

Use of ESCO in Greek Public Employment Service - DYPA

Enhancing labour mobility for EU enlargement economies:
the role of ESCO

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ESCO adoption by DYPA

ESCO MATCHING

- For the adoption of ESCO, DYPA implemented the "MATCHING" project (**M**apping **A**rrangements and **T**ranscoding **C**Hange **I**N **G**reece),
- The project received EU funding, from the European Program for Employment and Social Innovation (EaSI). The adoption was completed in December **2021**
- The national classification STEP92 was outdated and no longer maintained.
Transitioning to a new, regularly updated codification—shaped with our input—streamlined our work at EURES and **aligned with EURES Regulation**.
- The fifth level analysis of occupations was adopted for employers and job seekers, with the skills pillar included from day one for job seekers and later for employers
- Job seekers profiles and Job vacancies profiles are enriched with information according to ESCO

Internal Users of ESCO

ESCO users include both internal and external stakeholders. Internal users, primarily counsellors, utilize the ESCO platform for guidance and support.

Preparation included Training for Counsellors

Concepts

Understanding key concepts related to skills and occupations

Hierarchy

Learning about the hierarchy of skills and competencies.

ESCO Portal Use

Navigating the ESCO Portal efficiently for user support.

Methodology

Implementing a skills-focused methodology in counselling.

An intensive four-day training course was delivered to 21 selected PES/EURES internal ESCO Trainers, who acted as “multipliers.” Following this, group training sessions for PES and EURES staff were conducted between 15 September and 15 October 2021. A total of 24 sessions, each lasting three days, were organized. Approximately 443 employees were trained to enable them to effectively carry out their roles within the new ESCO environment. All training materials were developed in-house and delivered online. Due to COVID-19 restrictions, all sessions were held remotely, and no travel or accommodation expenses were needed.

External Users: Job Seekers and Employers

Job seekers benefit from tailored job opportunities that match their skills, while employers can find qualified candidates through skill-based profiles.

Website Publicity

Marketing initiatives displayed prominently on the ESCO website.

Handbooks

Providing comprehensive handbooks for user guidance.

Tutorials

Offering tutorials to help users effectively utilize ESCO.

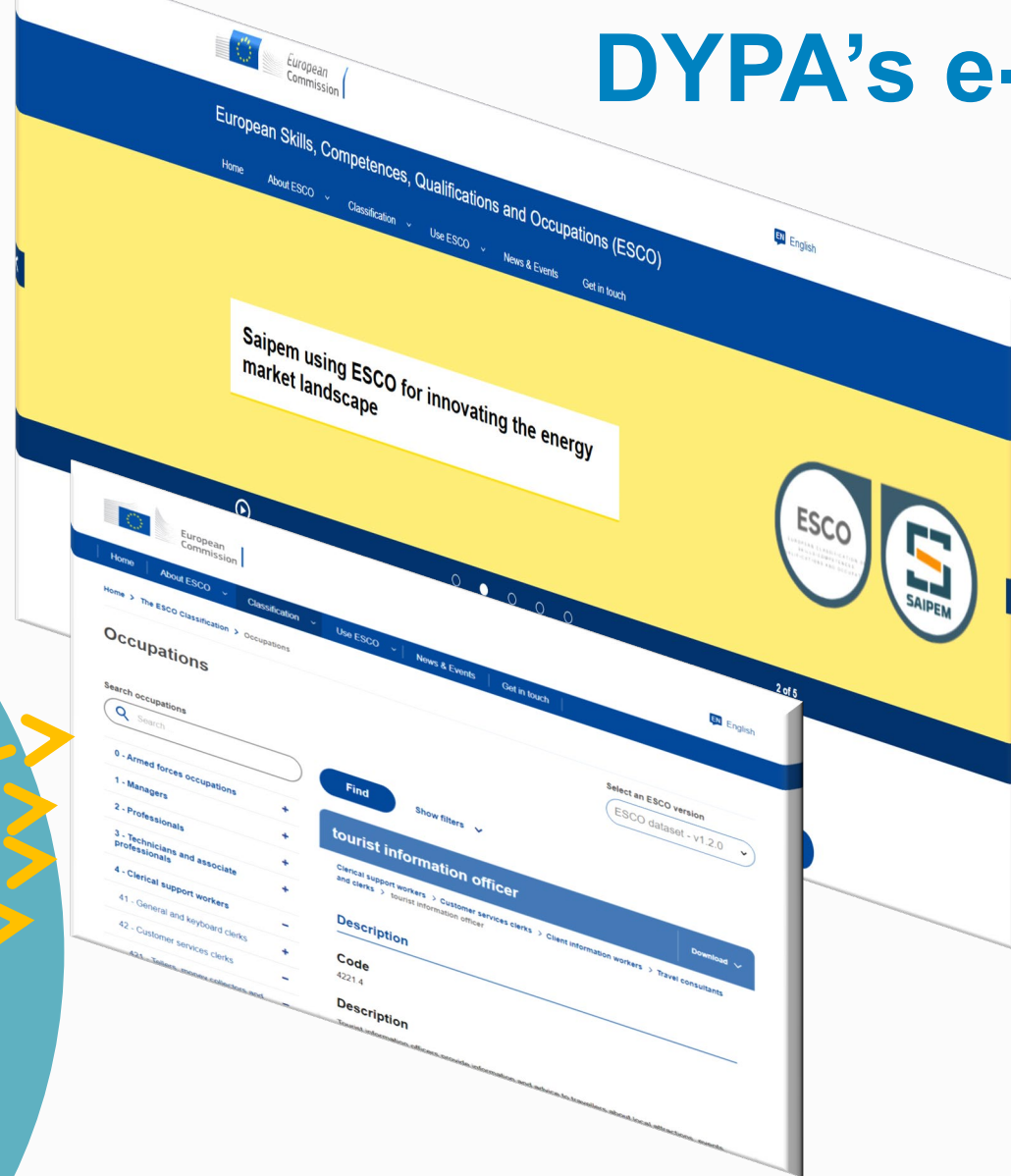
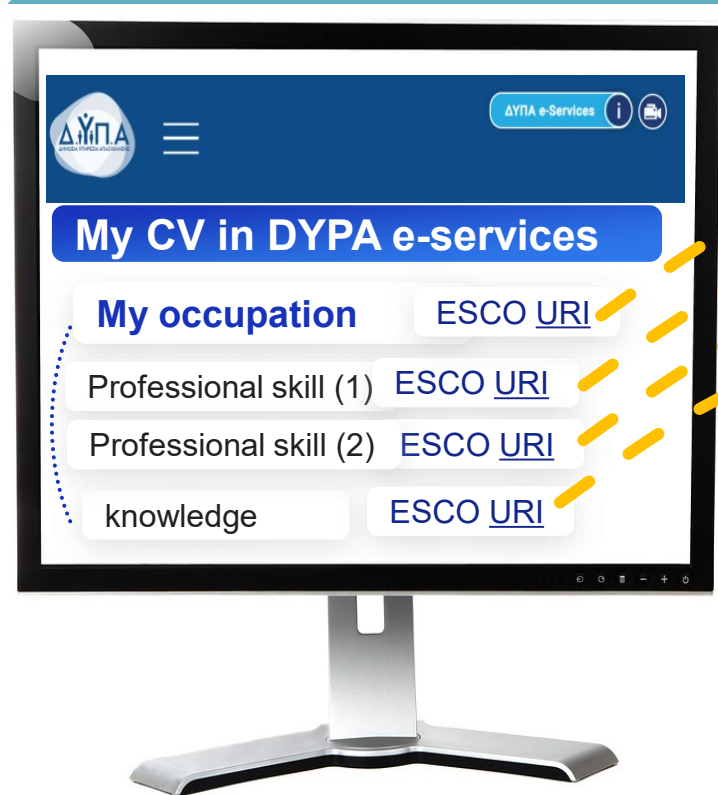
Engagement Activities

Activities designed to engage users and promote ESCO.

DYPA's e-services



Job seekers, using their e-services account in DYPA'S system may **search** for an occupation title or a skill and **add** them to the CV section.



Users through their account, may also [link directly](#) to the ESCO PORTAL for more information.

Advantages

- Live image of the ESCO portal
- Complete information
- Easy navigation

It is very convenient that the reviews, updates, optimizations and analyses are carried out by the dedicated group of ESCO in the European Commission with their own resources!

Today with ESCO

The transition to ESCO has helped DYPA to provide **better services to employers**. The list of occupations is sufficient, but we are always looking for feedback.

The **job vacancy profiles** are defined by the employers with the help of the employer counsellors, who will assist them to be more specific about the profiles they need.

On the other hand, **job seekers are supported** in defining their competences and their training needs.

ESCO is used as one of the tools within the counselling process to support career development and guidance.

01



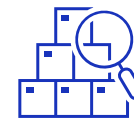
**Vacancies
announcement**

04



CV preparation

02



**Search for
Candidates**

05



Workshops

03



**Matching
including skills**

06



Career Guidance

The challenges

- Jobseekers: to increase their self-awareness and identify skills they have and skills they lack. Skills assessment is essential.
- Employers: to be more specific about what they are looking for and to be familiar with describing skills.
- Job counsellors: to explore and highlight the skills of the unemployed, and assist employers specify their recruitment needs and requirements.
- UI remains a challenge. The users should be helped to navigate the ESCO portal
- IT resources are needed for incorporation of new versions

Use case - Counseling services in face to face and Online workshops

Workshops are organized online and face to face for jobseekers to help them with techniques for job searching, upcoming interviews and CV preparation.

New thematic workshops dedicated to the use of ESCO have been held since April 2024:

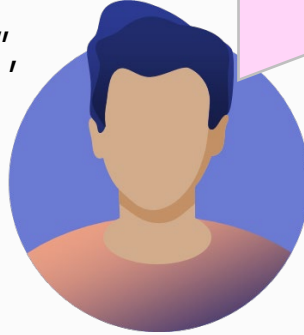
“I add skills to my CV and learn about ESCO”



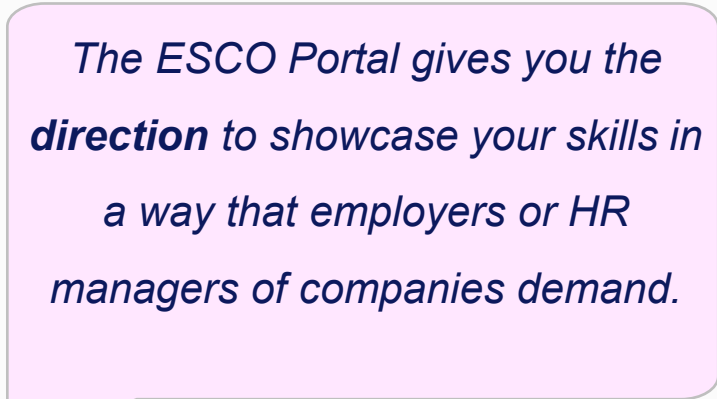
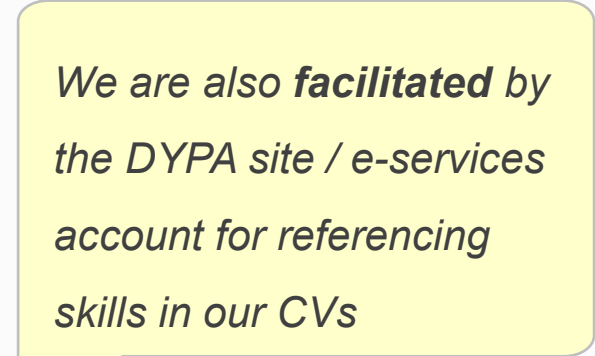
Use case - Testimonials

Participants of online workshops:

"I add skills to my CV and learn about ESCO",
say:



*ESCO may be a **guide** for me to present my skills to future employers*



Use case - The matching tool of DYPA

An example from the business perspective: Anna is an accountant and posts a vacancy

Occupation	Assistant accountant
Location	Attica
Education	Vocational Diploma in Accounting

Exact match

Anna can choose to view the most relevant results or more expanded results. The coupling tool gives results based on the registered location attributes!

Results

The information of the proposed job seekers will be displayed: Their skills, their registered knowledge and details such as foreign languages, the specific job seeker's specialization, their educational level and matching analysis

Match

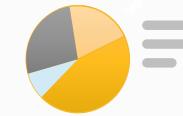
Two-way matching that takes into account the requirements of both parties

Immediate

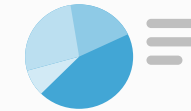
Having advertised a vacancy in the DYPA, the company will in one go receive proposals from candidates matching the profile of the position! All this is done through the e-services of DYPA

Job vacancy profile

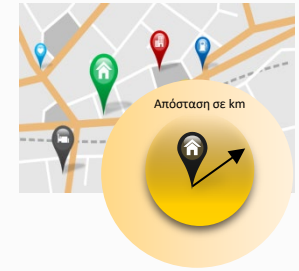
When the post is filled with sufficient information on the job requirements, the matching process is more efficient



Skills



Professional Experience



The matching tool that is developed (not launched yet)

provides automated proposal of candidates matching the profile of the position

Use case AI chatbot – “Digital Counsellor” is under development

Within the digital tool (chatbot), a dedicated subsystem based on ESCO (*ESCO Search/Recommender*) is being developed to support the exploration and of skills and occupations.



This subsystem will be used to facilitate the identification and recording of a wide range of skills, beyond those linked to work experience, enabling users to select and present their skills and occupations according to ESCO’s structure and terminology.

The integration of ESCO contributes to alignment with European standards and to the recognition and transferability of skills across the labor market.

Chatbot Suggests Skills/Jobs Based on User Description



ESCO Search/Recommender

 Search  **Classify**

Classify by Description

Describe the profile or context:

"I have been working in elderly care for many years"

Predict Occupations

Predict Skills

Screenshots are from test interface

Occupation Predictions

[home care aide](#)

Home care aides provide personal assistance and promote autonomy, on a daily basis to individuals who are unable to take care of themselves due to illness, ageing or disability. They assist them with personal hygiene, feeding, communication or medication according to the health care professional's instructions.

[gerontology social worker](#)

Gerontology social workers provide assistance to elderly individuals and their families helping them to cope with their biopsychosocial needs. They help connecting the elderly with community resources by gathering information about the array of services available to them. Gerontology social workers assess their clients' needs, functional capacity and health problems and liaise with medical professionals when necessary.

[residential home older adult care worker](#)

Residential home older adult care workers counsel and support elderly who have physical or mental disabilities. They monitor their progress and provide them with care in a positive living environment. They liaise with the clients' families in order to arrange their visits.

[community care case worker](#)

Community care case workers perform assessment and care management. They organise domiciliary services to support vulnerable adults who are living with physical impairment or convalescing, aiming to improve their lives in the community and enabling them to live safely and independently at their own home.

Skill Predictions

[provide professional care in nursing](#)

Provide professional care, adequate to the health and nursing care needs of the individuals, families and groups, taking into account the scientific developments, as well as the quality and safety requirements established in accordance with the legal/professional conduct regulations.

[empathise with the healthcare user](#)

Understand the background of clients' and patients' symptoms, difficulties and behaviour. Be empathetic about their issues; showing respect and reinforcing their autonomy, self-esteem and independence. Demonstrate a concern for their welfare and handle according to the personal boundaries, sensitivities, cultural differences and preferences of the client and patient in mind.

[assist patients with special needs](#)

Respond appropriately and communicate effectively with patients with special needs such as learning disabilities and difficulties, physical disabilities, mental illness, memory loss, bereavement, terminal illness, distress or anger.

[tend to elderly people](#)

Help elderly people in their physical, mental, and social needs.

[older adults' needs](#)

The physical, mental, and social needs of frail, older adults.

[apply nursing care in long-term care](#)

Enable the promotion and the development of nursing care in long term care, co-morbidity and in situations of dependency in order to maintain individuals' personal autonomy and relationships with the environment in each moment of the health/illness process.

[interact with healthcare users](#)

Communicate with clients and their carer's, with the patient's permission, to keep them informed about the clients' and patients' progress and safeguarding confidentiality.

Search ESCO Resources

Choose type to search:

Occupations Skills

Enter text to search occupations

electrical equipment assembler

Select a occupation

electrical equipment assembler

Description: Electrical equipment assemblers are responsible for the assembly of electrical equipment. They assemble product components and wiring according to the blueprints.

[Learn more](#)

Show matching skills

After Selecting a Job



Recommended Skills Appear

Screenshots are from test interface

[Learn more](#)

Show matching skills

Recommended Skills

- [apply soldering techniques](#): Apply and work with a variety of techniques in the process of soldering, such as soft soldering, silver soldering, induction soldering, resistance soldering, pipe soldering, mechanical and aluminium soldering.
- [inspect quality of products](#): Use various techniques to ensure the product quality is respecting the quality standards and specifications. Oversee defects, packaging and sendbacks of products to different production departments.
- [resolve equipment malfunctions](#): Identify, report and repair equipment damage and malfunctions. Communicate with field representatives and manufacturers to obtain repair and replacement components.
- [electricity principles](#): Electricity is created when electric current flows along a conductor. It entails the movement of free electrons between atoms. The more free electrons are present in a material, the better this material conducts. The three main parameters of electricity are the voltage, current (ampère), and resistance (ohm).
- [inspect electrical supplies](#): Check electrical supplies for damage, moisture, loss or other problems.
- [provide documentation](#): Prepare and distribute documentation to ensure all people involved in the production receive relevant and up-to-date information.
- [measure electrical characteristics](#): Measure voltage, current, resistance or other electrical characteristics by using electrical measuring equipment such as multimeters, voltmeters, and ammeters.
- [apply coating to electrical equipment](#): Prepare and apply coating, such as conformal coating, to electrical equipment and its components to protect the equipment against moisture, high temperature, and dust.
- [electrical equipment regulations](#): The national and international regulations with regards to the use and manufacture of electrical equipment on the workforce. These regulations provide rules and guidelines on topics such as general risk management, electrical equipment manufacture, electrical equipment testing, electrical equipment installation, warning labels, and certificates.
- [electromechanics](#): The engineering processes that combine electrical and mechanical engineering in the application of electromechanics in devices that need electricity to create mechanical movement or devices that create electricity by mechanical movement.

User may explore Jobs and Skills

The Single Digital Gateway for Skills

The Digital Gateway for Skills aims to act as a "digital tool" to support the citizens, in the management of their Individual Skills Account.

It will include a "Skills Shop" module.

Based on current discussions, in the Skills Shop module, which will be the place where all available subsidized training will be posted, training programs would be displayed with reference to the ESCO skills.

Key takeaways



Establish multidisciplinary teams (including experts from PES, counsellors, managers, classification experts, and IT specialists).



Determine the depth of analysis and number of occupations to include. The 5th level includes skills, but it is very wide.



Invest in User Interface, is very important. ESCO taxonomy is big and sometimes the navigation is not easy.



Inform, train and prepare the employees that will be involved, they are the ambassadors of the new classification.



The Use of ESCO: A Continuing Journey

- ESCO helps PES provide better support to both jobseekers and employers.
- It enables more effective matching of skills with job opportunities and promotes career development.
- This is not a one-off project, but an ongoing journey of improvement.
- Preparing for change takes time and requires careful consideration of **Usability vs. Precision** – balancing a user-friendly structure with the need to reflect detailed occupational specializations.



Thank you!

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