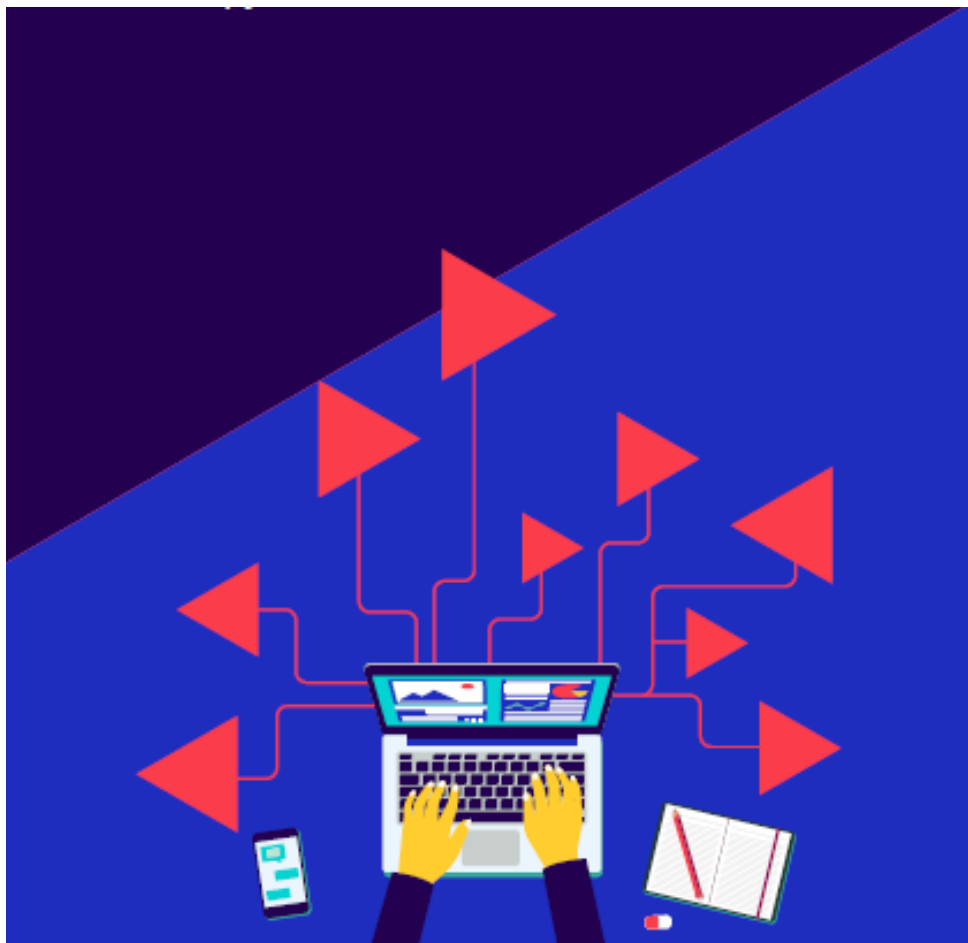




► Inventory of digital career guidance tools

March 2022



Introductory note

This inventory of digital career guidance tools was first conceived to showcase examples of tools aimed at supporting career development processes of youth and adults, and complements the ILO [Policy guidance note on digitalising career guidance services](#). It contains 25 exemplary practices, which do not exhaust the range of available digital services but provide insight on the state-of-the-art and diversity of offers across the globe, at the time of publication.

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▶ Digital and distance tools supporting youth transitioning into the labour market

The Atlas of Emerging Jobs

The Russian Federation

<https://www.Atlas100.ru>



The Atlas of Emerging Jobs is an information portal about the future of work. Its aim is to help young people start talking about the future, encouraging them to explore new opportunities and teaching them to be conscious about their educational and career trajectory. The Atlas provides a way to explore and understand the structure of the labour market and the changes taking place in it. Besides showing a wide range of industries and areas, the tool provides descriptions of why these areas appear and how to navigate them.

At the core of the Atlas of Emerging Jobs is a free [book](#) focusing on the vision of the future for different industries and emerging jobs. The website contains information from the book and information about the different implementation tools for schools, clubs, etc. A set of career guidance games and scenarios have also been developed to help teachers talk about the future of work.

Target group: Youth exploring/transitioning to the labour market

Needs addressed:

- ▶ Improve career information
- ▶ Improve matching between skills and jobs
- ▶ Promote self-assessment
- ▶ Aid transition from school education to career selection

Functionalities:

- Occupation information
- Combination with offline elements

Access: Free

Context of use and delivery:

- Schools and educational institutes with teachers support
- Clubs with instructor
- Appropriate for autonomous and small group use

CareersCraft

Wales, United Kingdom

<https://careerswales.gov.wales/plan-your-career/careers-wales-education-resources/careerscraft-on-minecraft>



Minecraft is a video game that allows players to explore a limitless virtual world and build structures out of the resources they craft. To help people develop their skills and knowledge for future employment, Careers Wales has built a Minecraft world called CareersCraft. The CareersCraft world enables players to develop their future career skills through a series of lesson plans, all linked to the curriculum. The game aims to inspire young people by enabling them to identify their own skills, attributes and interests and how they impact career choices. In the game, young people explore jobs of the past and why they no longer exist and investigate and evaluate the factors that may influence and shape occupations in the future. They also develop knowledge and awareness of local, national and international labour markets.

Target group: Youth exploring the labour market

Needs addressed:

- Improve career information
- Improve matching between skills and jobs
- Promote self-assessment
- Aid transition from school education to career selection

Functionalities:

- Occupation information
- Labour market information

Access:

- Freely available but requires Minecraft Education Edition installed on device (tablet, counsellor or laptop)
- Soon available publicly on an Xbox, PlayStation, Switch and Windows 10

Context of use and delivery:

- Schools and educational institutes with teachers support support
- Appropriate for autonomous and small group use

On-site assistance: Tool has an in-guide to explain how to use it.

CareerCoach

The United Stated

<https://www.microsoft.com/en-us/education/products/career-coach>

Personalized guidance to navigate your career journey


With Career Coach, you can discover your career path, grow real-world skills, and build your network as you navigate your career journey.

Get started

Introducing **Career Coach**, a **Microsoft Teams** app powered by **LinkedIn**, that provides personalized guidance for higher education students to navigate their career journey.

Select **Next**.

◀ Previous Next ▶



Why Career Coach

Navigating your career is not always straightforward. You can take meaningful steps while you are in school that will help you set goals and track your progress on a career journey unique to you.

- Discover your career path**
Identify your skills and interests and explore different career options aligned to them.
- Grow real-world skills**
Track progress towards your career goals as you grow real-world skills from your experiences.
- Build your network**
- Build your LinkedIn presence**

Career Coach is a Microsoft Teams for Education app powered by LinkedIn. It is designed for higher education students who are at any stage of their education. Career Coach is designed to help students discover their goals, interests and skills using an artificial intelligence (AI)-based skills identifier and LinkedIn integration that aligns a student’s comprehensive profile with job market trends. Career Coach shows students different careers based on alumni insights from LinkedIn. By connecting the LinkedIn Page for the higher education institution to Career Coach, publicly visible alumni profiles are aggregated to power the Career and People pages. Career Coach features a small subset of certain LinkedIn Learning courses that offer specific career-related guidance and activities within the app.

Target group: Youth exploring the labour market

Needs addressed:

- Improve career information
- Improve skills and job matching
- Promote self-assessment
- Aid transition from school education to career selection

Functionalities:

- ▶ Personalised profile
- ▶ Personalized education course suggestions
- ▶ Occupational information
- ▶ Matching between skills, interest and career options
- ▶ Jobs, internships, co-ops, and volunteer opportunities
- ▶ Networking with alumni and peers
- ▶ View of alumni career paths
- ▶ **Access:**
- ▶ Exclusively through educational institution Career Coach licence
- ▶ Requires Teams and an Office 365 Education account
- ▶ Linked Learning campus agreement to full access to LinkedIn course library

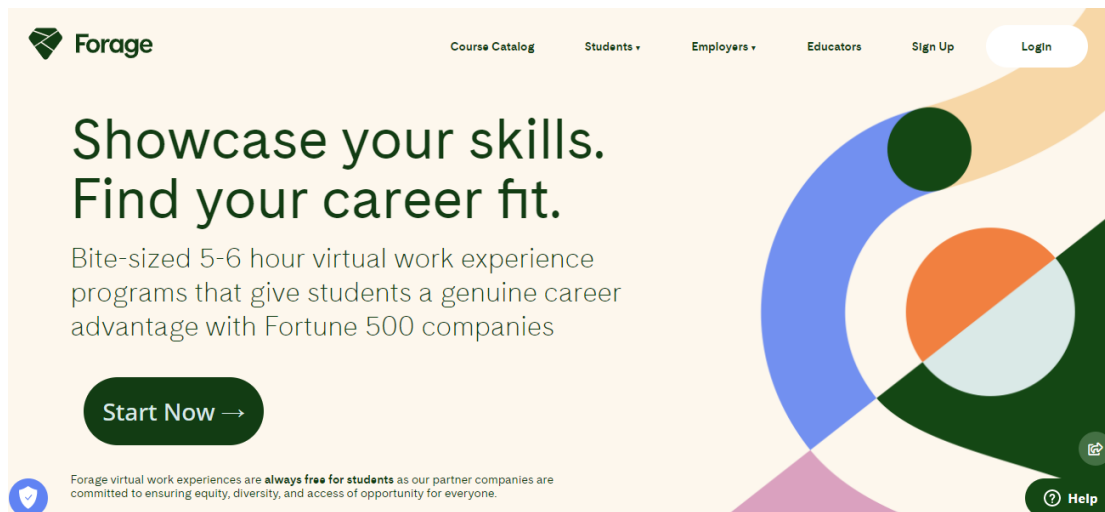
Context of use and delivery:

- ▶ Schools and educational institutes with teachers support
- ▶ Appropriate for autonomous and small group use

Forage virtual work experiences

Australia

<https://www.theforage.com>



Forage is an online resource that offers 'virtual experiences': online in-tray exercises offering an introduction to representative work tasks from various companies. Good for occupational exploration and, in some cases, the first step onto an engagement ladder with potential employers. Forage virtual work experiences are built and provided by companies. They are freely for everyone. Each virtual work experience contains a series of resources and tasks designed to simulate the real-world experience of starting a career. These courses take approximately 6–8 hours to complete and can help individuals build practical career skills by completing tasks similar to those one would undertake during an internship. Courses can be completed without lengthy application process and receive a certificate upon completion.

Target group: Youth and adults exploring the labour market

Needs addressed:

- ▶ Improve matching between skills and jobs
- ▶ Promote self-assessment
- ▶ Aid transition from education to career selection
- ▶ Tackle unemployment

Functionalities:

- ▶ Video instruction directly from employees within the chosen organisation
- ▶ Self-paced modules that simulate real daily tasks
- ▶ Curated resources to complete the task

Access:

- Free
- Academic institutions can create custom landing pages to direct students to complete select experiences, and students’ participation (name and experiences they have completed) can then be tracked.

Context of use and delivery:

- Schools and educational institutes with teachers
- Appropriate for autonomous and small group use, the tool is designed to be used individually, but it is possible to participate in virtual group experiences.

LMI sources: Content is provided by companies

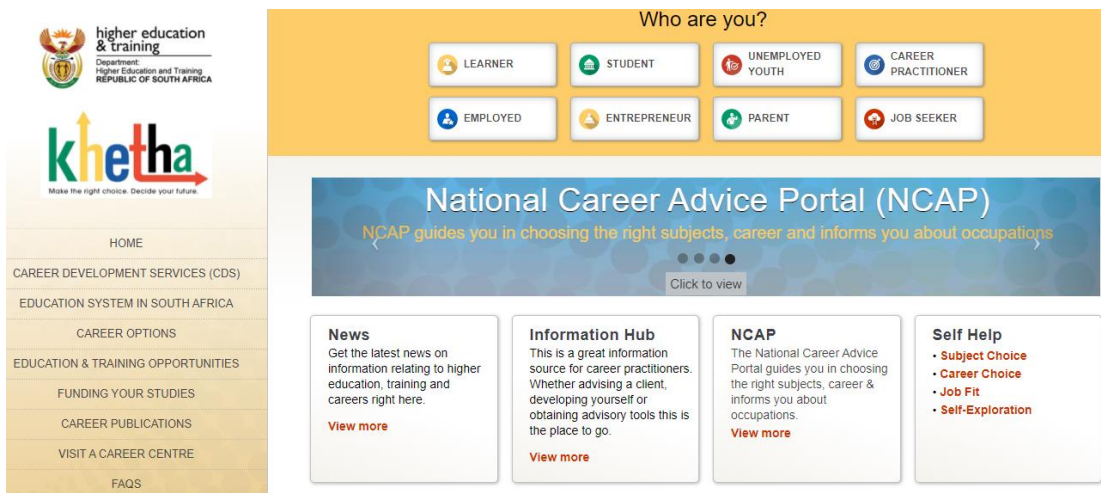
On-site assistance: The tool has "help" button and user support team is ready to chat and answer to users questions relating the service.

Requirements: Forage is funded by investors including Y-Combinator, Blackbird Ventures and Lightspeed Ventures, who have also funded companies including Dropbox, Airbnb, Stripe, Reddit and Canva.

Khetha

South Africa

<http://www.careerhelp.org.za/>



Learners can make informed career and study choices with the help of the Department of Higher Education and Training, which operates the Khetha - resources and services linked to National Career Advice Portal. This multi-channel platform provides free access to career information, advice and guidance via telephone, SMS, social media, face-to-face and school outreach, etc. Khetha also provides training and support to schools, technical and vocational education and training colleges, and communities in career development services and produces and distributes career information through print, a website, a mobile site or social media. One

of the platforms to reach the rural areas of the country is through the Khetha radio programmes, which are broadcasted weekly in ten official languages.

Target group: youth

- ▶ Improve career information
- ▶ Promote self-assessment
- ▶ Aid transition from education to career selection

Needs addressed:

- ▶ Aid transition from school education to career selection
- ▶ Facilitating upskilling and reskilling

Functionalities:

- ▶ Educational and training opportunities and funding
- ▶ Career publications, questionnaires and exploration tools
- ▶ Self-help resources and assessment
- ▶ Occupation, qualification and educational information
- ▶ Interest profiler
- ▶ Access to career development experts via phone, SMS, email or Facebook

Access: Free

Context of use and delivery:

- ▶ Appropriate for autonomous and group use
- ▶ Schools, educational institutes with teachers

On-site assistance: Career Development Service at Department of Higher Education and Training provide assistance for Khetha related queries if needed.

My Future

Australia

<https://www.myfuture.edu.au>

Tools to inspire

Use our tools to discover your interests, values, skills and see how they relate to career and study options.



[My career profile](#)

Complete activities to identify interests, values and skills, and view suggested occupations to explore career pathways.



[Occupations](#)

Explore over 350 occupations describing tasks, skill levels and current labour market information.



[Industries](#)

Access important information (including employment prospects) for each industry.



[Career articles](#)

Discover practical information to support your career exploration.



[Courses](#)

Discover a course for you by viewing current higher education and vocational education and training (VET) courses.



[Career bullseyes](#)

Find out what career pathways are related to school learning areas.

MyFuture is Australia's National Career Information Service, managed by Education Services Australia (ESA), aimed at supporting people in making career decisions, planning their career pathways, and managing work transitions. It is a 'one-stop-shop' that combines broad and easy-to-follow information on the labour market, education, training and jobs in Australia. It offers a variety of tools, gamified activities, information and resources to assist with career planning and development. MyFuture's users are able to create individualised profiles. Users can match their interests, values, skills, aspirations and abilities to occupations and can re-enter the site at any time to access and update their profiles as their skills develop or their interests change. While particularly useful for young people making decisions about subject choice, vocational pathways and employment, MyFuture can also assist adults returning to the workforce or changing career direction.

Target groups: students, teachers, career practitioners, parents and carers

Needs addressed:

- Improve career information
- Aid transition from education to career selection

Functionalities:

- ▶ Personalised career profile
- ▶ Online activities to get career ideas
- ▶ Online activities to match occupations to learning areas
- ▶ Information on study and further training options
- ▶ Information on occupations and industries
- ▶ Job-seeker resources

Access: Free; signing up provides access to personalised features and profiles

Context of use and delivery:

- ▶ Appropriate for autonomous and group use
- ▶ Schools, educational institutes with teachers

On-site assistance: Tool has user-guide videos to explain how to use it.

Requirements:

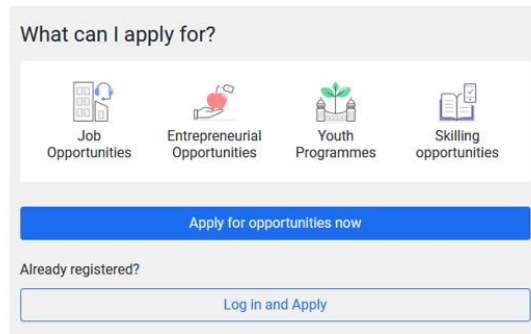
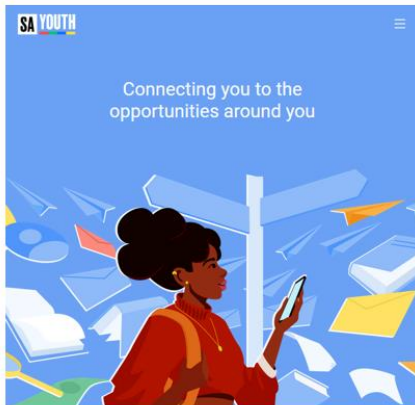
In 2002, the Australian Government contracted ESA to host, maintain and develop MyFuture. The service was relaunched in October 2015 as a sustainable service model, deploying a user-centric design with business and industry profiling and personalised career exploration tools.

All aspects of the web-based service are managed by ESA: core data flows, content and career development tools, professional learning and technical support, user engagement activities and regular updates of existing occupation and emerging occupation profiles, including vocational education profile descriptors and career pathways.

SA Youth

South Africa

<https://sayouth.mobi/Home/Index/EN>



SA Youth aims to connect young work seekers to work and learning opportunities and partners to a pool of entry-level talent. It is South Africa's national network for all young people to access learning and earning opportunities at no cost. It is 100% free for young people and employers. Young people join the SA Youth platform via a data-free mobile site, SAYouth.mobi. Employers and partners can register and use the tool to find engaged, entry-level talent on the SA Youth Partner Network.

Target groups:

- ▶ Youth with a South African ID or refugee number
- ▶ Youth seeking an opportunity to earn an income or further their learning or who would like to gain experience volunteering
- ▶ Partners who can provide opportunities

Needs addressed:

- ▶ Tackle unemployment
- ▶ Improve matching between skills and jobs
- ▶ Promote self-assessment
- ▶ Aid transition from education to career selection

Functionalities:

- ▶ Online and telephone work-seeker support
- ▶ Personalise profile
- ▶ Personalised suggestions based on the user needs for volunteer, learnership and work experience
- ▶ Opportunity to view and apply for new opportunities
- ▶ Access to work-seeker and learning resources
- ▶ On-site assistance

Access:

- ▶ Freely available for young people between 15 and 34 years of age and employers
- ▶ Data-free mobile site; young people do not need to have data on their phone, laptop or tablet to access the resources
- ▶ Access to the platform is supplemented by physical spaces where young people can access information, opportunities and support, including youth and labour centres operated by the Department of Labour and Employment in every South African province
- ▶ Employers and partners can register to find engaged, entry-level talent on the SA Youth Partner Network. By providing quick and easy updates on hiring outcomes, the platform remains free for employers and job seekers

Context of use and delivery:

- ▶ Appropriate for autonomous use

On-site assistance: The site has chatbot assistance for basic tools. There is also a dedicated contact centre 100 agents who are available to assist and provide in person assistance for SA Youth related queries if needed. Calls to this centre and service are toll free.

Requirements:

The tool forms part of the Presidential Youth Employment Intervention, a national mandate to address South Africa's youth unemployment. It is maintained by a dedicated team of developers and engineers whose full-time function is platform implementation, maintenance and servicing. The service forms part of a longer-term and larger systems change agenda to reduce systemic barriers to inclusion by increasing work opportunities for young people, breaking barriers to accessing work, and linking young people to opportunities and support.

The tool is integrated on the back end with entry-level recruitment sites, but at the moment is not interoperable with other relevant tools.

TET-tori

Finland

<https://peda.net/tet>

TET-tori	↑
Hyvinkää	↓
Kuopio	↓
Kyrönmaa	↓
LOST-alue	↓
Pääkaupunkiseutu	↓
Porvoo	↓

TET-tori

Tervetuloa TET-torille -Työelämään tutustumisen kohtauspaikalle



TET eli työelämään tutustuminen on yksi yleisimmistä yrityksen ja koulun yhteistyömuodoista ja keskeinen osa peruskoulun jakamaa työelämätietoutta. TET-jakson tavoitteena on parantaa oppilaan työelämän tuntemusta ja arvostusta. TET-jaksolla nuoret saavat käytännössä nähdä, kuulla ja kokea millaista on työskennellä erilaisissa ammateissa ja erilaisissa työympäristöissä. Omaehtaiset työelämän kokemukset voivat myös tukea oppilaan jatko-opintoihin hakeutumista ja niihin liittyviä valintoja.

TET-tori is a platform for general secondary school students to find information about local employers and work experiences places in enterprises, supported by guidance practitioners, teachers and parents. Employers advertise their work experience through the same educational platform and cooperate to ensure programme relevance and pedagogical adequacy. The tool is structured according to geographical regions and supports young people's knowledge and appreciation of professions and working life.

Target groups: Youth, parents, teachers, guidance counsellors, practitioners, employers

Needs addressed:

- ▶ Improve career information
- ▶ Aid transition from education to career selection

Functionalities:

- ▶ Information about local employers and work experience vacancies
- ▶ Information on occupations and respective education requirements
- ▶ Information on study options

Access: Free

Context of use and delivery:

- ▶ Appropriate for autonomous and group use
- ▶ Schools, educational institutes with teachers

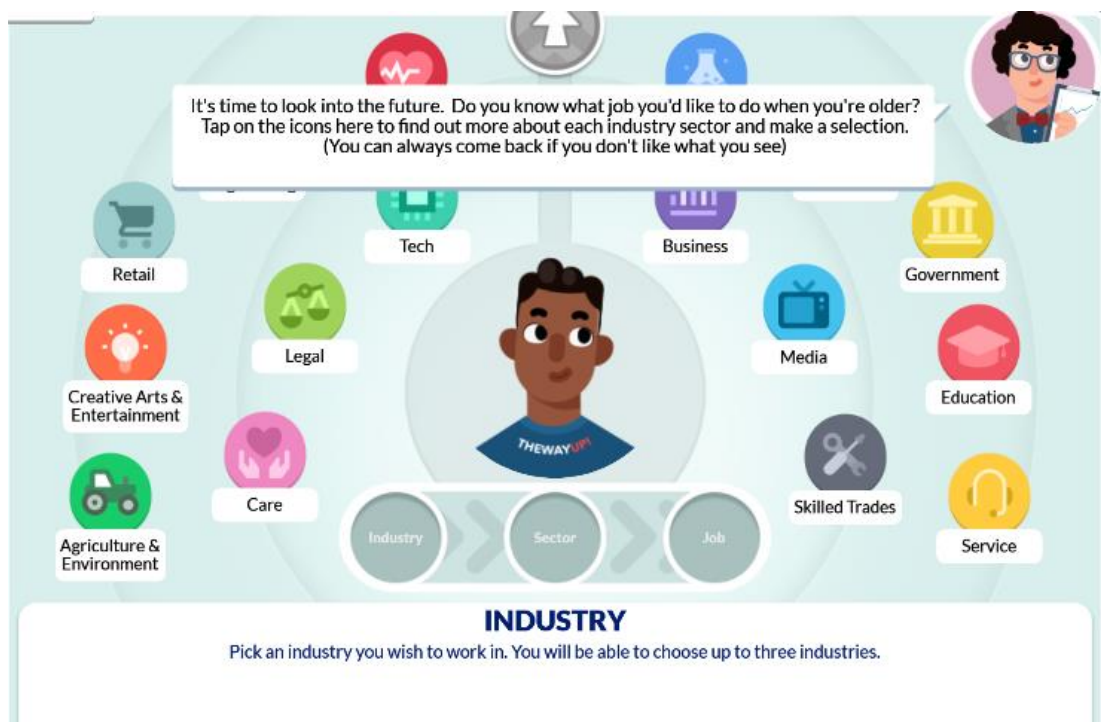
Technical requirements:

The technological infrastructure required for the initial development and for the operation and maintenance of the tool does not exceed the requirements of a simple website, namely: (i) a front- and back end webserver; (ii) a database; and (iii) a content management system. The software products used for the development of TET-tori are based on open standards. The merging of the LMI from multiple sources and its redirection to the tool users is made via direct links. TET-tori uses mainly ministerial LMI sources (the Ministry of Education and Culture and the Ministry of Employment and the Economy) and national datasets.

TheWayUp!

United Kingdom

<https://www.thewayup.co.uk/the-way-up-game>



TheWayUp! game simulates different graduate career paths to help students make more informed choices about their future. It also aims to help students from disadvantaged backgrounds set aspirational educational and career goals to increase their chances of achieving them. Using real-world data, it gamifies important life decisions, including qualification levels, apprenticeships and university course choices. Based on these decisions, the game then simulates the occupations available to players and the first five years of their graduate lives. It uses data from 14 career and educational datasets.

Target group: Youth exploring/transitioning to the labour market, anyone wanting to explore potential careers

Needs addressed:

- Improve career information
- Aid transition from school education to career selection

Functionalities:

- Information of industries, sectors, jobs and related skills
- Labour market information
- Information on education and course choices
- Occupational information

Access: Free, requires registration

Context of use and delivery:

- Appropriate for autonomous and group use
- Schools, educational institutes with teachers

On-site assistance: Tool has an in-guide "mentor" to explain how to use it.

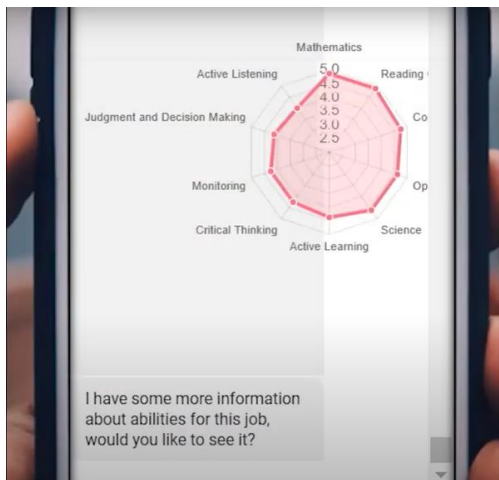
Maintainance: The tool was created for the Department for Education's (DfE) Open Data Grant competition in the U.K. DfE procured the tool on the condition that it was made publicly available for free. The tool was created to help students make more informed decisions about their higher education options using the Longitudinal Education Outcomes (LEO) dataset. The tool is updated annually after the publication of LEO data.

▶ Digital and distance tools supporting unemployed

CiCi

United Kingdom

<https://careerchat.uk/>



CiCi is a chatbot for career information and advice. This bot provides a safe, curated environment, providing localised labour market information, details on the skills required for different jobs, searchable training courses and job adverts, as well as short videos and hints and tips around job applications, CV support and network building. CiCi is designed using AI and natural language understanding to prompt the user to contact local expert advisers at key points. Labour market information in CiCi comes from several data sources. Bot's Applications Program Interface (API) can extract relevant information from it and present it in narrative form to the user.

Target group: Job seekers, unemployed, low-skilled adults and those at risk of losing their jobs

Needs addressed:

- ▶ Improve careers information
- ▶ Aid transition from school education to career selection
- ▶ Facilitating upskilling and reskilling
- ▶ Improve access to guidance/employment services
- ▶ Tackle unemployment

Functionalities:

- ▶ Skills assessment
- ▶ CV support
- ▶ Referral to training courses

- Referral to career information and job vacancies
- Referral to volunteer opportunities
- Referrals to human adviser

Context of use and delivery:

- Appropriate for autonomous use

CONTRATE-ME” (Hire Me)

Brasil

<https://www.mundosenai.com.br/contrate-me/>

The screenshot shows the 'Como funciona' (How it works) section of the website. It features a navigation bar with links for Home, Cursos, Trabalho, Carreira, Eventos, Noticias, and Contato. Below the navigation bar, the title 'Como funciona' is displayed in a large, bold font. Underneath the title, a subtitle reads: 'Siga o passo a passo para ter o acesso a dois resultados: um básico e outro socioemocional.' The process is illustrated with four circular icons connected by arrows, each representing a step in the process.

- 1. Orientação básica**
Na primeira etapa, coletamos dados gerais, como idade, escolaridade e interesses.
- 2. Resultado básico**
Com os dados da orientação básica, sugerimos cursos para você começar sua jornada.
- 3. Orientação socioemocional**
Escreva sobre alguns assuntos para que nossa ferramenta possa conhecer você.
- 4. Resultado socioemocional**
Com base nas suas respostas, criamos um relatório sobre o seu perfil e indicamos cursos.

‘Contrate-me’ (Hire me) is a tool from SENAI that aims to optimise people’s access to the labour market while meeting the real needs presented by industrial companies in the replenishment of their labour force. Through AI, the programme reviews the profiles of applicants for vacancies, analysing their technical and social-emotional skills (soft skills) and then ranking the applicants based on the degree of adherence of their resumes to the expectations and culture of the companies.

Target group: Students and job seekers

Needs addressed:

- Improve matching between skills and jobs
- Tackle unemployment

► ILO Brief

Inventory of digital career guidance tools

Functionalities:

- Job search and matching

Access: Free, requires registration

Context of use and delivery:

- Appropriate for autonomous use
- Schools, educational institutes with teachers

Technical, staffing, financial:

SENAI is a private, independent non-profit social service, managed by the Brazilian National Confederation of Industry (CNI), specialised in the provision of vocational and technological education courses and programmes for industrial companies

ECSJ – Employment counseling system

Jordan

<http://www.ecsjo.com>

The online job counselling and guidance platform targeted at Syrian and Jordanian workers offers improved access to job and training opportunities across multiple sectors. Any Jordanian worker with a valid national ID number and Syrian workers with Ministry of Interior cards can register on the platform. Either individually, or with the support of a career counsellor, job seekers can complete their profiles and upload CVs and any relevant qualifications to support matching with relevant training and job opportunities. Employers and training providers can upload job vacancies, training and internship opportunities and receive applications from interested and qualified job seekers. Available in Arabic and English, the new platform facilitates the matching of workers with suitable employment and training opportunities. At the same time, it facilitates employers' access to a qualified workforce.

Target group: Job seekers, employers, counsellors and training providers

Needs addressed:

- Improve career information
- Aid transition from school education to career selection
- Facilitating upskilling and reskilling
- Tackle unemployment

Functionalities:

- Information on training opportunities
- Information on internships
- Update and upload CV
- Search and apply for jobs
- Get matched with jobs, internships and training opportunities
- Apply for jobs, internships and training opportunities
- Syrian job seekers may request a work permit

Access: Free, requires registration

Context of use and delivery:

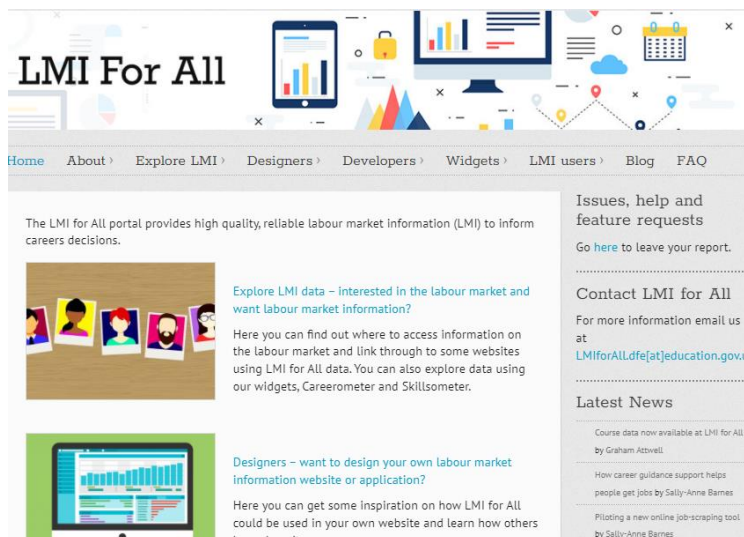
- Appropriate for autonomous
- Employment services

Requirements: Registration is possible for Jordanian workers with a valid national ID number and Syrian workers with Ministry of Interior cards

LMI for All

United Kingdom

<http://www.lmiforall.org.uk/>



LMI for All (<http://www.lmiforall.org.uk/>) is an example in which ICT is used to widen the usability of existing labour market information. It is an online data portal that connects and standardises existing sources of high-quality, reliable labour market information with the aim of informing career decisions. This data is made freely available via an Application Programming Interface (API) for use in third-party websites and applications. As new data is published, the LMI for All database is regularly updated. The portal makes data available and encourages open use by applications and websites that can bring the data to life for a range of audiences.

This is an open data project that supports the wider government agenda to encourage the use and re-use of government data sets. The project encourages developers to use the data to create products for end users in making decisions about their future learning and work. The website provides instructions and examples for the developers for the design, development and implementation of their LMI for All interface. There are already several websites and mobile apps targeted to different user groups, including students at different levels of education, career professionals, public employment services, work coaches, third-sector professionals and regional and national policy makers.

Target group:

- Application and software developers
- Third-party organisations

Needs addressed:

- ▶ Improve careers information
- ▶ Improve matching between skills and jobs
- ▶ Aid transition from school education to career selection
- ▶ Improve

Functionalities:

- ▶ Generating usable LMI for practitioners and users
- ▶ Organising and using informal LMI
- ▶ Gathering and using local LMI (mainly on the demand side)
- ▶ Customisation of LMI through the user's adaptation according to their needs

Access: This is an open data project that supports the wider government agenda to encourage the use and re-use of government data sets. The website provides instructions and examples for the developers for the design, development and implementation of their LMI for All interface.

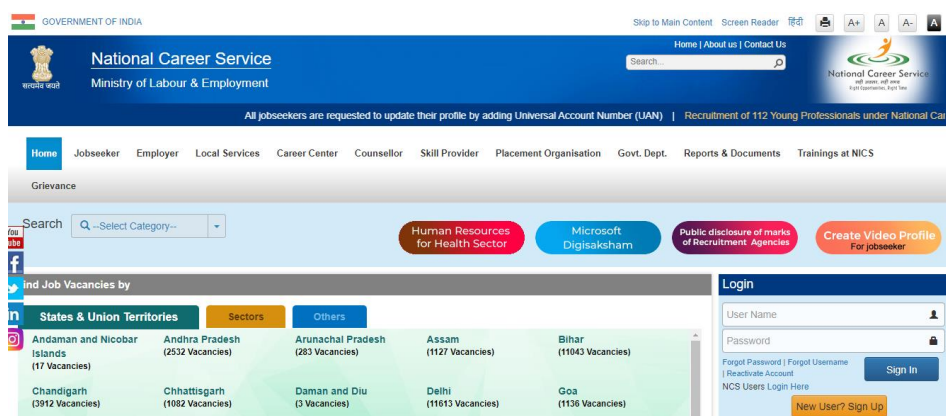
This data is made freely available via an Application Programming Interface (API) for use in third-party websites and applications. The LMI for All database contains the following data sets, which are regularly updated:

- ▶ Employment, projected employment and replacement demands from Working Futures
- ▶ Pay and earnings based on the Annual Survey of Hours and Earnings and the Labour Force Survey
- ▶ Hours based on the Annual Survey of Hours and Earnings
- ▶ Unemployment rates based on the Labour Force Survey
- ▶ Skills shortage vacancies based on the Employer Skills Survey
- ▶ Skills, Knowledge, Abilities and Interests based on the U.S. O*NET System
- ▶ Occupational descriptions from the ONS Standard Occupational Classifications
- ▶ Current vacancies available from Universal JobMatch
- ▶ Higher education destination data from HESA

National Career Service Portal

India

<https://www.ncs.gov.in/>



The National Career Service Portal (NCS) is a one-stop solution that provides a wide array of employment and career-related services to the citizens of India. It works towards bridging the gap between jobseekers and employers, candidates seeking training and career guidance, and agencies providing training and career counselling. The portal provides a wide range of career-related services such as dynamic job matching, career counselling, job notifications, information of Job Fairs, vocational guidance, information on skill development courses, internships, etc. The portal facilitates the registration of job seekers, employers, skill providers, career counsellors, local service providers (LSPs), career centres, placement organisations, households (for availing the services of the LSPs) and government departments.

Target group: Job seekers, employers, counsellors and training providers

Needs addressed:

- Improve career information
- Promote self-assessment
- Aid transition from school to career selection
- Facilitating upskilling and reskilling
- Tackle unemployment

Functionalities:

- ▶ Search and apply for jobs
- ▶ Information on training/skills programmes
- ▶ Search and book appointment with career counsellor, telephonic, in-person or video conferencing

Access: Free, requires registration; a multilingual call centre caters to those who face difficulty in registration or have other queries

Context of use and delivery:

- ▶ Appropriate for autonomous use
- Employment services

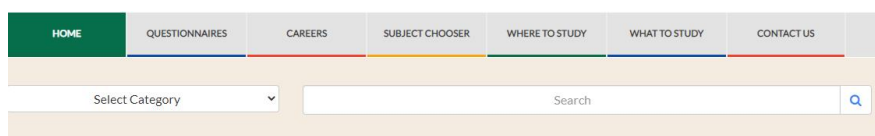
On-site assistance: Tool has user-guide videos to and there is a dedicated toll free helpline to assist and provide in person assistance National Career Service Portal related queries if needed.

Technical, staffing, financial: Established by the Ministry of Labour and Employment Government

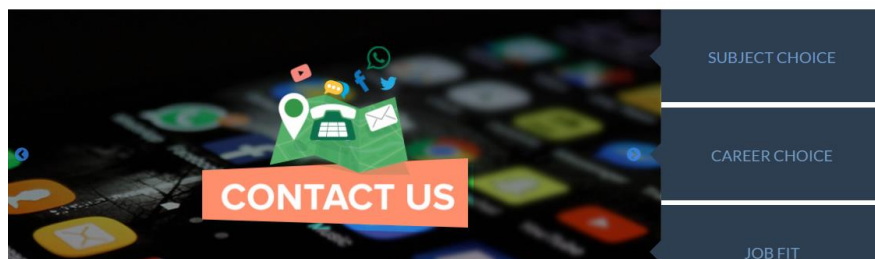
National Career Advice Portal

South Africa

<http://ncap.careerhelp.org.za/>



National Career Advice Portal is an online self-help tool designed to facilitate informed career and study decisions. NCAP is brought to you by the Career Development Services, an initiative of the Department of Higher Education and Training. Khetha is the brand used to promote career development services.



National Career Advice Portal (NCAP) is an online self-help tool designed to facilitate informed career and study decisions. NCAP is provided by Career Development Services in the Department of Higher Education and Training. It provides information to job seekers on career options, job services, and self-assessment tools for career paths and skills. It also provides information on trades, careers (occupations) in high demand and green skills.

Target group: Job seekers, students and career explorers

Needs addressed:

- ▶ Improve career information
- ▶ Promote self-assessment
- ▶ Aid transition from school education to career selection
- ▶ Facilitating upskilling and reskilling
- ▶ Tackle unemployment

Functionalities:

- ▶ Career questionnaires
- ▶ Self-assessment
- ▶ Occupation, qualification and educational information
- ▶ Career exploration tools
- ▶ Interest profiler

Access: Free

Context of use and delivery:

- ▶ Appropriate for autonomous and group use
- ▶ Schools, educational institutes with teachers
- ▶ Employment services

On-site assistance: Career Development Service at Department of Higher Education and Training provide assistance for National Career Advice Portal related queries if needed.

O*Net

The United States of America

<https://www.onetonline.org>

The screenshot shows the O*NET OnLine website interface. At the top left is the O*NET OnLine logo. To the right is an "Occupation keyword search" bar with the text "electrician" and a "Go" button. Below the header is a navigation menu with options: "Help", "Find Occupations", "Advanced Searches", "O*NET Data", "Crosswalks", "Share", and "Sites". The main content area is divided into two columns. The left column has a header "O*NET OnLine features" and a search bar containing "dental assistant" with a "Search O*NET-SOC occupations" button. The right column has a header "More career sites & resources" and a section titled "I want to be a..." with a description and a "Find your career at My Next Move" button. Below this is a section titled "ATTN: VETERANS".

O*Net is a website dedicated to career information and contains both summary and detailed information on occupations in the U.S. economy as well as the ability to search for information by various criteria, such as job family, industry, skills, knowledge, interests, green jobs, bright outlook occupations, and several others. It is produced by the federal government, is updated frequently, and contains state and national wage information, occupational projections, related occupations and opportunities for more information from professional and trade associations. It is considered to be basic occupational information for various other websites and career guidance systems. Some of the resources O*Net offers include different assessments, interest profilers, and skills searches

Target group: Job seekers, students and career explorers

Needs addressed:

- Improve career information
- Promote self-assessment
- Aid transition from school education to career selection
- Facilitating upskilling and reskilling
- Tackle unemployment

Functionalities:

- ▶ Occupation information
- ▶ Career exploration tools
- ▶ Interest profiler
- ▶ Self-assessment

Access: Free

Context of use and delivery:

- ▶ Appropriate for autonomous and group use
- ▶ Schools, educational institutes with teachers
- ▶ Employment services

Technical, staffing, financial:

The O*NET system is maintained by a regularly updated database of occupational characteristics and worker requirements information across the U.S. economy. The O*NET database is collected and updated through ongoing surveys of workers in each occupation, supplemented in some cases by occupation experts. These data are incorporated into new versions of the database on an [annual schedule](#), to provide up-to-date information on occupations.

Application programming interfaces (APIs) made available enable organisations to inter-operate with other tools/services.

O*NET Web Services is sponsored by the U.S. Department of Labor, Employment & Training Administration and developed by the National Center for O*NET Development.

ParaEmpleo

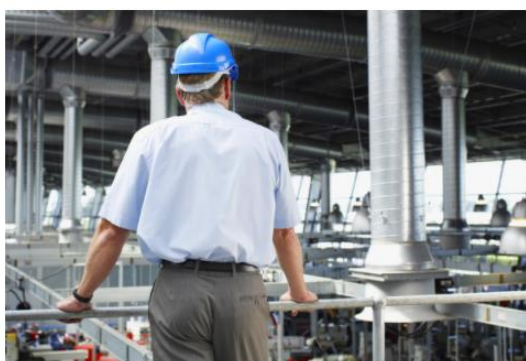
Paraguay

<https://paraempleo.com.py/en>



Sign up to get a job

Are you looking for your first job? You already have a job but don't want to miss any opportunity or want to study and work at the same time? Creating your ParaEmpleo profile allows you to access all available vacancies in an efficient way, with all the jobs, professional training or apprenticeships that correspond to your competences, thus allowing companies to find you as well.



Register your vacancies

Are you looking for the perfect candidate for your company? With ParaEmpleo you can either offer jobs or search for qualified employees for the available vacancies that suit your requirements. No need to wait for someone to apply for the job, with ParaEmpleo we show you immediately if there are potential candidates or if you have to adapt your requirements to find the required applicants.

ParaEmpleo is an online platform to promote employment in the country. The platform uses AI to analyse the skills and specific capabilities of each job seeker and to connect them with job offers. The information collected and used by the ParaEmpleo algorithm utilises various sources of information. The technology behind it analyzes occupation and employment data through Deep Learning and Knowledge Graphs algorithms to find job vacancies efficiently and accurately. It identifies the technical knowledge mostly demanded for each profession and recommends courses to acquire the necessary training to achieve the demanded knowledge or skills.

Target group: Job seekers

Needs addressed:

- ▶ Improve matching between skills and jobs
- ▶ Facilitating upskilling and reskilling
- ▶ Tackle unemployment

Functionalities:

- ▶ Real-time labour market information
- ▶ Job search and matching
- ▶ Personalised education advice
- ▶ Occupational information

Access: Free, requires registration

Context of use and delivery:

- ▶ Appropriate for autonomous use
- ▶ Employment services

On-site assistance: The tool has "chat" button and one can contact support team to obtain assistance with the registration and use of the platform.

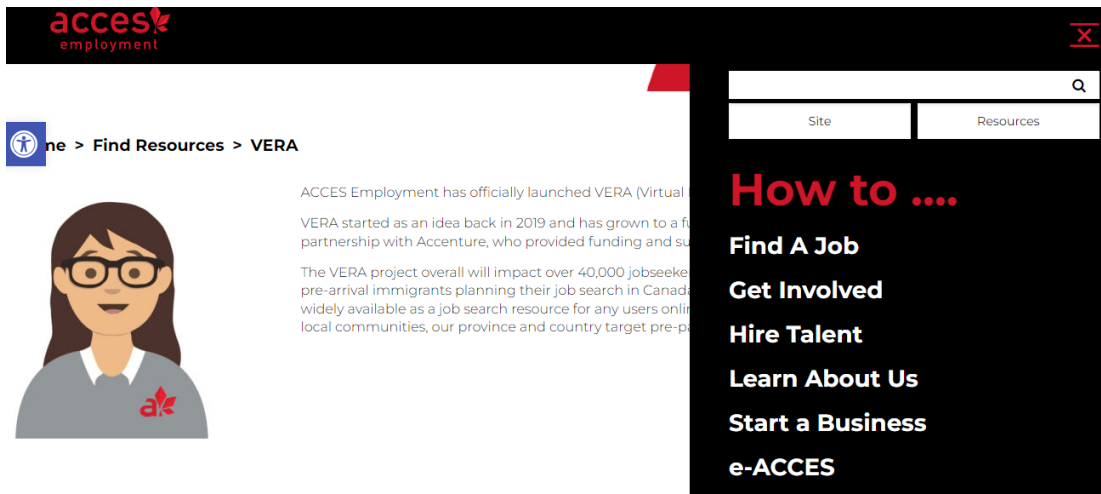
Technical, staffing, financial:

The Job Matching Platform is the result of co-operative work by JANZZ.technology and the Inter-American Development Bank under a loan agreement with the Republic of Paraguay.

VERA (Virtual Employment and Resource Attendant)

Canada

<https://accesemployment.ca/find-resources/vera>



VERA is an AI solution that provides employment services online alongside 24/7 job search support for jobseekers in the Greater Toronto Area, Canada and to pre-arrival immigrants around the world. It is an AI-based chatbot addressing multiple areas of service, including referrals to specific programmes and services at ACCES Employment, intelligent responses to job search FAQs including surfacing direct links to online resources, and immediate registration into workshops based on specific inquiries, among other features. It uses a combination of AI-powered natural language processing, search and text analytics alongside integrations with ACCES’s current customer relationship database.

Target group: Jobseekers in the Greater Toronto Area and Canada and pre-arrival immigrants around the world

Needs addressed:

- ▶ Improve matching between skills and jobs
- ▶ Facilitating upskilling and reskilling
- ▶ Tackle unemployment

Functionalities:

- ▶ Referrals for specific programmes and services
- ▶ Job search FAQs
- ▶ Workshop and event registration
- ▶ Services for employers

Access: Free

Context of use and delivery:

- ▶ Appropriate for autonomous and group use
- ▶ Schools, educational institutes with teachers
- ▶ Employment services

On-site assistance: Website has user-guide videos to explain how to use the chatbot.

Technical, staffing, financial:

ACCES employment developed VERA using funds from a \$1.1 million cash grant and in-kind services from Accenture, a global professional services company with industry-leading digital, cloud and security capabilities. Digital and distance tools supporting adults learning or wanting to learn

► Digital and distance tools supporting adult learning or those wanting to learn

The Belarus National Education Internet Portal

Belarus

<http://adu.by/be>



<http://adu.by/be>

The Belarus National Education Internet Portal supports the individual learning process as citizens have online access to a wide range of learning pathways. Users also have the opportunity to ask questions on learning by email, and responses to FAQs are available for users. The work of the teachers and school managers is supported by learning materials and information on continuous development opportunities. The portal also acts as a repository of the materials provided by the National Institute for Education.

Target groups: Students, adult learners, managers and key stakeholders

Needs addressed:

- Upskilling and reskilling
- Tackle unemployment

Functionalities:

- Delivery of educational information
- Delivery of distance guidance through emails
- Questions and answers on education

Access: Free

Context of use and delivery:

- Appropriate for autonomous and group use
- Schools, educational institutes with teachers
- Employment services

eVejledning (eGuidance)

Denmark

<https://www.ug.dk/evejledning>

As part of their strategy for lifelong learning, the Danish Ministry of Education established a National Digital Counselling Centre 'eVejledning' (eGuidance) in 2011, which is hosted by the Ministry's National Agency for IT and Learning. The aim is to support the completion of youth education programmes and wider enrolment in tertiary education. Based on feedback on the services in general, the Ministry has expanded services and self-help tools for adults to create an overall integrated career provision for all age groups in the country. The aim is also to provide online services using a mainstream approach and to release resources in other guidance services to young people with special needs. In addition to educational and labour market information and self-help resources, eGuidance offers personal and individual career guidance and counselling via telephone, chat and email; collective career guidance and counselling via webinars and live-chat and personal and collective career guidance and counselling via Facebook for all age groups.

Target groups: Adults, professionals, private and public companies, youth and parents

Needs addressed:

- ▶ Access to personalised guidance services
- ▶ Improving employability
- ▶ Raising skills and qualifications of adults
- ▶ Tackle unemployment

Functionalities:

- ▶ Career and labour market information
- ▶ Education information, sub-portal on adult continuing education and training
- ▶ Personalised online guidance via email, live real-time chat or telephone
- ▶ Delivery of career resources

Access: Free

Context of use and delivery:

- ▶ Appropriate for autonomous and group use
- ▶ Schools, educational institutes with teachers

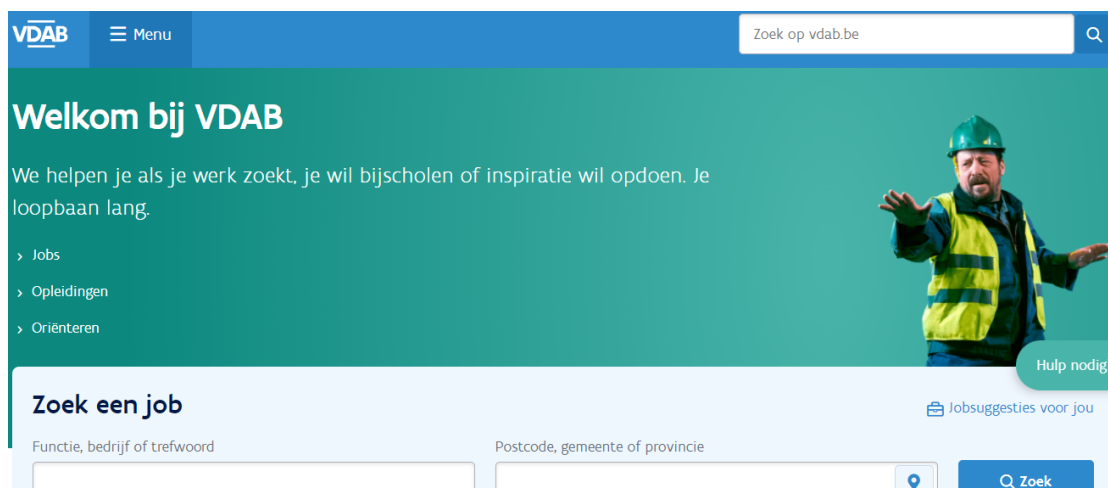
On-site assistance: National digital guidance centre provides assistance in person via telephone, live real-time-chat or e-mail.

Technical, staffing, financial: Danish eGuidance is part of the Danish Ministry of Children and Education. The staff currently consists of 18 full-time and 10 part-time counsellors.

Mijn loopaan (Personal learning accounts and portfolio)

Belgium

<https://www.vdab.be/mijnloopbaan>



Provided by the Flemish PES (VDAB), Mijn loopbaan' ('My Career'), is an online system that allows users to make a fully personalised online portfolio. This portfolio allows them to keep track of their competences and qualifications, create their CV and upload it to an online platform used by employers. The system is connected to the job vacancy database and uses matching techniques, e.g. based on competence. 'My Career' can also be used to search for multiple types of education and training opportunities.

Target group: Job seekers, adults returning to the workforce

Needs addressed:

- Improve matching between skills and jobs
- Facilitating upskilling and reskilling
- Tackle unemployment

Functionalities:

- Personalised e-portfolios
- Job search
- Search for educational and training opportunities

Access:

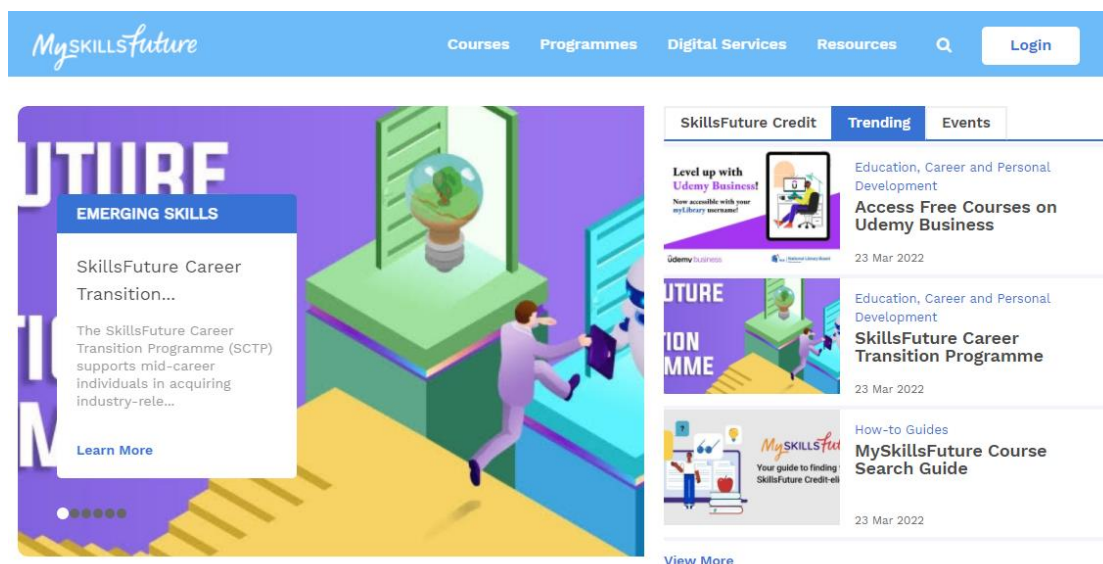
- Offered by Flemish Public Employment Service
- Belgian e-ID required for registration

On-site assistance: Flemish PES provides assistance in person via telephone conversations or video chats during office hours.

MySkillsFuture

Singapore

<https://www.myskillsfuture.gov.sg>



MySkills Future is a one-stop portal that enables Singaporeans of all ages to make informed learning and career choices so that they can pursue their skills and career development throughout their lives. Individuals are able to discover a career path that is suitable for them, explore the various industries available and upskill themselves to find jobs. Part of the MySkillsFuture is Skills Passport, which is a blockchain-based platform that allows Singaporean employees and job/academic candidates to store their educational qualifications, licences and other certificates. First, as a single digital repository for education and training certificates, it allows employers to easily identify the qualifications of employees and job candidates and verify them through OpenCerts (opencerts.io) by showcasing all the skills (at least the certifiable ones) on a single platform. The Skills Passport can help individuals recognise more easily the skills they have developed at school, at work and through life experiences. This also means that the areas which merit improvement will also become more apparent, allowing for better and smoother planning of further skills development.

Target group: All Singaporean citizens and permanent residents who are looking to plan their careers, make career transitions, or search for jobs

Needs addressed:

- Upskilling and reskilling
- Tackle unemployment

Functionalities:

- ▶ Self-assessment
- ▶ Occupational information
- ▶ Course directory
- ▶ e-Portfolio
- ▶ SkillsFuture credit for courses (personal learning account)
- ▶ Skills passport
- ▶ Resource articles on career-related tips, human capital development and industry insight
- ▶ Interactive games

Access: Free service for Singaporean citizens and permanent residents; a Singpass login is required to apply for jobs.

Context of use and delivery:

- ▶ Appropriate for autonomous and group use
- ▶ Schools, educational institutes with teachers
- ▶ Employment services

On-site assistance: The site has chatbot assistance in general question about the tool.

Technical, staffing, financial:

Developed by Workforce Singapore, in partnership with the Government Technology Agency.

MySkillsFuture works in tandem with MyCareersFuture. As jobs and skills are closely related, the two portals are therefore built to complement each other to ensure varied needs are met. MySkillsFuture is designed to serve individuals who would like to understand their skills needs and develop the skills that will enable them to achieve their learning and career aspirations. MyCareersFuture serves those who are actively searching for jobs to apply for and those who want to review existing career directions and explore new job opportunities.

Myskills

Australia

<https://www.myskills.gov.au/>



myskills is the national directory of vocational education and training. It helps school leavers, job seekers, students, apprentices and employers find the training that best suits their needs. Its aim is to be the 'Google of VET information' – a place where Australians can easily find and compare information about VET providers and courses. The platform provides information about different industries, what skills are in demand, and the occupations available in each area. All of the training providers on My Skills are registered training organisations. This means they are registered by a state, territory or national regulator recognition authority to deliver training and/or conduct assessments and issue nationally recognised qualifications. My Skills receives overnight data updates directly from the national register of VET (training.gov.au) to ensure that it has the most up-to-date information on registered training organisations and courses they offer.

Target group: Students, job seekers, adults returning to the workforce, and employers

Needs addressed:

- ▶ Improving the skills and qualifications of young people
- ▶ Raising the skills and qualifications of adults
- ▶ Tackle unemployment

Functionalities:

- ▶ Labour market information
- ▶ Course search tools
- ▶ Training provider search tools
- ▶ Dedicated funding advice section
- ▶ Jobs matching skills tool

Access: Free

Context of use and delivery:

- ▶ Appropriate for autonomous and group use
- ▶ Schools and educational institutes with teachers
- ▶ Clubs with instructor
- ▶ Employment services

On-site assistance: The site has contact form for asking help with using My Skills.

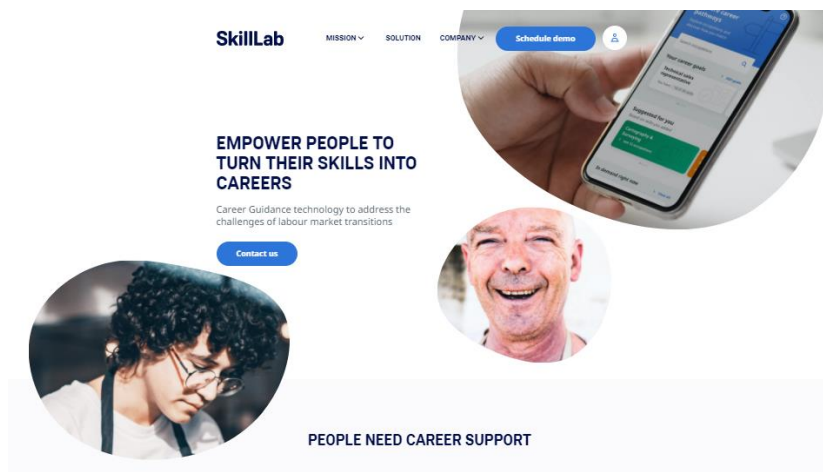
Data and information:

myskills receives overnight data updates directly from the national register of VET to ensure that it has the most up-to-date information on registered training organisations and courses they offer. Other data sources are listed here <https://www.myskills.gov.au/more/about/>

SkillLab

Netherland

<https://skilllab.io/>



SkillsLab’s product is designed to be utilised in employability and skill development activities to help improve employment prospects of people traditionally struggling to participate in formal employment or education. Users create a skill profile through an AI-based interview that builds on the European Skills, Competences, Qualifications and Occupations framework (ESCO). Based on the generated skill profile, tools recommend careers, occupations and, if available, live vacancies in their area. Users can generate job application materials that show their skills and are tailored to the job requirements. The solution also incorporates local and online education offerings that address the skill gap between the desired job and users’ skills.

Target group: Migrants and refugees, informal workers and persons skilled through alternative routes, youth (particularly the unemployed), education, or training (NEET), the long-term unemployed, care-workers and people engaged in under-recognised domestic work, career changers and recently laid off workers, etc.

Needs addressed:

- Improve matching between skills and jobs
- Skills assessment
- Facilitating upskilling and reskilling
- Tackle unemployment

Functionalities:

- Occupation information
- Personalised information storage
- Skills assessment
- Automatic resume generation
- Skill-based job matching

Access:

- ▶ Requires contracts from service providers
- ▶ Access is restricted to clients with either an email address or a Facebook account as a unique identifier

Context of use and delivery:

- ▶ Appropriate for autonomous and group use
- ▶ Schools, educational institutes with teachers
- ▶ Clubs with instructor
- ▶ Employment services

Autonomous usage of the tool is also somewhat dependent on the user's digital literacy. In contexts where clients may be less digitally literate, the tool is usually embedded in basic training that includes instructionals to support the client.

Requirements:

A device with access to the internet (low bandwidth internet is acceptable as well) and a modern web browser, e.g. Chrome, Safari, Internet Explorer, Firefox

Process:

The tool is typically delivered via partners who integrate the tool into their employability and skill development programmes with their clients. These organisations are trained by SkillLab to provide effective on-site professional assistance to clients who use the application.

Interoperability:

Application Programming Interfaces (APIs) made available enable organisations to integrate or inter-operate with other existing tools/services.

On-site assistance: SkillLab provides remote assistance (via in-app channels like live chat support or email). The tool is typically delivered via partners who by themselves provide on-site professional assistance to their clients who use the application.

Technical, staffing, financial:

The solution is developed by SkillLab BV, a social impact venture based in Amsterdam and is financed through a blend of grant/award funding for example from Google.org through the AI for Impact Award, investment from Social Impact Investors (Rubio Ventures) and direct revenue generated from the delivery of the tool to partners across the world.

Infrastructure, maintenance and regular updates and maintenance are part of SkillLab's core operating costs and are factored into the company's long-term operations.

Skills Passport

Sri Lanka

<http://www.nsp.gov.lk>



The National Skills Passport (NSP) is a digital portfolio of a worker's skills and qualifications, references and informally acquired knowledge, all conveniently located on card with a QR code for ease of access to information. The service connects different stakeholders, including employees, employers, qualification bodies, and labour market intermediaries on a web-based database that recognises skilled expertise and certified experience. Migrant labourers and workers returning from abroad can use the card to prove qualifications and work experience and connect to continuing education or employment opportunities. It identifies new qualifications for returning migrant workers and is linked to a National Vocational Qualification (NVQ) platform that includes recognition of prior learning. The NSP facilitates upward mobility in employment and entrepreneurial opportunities for people in Sri Lanka and beyond.

Target group: Migrants, job seekers, employers, training institutes,

Needs addressed:

- ▶ Improve matching between skills and jobs
- ▶ Skills recognition
- ▶ Facilitating upskilling and reskilling
- ▶ Tackle unemployment

Functionalities:

- ▶ Smart card
- ▶ Portfolio of skills and qualifications
- ▶ Linked with recognition of prior learning platform
- ▶ Personalised information storage

Context of use and delivery:

- ▶ Autonomous use
- ▶ Brief employee assistance
- ▶ Specialist support

Process:

A skills passport is a smart card issued to a skilled person with NVQs and at least one year of confirmed experience. In a case where a person has migrated to another country to serve in an unskilled labour category and returned after serving for five years without any paper qualification for their performance abroad, people could apply to obtain related NVQs from a basket of around 500 national competency standards (NCSs) listed on the Technical and Vocational Education Commission (TVEC) website (www.nvq.gov.lk) through the recognition of prior learning pathway. Having obtained NVQs, they can then apply for the NSP through the online portal.

Technical, staffing, financial:

The Skills Passport is a collaboration between TVEC, the Employers Federation of Ceylon and the ILO.

Contact details
Skills Branch

International Labour Organization
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CH-1211 Geneva 22
Switzerland

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E: skills@ilo.org