

07/04/2020

VALITS 2.0

IO1 – TASK 1- SKILLS IDENTIFICATION

1. Methodology for choosing ESCO Informal Transversal Skills to be included in the questionnaire.

- 1.1. Research & ask the 20 more common low-skilled professions in each partner region and identify the Informal Transversal Skills on ESCO:

To find the correct skills for the new target group partners were asked to first identify 20 low skilled jobs in their respective regions, by research, contacting job agencies and other stakeholders.

In a next step the partners found these occupations in ESCO and identified the transversal skills listed for these jobs in the ESCO skills lists as shown on *table 1*.

5. Door to door seller	1. Adapt to different weather conditions
	2. Apply health and safety standards
	3. Assist customers
	4. Ensure customer focus
	5. Identify customer's needs
	6. Implement customer follow-up
	7. Prepare presentation material
	8. Take care of personal appearance
	9. Use different communication channels
	10. Maintain relationship with customers

Table 1. ESCO Occupation and its 10 informal transversal skills

- 1.2. Standardization

As partners identified 634 different skills there was a need of standardizing and reduce the number of skills by categorizing them. The results were as follows (*Table 2*).

Standard Skill	Specific skills
Customer Service	Assist customers
	Greet guests
	Maintain customer service
	Identify customer's needs
	Provide customer guidance on product selection
	customer relationship management

Communication skills	Communicate with youth
	Communicate with construction crews
	Disseminate messages to people
	Use different communication channels
	Communicate with waste collectors
Safety at work	work ergonomically
	work safely with chemicals
	use personal protection equipment
	Work in an ergonomic way
Adaptability	perform services in a flexible manner
	Adapt to different weather conditions
	Adapt to changing situations
Capacity of analysis	analyse ways to reduce travel time
	capacity of analysis
Work in a team	work in an international environment
	work with a dance team
	work in a hospitality team
	teamwork principles
	work in a construction team
	work in a fishery team
Digital skills	use ICT systems
	Digital skills
	have computer literacy
Initiative	Initiative
Respects Privacy	Maintain privacy of service users
	Respect data protection principles
	Information confidentiality
Training skills	train employees
	instruct in sport
	Assist in children's development of basic personal skills

Time management	<ul style="list-style-type: none"> Keep time establish daily priorities
Motivational & Empathetic skills	<ul style="list-style-type: none"> inspire enthusiasm for dance support the positiveness of youths motivate in sports
Ability to Listen	<ul style="list-style-type: none"> listen actively
Adhere company standards	<ul style="list-style-type: none"> comply with food safety and hygiene comply with standard portion sizes Maintain a safe, hygienic and secure working environment Adhere to standard procedures Apply health and safety when picking Apply health and safety standards
Procedural skills	<ul style="list-style-type: none"> follow written instructions follow verbal instructions follow organisational guidelines in the cleaning industry follow safety procedures when working at heights follow sanitation measures Following rules
Management skills	<ul style="list-style-type: none"> give instructions to staff supervise the work of cleaning staff manage cleaning activities Ensure proper document management
Problem Solving	<ul style="list-style-type: none"> handle conflicts Manage children's problems create solutions to problems
Language skills	<ul style="list-style-type: none"> Apply foreign languages in Hospitality Language Skills
Planning skills	<ul style="list-style-type: none"> Planning skills Organization organise training Organise business documents

	Organise mail deliveries
	Plan sports instruction programme
Can work under pressure	tolerate stress
	cope with stage fright
	react calmly in stressful situations
Creativity	Creativity
Interaction skills	entertain guests interactively
	relate empathetically
	interact with an audience
Attention to detail	attend to detail regarding food and beverages
	attention to detail
	Attend to detail
Multitask	perform multiple tasks at the same time
	Multitask
Physical Fitness	Lift heavy objects
	Carry objects
	Put together machines
Self-promotion skills	Self-promotion skills

Table 2. Skills Standarization & final categories

1.3. Match the results & summarize.

The next step was to match the results of the different partners and to integrate them in just one table. The results were as follows (*table 3*).

VALITS2.0		Intellectual Output 1 - Task 1: Skills Identification					
Informal Skill	Sea Teach	SMC	Danmar	Clube	Vifin	Total	
1 Customer Service	29	33	29	30	10	131	
2 Adhere company standards	14	23	20	12	5	74	
3 Procedural skills	20	21	11	12	9	73	
4 Communication skills	12	24	15	18	4	73	
5 Work in a team	13	9	2	5	5	34	
6 Planning/organization skills	1	6	6	11	3	27	
7 Safety & responsibility at work	3	12	2	5	0	22	
8 Problem Solving	3	3	4	1	5	16	
9 Adaptability	1	4	7	2	0	14	
10 Can work under pressure	8	2	2	1	2	15	
11 Management skills	3	1	5	1	2	12	
12 Language skills	6	2	1	2	1	12	
13 Interaction skills	4	4	1	1	0	10	
14 Training skills	1	3	3	3	0	10	
15 Capacity of Analysis	1	2	1	3	0	7	
16 Attention to detail	3	1	2	3	0	9	
17 Physical Fitness	0	0	0	2	6	8	
18 Respects privacy	1	0	5	0	1	7	
19 Stay focused	1	0	0	3	4	8	
20 Motivational and empathic skills	2	1	1	0	1	5	
21 Multitasking	3	0	1	0	1	5	
22 Time management	1	1	1	0	2	5	
23 Digital skills	1	1	0	0	1	3	
24 Initiative	0	0	2	2	0	4	
25 Ability to listen	1	1	1	0	1	4	
26 Considerations & ethics	0	0	0	1	2	3	
27 Positive attitude	1	0	1	0	0	2	
28 Creativity	0	0	0	1	0	1	
29 Self-promotion skills	1	0	0	0	0	1	
31 Not Informal	0	19	10	3	7	39	

Selected

Not-selected

Table 3. Informal Transversal Skills results (by partner and total amount).

1.4. Create the final list of Informal skills to be included in the questionnaire.

The final list of Informal Transversal Skills was created as follows:

- **Top 10:** Customer service, adhere company standards, procedural skills, communication skills, work in a team, planning skills, safety and responsibility at work, problem solving, adaptability and can work under pressure*.
- **Most important skill for each partner out of Top 10:** Sea Teach (Language Skills), SMC (Interaction skills), Clube (Training skills), Vifin (Physical Fitness) and Danmar (Respects privacy).

*Definitions of selected skills will be included in the questionnaire.

2. Methodology for choosing the ESCO Group of Occupations to be included in the questionnaire.

2.1. Research & ask the 20 more common low-skilled professions in each partner region and match the jobs with ESCO occupation names

To find the correct skills for the new target group partners were asked to first identify 20 low skilled jobs in their respective regions, by research, contacting job agencies and other stakeholders. In a next step the partners found these occupations in ESCO (*table 4*).

Job	Job at ESCO
1. Kitchen assistant	1. Kitchen assistant
2. Domestic cleaner	2. Domestic cleaner
3. Waiter/waitress	3. Waiter/waitress
4. Nanny	4. Nanny
5. Door to door seller	5. Door to door seller
6. Laundry worker	6. Laundry worker
7. Telemarketer	7. Call centre agent
8. Cashier	8. Cashier
9. Custodians	9. Building caretaker
10. Fruit and vegetable picker	10. Fruit and vegetable picker

Table 4. Job identification & ESCO names

2.2. Categorize each job according to ESCO groups & sum the results

The jobs identified by the consortium were categorized following the ESCO model for grouping occupations in order to find out which sectors would be more relevant for projects outputs.

JOB	Group ESCO
1. Kitchen assistant	9 Elementary occupations
2. Domestic cleaner	9 Elementary occupations
3. Waiter/waitress	5 Service and sales workers
4. Nanny	5 Service and sales workers
5. Door to door seller	5 Service and sales workers
6. Laundry worker	8 Plant and machine operators and assemblers
7. Call centre agent	5 Service and sales workers
8. Cashier	5 Service and sales workers
9. Building caretaker	5 Service and sales workers
10. Fruit and vegetable picker	9 Elementary occupations

Table 5. ESCO groups

The results were as follows (figure 1).

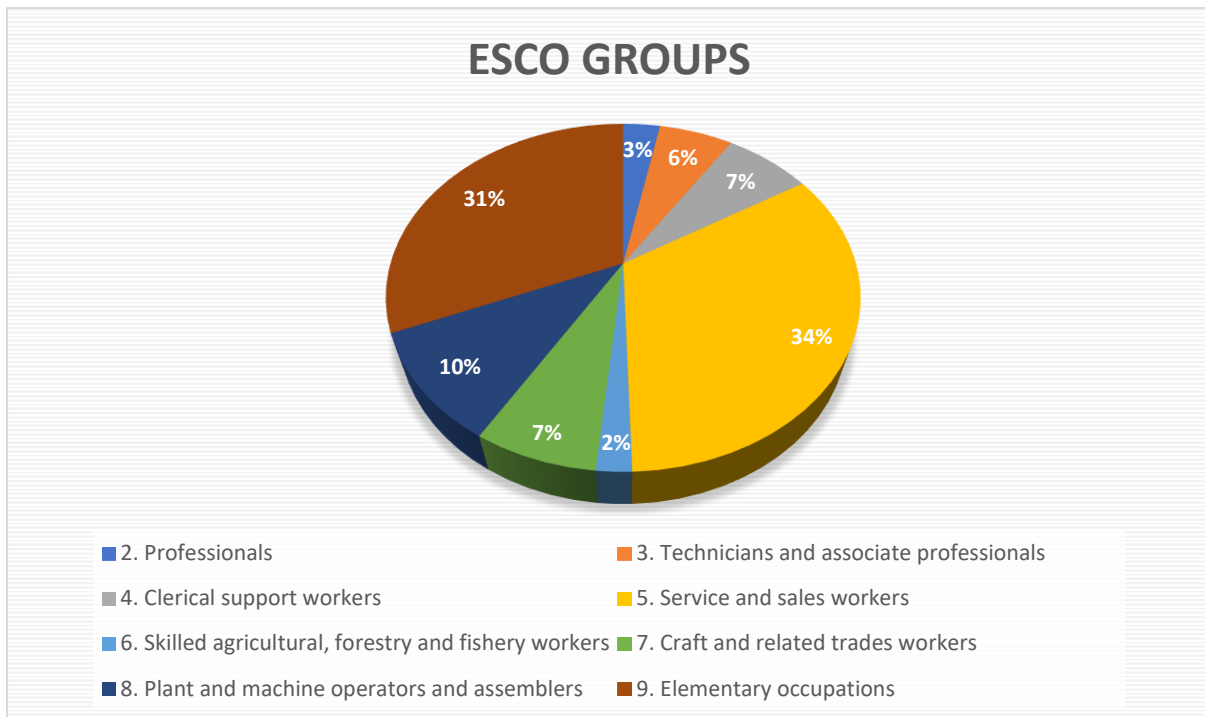


Figure 1. Occupations distribution according to ESCO

2.3. Categorize each job according to ESCO subgroups & sum the results
 In order to identify what group of workers would be included in the questionnaire, the 200 jobs identified by the consortium were categorized following the ESCO Subgroups model for occupations. (Table 5)

JOB	Subgroup	Count
1. Kitchen assistant	Food preparation assistants	94
2. Domestic cleaner	Cleaners & Helpers	91
3. Waiter/waitress	Personal service workers	51
4. Nanny	Personal care workers	53
5. Door to door seller	Sales workers	52
6. Laundry worker	Stationary plant and machine operators	81
7. Call centre agent	Sales workers	52
8. Cashier	Sales workers	52
9. Building caretaker	Personal service workers	51
10. Fruit and vegetable picker	Agricultural, forestry and fishery labourers	92

Table 6. ESCO subgroups

The results were as follows (figure 2)

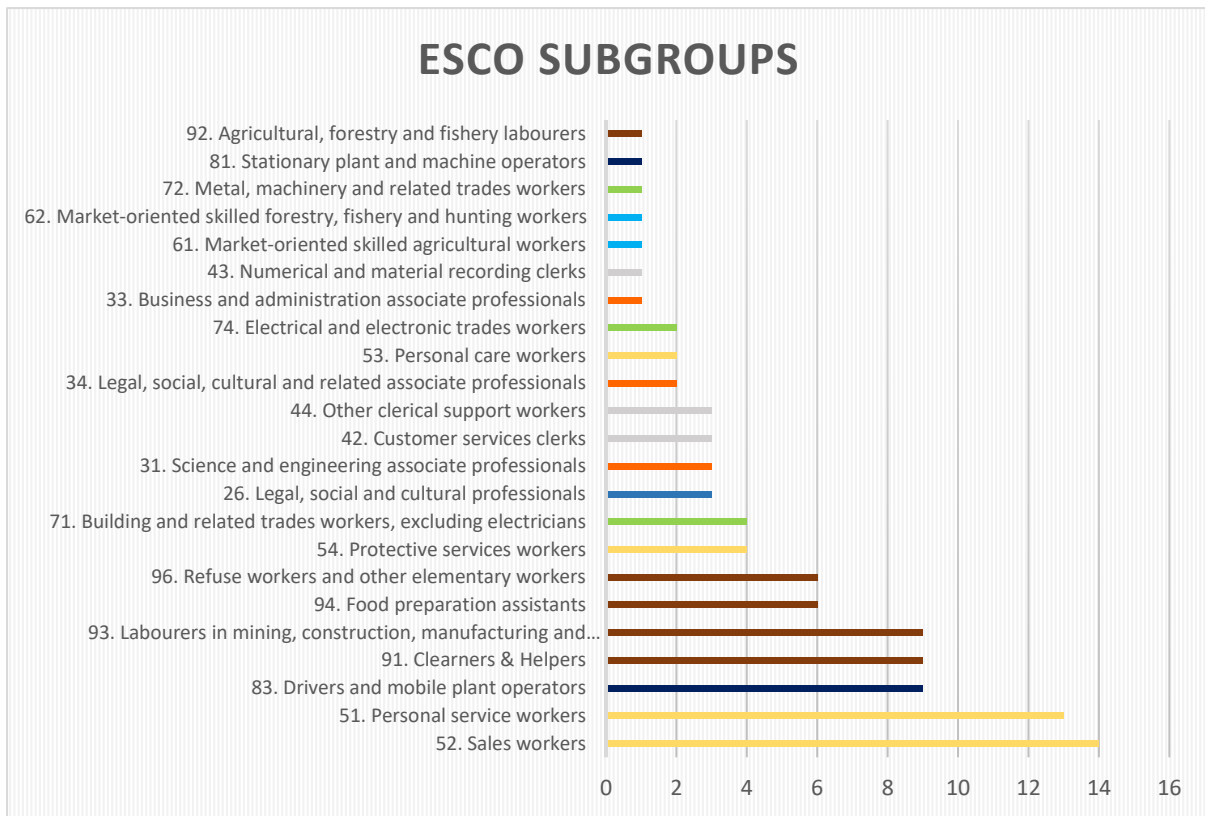


Figure 2. Distribution of occupations according to ESCO.

2.4. Create the final group of occupations to be included in the questionnaire.

As the list of ESCO subgroups was too long and, in some cases unclear, the list was reduced by merging similar groups (i.e. 42, 43 and 44), renaming these subgroups and include some key jobs in each category to make it more understandable. Hence, the groups of occupations that will be included in the questionnaire are:

- Hostelry workers (waiters/waitress, cooks, bartenders)
- Sales workers (Sales Assistants, Cashiers, Shop Assistants...)
- Drivers and mobile plant operators
- Cleaners & Helpers
- Labourers in mining, construction, manufacturing and transport
- Refuse workers and other elementary workers
- Clerical Support Workers
- Social and cultural professionals (dancers, singers, fitness instructor)
- Protective services workers (Security guards, life guards)
- Building and related trades workers, excluding electricians
- Agriculture, forestry & fishery workers
- Science and engineering associate professionals
- Metal, machinery and related trades workers
- Personal care workers (child care, elder care)
- Electrical and electronic trades workers
- Business and administration associate professionals