



Education and Culture DG

Lifelong Learning Programme



LEONARDO DA VINCI



The voice of the clients

Highlights from the test – Italy

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OVEST MILANO

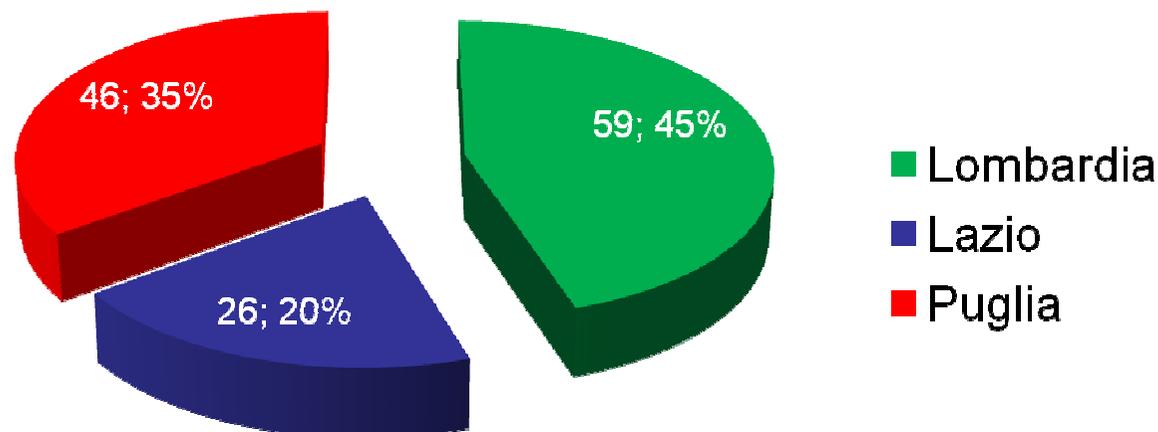


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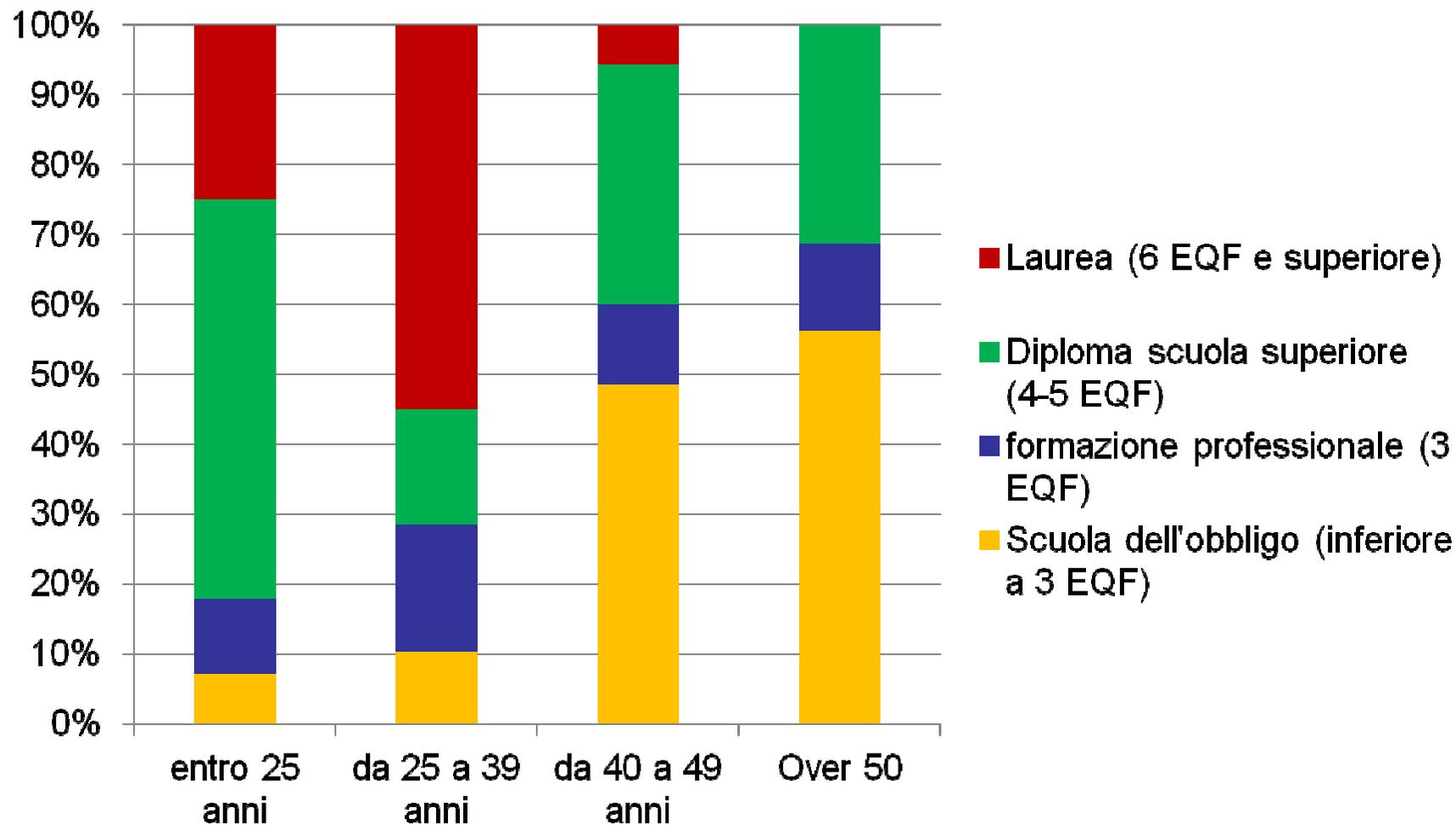
- The sample
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The sample

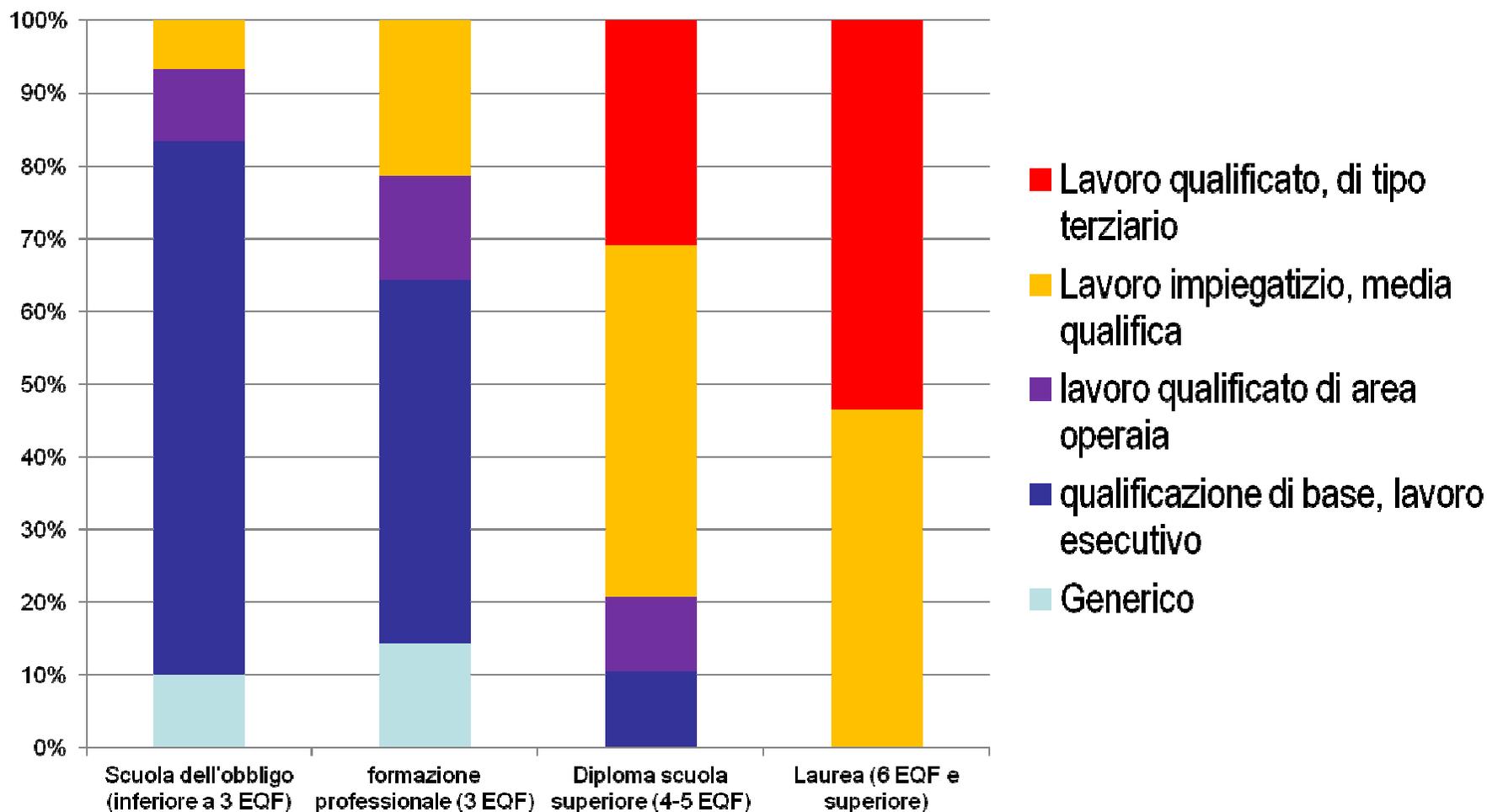
- 131 tests (expected 120)
- 3 regions
- 60,3% women

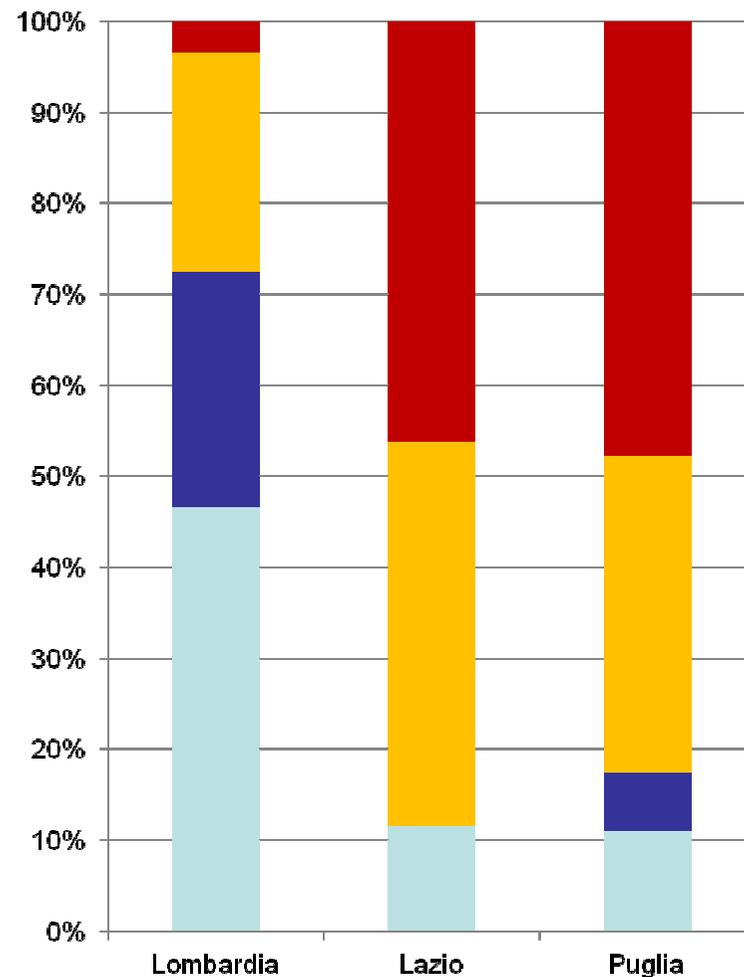
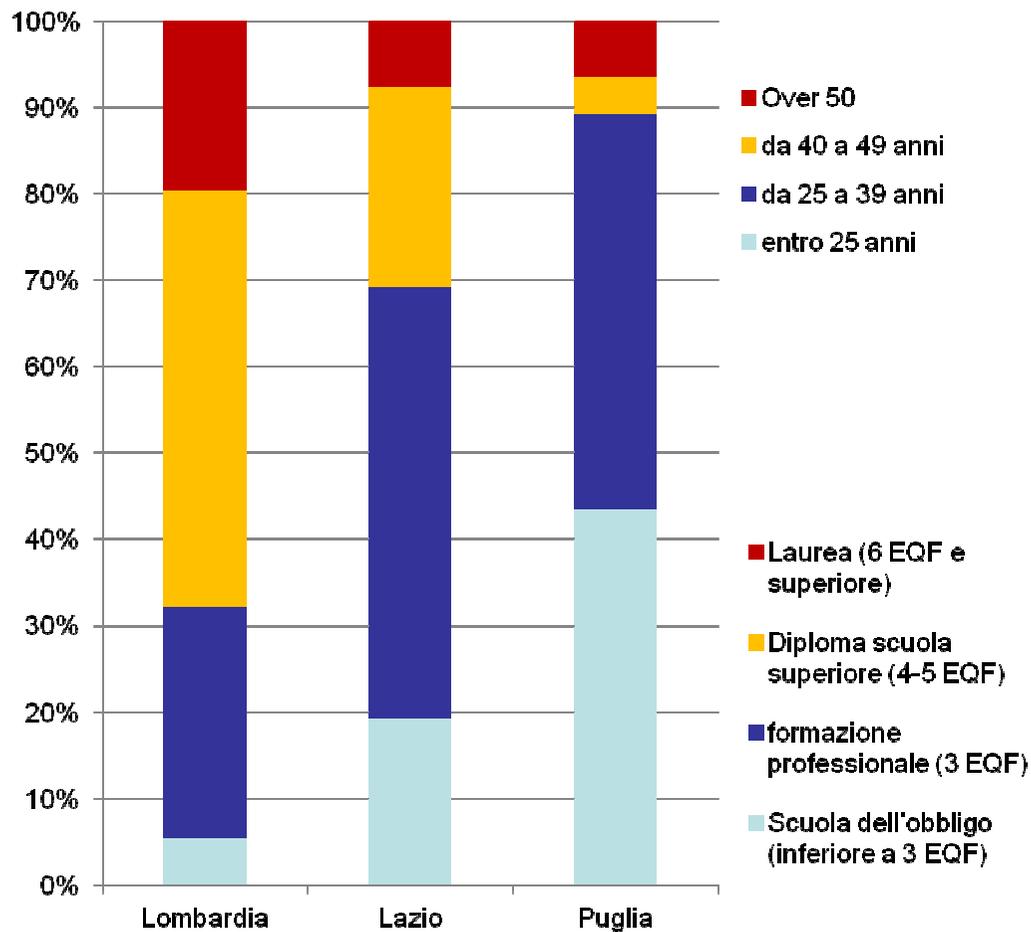


- Broad and articulated coverage: ages, profiles, education, expectations
- Job-seekers

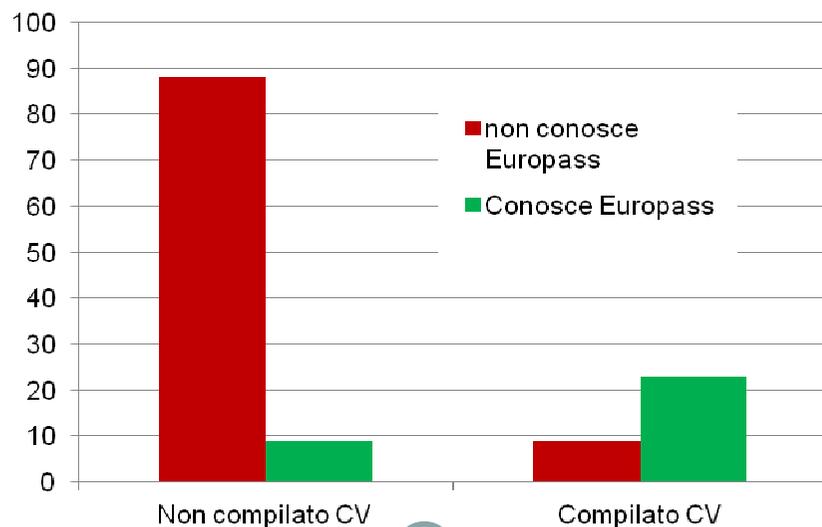


The sample: ages & education



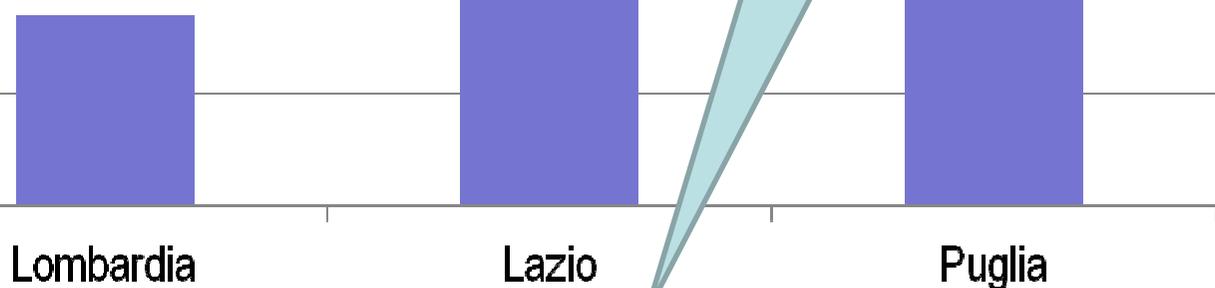


Regional divergences, linked to age, education, expectations of respondents



Having filled in a CV or not has no significant influence on evaluations!

Generally speaking, persons knowing Europass and Cv are youngsters with a degree or a diploma



Regional divergences:

% of respondents who already filled in CV and knew Europass

The sample: summing up

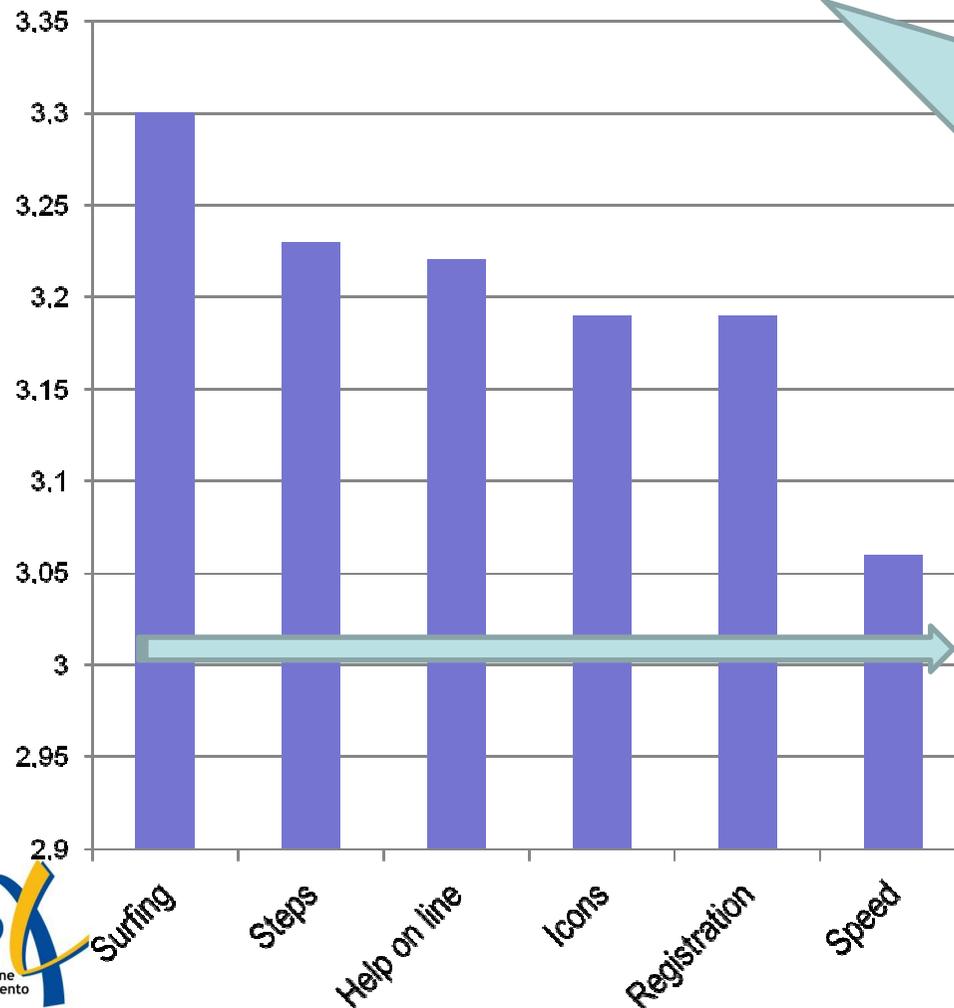
- Paradigmatic of heterogeneous unemployment phenomena and job markets in 3 areas of the country
- Northern Italy: age and lack of qualification engender a higher risk of exclusion, in a still articulated job market
- Southern Italy: massive intellectual unemployment (youngsters), service based economy, temporary jobs
- Age, educational levels, professional profiles and expectations are strictly correlated, gender seems to play a less significant role (correlated only with age)

Geographical location

represents a sort of “proxy” of divergent status and different strategies in job search

Main results of the evaluation

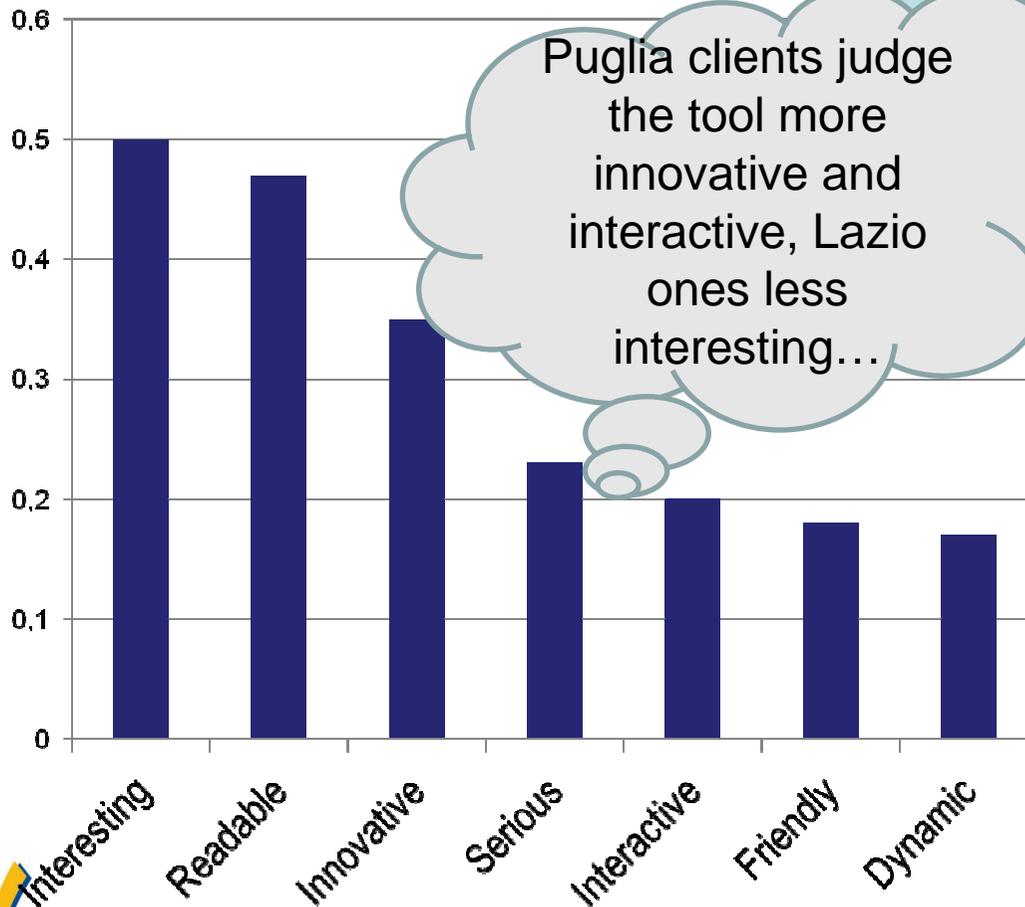
Basic functionalities of the tool: quite good!



Evaluations are strictly correlated to regional location of the interviewees; enthusiastic in Puglia, followed by Lazio, more critical (but sufficient) in Lombardy; age, gender and education, individually considered, don't have an influence

Main results of the evaluation

How does the tool like?



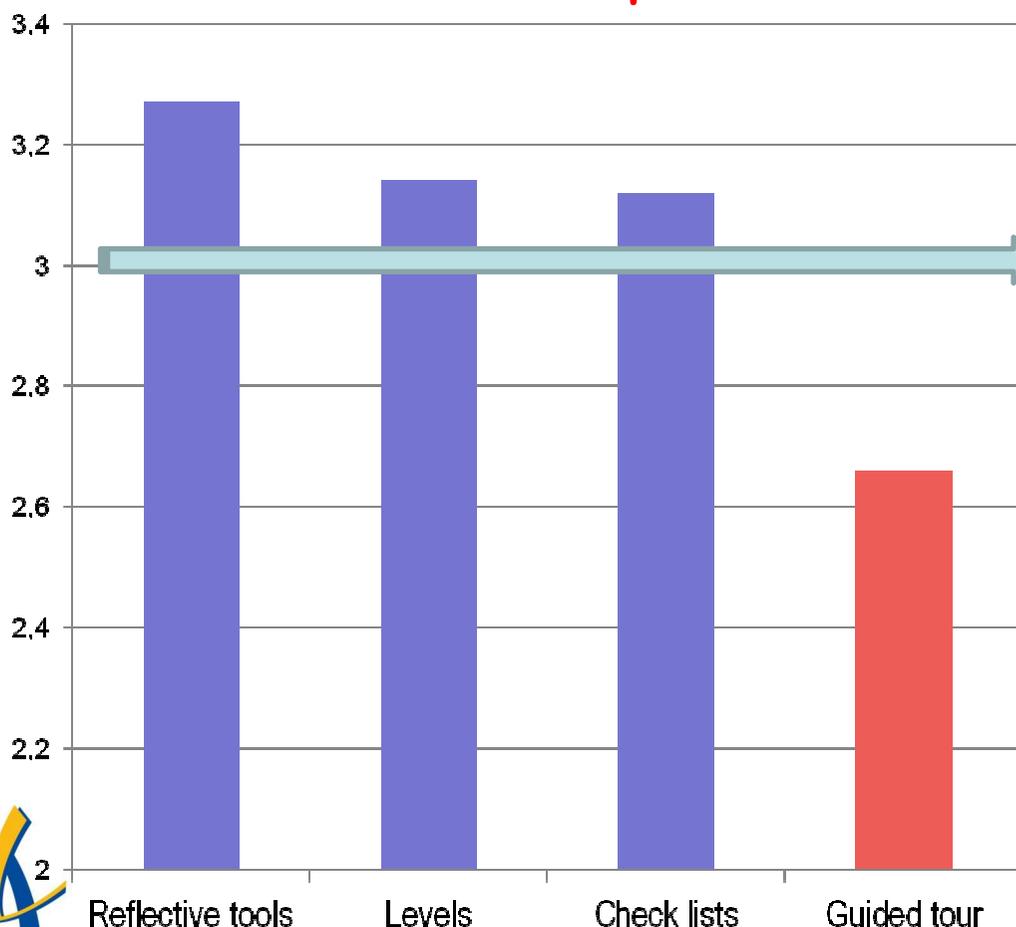
Puglia clients judge the tool more innovative and interactive, Lazio ones less interesting...

50% of the interviewees represent it as "interesting", more than 45% as "readable"... but less than 20% as *friendly* and *dynamic*... finally something "serious", and at the same time a bit innovative and surprising

Main results of the evaluation

Examples, check lists, guided tour

98% consider the examples useful

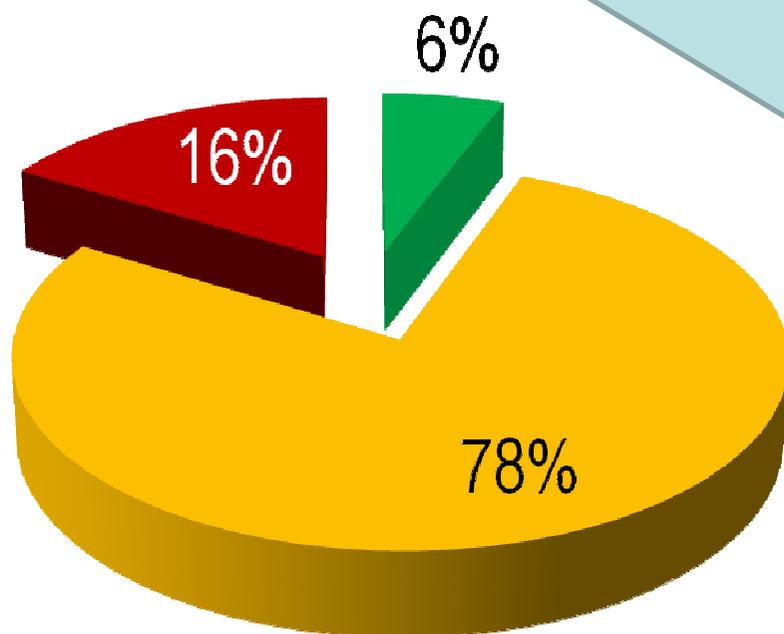


Reflective tools (spider web), levels and check lists gain also a positive score, in average well "over the line"; some doubts emerge considering the Guided Tour (old version).

In general these on-line facilities seem to be less appreciated by older and low qualified unemployed (over 50)

Main results of the evaluation

ICT skills needed to master the tool

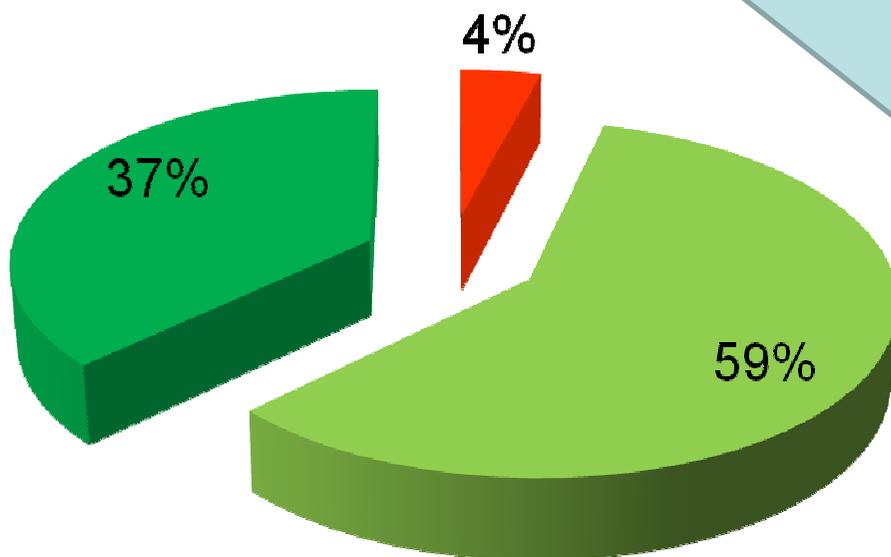


The majority of the testers state that the tool requires at least a middle level of ICT skills. But considering the whole range of answers, and some open comments, it seems evident that an on-line autonomous exploitation of the tool fits particularly to “digital born” youngsters

- Basic skills
- Ordinary user skills
- Expert

Main results of the evaluation

Europass+ in action: a useful tool



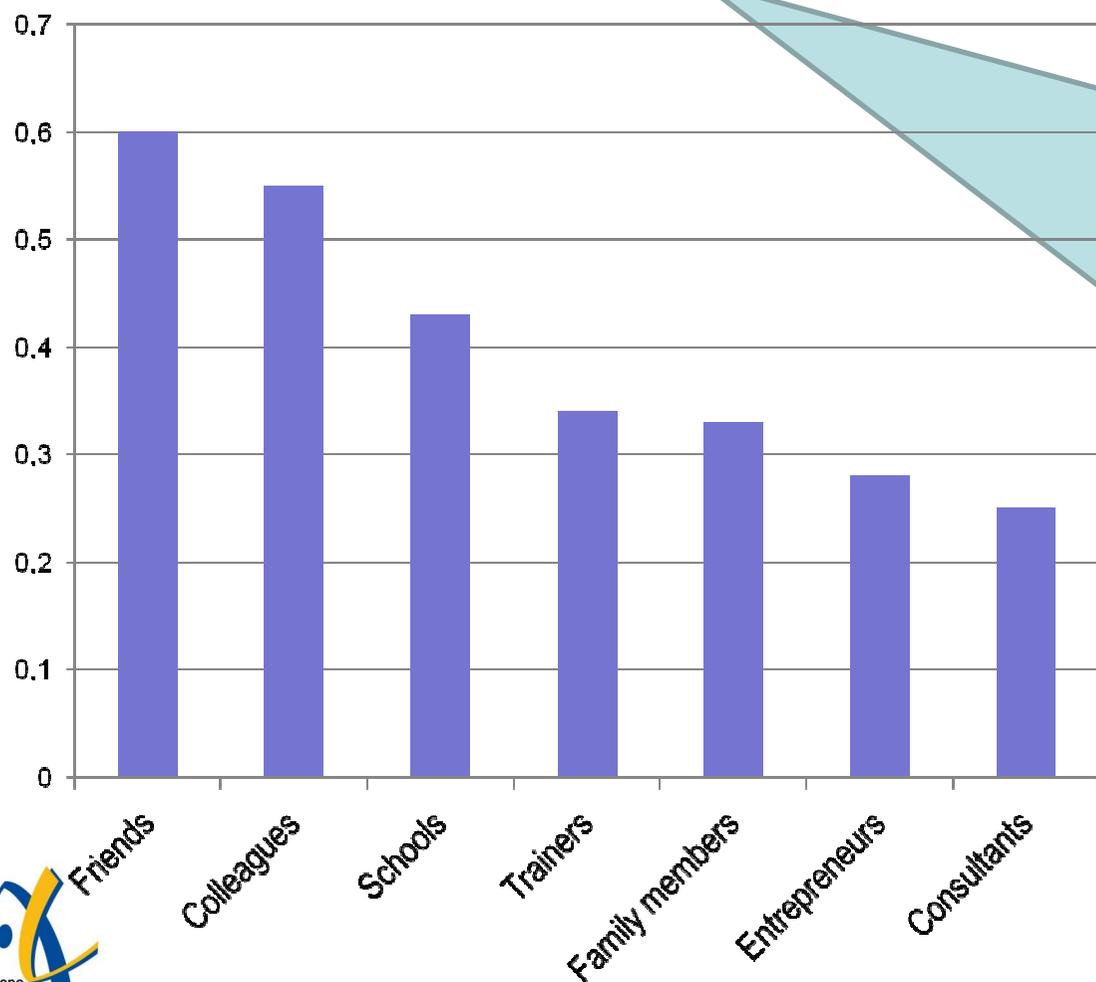
Not useful Useful Very useful

Testing the tool, **96% of respondents declared that they had the opportunity of improving their CVs**, better evidencing their competences.

Effectiveness of results is particularly evident between well educated youngsters, but at the opposite also considering older unemployed, accompanied in using the tool!

Main results of the evaluation

A tool to be suggested



More than 50% of respondents would suggest the use of the tool to friends and colleagues, needing to fill in a CV. Moreover the tool seems to be suitable also for guidance and training purposes, in general for activities focusing individuals, more than organizations and the demand side



Summing up: good news for Europass + ²

Highlights of the testing phase (Italy) (1)

- The tool proved to be actually useful.
Convergent results in a very articulated landscape, age and lower level of qualification are not a barrier to reflect and provide evidence of our own competences!
- It enables people look in a different way to their experiences and competences



Summing up: good news for Europass + ²

Highlights of the testing phase (Italy) (2)

- Europass dossier, and even a simple CV, surprisingly still represent (in Italy) an almost “unknown object” in a very informal job market
- Europass+ - *adequately promoted by agencies and employment services* – could contribute to the modernisation of local job markets, assuring flexibility and transparency



Summing up: good news for Europass + ²

Highlights of the testing phase (Italy) (3)

- An on-line / autonomous exploitation of the tool seems to be possible, although more adapted to “digital” born youngsters
- Nevertheless older, and less qualified workers or unemployed can benefit of the tool according to a “blended approach”, in the framework of accompaniment and guidance sessions; ICT skills required are not overcoming an ordinary user’s level



Summing up: good news for Europass + ²

Highlights of the testing phase (Italy) (4)

- **Filling in a CV is not a joke; a serious, linear and finally “simple” interface seems to be well appreciated by the users**

→ *è scritto in modo serio e interessante ed è facile seguirlo ... è molto interessante perché con esempi reali ti permette di immedesimarti e quindi di descrivere meglio il tutto...*



Summing up: good news for Europass + 2

Highlights of the testing phase (Italy) (5)

- **Examples** – integrating check lists & levels and making them more understandable – are of the utmost importance in order to enable an individual reconstruction of personal experiences –

→ *l'aiuto mi è stato dato dagli esempi poiché ritengo che il confine tra le diverse competenze sia molto sottile e con gli esempi si riesce a capire con chiarezza qual è la competenza che ho e in che modo l'ho sviluppata (...) senza esempi avrei avuto difficoltà a capire ed a compilare il curriculum*



Summing up: good news for Europass + ²

Highlights of the testing phase (Italy) (6)

- **Last but not least: sympathy and simplicity!**
- ➔ *... una grafica "simpatica" mette a proprio agio e consente di buttar giù tutto ciò che viene in mente, senza la preoccupazione di dover essere necessariamente formali o seriosi. Chiaramente poi nella revisione dello scritto ci si rende conto di dover snellire il tutto, ma credo che il punto forte di questo strumento sia proprio la semplicità con cui si presenta*



Summing up: suggested improvements

Few comments / remarks, divergent issues

Some open questions

- **Could we imagine a “simpler” tool, for totally (digital) illiterates? Probably not...**
- **... or is it already a tool for dummies? The eternal dilemma, between free / open navigation (lateral and explorative thinking) and guided step by step compilation -**



Summing up: suggested improvements

Technicalities (single, often contradictory remarks)

- **lack of “recovery” functions** (lost passwords, blocks and bugs... You pay the risk of losing all)
- **Graphic lay out and colors** (soft and understatement: but someone take them for the best solution...)
- **Some redundancies: too heavy, long and boring?**
Yes, but



Summing up: suggested improvements

Finally a useful doubt, using the words of a tester:

- *lo strumento è stato molto utile soprattutto per collocare le giuste competenze, ma ritengo che sia poco efficace e troppo lungo per chi voglia compilare un cv Europass. A mio parere sono necessari un alto grado di scolarizzazione, curiosità e pazienza perché lo strumento risulti davvero utile. Per gli addetti ai lavori e per chi sa di cosa si parla è fatto molto bene perché ricco di esempi molto ben congegnati e articolati. Forse l'utilizzo di parole chiave ed esempi ancora più semplici potrebbe facilitare la comprensione da parte di utenti base...*

→ In other words: don't take the things for granted!



Looking further...

- **The Commission will reform Europass, aiming at making it more compatible with EQF, ECVET, ESCO... : we are delivering a still born baby?**
- **let's imagine a dynamic tool, a work in progress, constantly in evolution, in a changing framework**
- **let's imagine an ambitious follow-up project, based on a enhanced partnership, in the wake of Europass reform!**



Looking further...

- **Europass needs to be promoted:**
 - Our experience shows that a limited part of potential clients already knows it, and currently use it – our tool is well appreciated by them
 - Companies and HR managers should also be sensitized about the added value of a transparent CV, in any recruiting and career management path: let's go for them!



Looking further...

- **Filling it an effective CV is a meta-competence:**
 - Our experience shows that Europass+ could enable people in producing narrations and evidences of their competences, facilitating reflection...
 - ... but one size doesn't fit all! Differentiation is needed, fostering a flexible approach to the tool, valuing both on-line applications, and a blended approach, accompanied by guidance and employment services



Looking further...

- **In a convergent trend towards EU qualification systems, evidencing competences still remains strongly influenced by local cultures:**
 - we should imagine how to safeguard a coherent logic, a transparent, reliable and transferable approach to competences
 - diversifying at the same time examples, that prove to be a fundamental asset of the tool – we need stories speaking to the people, not mere translations!