Relink: smart job retraining

THE INTERVENTION, AT A GLANCE

Relink seeks to guide and support people and companies in the face of changes in the labor market. To do so, it considers their labor and education history, strengths and potential, and interests, guiding them towards job reconversion. The system of Relink can process extensive amount of data regarding workers and job openings, identifying formative and training routes to close gaps between their current skills and job opportunities. It proposes different training alternatives for specialization or reconversion.

WHAT IS THE CONTEXT?

In 2018, several studies for Chile indicated that digital transformation was underway, and that in the coming years a job reconversion would be necessary for a large part of the workers, generating 2.2 million new jobs that would require new skills (National Commission of Productivity, 2018). However, the social crisis of 2019 and the recent COVID-19 pandemic accelerated this process. To close skill gaps and increase opportunities to access quality jobs, Chile has advanced in several fronts: analyzing job offers and labor market trends through the “Destino Empleo” (Employment Destination) portal, advancing digital transformation through Digital Talent for Chile, and improving matches in the labor market through the “Bolsa Nacional de Empleo” (National Employment Exchange). Relink complements these efforts by providing people with a better job retraining route.

WHAT DOES THE INTERVENTION CONSIST OF?

The intervention seeks to identify transferable skills, i.e., identify abilities and competences that can be used in diverse working contexts. This facilitates the transition between occupations and decreases intervention times.

Relink seeks to improve employability and reconcile the needs of companies, workers and the Government. At a company level, it will offer an updated online tool that guides its workers towards specialization (upskilling) or retraining (reskilling); at an individual level, it seeks to improve their employability with relevant training offers; and at a Government level, it will develop a tool that improves the design and implementation of public policies.
WHO DOES WHAT?

At a strategic level, OTIC Sofofa and the IDB finance the different stages of the initiative, while Sence and Sofofa participate in the board of directors. The productive sectors (chambers and companies) participate in the identification of target profiles for labor reconversion and retraining pilots.

At an operational level, Relink manages the components of the initiative with a team of experts from the consulting firm Upskills, and works with other providers, such as “Continuum”, on the technological development of the platform and the development of target profiles. The Chile Foundation implements the first pilot program of job retraining directed to companies and unemployed individuals.

WHAT ARE THE EXPECTED RESULTS?

- Pilot implemented in partnership with the productive sector, which will allow workers to be evaluated in terms of their skills gaps and training routes.
- 77 target profiles and skill packages (training courses) developed in the following sectors: technology, maintenance 4.0, advanced manufacturing and logistics, and telecommunications and supermarkets.
- 600 workers evaluated and enrolled in a training course to close their skill gaps.
- Profiles and skill packages developed for 3 new productive sectors.
- First taxonomy based on specific skills, “ESCO Chile”, designed and developed, starting from the base of ESCO Europe and integrating all those skills that are specific to the region.
- Online tool launched to inform workers about relevant learning pathways to upskilling and/or reskilling.
- Workers informed about their potential for job reconversion and trained to continue a successful career in the job market.

WHY IS THIS INTERVENTION RELEVANT?

The intervention designs and builds a web platform made to deliver the best possible information to people about their potential for job reconversion. This platform also aids companies’ digital transformation through updated workforce skills. It improves the efficiency of public training and labor development resources, contributing to the generation of more employment.

The expected impact consists of generating a significant development of knowledge and skills for workers in Chile to be able to reconvert in the job market. It will contribute to the development of modern professional and technical training ecosystems, through the leadership of the productive sector, and delivering tools for people to develop transferable skills throughout their careers, thus, closing the knowledge gap in job reconversion.

SCHEDULE

- October 2020
  - Project approval.

- End of 2021
  - Pilot implemented in partnership with the productive sector, which will allow workers to be evaluated in terms of their skills gaps and training routes.
  - 77 target profiles and skill packages (training courses) developed in the following 5 sectors: technology, maintenance 4.0, advanced manufacturing and logistics, and telecommunications and supermarkets.

- Beginning of 2022
  - 600 workers evaluated and enrolled in a training course to close their skill gaps.

- End of 2022
  - Profiles and skill packages developed for 3 new productive sectors.
  - First taxonomy based on specific skills, “ESCO Chile”, designed and developed, starting from the base of ESCO Europe and integrating all those skills that are specific to the region.
  - Online tool launched to inform workers about relevant learning pathways to upskilling and/or reskilling.
  - Workers informed about their potential for job reconversion and trained to continue a successful career in the job market.