

SkillLab: Online Skills Profiling Tool

User Guide for ECSILI

SkillLab is a B-Corp certified impact business based in Amsterdam that collaborates with organizations around the world. The company's mission is to empower individuals by helping them transform their skills into viable career paths.

SkillLab's vision is to create a more inclusive, skills-based labor market by connecting currently disconnected actors—such as jobseekers, employers, schools, and government agencies—through the universal language of skills. By using an AI-powered solution, SkillLab moves beyond traditional job titles and education, helping to connect individuals with relevant employment and learning opportunities based on their unique skill profiles.

The Value Proposition: SkillLab's Theory of Change (ToC)

SkillLab's Theory of Change (ToC) is a foundational element of its impact business model and outlines the commitment to its social mission. It serves several key functions:

- **Defines and Measures Impact:** It provides the framework for defining and tracking key impact indicators, ensuring progress toward goals.
- **Framework for Client Collaboration:** It acts as a foundation for collaboration, allowing clients to track their own progress and impact.
- **Connects to Global Frameworks:** The ToC is linked to global standards like the Impact Reporting and Investments Standards (IRIS) and the Sustainable Development Goals (SDG).
- **Supports B-Corp Certification:** It articulates the company's dedication to balancing purpose with profit and adhering to high standards of social performance.



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The SkillLab solution is designed for individuals and career counselors. Consequently, there are two complementary Theories of Change tailored to each group.

Theory of Change for Individuals

- **Problem:** Individuals, particularly those excluded from the labor market (like recent migrants, long-term caregivers, or those with informal work histories), often lack awareness of their own skills. They may possess valuable competencies from life experiences but are unable to recognize or articulate them as professional skills, leading to a lack of confidence and limited access to employment and education opportunities.
- **Solution:** SkillLab provides a tool for skills discovery and career exploration. The user application empowers individuals to identify and map their skills, generate professional documents like CVs, and explore personalized career recommendations based on their unique profile.
- **Short-Term Outcomes:** Users learn to recognize and appreciate their diverse skill sets. They gain confidence in communicating their abilities and develop a clear understanding of the skills needed for their desired careers.
- **Medium-Term Outcomes:** With support from counselors using their skills data, individuals benefit from more personalized and impactful employment services, leading to better employment and training outcomes.
- **Long-Term Impact:** The ultimate goal is for individuals to access sustainable career pathways and achieve improved livelihoods.

Theory of Change for Employment Services

- **Problem:** Career counselors are often overwhelmed by large caseloads and administrative work, which prevents them from providing the personalized, high-



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quality support they aim to deliver.

- **Solution:** SkillLab offers a scalable, skills-based counseling platform. The tool provides counselors with detailed skill profiles for each person they support, allowing them to build on existing information rather than starting from scratch. This saves significant time and enables more immediate, higher-quality services.
- **Short-Term Outcomes:** Counselors can attend to more individuals, save time on administrative tasks like data collection, and begin personalized counseling based on rich data from the start. This enhanced efficiency is expected to boost counselor motivation.
- **Medium-Term Outcomes:** Counselors adopt a more structured, skills-focused approach, enabling them to deliver customized services at scale and achieve better employability results for the people they support.
- **Long-Term Impact:** The service transforms the landscape of career counseling, making it more efficient, personalized, and impactful.

AI & ESCO Taxonomy

The SkillLab tool utilizes Artificial Intelligence (AI) in two primary ways:

1. It provides skill recommendations to users to describe the work, education, and life experiences they input.
2. It generates career recommendations based on the user's skill profiles.



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The skills data is sourced from the ESCO (European Skills, Competences, Qualifications and Occupations) taxonomy, a structured classification of skills and occupations relevant to the European labor market. This ensures the recommendations are based on a comprehensive and standardized framework.

The Online Skills Profiling Tool

The platform consists of two connected components: the User App and the Counselor Portal. Counselors use the portal to invite individuals, who then use the app to build their profile. The resulting skill data is aggregated and made visible on the Counselor Portal.

The User App

To access the User App, a person must first be invited by a counselor via the Admin Portal. Once invited, the user can register and create an account. The app is accessible via a browser and is currently available in 18 languages.

Here is the step-by-step process for a user:

1. **Create Your Profile:** After receiving an invitation, click "Get Started" to create an account.
2. **Add Experiences:** Add your job, education, and other life experiences (e.g., hobbies, volunteering, social services) to your profile. After adding the first experience, you can already preview your CV. After adding three experiences, a basic CV is generated.
3. **Add Skills:** For each experience, the app will recommend skills you may have acquired. Select the skills you have and indicate how often you used them. The more skills you add, the better the CV will represent you.
4. **Download Your CV:** Once you have added skills, you can generate and download a skills-based CV. You can create multiple CVs in various languages, tailored for different jobs or to highlight top skills.



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5. **Explore Careers:** Navigate to the "Careers" tab to browse career fields and see how well your skills match various occupations. This feature helps identify skill gaps and provides insight for upskilling. You can mark careers you are interested in.
6. **Explore Your Skills Report:** The app provides a breakdown of your skills, offering valuable insights into your strengths and capabilities.

The Counselor Portal

Counselors and administrators access the platform via a desktop portal to manage their work. Access links are specific to your project, for example:

The portal allows counselors to:

- **Invite Users:** Invite job seekers to create their skill profiles on the User App.
- **Monitor Progress:** Track users' progress as they build their profiles. The dashboard provides an overview of registered users, their activity, and their status.
- **Access User Data:** View detailed information from each user's profile, including their experiences, skills, career interests, and generated CVs. For data privacy, counselors can only view users they have invited or been assigned to.
- **Generate Documents:** Download documents for each user, such as their skills-based CV, a list of their top 50 career matches, and a skill-match analysis against a specific career. This information serves as a basis for data-driven, personalized counseling.
- **Manage Users:** Create user groups, assign individual tasks, and search for users based on various filters



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- **Track Outcomes:** Document the outcome for each individual directly on the portal (e.g., Employment, Education/Training, Program Completed).

Export Data: Easily export data reports for analysis and reporting, including individual and aggregate profile summaries and skill distributions.



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