ANPAL
Agenzia Nazionale Politiche Attive del Lavoro

UNEMPLOYMENT OFFICE

PIAAC Education & Skills Online to profile jobseekers' skills

SIXTH **PIAAC** INTERNATIONAL CONFERENCE

Rome, 29 January 2020

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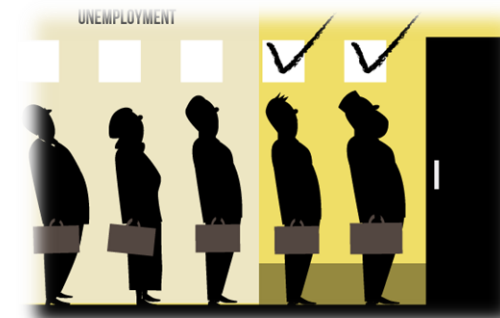
Overview

1. ANPAL testing methodology

2. Jobseekers' cognitive tests scores

3. Feedback from clients and PES staff

4. Conclusions

Testing methodology (1)

WHEN

June 2017 - June 2018

TARGET GROUP

Long-term unemployed people
(more than 24 months or 6 months at least)

INVOLVED

- **181 CPIs**
- **19 Italian Regions + A.P. Trento**
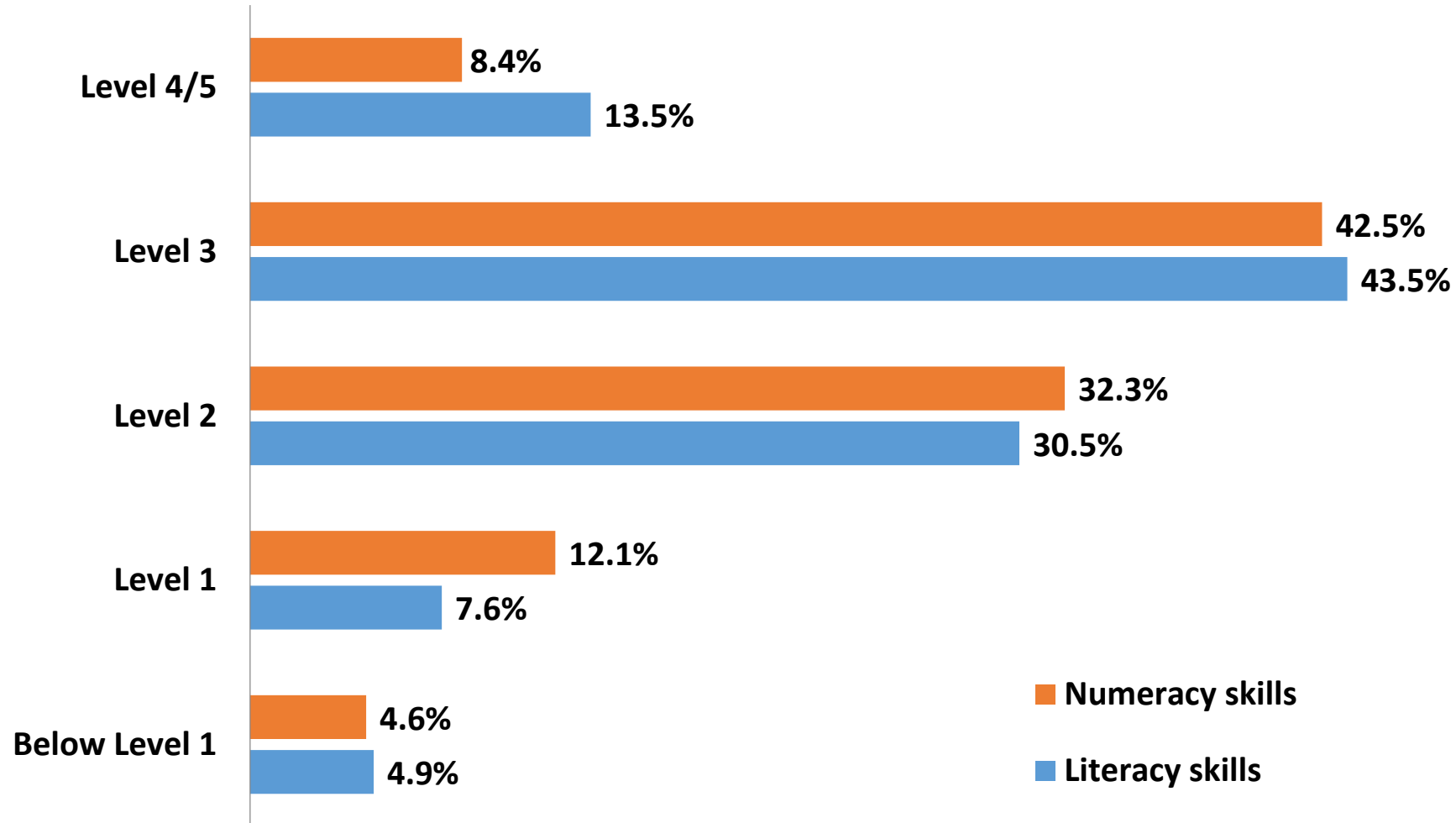- **3,704 Jobseekers**

MAIN PURPOSE

Test the usefulness of PIAAC online in supporting PES staff to profile jobseekers and improve the quality of services.

Testing methodology (2)

|	PES Clients Average 2017 (ISTAT- RCFL)	PIAAC-Italia 2011-2012 Population	PIAAC online testing (jobseekers involved)
GENDER			
Male	51.5	50.0	44.7
Female	48.5	50.0	55.3
AGE GROUPS			
15-24 years	17.7	14.4	19.1
25-34 years	25.8	18.9	28.2
35-44 years	22.3	24.4	23.9
45-54 years	21.9	21.8	19.5
55 years and over	12.3	20.5	9.3
EDUCATIONAL ATTAINMENT LEVEL			
Less than primary, primary and lower secondary education	45.3	53.4	24.6
Upper secondary and post-secondary non-tertiary education	44.2	33.8	51.4
Tertiary education	10.5	12.1	24.1

Jobseekers' core cognitive scores (1)

Jobseekers' core cognitive scores (2)

Problem solving in technology-rich environments

Levels achieved by PES clients
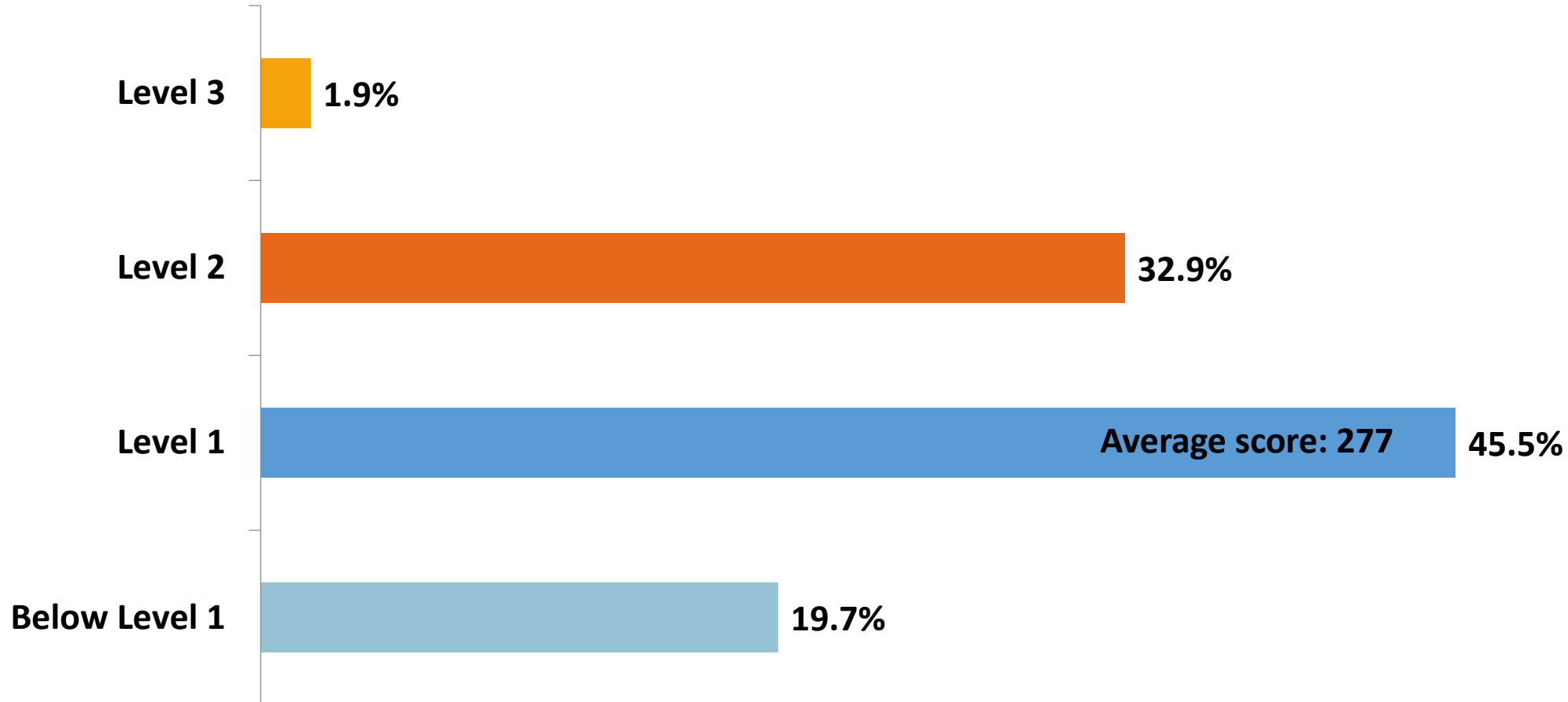
How to use these scores meaningfully?

Insufficient cognitive skills

Encourage to complete ad hoc remedial training

High level of cognitive skills

On-the-job training for upskilling purposes
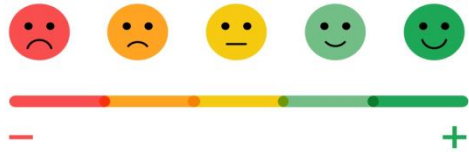
Feedback from clients and PES staff
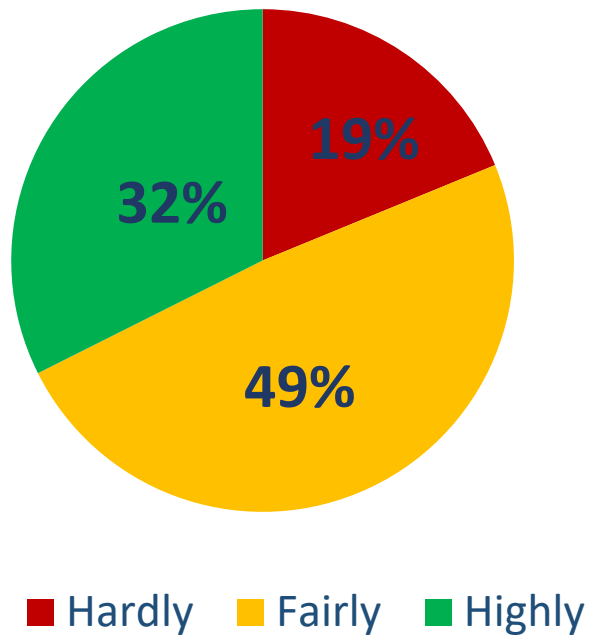
1 Clients satisfaction questionnaire

2 PES staff questionnaire

Clients feedback (1)

Was the PIAAC online tool useful to improve your job prospects?

19%
32%
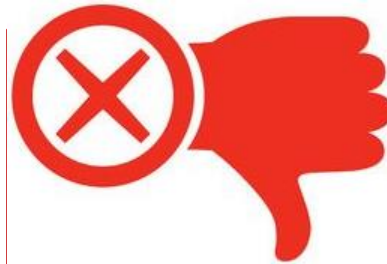49%

■ Hardly ■ Fairly ■ Highly

Critical areas

1. Time consuming

2. Poor internet connection

3. Inadequate hardware

4. Insufficient work stations

Clients feedback (2)

40%

1. To better understand one's own **strengths/weaknesses**

2. To focus on one's own **skills**

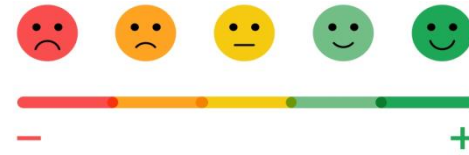3. To understand one's own **inclinations**

30%

1. To encourage active **job search**

2. To choose appropriate training paths

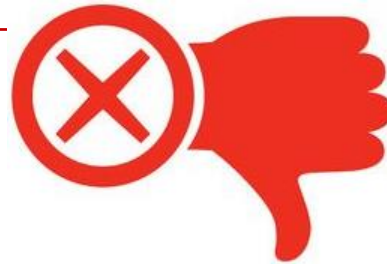3. To understand the job to search for

Clients feedback (3)

Usefulness of PIAAC online tool modules

Very or **fairly** useful

Hardly useful

1. **Problem solving in technology-rich environments**
   32,6%
   50,5%

2. **Career interests and intentionality**
   30,3%
   52,4%

1. **Literacy and Numeracy** **20%**
   → **too complex**

2. **Subjective well-being** **24,1%**
   → **no relevance for their job insertion purposes**

PES staff feedback (1)

STRENGTHS

- Useful for skills profiling, especially problem solving skills

- Helps identify jobseeker's potential

- Helps assess clients training needs

WEAKNESSES

- Too time consuming

- Too demanding in organizational terms

PES staff feedback (2)

Over 70% suggest _not_ to use the PIAAC online tool in its current form
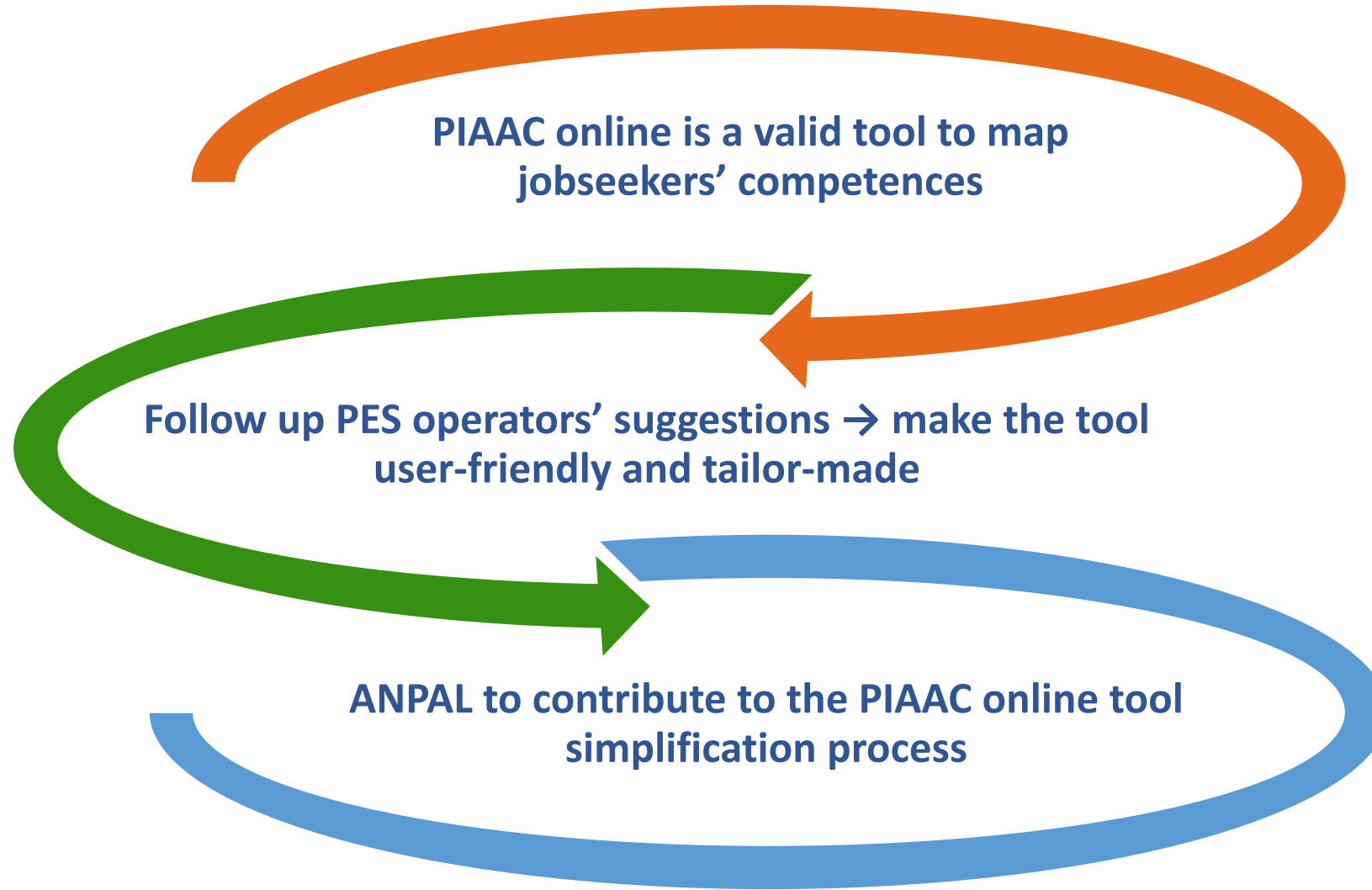
Respondents should complete only relevant test modules

The tool should be simplified

Jobseekers should take the test at home

Suggestions

Conclusions

PIAAC online is a valid tool to map jobseekers' competences

Follow up PES operators' suggestions → make the tool user-friendly and tailor-made

ANPAL to contribute to the PIAAC online tool simplification process

You can find our testing Report at the link:
www.anpal.gov.it/dati-e-pubblicazioni

Contact information

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THANK YOU FOR YOUR ATTENTION!

Alone We Can Do So Little Together We Can Do So Much
- Helen Keller