



ProInterNet

Final report

Public Part

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Executive Summary

The fast evolving ICT sector is one of the most promising and economically important business sectors in the EU, contributing to a large extent to the major objective of the Lisbon agenda. The latest OECD reports on ICT regularly highlight that "ICT skills are an important contribution to growth. Over 4% of total employment is in ICT specialist occupations, over 20% in intensive ICT-using occupations[...]"

The e-Skills Manifesto of 2012 points out, that employers are regularly unable to fill open positions requiring ICT skills, although the average unemployment level of young people across Europe is around 22%. The upshot is that European companies, governments and other institutions are falling behind because the workforce lacks the digital knowledge and competence required.

In recent years, most projects aiming at the promotion of VET standards in the ICT sector were initiated and run by large companies. However, it is the small companies with less than 20 employees that generate 80% of all non-public employment, and skills requirements of SMEs can differ significantly from skills required in large companies.

The PIN network project has been tackling this problem by creating a network of key players in the area of Internet-related skills in SMEs involving: 1. Industry (intermediary) organisations; 2. VET institutions; 3. Public Authorities, and 4. a leading certification institute in order to set-up a holistic approach of assessing, standardising and certifying qualifications for internet-related jobs in SMEs.

In the course of the 36 months network project, the following objectives were reached:

1. Creation of an alliance of complementary stakeholders of training and qualification for e-Jobs across Europe, sharing state-of-the-art information on e-jobs around the web 2.0 platform e-Jobs-Observatory.eu
2. Development of a joint standard of describing e-job profiles and qualifications based on market needs in line with the transparency instruments developed by the European Commission (European Qualification Framework, e-Competence-Framework, ECVET)
3. Development of e-Jobs training standards and delivery of a Label of Excellence to organisations complying with these standards.
4. Development of quality criteria for trainings in e-Jobs and award a Seal of Market Compliance to training (modules) that meet these criteria
5. Providing recommendations to stakeholders on how training quality can be improved and skills shortages can be avoided

By fostering the dialogue among stakeholders in the field of e-jobs and supporting the harmonisation of qualifications for e-jobs in the participating EU countries, the e-Jobs-Observatory created within the PIN project is improving employability, reducing skills shortages on the EU labour market, improving the quality of VET and making VET in the field of ICT more transparent and comparable at European level.

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1. Project Objectives

Strategic objectives

PIN's overall goal was to improve employability, reduce skills shortages on the EU labour market, improve the quality of VET and make VET in the field of e-jobs more transparent and comparable at European level.

In order to achieve this goal, the dialogue between the employing SMEs in e-jobs, job agencies, professionals in e-jobs as well as VET providers had to be fostered and intensified. PIN was doing this by creating a European stakeholder network, involving VET institutions, SMEs in the Internet industry, intermediary organisations such as job agencies and professionals in e-jobs. Strategic roundtable meetings with key players in the field of e-jobs and the web-based networking and collaboration platform e-jobs-observatory.eu supported the establishing of the network.

The identification and harmonization of required skills and competencies in e-jobs in SMEs is crucial for improving the transparency and recognition of qualifications and competences. This includes also those acquired through non-formal and informal learning. As Internet job profiles change rapidly or have not been identified yet in certain areas the identification, description and harmonisation of e-job-profiles at European level was one of the priorities of the PIN network project/ e-Jobs-Observatory. Accordingly, the e-Jobs-Observatory platform is promoting e-Jobs Profiles developed within other projects in this field.

PIN intended also to improve quality and innovation in vocational education and training by identifying and matching the needs of skills and competencies for Internet professions (bottom-up approach) in SMEs with the training available (top-down). The demand side (SMEs) and the offer side of VET (VET institutions, Public authorities) for e-Jobs were brought together at several roundtable meetings in order to discuss how market-nearness, transparency and comparability of VET for e-Jobs could be improved.

Operative objectives

PIN built upon on previous close collaboration of nine consortium's partners, and added to these additional stakeholders in the area of Internet professions, qualifications and certification. The thus created network was complemented by proactive networking initiatives such as the Round Tables (WP4) that united additional stakeholders in the private and public sector and identified trends and skills requirements in the job area.

By identifying skills and competencies for Internet jobs and training curricula and promoting standardised descriptions of these, PIN supported the endeavour to recognize skills and qualifications across European countries. These job profiles are changing rapidly, or had not been identified yet, causing barriers in the labour market, from both sides: employers and job seekers.

In order to help that VET keeps track with the changing technological landscape that eventually determines needs of the labour market, PIN identified the key Internet

professions, skills and competencies needed and training offer available in 7 EU countries. The findings were synchronized at all levels: VET, industry, public institutions etc. to create a level playing field to improve competitiveness (SMEs), employability (workers) and growth of entrepreneurial spirit (all involved).

The e-Jobs-Observatory using OS participative technology provided easy access to latest information on market needs in e-Jobs and other relating information for all interested parties.

Moreover, PIN developed a quality label and defined a certification process for qualification programmes/ modules for e-jobs, based on identified market needs, which were both piloted in the framework of the PIN project.

Additionally, the PIN consortium intended to prepare a draft norm, which was presented to the CEN working group on ICT skills in January 2013 for discussion and endorsement, thus ensuring that the labellisation and certification processes as well as the training standards/ guidelines suggested to harmonise qualifications in the field of e-jobs will persist even beyond the LdV funding phase,

2. Project Approach

Being a network project, PIN had a long-term vision from the very beginning: The PIN network should become an active, well-functioning, self-sustainable network of stakeholders in the area of internet-related jobs supported by a central collaborative web-platform.

In order to realise this vision and to successfully establish such a network, the project work plan foresaw some preparatory activities (such as research in the field) and the production of supportive tools and deliverables (e.g. creation of a web 2.0 platform, reports on the status quo of e-jobs at European level, definition of e-jobs profiles from a market perspective, definition of labelisation, certification and normalisation strategies for VET in the field of e-jobs, etc.).

In order to initiate cooperation among the complementary stakeholders and identify their needs and expectations with regard to participating in the PIN network, taking up the market needs in the development of trainings for e-Jobs, developing the label of excellence and certification of trainings, two roundtables were organised in all countries participating in the project.

To facilitate continuous communication, dialogue and interaction among the complementary organisations at European level, a web-based platform was developed as a central reference point for all stakeholders, which is a one-stop-shop that provides up-to-date information about e-jobs on the one hand, and on the other hand, offers a broad range of collaborative tools that enable the stakeholders to keep up the cooperation initiated by the roundtables.

In the following the project work plan that was implemented in the course of the project is described in greater detail:

WP1: State of the Art Analysis (M 1 - 6)

A deep analysis of the current ICT job market was conducted in order to make VET in the field of ICT more transparent and comparable at European level. This included a definition and list of all existing internet-related jobs and a preparation of a compendium of studies, reports, projects of interest to or touching upon the subject of the project. It was also important to identify the key stakeholders of interest to the project. With the collected information a quantitative & qualitative assessment of the prospective employment needs of the Internet industry in the participating countries and a quantitative & qualitative assessment of the training offers available for Internet-related jobs in the participating countries was carried out and the results were published on the project platform in a "State-of-the-Art report".

WP2: Internet Jobs Observatory (M 1-36)

The Internet Jobs Observatory is a Platform, based on an open source Content Management System. The platform comprises interactive content contribution and syndication features such as WIKIs, blogs, forums and RSS feeds. It incorporates existing online resources and tools and integrates the contents produced in the other project work packages, such as research report, latest e-job profiles, the labelisation

process, the certification process, etc. Technical fine-tuning and improvement of the Platform and content integration is an ongoing process.

Also the online promotion of the platform in conjunction with the dissemination activities (off-line and on-line) foreseen in WP5 is an important element.

WP3: Labelisation, Certification & Normalisation

The partners identified Internet industry organisations and VET organisations from the participating EU countries that were willing to participate in the labelisation or certification process.

Pilot VET organisations identified/ developed educational content (training courses) based on the standards/ criteria that were defined by the e-Jobs-Observatory and submitted it to the e-Jobs-Observatory consortium for evaluation against the criteria of the Seal of Market Compliance. Where the training modules were meeting the requirements, they were certified with the Seal of Market Compliance, developed by the PIN consortium.

The entire process was documented and certified by DEKRA and proposed as a voluntary tripartite norm to the CEN.

WP4: Roundtable Meetings

Aim of the Roundtable Meetings was to bring together all relevant stakeholders in the field of Internet-related jobs in the participating project countries. To this end, two Roundtable meetings were organised in each of the project countries, i.e. Germany, France, Greece, Poland, Hungary, Spain and the UK. At these events, stakeholders and project partners discussed the network objectives, activities, timing, participation and the expected outputs of PIN. The first round of roundtables took place in early 2011 targeting at identifying the current needs and views of the complementary stakeholders: VET institutions and Internet industry. Based on the results a set of recommendations for the achievement of the PIN objectives regarding the improvement of the market-nearness, transparency and comparability of training for e-Jobs addressed to all stakeholders (industry, VET organisations, public authorities) was published.

This was broadly circulated among stakeholders after the first round of Roundtable meetings and made available for discussion on the Internet Jobs Observatory Platform.

The 2nd round of roundtable meetings took place in March/ April/ May 2012. Those were accompanying the piloting of the labelisation process and of the certification of training modules. The main purpose of these roundtables was to gather feedback and suggestions in order to fine-tune the processes as well as the support those organisations participating in the piloting in the related procedures.

WP5: Dissemination

The Dissemination & Communication strategy was a centralised plan subject to implementation measures undertaken by all project partners. It defined the activities carried out to reach the main target groups.

The work package involved also the creation of promotional tools like printed documents: postcards, flyers, text proposals for newsletters and press releases were an essential part of dissemination.

Also the contribution to the e-Jobs-Observatory blog and the use of social media like twitter, facebook and LinkedIn with the purpose to promote the PIN activities/ results and other project relevant content, e.g relevant events, publications, initiatives were an important element.

The Final project event was a showcase of the e-Jobs-Observatory network established within the PIN network project. It was held in the framework of the European Employment Forum in Brussels, a conference and exhibition targeted at stakeholders in the field of VET and employment. Approx. 600 stakeholders attended the three presentations of the PIN project given by the consortium and visited the e-Jobs-Observatory booth.

WP6: Exploitation

An Exploitation plan was developed for ensuring the sustainability of the e-Jobs-Observatory platform, services and network beyond the LdV funding phase. The consortium members have signed a Memorandum of Understanding among each other by which they committed themselves to continue contributing to the e-Jobs-Observatory web 2.0 platform and the related services.

Furthermore, a business model was developed that will ensure that the costs related to the maintenance and updating of the e-Jobs-Observatory services and web platform will be covered. Thus the financial sustainability of the network will be facilitated.

Moreover; the exploitation plan deals with IPR and ensures that they are respected as the e-jobs-observatory platform evolves. This refers as much to the technological infrastructure as to the content. In terms of content created during the project phase, it was made available on-line and was subject to (one of the) creative commons licences. That is, no strict copyright protection but clear open use conditions. Proprietary content and links to proprietary content are subject to traditional copyright rules. The partnership will not create specific developments (e.g. patentable ones) so that no agreement to this end will be necessary.

3. Project Outcomes & Results

The key outcomes that have been achieved by the PIN network project are:

e-jobs-observatory web 2.0 platform

The e-jobs-observatory platform is the one-stop-shop on the Internet centralising information about current developments, initiatives, projects, deliverables, products and tools at European level in the field of e-jobs. It is based on web 2.0 technologies and tools that facilitate the dialogue between stakeholders in the field of e-jobs. Recently it has been opened to the public and since then it has attracted more than 2.600 visitors and its blog even more than 5.000 visitors. As it integrates a broad variety of collaborative tools such as blog, wiki, discussion groups, an online survey on skills needs in e-jobs etc., its content is continuously evolving. In the “documents” section of the website one can find, for example, the latest harmonised e-job-profiles representing the current market requirements, the latest interim report on the implementation of the e-Competence-Framework in SMEs, the State of the Art report summarising the results of a comprehensive research in the field of e-jobs carried out in the framework of the PIN project, the Compendium of recommendations developed by stakeholders involved into the PIN initiative giving suggestions how the training offer can better meet the needs of the internet industry, relevant publications of the European Commission in the field, relevant result of relating projects, etc.

The e-jobs-observatory is accessible via: www.e-jobs-observatory.eu

State of the Art report

This report summarises the findings of a 6-month research, which was conducted in 7 European countries in order to answer the following research questions:

- What is the Internet industry and what are the key stakeholders in the field of internet-related jobs?
- What project-related studies, reports and projects to already exist and is there potential to reach synergies?
- What is the status quo of harmonisation/ standardisation of qualifications in internet-related jobs at European level?
- What are the current and prospective training needs in SMEs employing people in e-jobs?
- What are the current training offers and the trends for future training offers in the field of e-jobs?

The State of the Art report is available for download in the document section of the project website: www.e-jobs-observatory.eu/

Compendium of recommendations

This document makes an attempt to answer the questions:

- What can be done to improve the situation on the job market for internet-

related jobs?

- - What should be done?
- - Who of the target groups should do what to improve the situation?

It is based on the results of the first round of Roundtable meeting, which were carried out in all seven European countries involved into the project in early 2011. These Roundtables involved key stakeholders in the field of e-jobs such as representatives of relevant VET organisations, representatives of SME associations, representatives of intermediary organisations such as job agencies, representatives of national authorities responsible for VET policy in the field, etc. They initiated an intense dialogue between the VET offer and the demand on the e-jobs training market, and gave the participating stakeholders the possibility to share knowledge, practical experience, information about market needs etc. Moreover, they gave the PIN consortium the possibility to receive direct end user feedback about the activities carried out so far within the consortium and valuable input for the future activities planned within the ProInterNet Network project such as the piloting of quality label for VET in the field of e-jobs.

The Compendium of Recommendations is available for download in the document section of the project website: www.e-jobs-observatory.eu

Compendium of Training Guidelines & the Label of Excellence

This deliverable serves as the basis for the assessment for new functional-role profiles, the Label of Excellence and the Seal of Market Compliance/ Certificate and is the starting point for the initial draft of the planned European standard which was presented to CEN.

The document is divided into seven sections. First, it provides some instructions in its use. Both roles profiles and training are addressed, and while related, they each have their own approaches and processes that must be described. Next, there is a list of definitions, that is, a glossary of VET-related terms, which are relevant for the development of training in this area. These are taken primarily from the Cedefop (2008) Terminology of European Education and Training Policy. The two sections thereafter describe the labelling process and the procedure for receiving the e-Jobs Observatory Label of Excellence (LoE). The specified training development guidelines, as well as the evaluation and assessment process for being awarded the Seal of Market Compliance/Certificate (SMC/Cert) are described in the two sections thereafter. The document ends with a list of references used herein, plus a series of appendices addressing information that is relevant to but not an integral part of these guidelines, such as a list of approved roles profiles, a detailed description of the LoE, SMC/Cert, a brief overview of the European Qualifications Framework (EQF), and an overview of the European eCompetence Framework (eCF).

The Seal of Market Compliance certifying market-near trainings for e-Jobs

Training units which are submitted to the e-Jobs Observatory, evaluated, and found to be in conformance with the requirements set out in the guidelines specified in

Deliverable 3.2 will be awarded the e-Jobs Observatory Seal of Market Compliance, which is depicted in Figure 1. This seal attests to the fact that the training unit in question has been submitted to and approved by the e-Jobs Observatory Working Group, thereby fulfilling the standards set forth. Any organization, which has a training unit certified may use this seal in conjunction with the marketing and promotion of that unit to its clientele and to the general public. The use of the seal is permitted both in electronic and in printed form.



Figure 1: *The e-Jobs Observatory Seal of Market Compliance*

The organisation or institution submitting the training unit will also receive a Certificate of Market Compliance, which details the approval and sets the time limits for its applicability. At present, and in light of current developments in the field of Internet-related functional role profiles, this has been limited to three (3) years.

Draft norm

Its purpose is the standardization of functional role profiles for Internet-related work, which are based, in part, on the European e-Competence Framework (eCF). Furthermore, it intends to improve the quality of vocational education and training (VET) related to these profiles through a standardized approach as established by the development and review procedures defined herein.

This document covers issues of functional role definition and the identification of genuine industry skills and competence needs, as well as the development of adequate training whose goal is the insurance of training in compliance with these needs.

This draft CEN Workshop Agreement, which was presented to the CEN Working group on ICT skills, is endorsed by all Members of the PIN Project Consortium and by all organizations registered with the e-Jobs Observatory (currently 93 European stakeholder organisations).

Roundtable meetings

Two roundtable meetings took place in the seven project countries in which stakeholders and key players in the field of e-jobs had the opportunity to enter into a dialogue and interact in order to develop strategies for fostering harmonisation of trainings and improving employability in e-jobs at European level. The roundtable meetings gave the piloting organisations the possibility to exchange experience with others on the labelisation process and to develop strategies for its future implementation beyond the piloting phase in the framework of the PIN project.

4. Partnership

The consortium consists of 9 partners out of 6 European countries (Germany, Poland, France, United Kingdom, Hungary, Spain). The aim of the project was to mobilise a maximum number of key stakeholders. The core partners have therefore made efforts to attract other key industry organisations, VET institutions and public administrations. Thus, the consortium has broadened its network, widened its impact and ensured the sustainability of its achievements in the medium/long-term. The core partners are:

Asociación de Industrias de las Tecnologías Electrónicas y de la Información del País Vasco (GAIA)

GAIA represents all those companies working in the Electronics and Information Technologies sector, which are located in the Autonomous Community of the Basque Country.

Besides its central role as applicant, GAIA provided input to the project from the perspective of the Spanish IT and electronics sector. GAIA had responsibility for the organisation of Roundtable meetings (WP 4), organised two Roundtables in Spain, identified key stakeholders (industry, VET organisations and public institutions), contributed content to the Internet Jobs Observatory platform and participates actively in all other project activities as specified in the work package description.

Euproma GmbH & Co. KG (EPM)

Euproma specialises in advising institutions and organisations mainly in the field of education, further education and vocational training, but also in other sectors such as Multimedia and ICT. Furthermore Euproma provides advanced vocational trainings for project management professionals in international project management, moderation and quality management.

Euproma was the project coordinator and, as such, positioned itself at the core of ProInterNet with responsibility for the Project Management workpackage (WP 8). It participated actively in all other project activities.

DEKRA Akademie GmbH (DEKRA)

DEKRA Akademie, together with its affiliate, DEKRA Qualification, is one of the leading educational providers in Germany and boasts more than 30 years of experience in vocational and further education.

DEKRA was the leader of WP 3 in which the main outcomes such as the Label of Excellence and the Certification process for training modules were developed . DEKRA also prepared the norm that was presented to the CEN for approval.

European Multimedia Forum Ltd. (EMF)

The European Multimedia Forum is the main European not-for-profit organisation promoting the competitiveness of the digital media industries in the global market place. Through its partner associations, the EMF reaches out to a network of more than 5000 digital companies throughout Europe.

EMF provided input to the project from the perspective of the ICT sector through its extensive network of partner associations (20+ in Europe representing 5000+ corporate entities). EMF had as its main task to set up the e-Jobs-Observatory platform (WP 2) and was leader of the dissemination work package (WP5)

Fachhochschule für Oekonomie & Management (FOM)

A particular strength of the FOM is that its teaching staff is composed both of university lecturers with a strong practical orientation and business practitioners with managerial experience and an affinity for teaching. The FOM offers international Bachelor and Master degrees.

FOM provided input to the project from the perspective of a higher education institution that has considerable coverage in the training scene in Germany, also through its parent organisation Verwaltungs- und Wirtschaftsakademie (VWA). FOM coordinated the state-of-the-art study conducted in the first six months of the project (WP1).

Maison pour la promotion sociale Aquitaine (MPS)

The MPS is a non profit organisation situated next to Bordeaux in France, at Artigues-Près-Bordeaux (about 10 minutes of Bordeaux), employing 250 persons and realizing activities around two poles: 1. A reception centre for events, seminars, colloquiums, meetings, etc..

2. A training organization: for adult training, established for nearly 40 years which aim is the promotion of the social and economic status of adults with low qualifications. The MPS also works with companies in the field of reinforcing the competences of their employees.

MPS provided input to the project from the perspective of the Internet/Multimedia employment sector in which it has its specialist skills. MPS was developing an exploitation strategy for the project aiming at medium/long-term viability (WP 6). It, furthermore, organised two Roundtables in France.

HOU Hellenic Open University

The Hellenic Open University (HOU) is the sole Greek State University that provides distance education in both undergraduate and postgraduate levels. HOE's Methodology and Technology Lab (e-CoMeT Lab) pursues research, development, consulting and technical support activities in the creation of digital educational content, the evolution of distance learning methodologies and the engineering of software, platforms and tools for distance education.

HOU provided input to the project from the perspective of the ICT employment sector in Greece.

Hungarian Association of Content Industry MATISZ

MATISZ main objective is to organize co-operations based on common interest of digital content industry actors (content creators, distributors, infrastructure-providers) and users to realize the Information/Knowledge Society aims.

MATISZ provided input to the project from the perspective of the Hungarian e-content

industry. MATISZ was moreover responsible for Quality Assurance (WP 7) and supported EMF in the technical implementation of the e-Jobs Observatory platform.

Wroclaw University of Economics WUE

The Wroclaw University of Economics is ranked amongst the top Universities of Economics in Poland. It is an important centre of education, science and research, and plays an important role in the international scientific community.

WUE provided input to the project from the perspective of the ICT employment sector in Poland.

5. Plans for the Future

In the course of the PIN project, the project consortium developed an Exploitation Plan, which entered into effect as of 1 January 2013. According to this plan the consortium committed itself to actions aiming at the sustainability of PIN and the e-Jobs Observatory. These include, but are not limited to the following:

- ***Memorandum of Understanding (MoU)***

A MoU was signed by the PIN consortium members. Through the MoU, partners committed themselves to contribute to the sustainability of PIN after the end of the project, i.e. continue contributing to the e-Jobs Observatory platform with news, marketing the e-Jobs Observatory Label of Excellence and the e-Jobs Observatory Seal of Market Compliance and Certificate, disseminating in their constituencies information about the project results, attracting key pilot and multiplier organisations to consolidate the e-Jobs Observatory network.

- ***Enlargement of the e-Jobs portfolio, maintenance of the e-Jobs-Observatory platform and Label of Excellence***

The portfolio of the e-Jobs profiles is currently enlarged by related projects such as: GRIN-CH, CompAAL, e-TF, ON-COM and will continue being enlarged. The e-Jobs Role Profiles that will be generated, within the framework of these projects, will be incorporated into the e-Jobs Observatory. As of January 2013 EMF, the Forum of e-Excellence, is the taking over the responsibility for the maintenance of the e-Jobs-Observatory Platform and for awarding the e-Jobs-Observatory Label of Excellence.

- ***e-Jobs Observatory Seal of Market Compliance and Certificate***

The certifications that were mainly launched in 2012 will continue being processed by DEKRA Akademie, unless the certification process will be revised and reorganised.

- ***Draft Norm***

The PIN standards (profiles, label, certificate) were presented as a draft norm to the CEN e-Skills Working Group on the 23rd of January 2013 by Ed Mahood, DEKRA.

- ***Annual e-Jobs Observatory event***

As of 2013, an annual e-Jobs Observatory event - in parallel with an event for one of the current projects, if possible – will be organised within the network.

6. Contribution to EU policies

The PIN project, now the e-Jobs-Observatory, is supporting improvements in quality and innovation in vocational education and training systems, institutions and practices by identifying and matching the needs of skills and competencies for Internet professions (bottom-up approach) with the training available (top-down). VET curricula that correspond to the market needs will receive the Label of Excellence that will eventually lead to certification and normalisation of training outcome. This contributes to improving the quality of VET systems, notably at European level.

Moreover, the e-Jobs-Observatory is improving the quality and increases the volume of cooperation between institutions or organisations providing learning opportunities, enterprises, social partners and other relevant bodies throughout Europe.

The e-Jobs-Observatory also fosters the transparency and recognition of qualifications and competences, including those acquired through non-formal and informal learning by identifying and describing European-valid internet-job profiles and promoting a “harmonised” market-near training for these jobs certified with the Seal of Market Compliance. A training landscape that is based on common principles and guidelines facilitates the recognition of acquired knowledge and finally, qualifications at European level. This is crucial for a balanced and well-functioning European labour market and the employability of professionals in these increasingly important jobs.

The e-Jobs-Observatory supports LLP’s Horizontal policies by promoting the cultural diversity inherent to new professions such as Internet jobs. The identification of them, their skills and competences necessary and their reflection in training curricula will be able to compare differences and common traits and thus, distil common denominators for a balanced labour market.

Overall, the PIN project and the network e-Jobs-Observatory that has evolved within the PIN project, is a valuable contribution to the Lisbon partnership for growth and jobs. PIN fulfilled an elementary task in creating a network for stakeholders in the field of Internet-jobs and thus, contributed and still contributes to the growth of an important labour sector of the future.

