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**Toolkit Case Study of Practice**

**Enhancing Skills Assessment of future and current employees: The Dintec Consortium for** **Technological Innovation @ Union Camere (Italian Chambers of Commerce and the ENEA (National Agency for New Technologies, Energy and Sustainable Economic Development)**

1. **Name of the organisation and a brief explanation of its purpose**

The Dintec Consortium for Technological Innovation of the Italian Chamber of Commerce system and ENEA (the National Agency for New Technologies, Energy and Sustainable Economic Development) provide services in the areas of innovation and technology transfer, quality and legal metrology. The refinement of services and a continuous updating of internal professional skills are the principal aims of this structure.

With the birth of the National Plan for Industry 4.0 the Dintec consortium has become the national coordinator of the ‘PID’ Digital Business Point project and has the mandate to coordinate and design a wide range of services and instruments to support companies in the digital transition process and their acquisition of knowledge of Industry 4.0 technologies. Through the PID network, the Chambers of Commerce have offered training courses to more than 250,000 companies and have carried out assessments regarding over 45,000 firms.

With a view to offering new services to support SMEs also in the tourism sector Dintec has developed the ‘Digital Skill Voyager’ assessment tool, which is capable of identifying the skills of young workers. The assessment tool is available in English, German and Italian at www.dskill.eu.

1. **How was the toolkit used to address industry, business or educational needs?**

The NTG skills Matrix provided valid support in the identification of innovative skills and some of the questions contained in the Digital Skill Voyager assessment tool developed by Dintec were specifically defined in relation to this aspect.

The tool in fact comprises an area dedicated to the analysis of basic skills. The composition of this section required a definition of which skills may be required by workers in various sectors. The Matrix was thus very useful in ascertaining which skills workers in the tourism sector are expected to have acquired.

1. **Were any partner organisations involved and, in the affirmative case, which particular organisations were invited to participate?**

The Italian Union of Chambers of Commerce (UnionCamere), which is a partner in the NTG project, has been involved in the process of identifying questions and in the next few years will use the Digital Skill Voyager tool for Digital Business Points. The latter services will also be made available to the newly established National Skill Group Italia.

1. **What benefits resulted from use of the toolkit?**

It was possible to quickly identify the workers' set of skills, not only in terms of digital aspects but also considering soft and green skills.

1. **Did any challenges arise or were any lessons learnt during use of the toolkit?**

We believe the Toolkit may be extremely useful:

* in terms of the taxonomy of skills required in the tourism sector;
* as a guide for the development of joint plans at the European level;
* with a view to facilitating recognition also of the skills possessed by workers from other EU countries.
1. **Would you like to add any further reflections and/or recommendations?**

We trust and hope that the Matrix will be constantly updated and made available so that it can be used also in future projects.