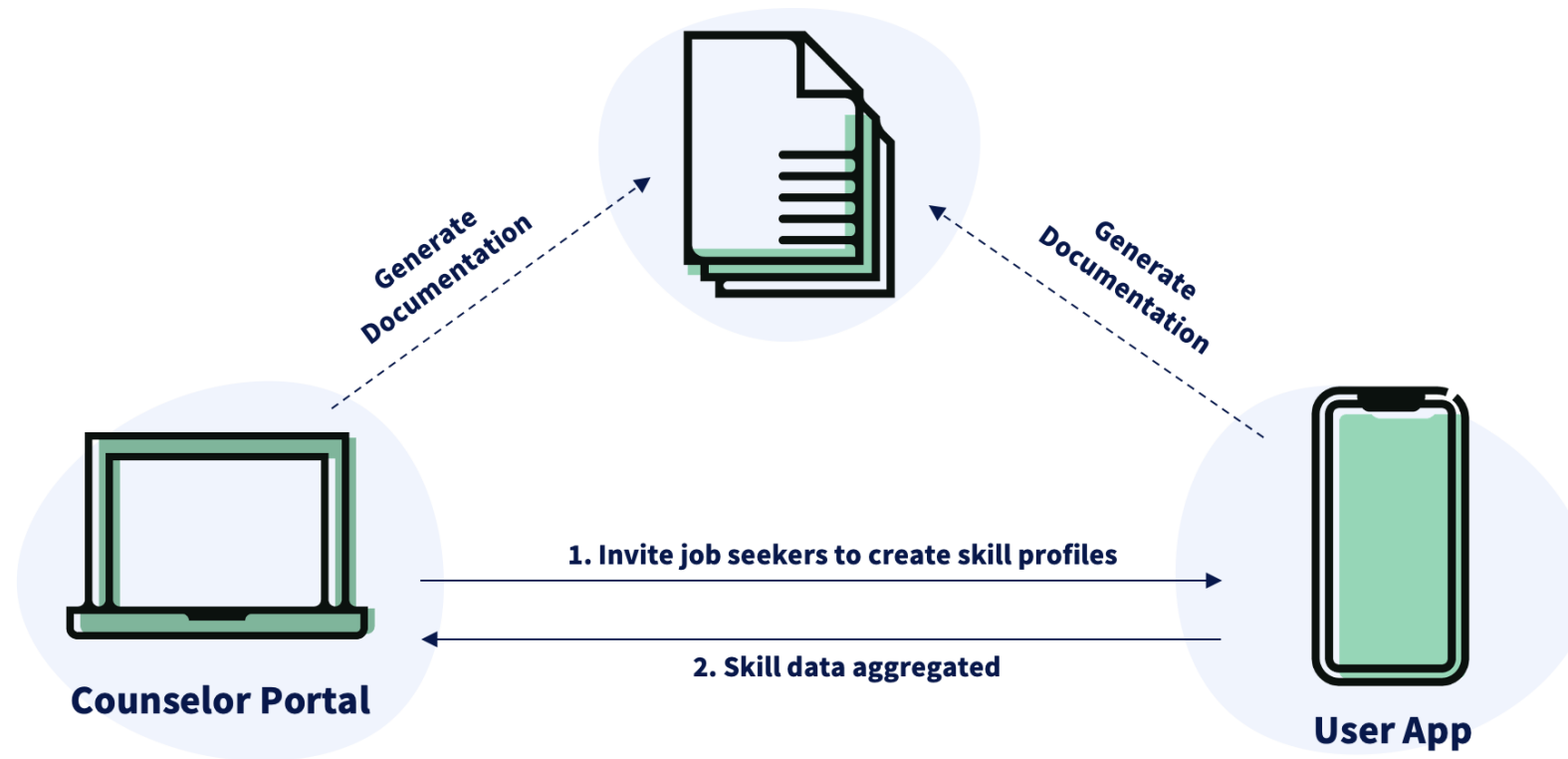
For counsellor/administrator, accessible from desktop



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.



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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.



User App



Counsellor Portal



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**



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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.



User App



Counsellor Portal



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.



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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>



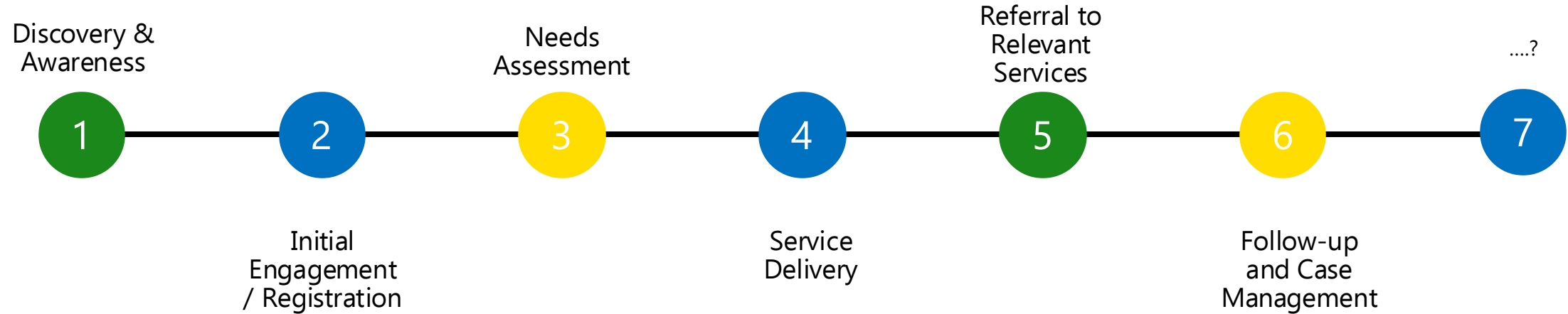
The Online Skill Profiling Tool in Your Workflow

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

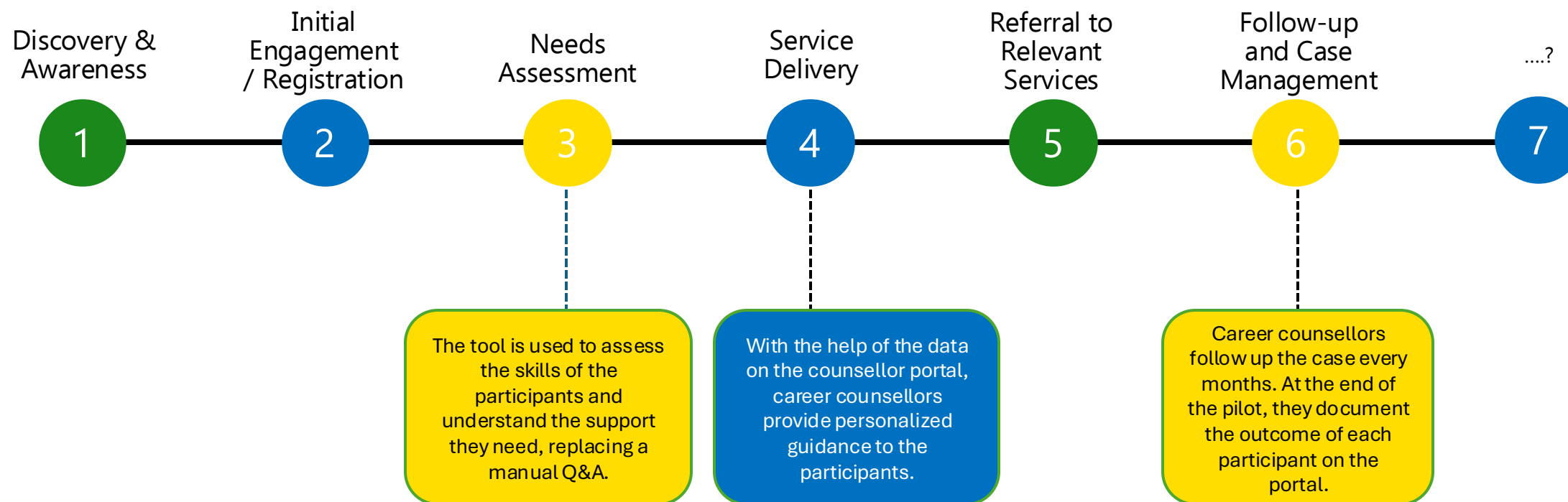


Service Blueprint Design

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



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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!

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.



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Thank you

Social Media



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[https://nl.linkedin.com/
company/skilllab](https://nl.linkedin.com/company/skilllab)



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Contact



c.mutiarasari@skilllab.io



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