

# Use of ESCO in the Greek Public Employment Service - DYPA

Using ESCO competencies:

Experiences, opportunities, and ways forward

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# At a glance



ESCO adoption by DYPA



Users of ESCO



DYPA's e-services



Today with ESCO



Challenges



Use cases, ongoing projects & new digital tools



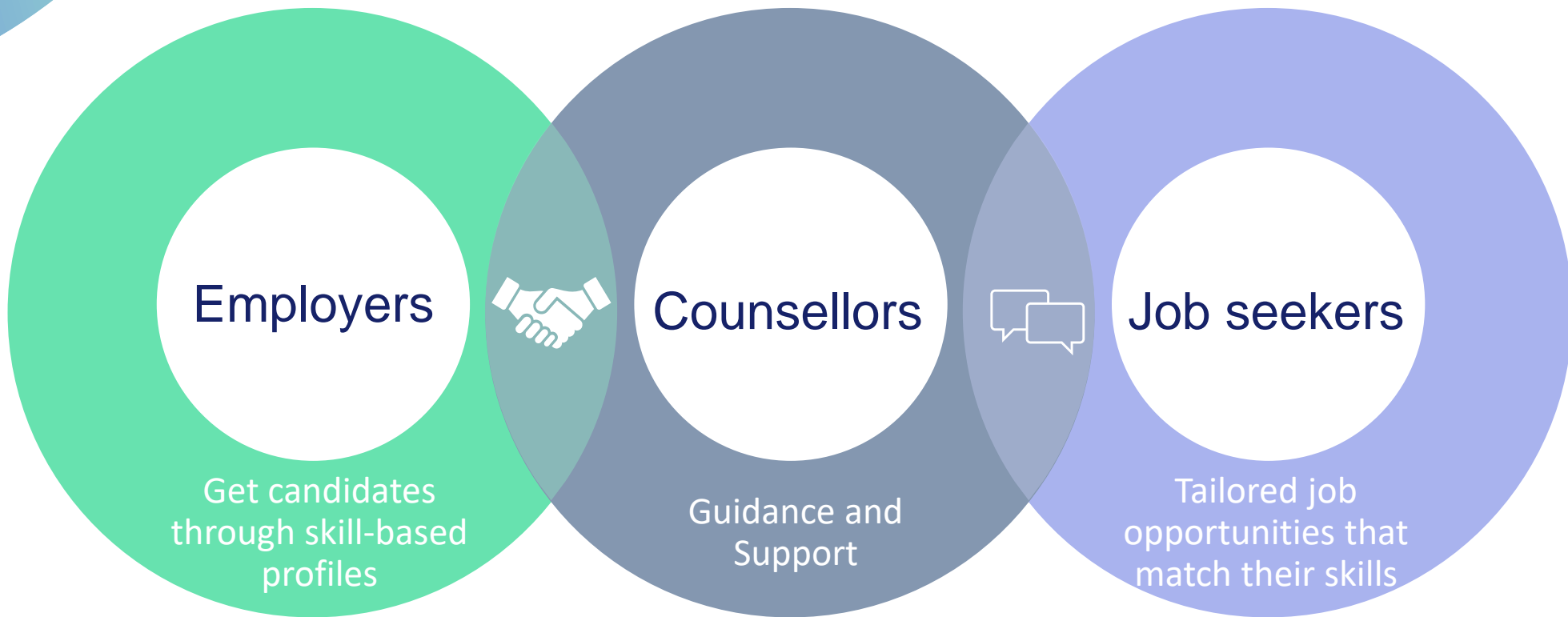
Key takeaways

# ESCO adoption by DYPA



- ➔ 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 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.

## **Internal and External Users of the ESCO classification in DYPA: Counsellors, Job Seekers and Employers**



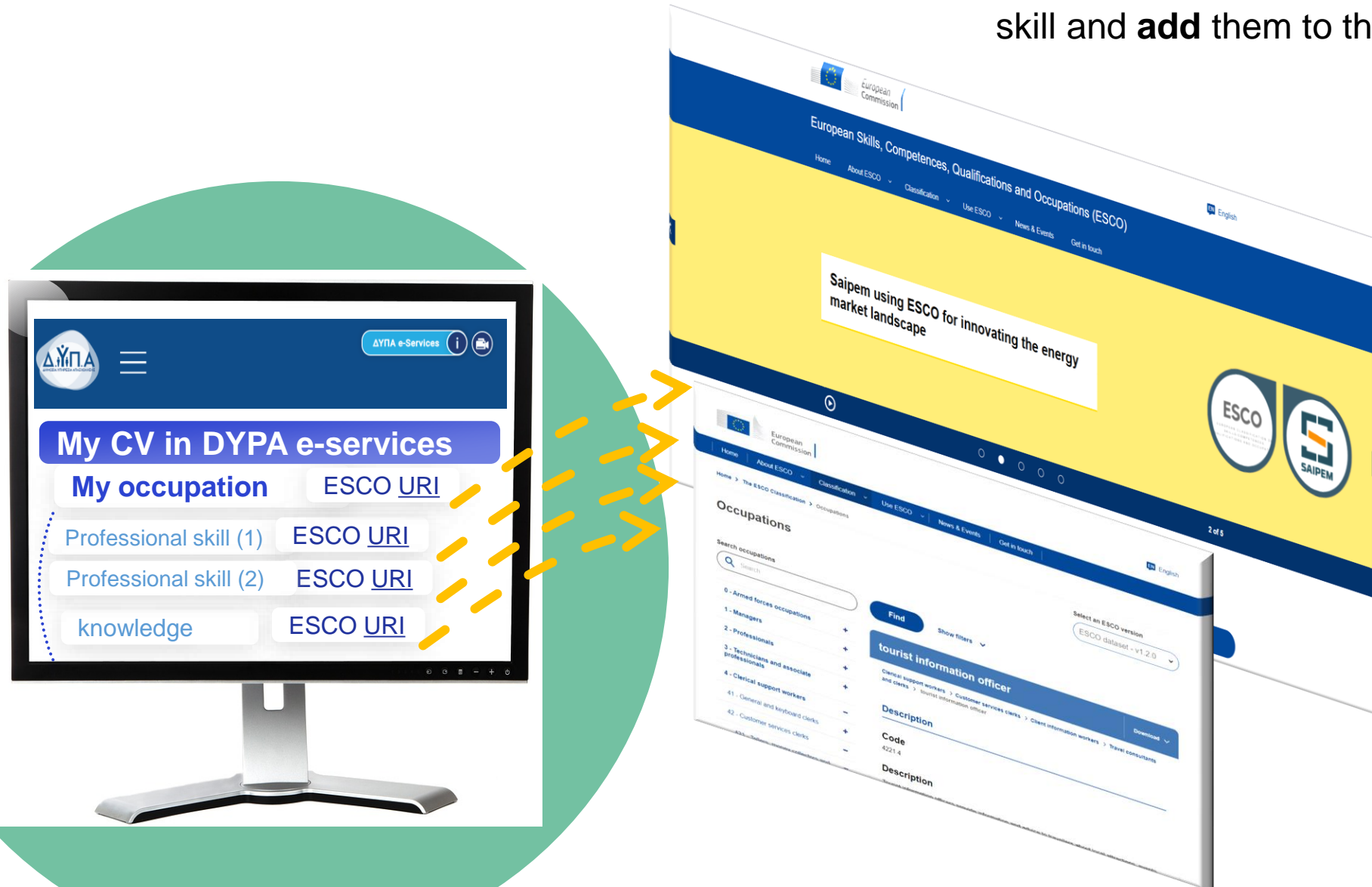
# DYPA's e-services

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

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

## Advantages

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



# Today with ESCO



## Better services to employers

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- Sufficient list of occupations
- Searching and Matching including skills



## Job vacancy profiles

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- Defined by the employers with the help of the employer counsellors



## Job seekers support

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- In defining their competences and their training needs
- CV preparation



## Career development

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- ESCO IS a powerful tool for guidance
- Counselling Workshops

# 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



# **Use cases, ongoing projects & new digital tools**



# 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”***



*Testimonials are positive*

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

*“The ESCO Portal gives you the **direction** to showcase your skills in a way that employers prefer”*

*‘I’ll **update** everything in my CV immediately!’*

# 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 matching tool gives results based on the exact geographical location!

## Results

The information of the proposed job seekers will be displayed: Their specific **occupation and skills**, their registered knowledge and details such as foreign languages and educational level.

## Match

Two-way matching that takes into account the requirements of both parties. A matching report is available to both users.

## Immediate

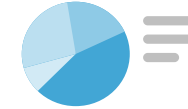
Having advertised a vacancy in the DYPA, the company will immediately receive proposals from candidates that match the profile of the position!

## 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 using ESCO Occupations and Skills

# Use case: AI “Digital Assistant” is under development



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



# 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

##### 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.

#### Predict Skills

##### 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.

Screenshots are  
from test interface

## 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

Users will be able to  
explore Jobs and Skills.  
The subsystem is  
developed according to  
ESCO classification

[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 workflow. 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.

Screenshots are  
from test interface



# Key takeaways

## The Use of ESCO: A Continuing Journey

### ESCO helps PES

Provide better support to both jobseekers and employers.

### Two-Way Matching

It enables more effective matching of skills with job opportunities and promotes career development.

### Prepare for change

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

### Continuity

This is not a one-off project, but an ongoing journey of improvement.

**Thank you for your attention!**

Questions?

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