



employment ePortfolio's
the e-identity challenge

*The NedCar ePortfolio Project, addressing
Europe's core employability challenges*

NedCar - ePortfolio Project

Client

NedCar NV

Target users

Employees of NedCar
NedCar NV (HR department)
Public employment agencies
Vocational Training Centers
Service organizations, which offer APL-tracks

Abstract

NedCar, situated in Born in the Limburg province, is the **only large-scale automobile producer in the Netherlands**. It started in August 1991 as a joint venture between the Mitsubishi Motor Corporation and Volvo. With a workforce of **3.000** people, it is also one of the largest employers in Limburg. Many employees are trained to junior technical school level and realize the benefits of additional training only later in life. **Staff training is an essential part of the company's strategy** to remain competitive, and to encourage employees to take responsibility for improving their own job prospects, both internally and externally.

The problems at the Nedcar plant in the southeast of The Netherlands were triggered by DaimlerChrysler AG's (DCX) decision to stop the production of its Smart ForFour model. NedCar is expected to **reduce the number of employees by 1.000** in a reorganization aimed at cutting production costs.

Synergetics introduces the **eXact Portfolio®**, IMS ePortfolio compatible component of the Learn eXact LCMS Suite, as the ePortfolio Management System (ePMS) for the Nedcar project. All 3000 employees will get their personal "**EmployabilityPortfolio**".

The ePortfolio data will be imported from Nedcar's SAP-HR and other HR-applications. Supported by Nedcar HR-coaches, external consultants and various employability/employment service providers, such as www.cwi.nl, www.kenteq.nl and training service providers.

All employees will be enabled to develop and complete their personal **EmployabilityPortfolio**, thus creating both a **powerful, standards based tool** that will help them to develop their NedCar career (internal employability) or assist them in the finding a new job ("shortest way to work", external employability).

The ePMS will also act as an instrument for the new continuity-HR policy of Nedcar, which is focusing on developing mobile, competency-aware employees thus providing mobility of work in the region.

To orchestrate this **broad range of (web) services**, especially for the 1.000 employees who will leave the company, the ePMS will be integrated with Giunti's LCMS, eXact skills®, and eventually embedded in an BPMS/SOArchitecture.

	Employability challenges	Related aspects	Related issues	e-learning solutions	e-learning solutions	Nedcar project
1	globalisation & economic integration	-global business process integration -standardization -internationalization -ever increasing need for learning content homogenization	-bridging time-space dimension -global standards-based e-learning content creation - meaningful classification: content & context ontologies - content standardization in function of international labour market context	- intelligent learning content management systems based on international standards and using semantic technologies -open knowledge networks -EU skills portal	- intelligent learning content management systems based on international standards and using semantic technologies -open knowledge networks -EU skills portal	Synergetics Giunti LCMS
2	shrinking & ageing workforce	-big labour market outflow of older employees due to shift from industrial to service to knowledge economical context and low skills adaptability (readiness)	-education programmes for skills adaptation to changing economical context, re-education, personal development	-accessible and proactive learning systems for economical employee (re)integration in terms of realistic and integrated economic objectives	- accessible and proactive learning systems for economical employee (re)integration in terms of realistic and integrated economic objectives	- ePortfolio services - employees are 40+ and have a low educational level - APL and training give them a better position on the regional labour market
3	economic slowdown	-due to bad labour market adaptation to fast economic changes (inability to find right employees for right jobs) -due to collectivity of workforce and thus lack of flexibility -due to not fully using innovation potential of knowledge economies	- individual learning trajectories for personal competency aggregation - business-inspired learning trajectories for maximum profitability - need for collaborative knowledge exchange	- intelligent, personal, relevant and user-friendly learning systems - collaborative innovation networks for knowledge exchange	- intelligent, personal, relevant and user-friendly learning systems - collaborative innovation networks for knowledge exchange	- part of activities of NedCar will be terminated due to low competitiveness of the factory - increasing competitiveness means a well tuned system of allocation and training of staff
4	hiring & firing (lacking flexibility)	-due to collectivity of workforce and maladjustment of national legislation -old paradigm of protecting low-skilled, intellectually passive workforce -old paradigm of companies as lifelong employers	-empowering individuals through lifelong learning -employers offering learning trajectories and competency improvement instead of (nowadays non-realistic) lifelong employment	-learning systems that permit evidence elicitation in terms of competency aggregation -ePortfolio systems	-learning systems that permit evidence elicitation in terms of competency aggregation -ePortfolio systems	- regional approach of employability - increasing the agility of the workforce by looking at the available resources inside and outside the workforce
5	low workforce adaptability	-inside companies: little success in matching	- learning processes and business processes	-real-time vocational education programmes	-real-time vocational education programmes	- APL and cooperation with the regional

Needs :

The ePortfolio solution for NedCar addresses several the **top 10 employability challenges in Europe** as defined by the European Commission

Solution

- **Implementation of an 'Employability Portfolio'® for all 3,000 NedCar employees.** eXact Portfolio is IMS-compliant. The service will be offered as SAAS (Software AS A Service). Employability Portfolio® is hosted in Antwerp and managed by Synergetics.
- The initial ePortfolios will be filled with data from **SAP** and **other HR data**.
- Supported by HR coaches the employees will further check and complete their ePortfolios and define the Views. The Views determine which information will be available for which user (HR department or third party).
- The **ePMS will exchange information with external service providers** in the region. The services offered by third parties in this project are:
 - o **APL tracks** offered by Kenteq (www.kenteq.nl)
 - o **matching on vacancies** (offered by CWI, www.cwi.nl)
 - o **competency tests and assessments** offered by the Competency Test Centers of CWI
 - o **training** offered by regional vocational training centers (ROC's).

Internal advantages

- More detailed and accurate **insight & in available competencies** and development potential
- Increased **flexibility** of the workforce
- Increased **competency aggregation** of the employees by rationalization process triggered by personal ePortfolio development

External advantages

- **Better position** for fired employees on the labour market, by:
 - o usage of the ePortfolios by consortium of service partners
 - o alignment with opportunities in current and expected local labour market
- **Increased functioning** of local labour market:
 - o better matching with vacancies
 - o more effective training
 - o APL
- Support of **life long learning**
- **Introduction of the ePortfolio concept** on a societal scale
 - o apparent advantages
 - o media coverage
 - o employees
 - o employment services
 - o companies

The e-identity challenge

An **Employability ePortfolio** is a IMS ePortfolio standards based ePortfolio, that is geared towards boosting the employability of its (ePortfolio) owner by using an IMS EP application profile.

The ePortfolio owner however usually does not seek and/or achieve employability on his own. He is often supported by a one of more employability service providers.

Employability eportfolio's very much fit the European labor market needs of mobility and flexibility of the worker which requires standardized exchange of human capital data (as also promoted by the EU). It therefore can be expected that setting up employability eportfolio's largely will be initiated either by companies or industry sectors or regions that need to expand or let go of workers due to ever fluctuating market conditions or by public/private employment service providers that are starting to see the benefits of this new generation of support infrastructure,.

From the eportfolio owners' perspective, 'employability' eportfolio's can be seen as a recurrent phase in their lifelong learning, i.e. when reaching an (re-)employable situation such as leaving school, needing outplacement, preparing a career move, etc...

At that time they will have one or multiple 'social contracts' with service providers, supporting them in boosting their employability. Some examples:

- educational institutes
- companies / employers
- public/private employment services (P(R)ES)
- training companies
- APL providers (certifying acquired learning & competencies)
- Governmental organisations (also e-identity services)
- social security services
- ...

The relations of the eportfolio owner and these service providers therefore should be seen as social contracts with rights & obligations for both parties. The complexity of having various access and editing rights on specific parts of the eportfolio (called 'views') by many parallel of workflow-involved partners can fast become complex:

- too much for a simple ACL approach?
- Negotiation and mutual agreement of possibly multiple privacy policies
- Definition of ePortfolio 'views' thus defining exactly what data a service provider will require to execute his services
- Distribution of services/data : for instance the government might offer an e-identity as an 'authentic source' service
- Securing information using signed xml (certificats, diploma's)
- Access to authentic source information as a web services needing an e-identity access control.
- Etc...

He European ePortfolio 2006 Conference (Oxford October 11-13) will have a separate workshop on e-identity. WE would strongly suggest a cooperation between these workshops/environments.

end

Contact



Luk Vervenne

Managing Director Synergetics

luk@synergetics.be

Phone: +32 476 53 00 21

www.synergetics.be

Katwilweg 2

2050 Antwerp

Belgium