



EU Skills Profile Tool for Third Country Nationals

USER MANUAL



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1. Purpose of the Tool

The EU Skills Profile Tool (henceforth, the Tool) is a multilingual online editor available at ec.europa.eu/migrantskills for use by organisations working with Third Country Nationals. It can be used during an interview between the advisers and Third Country Nationals. The Tool can be accessed from most devices, including desktops, mobiles and tablets.

The Tool helps to map out an individual's profile of skills, qualifications, and work experiences. It serves as the basis to issue personalised advice for further steps towards labour market integration (e.g. a referral to authorities dealing with the recognition of diplomas, validation of skills, language or other training, or employment support).

The Tool is not intended as a recognition or authentication tool.

2. Users

The Tool is flexible and it can be used by various organisations in a way that best serves their needs.

The main users include, but are not limited to:

- National authorities responsible for reception and integration of refugees
- Reception centres
- Employment assistance services
- Education and training advisers
- Social services
- Non-governmental organisations and charities offering services to refugees and other third country nationals

How the form is filled in can be decided by users:

- a Third Country National and an adviser could sit and complete the sections of the Tool together, with two language versions of the tool available simultaneously on the screen and helping to bridge any communication difficulties (see the next screen shot);

The screenshot displays the 'EU Skills Profile Tool' interface. At the top, there is a 'Configuration' button. Below it, a section for 'Interviewee's language' shows a dropdown menu with 'العربية (ar)' selected. To the left of this is a placeholder for a photo with an 'Upload a photo' button. Below the language section, there are 'Export' and 'Clear' buttons on the left, and 'Back' and 'Next >' buttons on the right. The main content area is divided into two columns. The left column contains a sidebar with 'Personal information' (marked with a warning icon), 'Expectations', and 'Skills identification'. Under 'Skills identification', there are sub-sections: 'Languages', 'Education and Training' (highlighted with a yellow box), 'Literacy skills', 'Numeracy Skills', 'Digital skills', and 'Professional skills'. The right column is titled 'Skills identification' and contains the 'Education and Training' section. It asks: 'Have you attended any kind of education and/or training, including primary education and informal training?' with an information icon. Below the question is a line of Arabic text: 'هل سبق لك لاجتياز أي نوع من للتدريب وأثر للتعليم المهني ، بما يشمل التعليم الأساسي والتدريب غير الرسمي؟'. There are two radio button options: 'Yes / نعم' and 'No / لا'.

- a Third Country National could complete "Personal information" and "Skills identification" sections on their own and an adviser could complete the "Overall appraisal and recommended next steps" section separately;
- it can be filled in in one or several sittings (please see section 4.4 on how to save and re-upload a profile to continue working on it).

3. Guide to a number of SPECIFIC Sections

3.1. Starting a new profile

To begin a new profile, select 'Create Profile' on the home page as illustrated below.

EU Skills Profile Tool for Third Country Nationals



The multilingual [EU Skills Profile Tool for Third Country Nationals](#) is intended *for use by organisations offering assistance to Third Country Nationals*. It helps to map the skills, qualifications and work experiences of the third country nationals and to give them personalised advice on further steps, e.g. a referral to recognition of diplomas, skills validation, further training or employment support services.

- [Watch a tutorial on the Tool](#)
- [User manual](#)



Create profile

Import profile

The system will open the web-form that allows you to enter data, as shown in the next image.

EU Skills Profile Tool for Third Country Nationals

The screenshot displays the 'EU Skills Profile Tool for Third Country Nationals' interface. At the top, there is a blue header with the tool's name. Below the header, on the left, is a placeholder for a profile picture with an 'Upload a photo' button. To the right of the photo placeholder is a dropdown menu for 'Interviewee's language' set to 'العربية (ar)'. Further right is a 'Configuration' button. Below these elements are 'Export' and 'Clear' buttons, and a yellow 'Next >' button. The main content area is titled 'Personal information' and includes a sidebar with navigation options: 'Personal information' (selected), 'General information', 'Contact information', 'Migration information', 'Expectations', 'Skills identification', and 'Overall appraisal and recommended next steps'. The 'General information' section is active, showing a 'Family name*' field with a red border and a warning icon. Below the field is a red asterisk and the text '* The family name is required. / اللقب مطلوب.'.

There is a possibility to upload a photo.



3.2. Personal information

General information

Basic identification information: name, gender, date of birth, nationality and marital status.

Contact information

Basic contact information: address, email address and phone number.

Migration information

Information relating the person's arrival in the European Union: date of arrival, residency and work permit status, whether the individual is travelling with dependants such as children or elderly relatives.

3.3. Expectations

This section asks which next steps the interviewee would like to take towards integration. However, it is not guaranteed that these next desired steps are feasible. This depends on many factors (e.g. actual skills of the interviewee after assessment, labour market dynamics in a hosting country, availability of desired education pathways). **Expectation 1**

What would you like to do next?

ما الذي ترغب في فعله لاحقاً

- Improve language skills / تحسين المهارات اللغوية
- Follow integration course / الالتحاق بدورات الاندماج
- Undertake education and / or training / الحصول على التعليم و/أو التدريب
- Find work / إيجاد عمل
- Other / أخرى

The user may add or remove as many expectations as they like via the '+ ADD EXPECTATION' and '- REMOVE EXPECTATION' buttons shown below.

Remove expectation 

Add expectation

Improve language skills

The user has the option to add up to four languages they would like to learn.

Undertake education and / or training

The follow up questions will include among others a question on the field(s) of study that the individual would like to enter.

This dropdown menu uses the UNESCO [International Standard Classification of Education](#)¹ as its source data.

Users may search by keyword or browse for the most relevant field of study in the list.

Field(s) of study

مجالات الدراسة

[Add an other field of study](#)

Find work

The follow up questions will include among others:

- A question on the field(s) of activity that the individual would like to work in:

Please indicate the best fitting field of activity

يرجاء تحديد أفضل مجال مناسب لتمارسه

This dropdown menu uses the [Statistical classification of economic activities in the European Community \(NACE\)](#)².

- A question on the occupation(s) that the individual would like to work in:

Please indicate the best fitting occupation

يرجاء تحديد الوظيفة الأكثر ملاءمة

Search in interviewee language / *Search in interviewee language*

This dropdown menu uses the European Skills/Competences, Qualifications and Occupations classification (ESCO).³

¹<http://uis.unesco.org/sites/default/files/documents/international-standard-classification-of-education-isc-ed-2011-en.pdf>

²[http://ec.europa.eu/eurostat/statistics-explained/index.php/Glossary:Statistical_classification_of_economic_activities_in_the_European_Community_\(NACE\)](http://ec.europa.eu/eurostat/statistics-explained/index.php/Glossary:Statistical_classification_of_economic_activities_in_the_European_Community_(NACE))

³<https://ec.europa.eu/esco>

3.4. Skills identification

i. Language

This section asks what the individual's native language is, whether they can communicate in a language of the host country, and asks them to describe their skill levels in any other languages.

The language dropdown menus use the International Organization for Standardisation classification of languages, [ISO-639](#)⁴.

ii. Education and training

After answering whether the individual has received any education previously, a set of follow up questions appear.

The question regarding the field(s) of study relates to the individual's highest level of education. It uses the UNESCO [International Standard Classification of Education](#)⁵ as its source data.

Such a classification may be irrelevant depending on individual circumstances, in which case it can be left blank. For those with only basic primary or general secondary education, 'Basic programmes and qualifications' or 'Literacy and numeracy' may be an appropriate choice.

3.5. Overall appraisal and recommended next steps

This section is to be filled in by the adviser who should provide overall appraisal summarising key strengths and weaknesses of the profile created and provide concrete advice as to what the Third Country National should do next. For example, if he/she has a qualification acquired in a non-EU country, the adviser should give the address of the organisation which works on recognition of foreign qualifications in the host country / region. Similar advice with references to the relevant organisations should be given if there is a need of skills validation, further training, employment support or further guidance.

It is advisable that organisations intending to use the Tool in their work first map all the resources (e.g. recognition and validation services, training, employment support services, etc.) open to Third Country Nationals within their country / region and establish contacts with those organisation and training providers before issuing such personalised referrals in the skills profiles.

⁴ <https://www.iso.org/iso-639-language-codes.html>

⁵ <http://uis.unesco.org/sites/default/files/documents/international-standard-classification-of-education-iscsed-2011-en.pdf>

This section also asks organisations helping Third Country Nationals to create skills profiles to identify themselves (they are called "Issuing organisations" under the Organisations tab). This is not compulsory, but would help the Third Country Nationals in reaching out to the other recommended services.

3.6. Consent and data protection

The Consent section asks where the interviewee agrees or not that 1) his/her anonymised data is used for statistical purposes and 2) that the issuing organisation can share the collected information for career guidance purposes.

Please note that answering the two consent questions (by choosing either YES or NO) is compulsory in order to be able to save or print the filled in profile.

The filled in personal skills profiles are not stored centrally. If organisations using the Tool decide to store personal skills profiles on their local infrastructure, they have to make sure that they do so in line with the existing personal data protection rules and guidelines.

The interviewee can receive a copy of their skills profile either in a print format, or saved on a USB stick.

3.7. Summary

Summary is mono-lingual. The same summary can be produced in any of the languages by changing the language selector on the top of the screen.

4. How to use the Tool – Technical Questions

Start with NEW FILE: to create the profile, click on the new file

4.1. Question-specific guidance

For explanations on specific questions, please click the < ? > symbols:

How long in total did you attend part-time education and/or training?

ما مقدار الوقت الإجمالي الذي قضيته في حضور تعليم وأو تدريب بدوام جزئي؟

Week(s) الأسابيع

Month(s) الشهور

Year(s) السنين

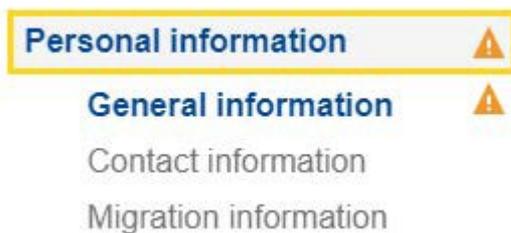


4.2. Navigating between sections

The tool consists of the following five sections:

Personal information, Expectations, Skills identification, Overall appraisal and recommended next steps and Summary

You may skip to any desired section by clicking the heading or sub-heading at the left hand-side of the page, or by clicking the 'Next' or 'Back' buttons.



Expectations

Skills identification

**Overall appraisal and
recommended next steps**

Summary

4.3. Upload buttons

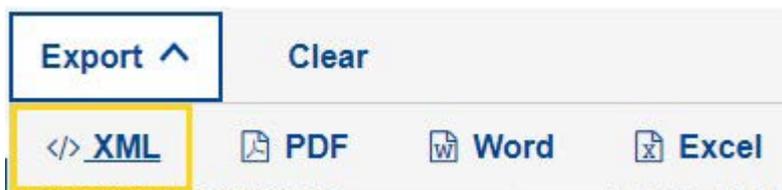
Where there are < Upload > buttons such as the ones below, you will have the opportunity to add a relevant piece of documentation. These documents will only be stored locally (e.g. on a computer or on a USB flash drive) for your own use. They will not be saved on the internet, servers or clouds.



To remove an uploaded document, click the **X** symbol, which will appear alongside.

4.4. How to save or continue with an existing profile – Export/Import

To continue with an existing profile, you first need to save an XML, PDF or Word file of a profile on your device (or in other suitable location). To do this, click < Export > at the top of the page.



Note: you will need to have completed the first name and surname for these functionalities to become available. Upon exporting, a pop-up consent window will appear.

Consent

I, Page Trial, agree that this information, when anonymised, is used for statistical purposes.

Please note, completed profiles are not stored on European Commission servers. Save or export your profile before leaving the editor.

Whenever you are ready to continue, re-upload the saved file via the < Import > button on the home page, and you will be able to carry on from where you left off.

Import profile

4.5. How to send a profile via email

In order to send the profile by email, please click on the 'Send by email' button located in the action bar.

Send by email

The following screen will then be displayed:

Send your profile by email

Choose the formats to export i

- XML
- PDF
- WORD
- EXCEL

Profile attachments

- Add attachments

Adresse électronique

@

Veillez saisir une partie locale valide.

Veillez saisir un nom de domaine valide.

[Ajouter une autre adresse électronique](#)



Type visual confirmation:

Send email

Annuler

The following fields are displayed:

- "Choose the format to export": To choose one or more formats that are attached at the email that is being sent;
- « Profile attachments » : To choose whether or not the documents attached to your profile (such as certificates or identity documents) should be attached to the email sent ;
- Email address: Allows you to enter one or more email addresses for sending the profile (at least one address is required for sending).

To confirm the sending of the profile by email, you must copy in « Type visual confirmation » the value of the Captcha image displayed and then click on « Send email ».

4.6. How to import a profile

After exporting your profile in XML format, you can upload the XML file again via the « IMPORTER UN PROFIL» button on the homepage and you can pick up where you left off or edited it:

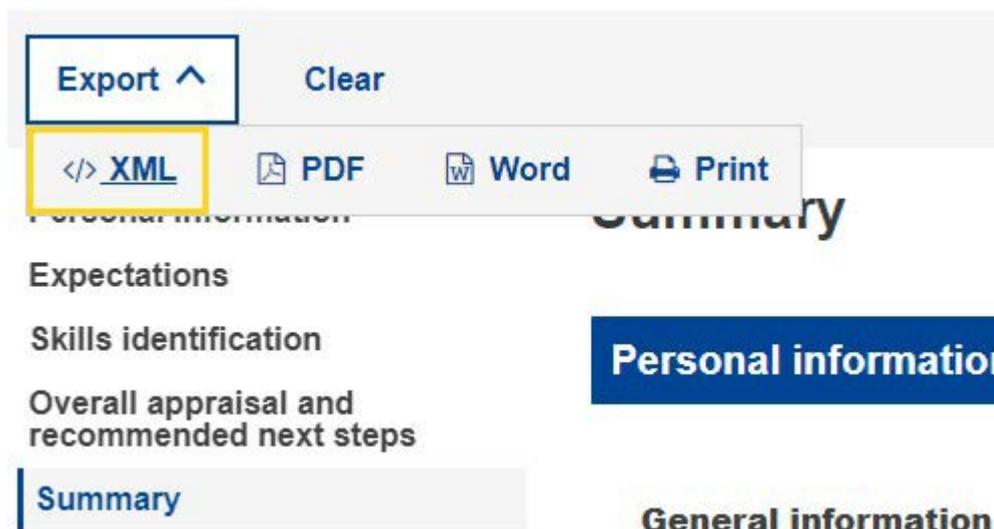


Note: It will be necessary to save the profile again after any changes in order to keep them.

4.7. How to Print

Select the "Summary" tab in the main tab header, as illustrated below.

Note that your selection triggers the appearing of the "Print" button under the Export option. The "Print" button is only visible when the "Summary" tab is selected.



Press the "Print" button. The browser-specific "Print" dialog appears, allowing you to select among the usual choices (selecting the destination printer, the pages to be printed, the orientation of the page as landscape/portrait, etc.).

Note: the "Print" dialog is browser-specific; it is not Skills Tool Specific. Therefore, it will vary from browser to browser. For example, depending on the browser you may actually have a preview of the print.

Press "Print", for Google Chrome or Internet Explorer, or "OK" for Mozilla Firefox. The "Summary" content will be printed in a "What You See Is What You Get" manner.

Note: Alternatively, you can use "Ctrl + P" keyboard command to print from any of the tab pages; in this case you will print the content of the respective tab- page, rather than the content of the entire form.

4.8 How to send feedback

In order to send feedback on the tool, please click on the button indicated below:

Informations personnelles

Informations générales



The following screen will then be displayed:

Send us a feedback

Type of report	<input type="text" value="Veuillez sélectionner..."/>	▼
Page	<input type="text" value="Informations générales"/>	▼
Message	<input type="text" value="undefined"/>	
Screenshots	<input type="text" value="Browse file..."/>	<input type="button" value="Browse"/>
Contact email	<input type="text"/>	

Veuillez saisir une adresse électronique valide. / Please enter a valid email address.



Type visual confirmation:

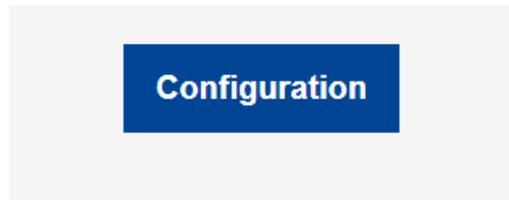
Fill in the form fields:

- « Type of report »: The type of report sent, the following choices are available :
 - « Report a bug »: To report a bug;
 - « Suggest an improvement »: To suggest an improvement;
 - « Other »: To send another type of report.
- « Page »: Select the page concerned;
- « Message »: Add a description of the issue;
- « Screenshots »: Add a screenshot if necessary;
- « Contact email »: Add your email address in order for us to contact you if needed.

To send the return you must copy in « Type visual confirmation » the value of the captcha image displayed and then click on the « Send report » button.

5. Configuration of the tool

In order to configure the content of the sections offered by the tool, click on the « Configuration » button located at the top right of the tool:



This will display the configuration page as shown below:

Configuration



In the configuration page, you can select sections and questions to hide from the Tool's questionnaire and you can add questions as well. The selected parts will not be visible in the questionnaire and will not be displayed on the screen. The 'Add question' link can be used to add custom questions at different places in the tool. The new configuration will be shown automatically in the questionnaire, but will disappear later if you do not save it. Questions can be saved in the configuration and are also saved in the user profile. Once you have selected the desired sections and questions, you can save the configuration ('Export') on your device and use the desired set up in a later stage ('Import').

Personal information	▼	Export	Import
Personal information		<input type="checkbox"/>	
General information		<input type="checkbox"/>	Add question
Family name		<input type="checkbox"/>	Add question
First name		<input type="checkbox"/>	Add question
Gender		<input type="checkbox"/>	Add question
Date of birth		<input type="checkbox"/>	Add question

With this part of the tool, it is possible to configure which sections and questions are displayed or hidden in the questionnaire. The drop-down menu allows you to navigate between the main sections to configure their content. In order to display or hide a section or a question click on the button to the right of it:



: Means that the item will be displayed.



: Means that the item will be hidden.

For certain sections and compulsory questions, it is not possible to configure these items, these will then be fixed in the « displayed » mode, like personal information of a tool user.

Note that a hierarchy system allows whether a section or question is shown and automatically shows or hides all dependent sections and questions. In the same way some questions that have associated sub-questions in the questionnaire will work in the same way.

5.1. Export of the configuration

Once the sections and questions have been configured, it is possible to export the configuration to your computer. Exporting a configuration allows you to quickly reuse it the next time you use the tool or to share it. To do this, you must click on the « Export » button:



The exported configuration file is represented by a file in JSON format named: skpt_config_<date>.json. <date> represents the date on which the profile has been exported.

5.2. Import of the configuration

It is possible to import a previously exported configuration file. This allows you to quickly configure the questionnaire, or to replicate a configuration for different users.

For this, you can click on the « Import » button:



You can then select the configuration file to load on your device.

5.3. Reset the configuration

In order to reset the configuration, you can either click on the icon:



on the right side of the configuration page or click on the « Effacer » button on the tool's action button.

5.4. Adding a personalized question

If the user wishes, personalized questions can be added to the sections of the tool. To do this, one can click on the « Add question » button at the desired location in order to display a text box. This area allows you to create a new question that will be displayed at the desired location. This will allow you to create a new question that will appear in the application automatically.

Example:

In the example below, the user wants to add a custom question after the « Last name » question in the « General information » section:

Family name  **Add question**

Question label:  **Add question**

Remark:

The « Add question » button is disabled as long as the « Question label » field remains empty. After entering the question, it is displayed in the application form in the section where it was added, like in the example where it was added to « General information »:

Personal information

- General information**
- Contact information
- Migration information

Expectations

Skills identification

Overall appraisal and recommended next steps

Summary

General information

Family name * 

That's a fabulous new question!

First name * 

The user now has the option to answer the custom question they added. Remark: After adding the and answering a personalized question, it will appear in the exported version of the profile (XML, PDF, WORD and Excel) as well as in the summary.

5.5. Deleting a personalized question

In order to delete a personalized question, the user must select the delete icon to the right of the question and validate this action.

Question label:  **Add question**

After the delete, the question no longer appears in the corresponding section.

Remark:

Even if the user has previously answered a personalized question, it is possible to delete it and the question will disappear from the form.

6. Further help

If you have other questions, please write to:

EMPL-B2-SKILLS-ROFILETOOL@ec.europa.eu