

# Europass e-Portfolio

## Concept Note

*Document for the Second meeting of the Europass Advisory Group  
13 December 2018*

## 1 Purpose of the document

This document describes the concept for the Europass e-Portfolio, including the individual web-based tools within the e-Portfolio, their function and user needs.

The Europass Advisory Group is invited to give feedback on the concept as set out below.

## 2 Europass e-Portfolio

The goal of the Europass e-Portfolio is to present the Europass web-based tools (Article 3 (1)) in an intuitive, integrated way to support the career management and lifelong learning needs of Europass users.

To achieve this goal, the Europass e-Portfolio will support four particular activities:

- **Help individuals be reflective:** the Europass e-Portfolio will be a learning tool enabling individuals to reflect on, understand and describe their skills, qualifications and experience.
- **Support individuals in their personal development:** the Europass e-Portfolio will offer relevant information on skills and qualifications to support the lifelong learning and career development needs of users.
- **Showcase individuals' information:** the Europass e-Portfolio will support description and documentation of skills (e.g. through the CV editor), but also to share with other platforms (e.g. job boards, education and training institutions).
- **Assess individuals' skills:** the Europass e-Portfolio will support individuals to self-assess and assess their skills in order to understand their skills (e.g. skills they have, skills they need, skills they could improve, etc.).

The e-Portfolio supports will help users to better communication and present skills and qualifications (Art 3 (2)).

## 3 Europass e-Portfolio Web-Based Tools

The Europass e-Portfolio will include 4 web-based tools (from herein 'tools') as follows:

- 1) Profile
- 2) Editor
- 3) Skills Match
- 4) Application Tracker

The note that follows outlines the functions of each tool. Mock-ups are included for illustration purposes only; they do not indicate the eventual look and layout of the tools.

Based on user-scenarios, a detailed set of functionalities and requirements will be developed for each tool. These requirements incorporate the possible steps and processes that a user may complete using Europass. As example of functionalities and requirements for using the Europass **Profile Library** is attached in *Annex 1*.

Each tool will interact with each other within the e-Portfolio to provide a comprehensive user experience. See p. 8 for an example user scenario where each tool is used.

See *Europass Workplan EPASS 2-5* indicates the timeframe for development of the e-Portfolio, and the individual tools.

### **Base rules**

A set of base rules will be respected in the development of the e-Portfolio. All tools will:

- Be built based on user-needs
- Be multilingual
- Be made available free-of-charge
- Support the communication and exchange of information with other web-based tools and third parties' services
- Be built on common standards (e.g. the Europass CV) and existing frameworks (e.g. the EQF) whenever possible

## 4 Tool 1: Profile

The Profile will allow end-users to create a personal profile of their skills, qualifications and experiences.

The Profile will adopt a structure inspired by the current Europass CV Online Editor<sup>1</sup> and builds around the data fields of the Europass CV schemata (see mock-up below). The current high-level data fields are: Personal Information; Work Experience; Education and Training; Personal Skills (Language; Communication; Organisational/managerial; Job-related; Digital); Additional Information.

Each user will edit/update, store, download and share their personal profile in line with their needs.

### Profile Mock-up

The mock-up shows a user interface for a personal profile. At the top, there's a navigation bar with 'Me', 'My skills', 'My library', 'My aspirations', and 'My applications'. On the right, there are 'Find courses' and 'Find a job' buttons. The main content area starts with 'Hello Johanna!' and a skills progress bar at 75%. Below this, there are links to 'Let's update your Skills!' and 'We have found new job opportunities for you!'. The profile section features a circular profile picture of Johanna Smith, her name, title 'Photographer', and a bio. There are 'Share' and 'More' options, and an 'Add profile in another language' button. The 'Work Experience' section lists two roles at 'Acme Co.': 'Photographer & Videographer' and 'Photographer', each with a description and skill tags like 'Commercial Photography' and 'Photography Processing Technique'. On the right side, there's a 'Time management' sidebar with a list of job opportunities, each with a title, description, and time ago (e.g., '28 min ago', '31 min ago', '1 hour ago', '2 hours ago', '3 hours ago').

<sup>1</sup> <https://europass.cedefop.europa.eu/editors/en/cv/compose>

The Profile will also include:

- A **Library** for storage of digital documents (e.g. digital versions of graduation diplomas, Diploma Supplements, reference letters) or evidence of learning (e.g. Open Badges).
- **Goals:** users will be invited to identify their interests, preferences and goals in relation to learning, work, volunteering and other experiences. Users will identify education and training goals, desired occupations and skills, and volunteering experiences, along with personal preferences (e.g. location, timeframe) and create a record of their goals to be stored, and updated over time by the user.
- **Skills Profiler:** after a user completes their Profile, an automated function will take information from the Profile and compile users' information into a set of skills, qualifications or other structured information. Users will be able to edit (add, delete etc) all the information in the Skills Profiler and cross-reference their skills and qualifications with their goals. The Skills Profiler will also be a source of anonymised data for statistics and analysis. See a visual representation of the Skills Profiler in the mock-up below.

The screenshot displays the 'My ePortfolio' dashboard. At the top, there's a navigation bar with the European Commission logo and the user's name 'Johanna Smith'. The main content area is divided into several sections:

- My ePortfolio Dashboard:** A summary section with three cards: 'My profile' (70% completed), 'My applications' (No application yet), and 'My library' (1 document).
- My Tools:** A section with five buttons: 'Create/Update my CV', 'Find courses', 'Find a job', 'Self-Assess your Skills', and 'Explore careers'.
- My Activity:** A list of recent activities, including 'My library' (uploading documents), 'My profile' (completing profile), and another 'My profile' entry.
- My Skills:** A section titled 'Overview of your recently added skills' containing a list of skill tags such as 'design lighting', 'multimedia systems', 'photographic lenses', 'edit negatives', 'select photos', 'photographic processing techniques', 'commercial photography', 'graphic design', and 'test photographic equipment'. This section is circled in red.
- Suggestions for you:** A vertical sidebar on the right with a yellow header, containing several recommendation cards for courses and job opportunities.

At the bottom left, there is a small link: 'rdback on this page'.

## 5 Tool 2: Editor

The Editor will be built from the existing Online Editor on the Europass platform and will support users with the established functions of creating a CV and/or Cover Letter, and downloading and/or sharing the document on a storage device (e.g. USB) or cloud storage (e.g. DropBox).

In addition, a set of new functionalities will be offered:

- Users will be able to customise the look and feel of their CV (by choosing from a number of template options, which maintain the data fields and structure of the Europass CV schemata)
- Users will be able to customise the look and feel of their Cover Letter (by choosing from a number of template options)
- Users will be able to store CVs and cover letters in their Profile library
- The Editor will support easy exchange of information between the Europass CV and Profile

The CV template options will be shared with the National Europass Centres for their feedback in January 2019.

The current Online Editor can be viewed at:  
<https://europass.cedefop.europa.eu/editors/en/cv/compose>

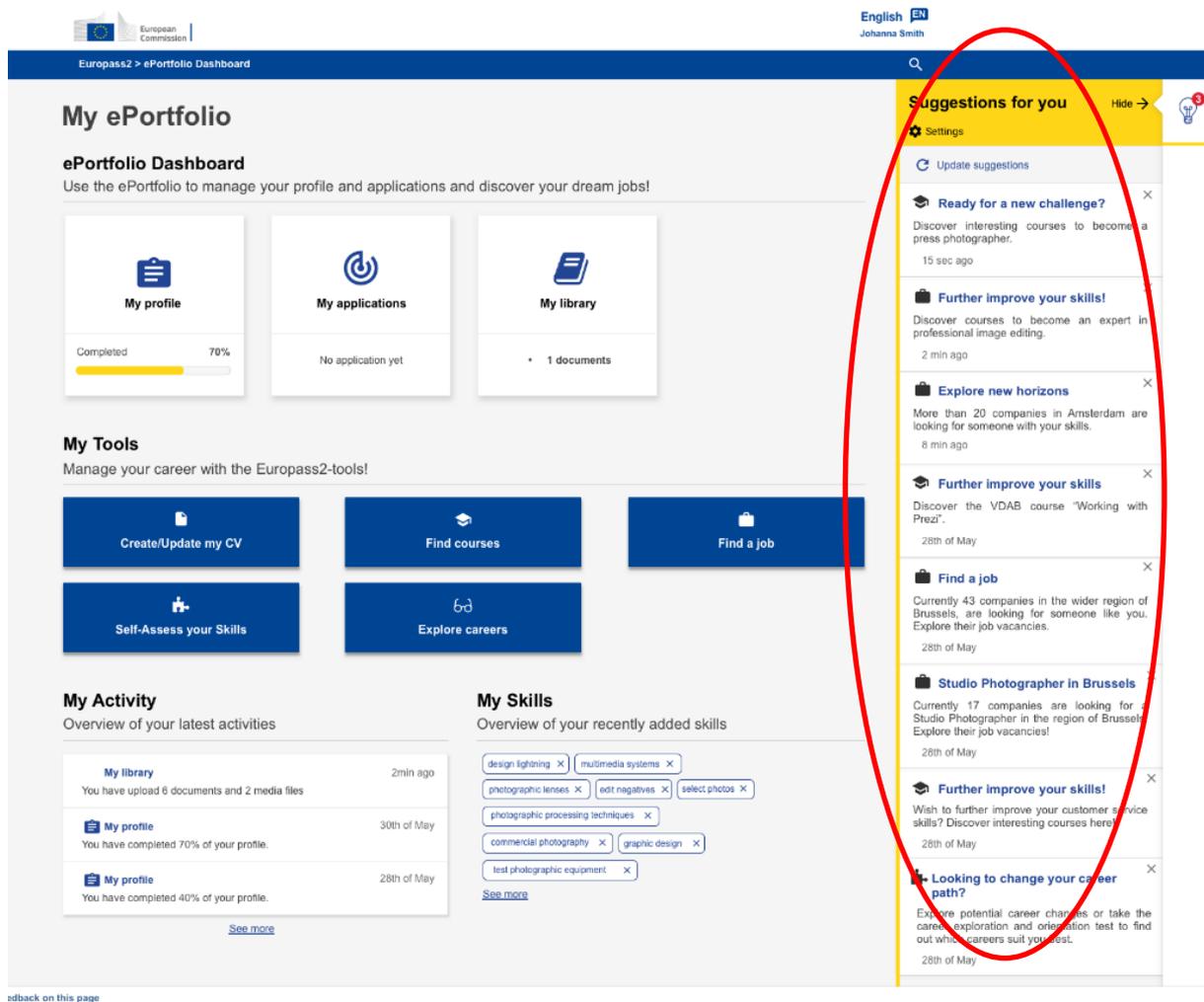
## 6 Tool 3: Skills Match

The Skills Match tool will allow users to search or receive suggestions of learning and career opportunities from Union services (e.g. EURES) and third parties (e.g. online platforms that have interoperability agreements with Europass).

Users that have not registered and created an e-Portfolio will be able to run searches of the various types of information accessible through the Europass platform (See JAG-3 Europass Content Strategy) in line with their needs.

Users that have registered and created an e-Portfolio will receive tailored suggestions, through the e-Portfolio, of learning or employment opportunities, or other sources of information or support (e.g. guidance services, validation, integration of third country nationals) in line with the information in their Profile.

See the mock-up below, which illustrates a suggestion 'feed' of information on the right-hand-side of the users' e-Portfolio.



## 7 Tool 4: Applications Tracker

The Applications Tracker will support users to prepare applications for learning and job opportunities through their e-Portfolio.

User can choose to apply for a particular vacancy or opportunity. The user will create a CV or cover letter as required, and compile digital documents or evidence from their Profile library (e.g. a diploma or a reference letter). Users will be able to compile and save a draft of the application, and then edit, preview and submit their application from their e-Portfolio.

The user will then have a record of all their applications stored in their Applications Tracker for future reference.

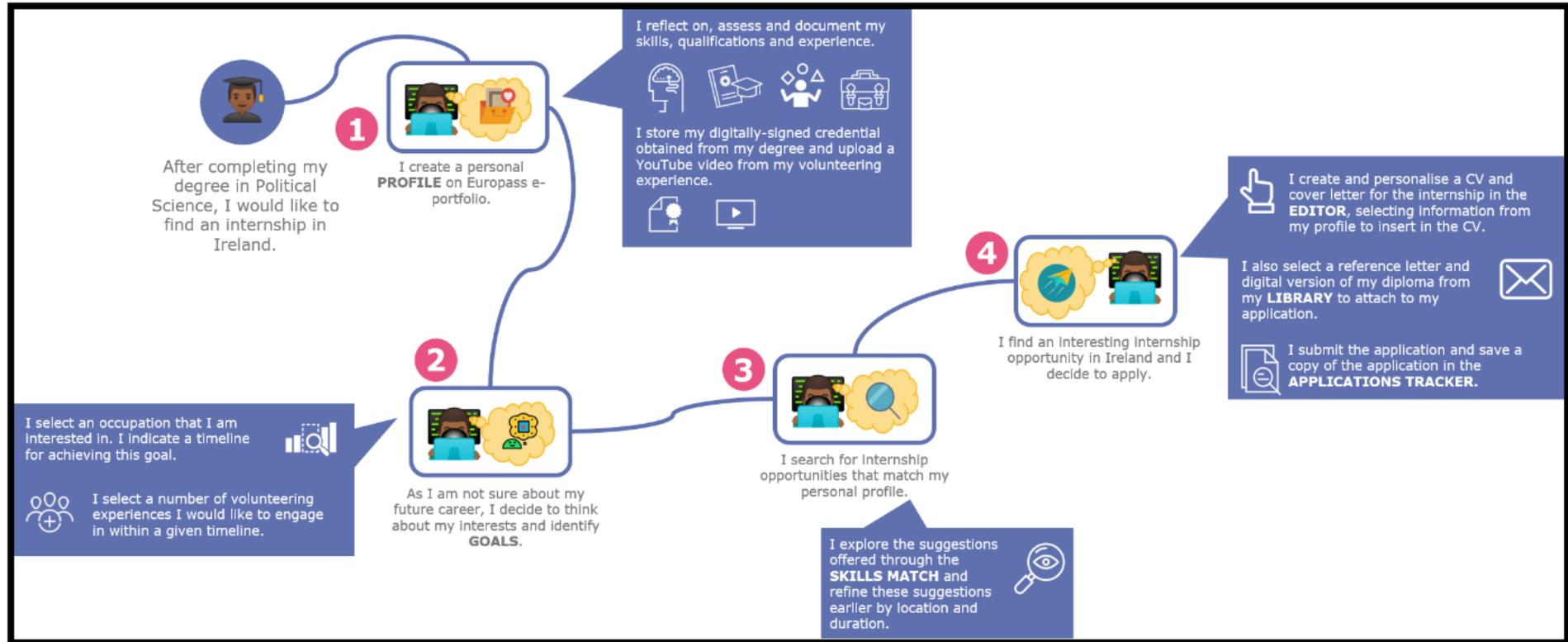
The possibility to submit applications to third parties directly, and monitor progress and received updates will be explored as part of Phase 2 development. This functionality will rely on interoperability agreements between Europass and the third party offering the opportunity, such as those in place with Monster and Xing currently.

**Note:** The potential use of ESCO in the e-Portfolio in the Europass platform will be subject to testing and in line with the position of Member States (as per Recital 17 of the Europass Decision).

Examples of use of ESCO include selecting an occupation or skill from ESCO when defining **GOALS**; selecting from lists of skills when building a **PROFILE**; or, to compile the list of terms used in the **SKILLS PROFILER**. Testing of ESCO is dealt with in Europass Interoperability (*JAG-4*).

## 8 User Scenario

The 'Daniel' user scenario above uses the elements each of the e-Portfolio for a particular goal or task. (User scenarios are explained in more detail in *EPASS 2-2*).



- (1) Daniel begins by accessing the Europass e-Portfolio, registering and creating a user log-in and password. As a first step, Daniel begins compiling a **PROFILE** of his skills, qualifications and experiences. Daniel also uploads a credential and video in his **LIBRARY**.
- (2) When building his profile, Daniel reflects on and identify **GOALS**. The user notes a particular occupation, and types of volunteering experiences, he is interested in and a timeline for achieving these goals.
- (3) The **SKILLS MATCH** feed in the user's e-Portfolio is updated with suggestions of possible internships that match his career goal. The user looks through these suggestions and refines the search criteria by location and duration to suit his needs.
- (4) Daniel identifies an interesting internship and uses the **EDITOR** to compile a CV and cover letter. Daniel also selects documents from his library to attach to the application. Daniel submits his application and saves a record of the application in his **APPLICATIONS TRACKER**.

## 9. Feedback

The most recent Europass user feedback includes survey and focus group findings from the ‘Study on Impact of Branding for EU services for Skills and Qualifications’ and the ‘Report on the Europass Online Editor 2015 – 2016’<sup>2</sup>. This feedback is reflected now in this concept note and user testing will be a priority from early stages in development (See EPASS 2-2).

The Commission will also actively consult with the national services involved in implementation of Europass during development. The Commission presented an outline of the tools described above at the joint network meeting of National Europass Centres, Euroguidance Centres, and EQF-NCPs on 26 October 2018 in Brussels. The Commission responded to queries as follows:

- Synergies with other services: There will be close co-operation between Europass and tools such as Youthpass and EURES
- Third Country Nationals: Europass will offer information to support the integration needs of Third Country Nationals, but has no role in recruitment decisions
- Role of ESCO: The new Europass Decision sets out that ‘following appropriate testing, and having due regard for the position of Member States, ESCO could be used by the Commission within the Europass framework’.

During the meeting, the National Europass Centres presented the outcomes of an exploratory workshop on the future Europass e-Portfolio held as part of the annual meeting of the centres on 4 October in Istanbul.

The presentation highlighted that the e-Portfolio should be easily and widely understandable for all users; that it should chart lifelong learning and be the European standard for hiring, applying and assessment. The presentation noted that the criticisms of the current system must be addressed and that the e-Portfolio should become a useful information point for other resources. *(The full presentation is attached as a separate meeting document.)*

The Commission invited further comments on the e-Portfolio in follow-up to the meeting. The Commission has reviewed all comments and suggestions received, and reflected these where relevant in this concept note.

**Note 1:** The Commission will present the outcomes of the expert workshop on the Europass e-Portfolio (held on 5 December 2018) during the AG meeting on 13 December.

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[https://europass.cedefop.europa.eu/sites/default/files/europass\\_online\\_survey\\_report\\_20\\_may\\_2016\\_final.pdf](https://europass.cedefop.europa.eu/sites/default/files/europass_online_survey_report_20_may_2016_final.pdf)

## ANNEX 1: Example of Tasks and Requirements

### Task: Manage relevant files and Europass documents in the Profile library

|  |  |
|--|--|
| Description  | End-user wants to add and manage (view, update and delete) relevant files and Europass documents on their Profile.   |
| Actors   | End-user   |
| Pre-Conditions                                       | <ul style="list-style-type: none"> <li>• <b>Alternate flow A:</b> UC1</li> <li>• <b>Alternate flow B:</b> Have an Europass (EU Login) account and UC1</li> <li>• <b>Alternative flow C, D, E, F:</b> Have an Europass (EU Login) account</li> </ul>  |
| <b>Basic Flow:</b><br>Add relevant files             | <ol style="list-style-type: none"> <li>1. End-user accesses the Profile library.</li> <li>2. End-user chooses which of the available fields to upload a media file to (e.g. PNG visualisation of their visual design).</li> <li>3. End-user selects the location of the desired media file (e.g. personal computer).</li> <li>4. End-user uploads the file for the specific selected field (if it respects the accepted formats and size).</li> <li>5. End-user is invited to register/log-in* in order to store the file and be able to come back to, for example, edit it or use it for an opportunity application.</li> </ol> |
| <b>Alternative flow A:</b><br>Manage relevant files* | <ol style="list-style-type: none"> <li>1. End-user accesses the Profile library*.</li> <li>2. End-user chooses the file they want to manage.</li> <li>3. End-user decides what action they want to take (i.e. manage the file) directly on the Profile library.</li> <li>4. End-user receives a visual confirmation that the action was performed.</li> </ol>  |
| <b>Alternative flow B:</b><br>Manage CVs*            | <ol style="list-style-type: none"> <li>1. End-user selects the CV they wish to manage from the Profile library.</li> <li>2. End-user selects whether they want to update or delete the CV – on deleting the CV is removed from the Profile library.</li> <li>3. End-user chooses one of the available templates to adapt the CV to their needs and taste.</li> <li>4. End-user saves the CV back to their Profile library or downloads it in one of the available formats.</li> </ol>  |
| <b>Alternative flow C:</b><br>Create Cover Letter*   | <ol style="list-style-type: none"> <li>1. End-user accesses the online editor.</li> <li>2. End-user chooses to create a new Cover Letter.</li> <li>3. End-user fills in all of the available fields of a Cover Letter.</li> <li>4. End-user saves the Cover Letter.</li> </ol>   |
| <b>Alternative flow D:</b><br>Manage Cover Letter*   | <ol style="list-style-type: none"> <li>1. End-user selects the Cover Letter they wish to manage.</li> <li>2. End-user selects whether they want to update or delete the Cover Letter – on deleting the Cover Letter is removed from the online editor.</li> <li>3. End-user fills-in all of the available fields of a Cover Letter.</li> <li>4. End-user saves the Cover Letter.</li> </ol>  |
| Post-conditions                                      | <ul style="list-style-type: none"> <li>• Relevant files are updated according to the related action;</li> <li>• When registered and depending on end-user's action, the files are stored on Europass servers;</li> <li>• CVs and Cover Letters are saved to the Profile library*; and</li> <li>• CVs and Cover Letters are downloaded.</li> </ul>  |

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|--|--|
| <b>Requirements to</b> Manage relevant files and Europass documents in the Profile library |  |
| <b>Specific requirements for basic flow and alternative flow A</b>                         |  |
| <b>Req 1:</b> Upload relevant documentation to the Profile <sup>2</sup> .                  |  |
| <b>Req 1.1:</b> Select the location of the files to be uploaded.                           |  |
| <b>Req 1.1.1:</b> Select files from personal device (e.g. computer).                       |  |
| <b>Req 1.1.2:</b> Select files from Google Drive.  |  |
| <b>Req 1.1.3:</b> Select files from OneDrive.  |  |
| <b>Req 1.1.4:</b> Select files from Dropbox.   |  |
| <b>Req 1.2:</b> Upload files with a size limit of 30 MB in the accepted formats:           |  |
| <b>Req 1.2.1:</b> Upload documentation in PDF.   |  |
| <b>Req 1.2.2:</b> Upload documentation in PNG.   |  |
| <b>Req 1.2.3:</b> Upload documentation in JPG.   |  |
| <b>Req 1.2.4:</b> Embed streamed media (e.g. YouTube, vimeo).                              |  |
| <b>Req 2:</b> Store relevant files in the e-Profile <sup>2</sup> .                         |  |
| <b>Req 3:</b> Manage relevant files <sup>2</sup> :   |  |
| <b>Req 3.1:</b> Replace a file.  |  |
| <b>Req 3.2:</b> Update metadata of a file.   |  |
| <b>Req 3.3:</b> Delete a file <sup>2</sup> .   |  |
| <b>Specific requirements for alternative flow B</b>  |  |
| <b>Req 1:</b> Download the CV choosing from the following formats:                         |  |
| <b>Req 1.1:</b> Download the CV in Adobe PDF + XML.  |  |
| <b>Req 1.2:</b> Download the CV in XML.  |  |
| <b>Req 1.3:</b> Download the CV in Microsoft Word.   |  |
| <b>Req 2:</b> View a list of all available CVs on the Profile library.                     |  |
| <b>Req 3:</b> Select a CV to edit on the Profile library.                                  |  |
| <b>Specific requirements for alternative flow C and D</b>                                  |  |
| <b>Req 1:</b> View a list of all available Cover Letters.                                  |  |
| <b>Req 2:</b> Create multiple Cover Letters.   |  |
| <b>Req 3:</b> Select a Cover Letter to edit.   |  |
| <b>Req 4:</b> Edit all of the available fields of a Cover Letter.                          |  |
| <b>Req 5:</b> Delete a Cover Letter.   |  |
| <b>Req 6:</b> Download the Cover Letter choosing from the following formats:               |  |
| <b>Req 6.1:</b> Download the Cover Letter in Adobe PDF + XML.                              |  |
| <b>Req 6.2:</b> Download the Cover Letter in XML.  |  |
| <b>Req 6.3:</b> Download the Cover Letter in Microsoft Word.                               |  |