



**C.L.A.I.M.**

Artificial Intelligence for Competences and Learning



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## Artificial Intelligence for Competences and Learning

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### THE BETA VERSION OF THE CLAIM MODEL



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## THE BETA VERSION OF THE CLAIM MODEL

Taking into account what has already been reported in the other WP2 outputs, the beta version of the CLAIM model, based on the “Conf4People” model and on the use of some of the tools from the “TaiLENT” platform of the CONFORM partner, implemented with the contribution of the partnership, not only with the linguistic adaptation of the Self-Assessments (see in detail what is reported in the document WP2 CLAIM - DRAFT OF THE ANALYSIS MODEL), but also of the feedback and observations collected during the workshops carried out by the partners in their national reference contexts (see in detail what is reported in the document WP2 CLAIM - REPORT OF THE WORKSHOPS FOR VALIDATION OF THE DRAFT OF THE ANALYSIS MODEL) and of the mapping of the educational resources to be connected to the recommendation system (see in detail what is reported in the document WP2 CLAIM - MAPPATURA MATERIAL DIDATTICO), represents an advanced human resources management system based on the competence-based approach, designed to respond to the specific training needs of organizations in general, but with a particular focus on Small and Medium Enterprises, for the assessment and development of the skills needed to face the challenges of the digital age, sustainability and internationalization.

This model stands out for its ability to map, monitor and improve skills at an individual level, and to provide targeted and personalized training recommendations, not only to meet the immediate needs of organizations, but also to ensure continuous and resilient preparation to face future challenges and market evolutions.

Adopting a competence-based approach, influencing every phase of the training process, allows SMEs to map, monitor and improve their employees' skills in a targeted and personalized way, rather than relying on generic solutions that may not effectively respond to individual needs.

In a context where digitalization, sustainability and internationalization are key factors for competitiveness and growth, the adoption of the CLAIM Model helps to identify and address individual skill gaps, promoting learning solutions capable of filling these gaps.

The connected "TaiLENT" platform, which supports the application of the CLAIM Model with its tools, thanks to its compatibility with multiple devices (PC, Smartphone and Tablet), allows flexible access to each user at any time and place, thus increasing the effectiveness of the training process. In particular:

- employees can access the use of “recommended” learning materials in response to the gaps identified in relation to the skills analysed with the self-assessments assigned by the organisation to which they belong;
- HR function managers and/or training experts have the opportunity to:
  - **monitor employee training activities**, checking progress in skills and using advanced functions for analyzing data relating to individual skills.
  - **have a flexible and customized system** thanks to which it is possible to automatically generate, with the support of generative Artificial Intelligence:
    - a) self-assessment questions and related answers aimed at analyzing and evaluating the skills possessed by one's own employees in relation to those specific to each professional profile selected by the platform for the European Classification of Skills/Competences, Qualifications and Occupations (ESCO), which maps skills in a homogeneous and recognized way at European level;
    - b) hetero-evaluation questionnaires to detect the level of possession at individual level of their own dependent staff of digital, green, entrepreneurial skills and skills related to specific soft and hard skills, contextualized to the specific organizational, production and distribution characteristics of the organization.

The panel of questions and related answers auto-generated by AI based on the various documents made available by the organization itself (e.g.: work procedures, manuals, promotional-communication documents, etc.), allow to detect the level of possession and exercise of those skills that respond to the actual business needs and to the reference market context of the organization in continuous evolution, so as to be able to respond promptly and

in a targeted and personalized way with training interventions capable of filling the gaps that have emerged.

- **use the monitoring and reporting functions**, which allow you to consult or download reports that provide useful information to make informed decisions.

The CLAIM model, as defined in its beta version, which may be integrated with contributions from learning mobility and the experimental activity foreseen by WP4, is therefore configured as an innovative tool, capable of responding to the needs of SMEs to improve human resources management and promote the continuous development of skills.

Its competence-based approach allows to quickly identify and fill the gaps detected, allowing organizations to remain competitive and ready to face global challenges in a rapidly evolving market, in which digital and green skills are increasingly central, as well as soft and hard skills such as negotiation, communication, collaboration, time management, project management and goal orientation.

Thanks to the AI-Based technological support of the “TaiLENT” platform, with the use of some of its tools and the recommendation system, the model is able to provide tailor-made solutions, which favor the integration of human resources in the growth and sustainability strategy of SMEs, promoting innovation and long-term resilience.

### **The CLAIM Model and the Use of Artificial Intelligence**

The CLAIM model, integrated with the TaiLENT platform, emerges as an advanced and strategic solution designed to address the challenges that organizations and especially SMEs must face in a constantly evolving global context.

Digitalization, environmental sustainability and internationalization are now crucial factors for the competitiveness and sustainability of organizations in general and SMEs in particular.

The CLAIM model fits perfectly into this scenario, highlighting the importance of a competence-based approach enhanced by the use of artificial intelligence (AI).

Artificial intelligence not only offers SMEs a competitive advantage, but it revolutionizes the way in which training and human resources development processes are managed, allowing them to anticipate future skill needs and proactively respond to market challenges.

AI acts as a predictive engine for analyzing existing skills and forecasting future skills, not just by collecting data about employees and their current performance, but by helping to analyze emerging trends to identify the skills that will become crucial in the future.

This allows SMEs to strategically design and plan the development of their employees, adopting an approach to the use of the different types of training resources available that is not only reactive, limited to filling the gaps related to the gaps identified by the analysis of existing skills, but also proactive, to prepare for future challenges, promoting the acquisition and/or consolidation and/or development of new skills needed to face technological changes, sustainability challenges and the evolution of internationalization.

Thanks to the use of AI, the CLAIM model is therefore also able to propose training solutions that anticipate needs before they become problematic, thus improving the effectiveness and efficiency of the training process. In other words, thanks to the use of artificial intelligence, the CLAIM model allows for a continuous and dynamic assessment of individual skills, monitoring progress and promptly detecting skill gaps.

The use of the “TaiLENT” platform tools, based on ML algorithms and generative Artificial Intelligence, allows the processing of data collected through Self-Assessments and/or interviews and/or interviews supported by each employee, to personalize the training response based on the actual individual needs that have emerged in relation to the skills gaps identified, specifically recommending a variety of educational resources, structured in interactive and multimedia modules, such as training video pills, narrative branching scenarios, edu-games, podcasts, case studies, webinars and other in-depth materials, both free and paid.

Using artificial intelligence, the model:

- it does not only facilitate the adoption of training responses consistent with immediate needs, making the training process flexible, dynamic and adaptive to the needs of each employee, in order to guarantee experiential and sustainable learning;
- but it contributes to building a path of professional growth for human resources, promoting the development of the skills needed to prepare employees to work in a constantly evolving context and to face future global challenges, in order to allow SMEs to have a long-term strategic vision, enhancing company competitiveness thanks to qualified human capital aligned with their strategies.

The TaiLENT platform thus becomes a powerful tool to support the CLAIM model, which thanks to the strategic use of artificial intelligence allows SMEs to:

- have advanced predictive capabilities of the skills needed to address not only current challenges, but also anticipate and respond proactively to future ones, in a constantly evolving global context, characterized by rapid technological changes, environmental challenges and new internationalization dynamics, in order to effectively plan the development strategies of their human resources and at the same time support their competitiveness in the long term;
- promote a culture of continuous learning, organizational flexibility and business resilience, which are essential to optimize the human resources management process, aligned with the strategic objectives of the business and responsive to the dynamics of change;
- **plan proactively** their future, with a sharp focus on building an agile, resilient and well-prepared workforce to meet the challenges of the global market.

## THE SKILLS EVALUATION PROCESS

The CLAIM model stands out for its innovative and highly specialized approach to skills assessment, adopting a dual-level methodology that allows for an extremely detailed, dynamic and personalized measurement of each user's individual skills.

This approach represents one of the distinctive features of the model, giving it added value in terms of precision, adaptability and effectiveness. The model, applied to SMEs, directly addresses the need to develop targeted and strategic training solutions, aiming to optimize human resources through a continuous process of self-analysis, monitoring and improvement.

The approach is divided into two complementary phases:

### ▪ **Macro level aggregation**

The first phase of the evaluation process focuses on the aggregation of the ratings provided by users for each skill being analyzed.

In this phase, the system collects data from all questions related to a specific skill and aggregates them into an overall skill score. This score reflects the overall assessment of the skill in question, allowing for a clear and concise overview of the employee's capabilities in relation to each skill domain.

The macro aggregation:

- reflects an employee's overall ability in a specific area of expertise, such as digital, green, entrepreneurial or soft skills.
- identifies the skills already developed and those that instead require targeted training interventions to fill the gaps identified.
- specifically recommends educational resources and any operational tools created and/or researched online, to be used free of charge and/or for a fee, depending on the level of coverage of the specific competence detected
- provides useful information to guide HR function managers and/or training experts in identifying targeted courses for their employees to attend and/or training plans to be designed and delivered at company level, together with consultancy, coaching and project work activities.

This phase is therefore essential to provide a clear and accessible vision of the training needs of each employee, regardless of their position or level within the organization. The aggregate score allows you to define strategic priorities, assigning resources and learning tools more efficiently.

## ▪ **Retention at the micro level:** granular skills analysis

The second phase of the evaluation process, the micro-level retention phase, is a key element that allows the CLAIM model to be truly personalized and detailed.

In addition to the global overview, the model maintains and analyzes the ratings of each individual application, allowing for a much deeper and more granular examination of the employee's skills.

At the micro level, the CLAIM model:

- identifies specific strengths and areas of weakness by examining each individual user's responses to each question related to a given skill.
- provides a detailed view of gaps that might not emerge in a global analysis. For example, while the aggregate score might suggest good digital skills, the micro analysis might reveal that the employee needs to improve in specific areas, such as the use of advanced software or emerging technologies.
- allows for much more targeted and precise training intervention, since educational resources and recommendations are adapted to individual needs.

This in-depth analysis allows you to monitor individual skill development over time, contributing to continuous improvement of your workforce. In addition, micro-level retention makes it possible to monitor skill development on an ongoing basis, fueling a feedback loop that guides your training plan and adaptation to future challenges.

Ultimately, the CLAIM model, thanks to its dual-level structure, allows to optimize the human resources management process, promoting a corporate culture based on continuous learning, constant improvement and resilient innovation.

The combination of macro aggregation and micro retention provides a multidimensional assessment of each employee's skills, which not only ensures an accurate snapshot of current skills, but also facilitates the design of highly personalized training plans.

The ability to analyze skills not only at an aggregate level, but also on specific aspects of skills, offers a precise and complete picture of training needs, ensuring that each intervention is targeted and consistent with the strategic objectives of the organization.

Ultimately, thanks to its dual-level structure, the CLAIM model optimizes the human resources management process, promoting a corporate culture that is based on continuous learning, constant improvement and resilient innovation.

This approach fosters a workforce capable of evolving over time, adapting to new challenges and contributing to business success in an ever-changing market context.

In this way, organizations can trigger innovations and quickly adapt to regulatory changes and market dynamics, maintaining competitiveness and developing highly qualified human capital.

## **How the CLAIM model processes skills assessments**

The CLAIM model develops skills assessments through a structured and methodical process, which ensures an accurate, reliable and complete assessment of each employee's capabilities.

### **The three phases of the evaluation process**

This process develops in three main phases:

- data collection,
- evaluation and scoring system,
- assignment of the level of competence.

#### **1. Data collection**

Data collection is the fundamental starting point for an accurate and structured assessment of skills. Users are invited to complete a structured questionnaire, customized for each specific skill to be assessed. Each question in the questionnaire is designed to explore various aspects of the skill in question, ensuring a comprehensive and multidimensional assessment.

The answers provided are recorded in a structured dataset, which includes skill categories, unique identifiers for each question and the related scores, ranging from 1 to 4.

This data is stored in a management system that allows consistency between assessments. The structured responses are then analyzed through an automated data extraction pipeline, which performs a preliminary analysis of the responses, stores them, and connects them to predefined assessment parameters. This process ensures that every aspect of the skill is explored, maintaining integrity and consistency in the data flow.

## 2. Evaluation system and score calculation

The rating system, designed to ensure the reliability and accuracy of the results, assigns a predefined rating value (between 1 and 4) based on the users' responses, where the value:

- 1 corresponds to the basic level of competence management
- 2 corresponds to the intermediate level of competence management
- 3 corresponds to the advanced level of competence management
- 4 corresponds to the highly specialized level of competence management

These values are aggregated and analyzed to determine an overall score for the specific skill, providing a complete and accurate view of the skill level.

The assessment methodology adopted captures both the depth and breadth of expertise.

This approach ensures that each dimension of the competency is adequately assessed, preventing a single competency area from disproportionately impacting the overall result. Aggregate scores are used to calculate both cumulative ratings (the total sum of responses) and mean ratings (the average of scores across all competency questions). This dual approach allows for an overall assessment that takes into account all relevant aspects of the competency, without neglecting any detail.

To ensure accuracy and reliability, each skill is assessed through multiple related questions, thus reducing bias resulting from individual responses.

The model validates the consistency of the assessment, ensuring that outliers or inconsistencies are flagged for further review.

## 3. Assigning the level of competence

Once the scores have been aggregated and analyzed, the model moves to the skill level assignment phase, which occurs through two complementary approaches: aggregate scores and average rating.

In particular:

### - Aggregate scores

The system collects individual ratings for each question and adds them together to obtain an overall score. This score reflects the overall level of competence demonstrated by the user, taking into account all areas of the competence. The summation ensures that all dimensions of the competence are considered, without a single question excessively influencing the final score. The summation of all the answers allows the system to have a holistic view of the competence, avoiding distortions that could arise from single answers.

### - Average rating:

In addition to the sum of the scores, the system also calculates the average rating of the answers for each skill, averaging the scores obtained on all the questions.

The average rating plays a crucial role in providing a more balanced view of the user's competence. It ensures that the overall rating is not influenced by extreme values (both high and low), reducing the risk of distortions resulting from particularly excellent or insufficient responses.

The average provides a balanced view that takes into account strengths and areas for improvement, allowing you to get an accurate picture of your overall capabilities.

The average rating also helps to ensure consistency control, monitoring that the user's performance is stable and consistent across the different questions, preventing the system from relying on an exceptionally high or low answer that does not reflect the real level of competence. Furthermore, this granularity allows the system to produce personalized training recommendations based on a finer and more detailed assessment of the skills, addressing training interventions precisely.

## The cumulative score formula

The cumulative score formula represents the initial process of aggregating the answers provided by the user for each of the questions related to the specific skill being assessed. The cumulative score is obtained by adding the individual ratings, each of which is expressed with a value ranging from 1 to 4, where 1 represents a low rating and 4 a high rating. The total sum of these ratings provides the overall score, which reflects the level of competence demonstrated by the user with respect to the questions submitted.

Adding together all individual responses allows us to determine an overall level of competence, which represents the user's performance across all the assessment areas analyzed.

The sum of the answers helps to visualize, in a quantified way, the overall level of competence of the user with respect to a given skill.

## The average score formula

The average score is calculated to obtain a more balanced and uniform assessment of the skills, considering not only the sum of the answers, but also the total number of questions.

This approach helps mitigate the impact of any outliers (very high or very low) that might distort the overall competency assessment.

The average score provides a more accurate and consistent view of the user's abilities, reflecting the general trend of their answers and offering a clear and precise assessment, useful for guiding training recommendations. Averaging the answers helps to prevent a particularly low or high answer from excessively influencing the final score, ensuring that the result represents the actual skills more fairly. In this way, the analysis provides a balanced measure of areas of strength and weakness, supporting the design of personalized and targeted training paths for each employee.

The integrated approach, which combines sum and average, offers both an overall vision and a more in-depth reading of specific areas of expertise, improving the quality of the training process and contributing to the continuous improvement of human resources within SMEs.

Furthermore, this calculation methodology is perfectly suited to a dynamic and personalized learning context, where artificial intelligence can analyze data and suggest proactive training solutions.

Thanks to the personalization of training paths, SMEs can face the challenges of the future with a workforce prepared and ready to respond to the rapid evolutions of the global market.

## Determining the levels of competence

Once the total and average scores of the assessments have been calculated, these are mapped onto the predefined competence levels using well-defined reference thresholds.

The entire mapping process is based on a clear and transparent criterion that allows each user to be placed in one of the following levels of competence, so that it is possible to have a precise and measurable vision of their abilities, as well as the areas that need improvement and development. The mapping of the levels of competence is structured as follows:

- **Base (1-25 points):** the individual demonstrates a basic understanding of the skill in question, but has considerable room for improvement. The skills acquired are still very preliminary and require considerable development to reach an adequate level of functionality. Users in this range require intense and targeted training support to become familiar with the fundamental aspects of the skill, understanding the main concepts and basic applications. This level represents the starting point of the learning and development path.
- **Intermediate (26-50 points):** the individual has reached a level of functional competence. Although the individual has a working understanding of the competence, there is still significant room for improvement. This level reflects an ability to apply the competence in practical situations, but with room for growth in both quality and breadth. The individual is ready to tackle more

complex tasks and requires training and support to both consolidate acquired skills and deepen advanced knowledge.

- **Advanced (51-75 points):**The individual has excellent application skills, demonstrating solid expertise in real-world scenarios, and is able to solve complex problems with in-depth understanding of the subject matter, performing high-quality tasks in various work contexts. He or she is able to operate autonomously and tackle more challenging situations with a good level of independence. However, even at this stage there are opportunities to further refine skills and tackle more complex and innovative scenarios. Training for an advanced user focuses on refinement, leadership, and innovation.
- **Specialized (76-100 points):**the individual has a total mastery of the competence. Users in this range are considered experts, with the ability to apply the skills acquired in complex and innovative contexts, anticipating future needs and contributing significantly to the development and improvement of business processes. Their experience is broad and consolidated, and they are able to solve complex problems with creative and strategic solutions. At this level, users are ready to become leaders and share their expertise with other team members, playing key roles in innovation and business strategy.

Each level of proficiency is accompanied by a detailed description that outlines the skills and abilities expected for each level.

This description serves as a clear guide for the user, helping them to better understand their current position, the type of skills they possess, and areas for improvement.

The competency descriptions for each level provide a comprehensive view of the required skills, expected behaviors, and practical applications of the competencies, making the assessment and development process highly transparent and action-oriented.

Additionally, each skill level provides an overview of development opportunities that could be undertaken for continuous improvement. This approach helps users not only understand where they are in their learning journey, but also clearly plan next steps to advance to the next level, fostering a continuous cycle of skill improvement and adaptation to market challenges.

Skills mapping not only provides a clear view of each individual's current position, but also serves as a strategic tool for human resources management. Thanks to this methodology, SMEs can make accurate assessments of their employees' skills and identify in a timely manner the areas that require targeted training interventions. Furthermore, mapping allows to align training with business strategies, ensuring that human resources development is always in tune with the emerging needs of the organization and with the transformations of the global context.

Finally, the competency mapping process supports a corporate culture oriented towards continuous learning, where each employee has the opportunity to constantly evolve, overcoming their own challenges and adapting to new business and technological dynamics. In this way, the CLAIM model allows not only to improve individual skills, but also to enhance the overall resilience of the organization, preparing it to successfully face future challenges.

### **The evaluations of the individual questions**

A distinctive and highly strategic aspect of the CLAIM model is its ability to maintain assessments at the level of a single question, going beyond the overall aggregation of scores. This approach provides a much more detailed and granular analysis of individual skills, allowing for a complete and precise picture of the areas in which each user excels and those in which, instead, they need improvement.

The resulting in-depth study is essential to ensure a targeted training path, adapted to the specific and constantly evolving needs of the individual and the organization.

By maintaining and saving the ratings of individual questions, the CLAIM model is able to provide valuable information that allows you to:

- **Identify strengths and weaknesses within a specific skill**

With visibility into the ratings for each question, the system allows you to map in detail where an employee excels against the required skills, as well as areas that need development. For example, if an employee scored highly on “time management” but lower on “task prioritization,” this could indicate the need for training interventions focused on the ability to manage priorities. In another example, a strong score on “interpersonal communication” but weak on “public speaking” could suggest the opportunity to implement targeted training activities to develop that skill in public settings. In this way, the proposed training not only addresses immediate gaps, but also aims to strengthen areas of excellence to further optimize overall performance.

- **Enable accurate tracking of progress over time**

The ability to track individual responses to each question provides a dynamic and ongoing view of skill development.

The platform can monitor specific progress over time, clearly highlighting improvements achieved after targeted training interventions and comparing current performance with previous ones. This approach allows for assessments and adaptation of the training plan to emerging needs, improving the effectiveness of invested resources and optimizing learning times.

For example, if an employee scores higher in the relevant section after targeted training on “persuasive communication,” this will confirm the effectiveness of the training intervention. Likewise, monitoring specific skills can also reveal areas where interventions may need to be adjusted or an alternative training approach.

Maintaining assessments at the individual question level allows the CLAIM model to further personalize the learning path for each employee.

This granular, detailed approach not only helps identify areas for improvement but also maximize strengths.

The personalization of the training process, based on specific assessments, makes the training intervention highly relevant and immediately applicable to the actual needs of users.

In practice, the model provides SMEs with a tool that allows them to minimize waste related to generic training courses, focusing exactly on the skills that need to be developed.

Furthermore, continuous feedback from individual application evaluations allows HR functions to accurately monitor overall skill performance.

This continuous monitoring guarantees an always updated vision and allows to adapt the corporate training policies to the technological, organizational and market evolutions. In this way, the CLAIM model creates a virtuous cycle of continuous learning, in which each step of the individual is monitored, supported and optimized through personalized training resources.

## **Personalized Training Recommendations**

The recommendation system of the “TaiLENT” platform connects the level of competence assigned to the user as a result of the results of the Self-Assessments and/or Interviews/conversations carried out, to the most relevant and specific educational resources for each area of competence.

Each skill is associated with a large repertoire of training resources.

These resources come from training repositories that have been carefully selected by the project partners, ensuring that the recommendations are in line with the European reference frameworks and the six key competences identified for the development of SMEs.

The recommendation algorithm is based on the user's skill level to precisely and specifically select the most suitable learning materials. Each self- or other evaluation made by the user is used to generate targeted and personalized training suggestions that reflect the specific skill development needs of the individual. For example:

- **Low ratings** (beginning or basic levels) will activate suggestions for introductory level training resources, to fill gaps in basic skills.

- **High ratings** (advanced levels) will instead suggest advanced resources, with the aim of further refining the skills acquired and supporting the user in continuing his professional development path.

Educational resources are available in both English and the national languages of users, thus ensuring better accessibility and greater understanding of the content by an international and multilingual audience.

Recommendations are highly personalized, as they are generated based on specific skill gaps identified for each user.

This approach allows you to optimize the training process, ensuring that users receive training content exactly in line with the areas in which they need improvement, thus promoting targeted and effective learning.

## REST API for Skills Assessment and Recommendation System

The CLAIM model and the related “TaiLENT” platform, for the assessment of skills and the recommendation system, use the REST (Representational State Transfer) API interface, which allows communication between computer systems through HTTP requests.

In other words, a REST API is a set of guidelines on how to design an interface to allow different applications to interact with each other, transmitting and receiving data in a standardized and efficient way.

APIs (Application Programming Interfaces) are mechanisms that allow different software to “talk” to each other. An API is a contract that establishes how an application (called a “client”) can request services or data from another application (called a “server”). APIs are tools that facilitate access to resources and data by users, while maintaining control over how and who can access them, thus ensuring security and management of access rights.

REST APIs work via HTTP requests that carry information between clients and servers.

Once the request is received, the server returns a response containing the requested data (or an error message, if something went wrong).

To be considered RESTful, an API must follow some guidelines:

- **Stateless:** each request is independent of the others. No information is retained between requests, making each interaction autonomous.
- **Resource identification:** each element of the system (for example, a product or a user) must be identifiable through a URI (Uniform Resource Identifier).
- **Self-descriptive messages:** Each API response must include information that explains how to interpret and use the returned data.
- **HATEOAS (Hypermedia as the Engine of Application State):** A resource should provide links to other available actions, allowing the client to dynamically explore the system.

Adopting a REST API has several advantages, including:

1. **Simplicity and efficiency:** Unlike other more complex technologies, REST is a set of guidelines that are easy to implement and understand, reducing complexity in design and use.
2. **Scalability and performance:** Due to its stateless nature, the REST API can handle a large number of requests simultaneously, making it ideal for large-scale applications or systems like the Internet of Things (IoT).
3. **Flexibility:** Not being tied to a specific protocol like SOAP (Simple Object Access Protocol), REST can be implemented with different technologies, such as JSON or XML, and can easily integrate with other systems, making it particularly useful for modern web applications and for managing mobile services.
4. **Mobile Compatibility:** They are particularly suitable for supporting mobile devices, as they allow for lightweight and fast data transmission, which is necessary for applications operating in resource-limited environments.

5. **Interoperability:** The ability to interact via JSON and HTTP standards allows the system to be compatible with different platforms and applications, increasing the possibilities of implementation in various business contexts.

A REST API is a powerful and flexible tool that allows applications to interact with data and resources in a standardized and highly efficient way.

In the context of the CLAIM model, the API handles the following main operations:

- **Skills assessment:**

- Users fill out self-assessment questionnaires through the dedicated interface created on the platform. Once completed, the data is sent to the REST API in JSON format
- The API, using the default assessment model, calculates the overall and average score for each skill by aggregating the answers. The answers are then mapped to the predefined skill levels (Basic, Intermediate, Advanced, Specialized) and the result is returned to the client in JSON format.
- The API also allows you to return more detailed information about individual answers, to provide an in-depth assessment. This includes the score for each individual question and an analysis that highlights the skills to strengthen or improve.

- **Training recommendation system:**

- The REST API provides personalized recommendations for each user, capable of filling the skills gaps that emerged from the assessments carried out, offering training video pills, video tutorials, narrative branching scenarios, edu-games, case studies and other educational resources.
- The API can respond to the development needs of skills related to digital, green, entrepreneurial and specific soft/hard skills, ensuring that each training response is tailored to each employee.
- The recommendation API is activated based on the data sent by the client, returning a list of educational contents sorted by relevance to the detected skill gap.

### Scalability and Continuous Improvement of the CLAIM Model

The CLAIM model, integrated with the TaiLENT platform, is designed to effectively and continuously respond to the training challenges of SMEs, ensuring scalability that allows the seamless integration of new skills and the constant updating of training recommendations in line with the evolution of the market and global trends.

Scalability ensures that as new skills are added or business needs change, the assessment system can easily expand, while maintaining consistency and effectiveness in recommendations. This allows SMEs to be constantly aligned with emerging training needs, which not only address current gaps, but also prepare in advance for future challenges related to technology, sustainability and internationalization.

### Example of application in the context of a skills assessment

Let's imagine that an employee is being evaluated on his/her Communication skills.

Following the administration of a structured questionnaire, the platform collects the responses and calculates the cumulative and average score:

- **Questions and ratings:**

- "How effectively do you express ideas in a team context?" → Rating: 4/4
- "Do you adapt your communication style to different audiences?" → Rating: 3/4
- "How often do you seek feedback to improve communication?" → Rating: 2/4

- **Cumulative score:**  $4 + 3 + 2 = 9$

- **Average score:**  $9 / 3 = 3.0$

With these assessments, the system classifies the user in the intermediate level of competence, indicating that, although he or she has good skills in group communication, there are areas to develop, such as adapting the style to the audience and seeking feedback.

Once the level of competence is determined, the system generates personalized training recommendations to help the user improve his/her communication performance.

For example, if your score is low in the feedback search, the platform suggests specific courses that address this area, such as:

- **Assertive communication courses.**
- **Constructive Feedback Exercises.**
- **Webinars and case studies** on improving feedback and adapting the message to the audience.

The recommendations are not limited to these contents, but also include a long-term development plan, based on emerging skills, such as technology management and sustainability, which are crucial for the future of the market and SMEs.

In relation to the skills related to specific soft / hard skills, in addition to the training recommendations, the platform provides an in-depth description of the capabilities that an employee should have at each skill level.

For example, for an intermediate level of communication, the following might be stated:

"The user has a solid understanding of the dynamics of communication, but for significant growth, it would be useful to develop advanced skills in adapting the message to different types of audiences and in valuing the feedback received. The user should focus on creating measurable communication objectives and using the right tools to monitor the effectiveness of communication actions."

To encourage continuous improvement, the platform suggests training activities such as:

1. Deepen your understanding of current customer characteristics to refine your communications with your audience.
2. Create clearer, more measurable communication goals to optimize effectiveness.
3. Learn to enhance brand resources, aligning them with customer expectations.
4. Strengthen the ability to coordinate internal and external collaborators for more fluid and integrated communication.
5. Explore the use of analytics tools to monitor the effectiveness of communications efforts and proactively adapt strategies.

## The reporting system

The reporting system provides users with detailed feedback on the results of their assessments. This report summarizes the most relevant information, allowing users to get a clear and understandable overview of their competence status and the areas they should focus on for improvement.

In particular, the reporting system is able to provide:

- an in-depth analysis of the user's skill level based on the scores obtained, with a clear description of the skills and competences related to the assigned level;
- a summary of the scores obtained in relation to the questions assessed, which helps to monitor progress and evaluate the user's overall performance;
- evidence of specific suggestions recommended for the overall development of skills, based on the scores obtained and the gaps identified;
- evidence for each question of recommended suggestions aimed at addressing the identified areas of weakness and helping the user to strengthen their skills.

The report generated by the system allows you to easily understand the position of each user, allowing you to make informed decisions on how to improve your skills.

## THE TaiLENT PLATFORM

To support the adoption and application of the CLAIM Model, CONFORM, also taking into account the contributions received from partners:

a) with the linguistic adaptation of the Self-Assessment tools of skills:

- digital, green, entrepreneurial, as per European frameworks (DigComp, GreenComp and EntreCompe)
- linked to the 6 soft/hard skills chosen by the partners (Negotiation, Communication, Collaboration, Goal Orientation, Project Management and Time Management);

b) with the mapping of the different educational resources created and/or searched online, paid or free, to be connected to the recommendation system in relation to each level of skills

has implemented all the necessary implementations to allow the use of the platform for testing the CLAIM model.

In this regard, a second-level domain will be created (e.g.: claim.tailent.it) and an ad hoc area of the platform will be activated, dedicated to supporting the CLAIM Model.

In the reserved area of the platform, the Self Assessments will be made available, linguistically adapted to the relevant national contexts of reference of the partnership, usable in multiple languages (IT, ES, PL, EL, SI, BG, EN) until the validity of the project, to allow the regular carrying out of the activities planned for the testing phase, the learning mobility, the multiplayer events and the final event.

The cost of all services related to the use of the ML algorithm and generative AI, as well as the cost of setting up the dedicated server space, for user enablement activities and for creating reserved areas on the platform for the SMEs selected for the experimentation, will be supported by CONFORM on behalf of the entire partnership.

Each partner, in relation to the testing obligations to be respected, will communicate for the implementation of the activities foreseen by WP 4 the number of SMEs to be activated on the platform and for each of them the number of employees for whom to issue the encrypted key containing all the data necessary to be able to access the free use of the testing tools, following the procedures foreseen for the access and use of the “TaiLENT” services which will be specified in the operating manual that will be made available by CONFORM.

The reserved areas created on the platform for each of the SMEs that will be involved in the testing phase will be available free of charge until the end of the project, to allow each SME to use the various functions of the platform, including those intended for:

- to the creation of Self-Assessments for the evaluation of professional skills relating to the profiles available in the platform dedicated to the European Classification of Skills/Competences, Qualifications and Occupations (ESCO);
- to the creation of questionnaires for the hetero-evaluation of digital, green, entrepreneurial skills and those related to the 6 chosen soft/hard skills, after having contextualized them according to the specific needs of each organization in terms of process, product/service and market.

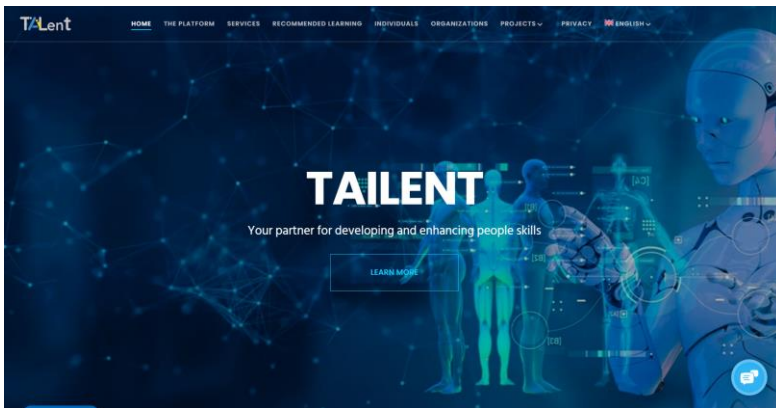
in order to evaluate the potential benefits for its future use.

Any use of the “TaiLENT” platform at the end of the project will be defined on the basis of a usage protocol that will be stipulated with each interested partner, which will regulate:

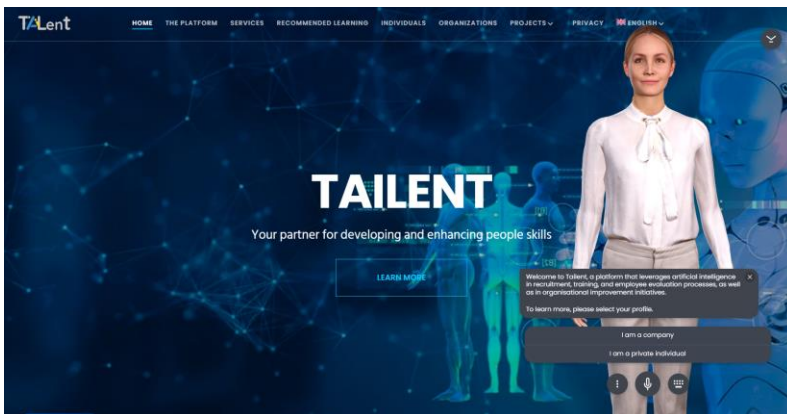
- the methods of using the platform services,
- the cost borne by each partner, in case of direct use of the platform
- the price that can be applied by the partner within its reference market,
- the monthly and/or annual cost of creating reserved areas to be dedicated to SME clients,
- the cost of character packs (AI Tokens) for use of the AI Generator, etc. (as further described below)

## The “TaiLENT” platform portal

The English version of the public portal of the “TaiLENT” platform can be found at: <https://tailent.it/en/>



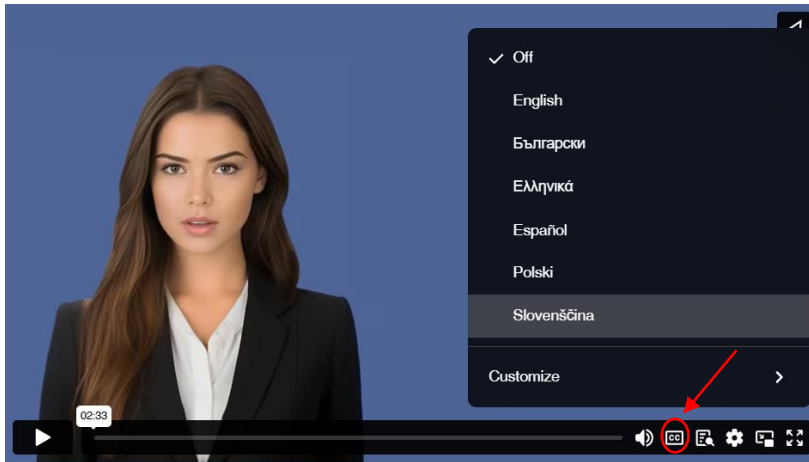
The TaiLENT general portal also features an AI-Based Conversational Avatar that allows users to communicate in English to obtain information on the services made available by the platform for private individuals and organizations.



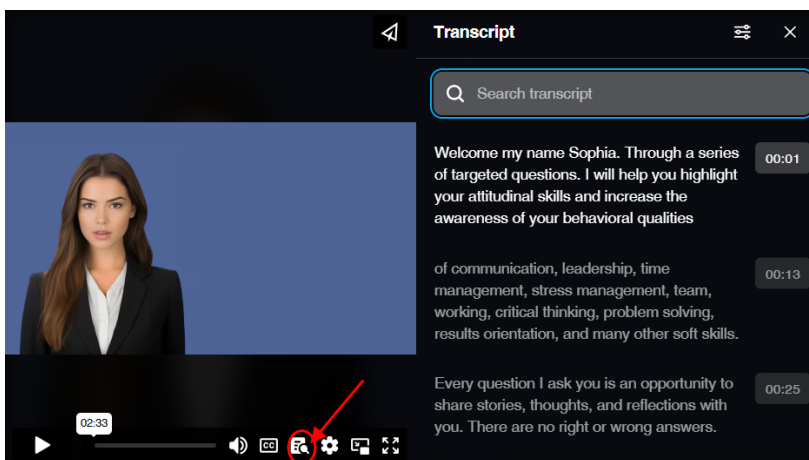
In this regard, it is specified that the version of the “TaiLENT” platform intended to support the CLAIM Model, does not provide for the activation of the features available to allow a private individual to access its services, after purchasing the credits necessary to be enabled to use the various tools. The version of “TaiLENT” for CLAIM will therefore be limited to the tools selected by the partnership and with the activation of the features provided for organizations.

Both on the "Home" and in the "Services" section of the portal, there are countless videos available that describe the "Conf4People" model, the basis of the CLAIM Model, the features of the platform and the main services offered, all of which can be consulted:

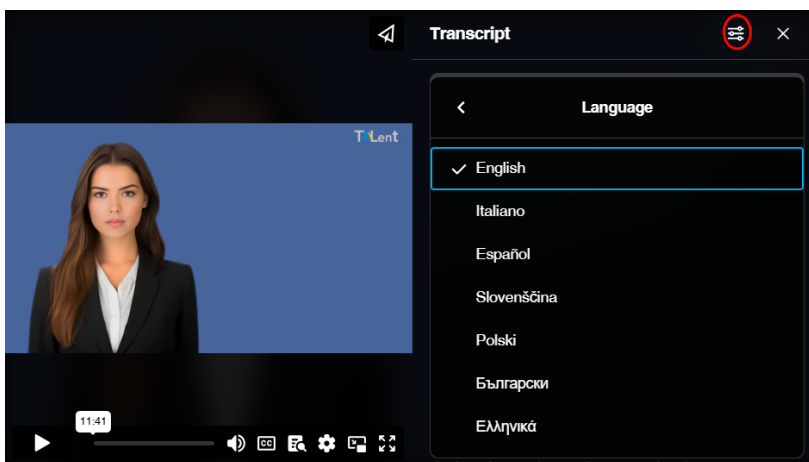
- in the different national languages of the partnership, thanks to the translations made by each partner of the subtitles and which can be selected by the user using the cc function:



- in the transcription of texts, using the appropriate function:



also in this case available in the national languages of the partnership:



In the section dedicated to "Services", the portal shows the text and individual videos that describe some of the main services offered, independently from those then made available by the CLAIM Model and specifically:

- **Interview to evaluate 22 attitudinal and/or behavioral soft skills**

The TaiLENT platform allows you to manage, through the use of an AI-Based Conversational Avatar, an interview with a registered user, distinguished between a user without previous work experience and a user with work experience already gained, by administering a panel of 20 questions structured according to the EQF level chosen by the user (Executive-Operational,

Management-Organizational and Directive/Managerial), in order to evaluate the presence of such attitudinal and/or behavioral skills. Artificial Intelligence will analyze the answers provided by the user, for a maximum duration of 2 minutes per question, with the aim of collecting useful information to be analyzed, through the use of multiple algorithms, to generate an overall assessment of the level of possession of the individual attitudinal and/or behavioral skills, as detected as a result of the interview.

#### - **Self-Assessment Digital Skills**

The TaiLENT platform allows you to self-assess the level of control of the 21 digital skills, as per the European framework “DigiComp 2.2”, as a reference framework of knowledge, skills and attitudes that allow people to interact with digital technologies, including basic ICT skills and the use of devices to find, exchange and evaluate information. The conceptual model developed at the base of the Self Assessment of Digital Skills is based on the self-assessment of the following 5 areas of competence:

1. **Information and data literacy**, with specific skills: Navigate, search and filter data; Evaluate data, information and digital content; Manage data, information and digital content.
2. **Communication and collaboration**, with specific skills: Ability to interact with others through digital technologies; Sharing information; Exercising citizenship; Collaborating; Netiquette; Correct management of digital identity.
3. **Digital Content Creation**, with specific skills: Develop digital content; Integrate and rework digital content; Copyright and licenses; Programming.
4. **Safety**, with specific skills: Device protection; Protection of personal data and privacy; Protection of health and well-being; Protection of the environment.
5. **Problem solving**, with specific skills: Technical problem solving; Identifying technological needs and responses; Creative use of digital technologies; Identifying digital competence gaps.

#### - **Self-Assessment Entrepreneurial Skills**

The TaiLENT platform allows you to self-assess the level of entrepreneurial skills, as per the European framework “EntreComp”, as the individual's ability to transform ideas and opportunities into action through the mobilization of multiple resources.

The Self Assessment is based on the following 3 areas of expertise:

1. “Ideas and opportunities”, with specific skills: Recognizing opportunities; Creativity; Vision; Valuable ideas; Ethical and sustainable thinking
2. “Resources”, with specific skills: Self-awareness and self-efficacy; Motivation and perseverance; Mobilizing resources; Economic-financial knowledge; Mobilizing others
3. “In action”, with specific skills: Taking initiatives; Planning and management; Dealing with uncertainty, ambiguity and risk; Working with others; Learning from experience

#### - **Self-Assessment “Green” Skills**

The TaiLENT platform allows you to self-assess the level of sustainability skills, as per the European “GreenComp” framework, which are necessary for all sectors and at all levels of the job market, both to promote ways of thinking, planning and acting with empathy, responsibility and attention to the planet and public health, and to foster critical thinking, systemic thinking, problem solving and innovation.

The Self Assessment is based on the following 4 areas of expertise:

1. “Making sustainability values our own”, with specific skills: Giving value to sustainability; Supporting equity; Promoting nature
2. “Grasping the complexity in sustainability”, with specific skills: Systemic thinking; Critical thinking; Problem framing
3. “Imagining sustainable futures”, with specific skills: Futures literacy; Adaptability; Exploratory thinking.
4. “Acting for sustainability”, with specific skills: Political action; Collective action; Individual initiative.

### - **Self-Assessment Professional Skills**

The TaiLENT platform allows self-assessment of skills related to one or more professional profiles selected from those present in the National Framework of Regional Qualifications (QNQR). This service, valid only for Italy, will be implemented soon with a direct connection to the platform dedicated to the European Classification of Skills/Competences, Qualifications and Occupations (ESCO), which will be tested by the CLAIM project during the learning mobility and the experimental activities foreseen by WP4.

Each Self-Assessment created and uploaded to the platform allows you to detect the level of protection of the skills being analyzed, automating the process of identifying any gaps to be filled with the "recommendation" of a personalized training response, through both the use of self-learning products (e-learning) and/or participation in in-person courses, experiential courses, coaching activities, counseling, project work and any other solution based on innovative teaching methodologies, capable of supporting the development and/or consolidation of the skills required to carry out the tasks related to the current organizational position or to that of possible professional growth or reconversion in a more effective and efficient way.

### - **Self-Assessment Soft and Hard Skills**

The TaiLENT platform provides 20 Self-Assessments developed to allow the self-assessment of specific Soft and Hard Skills. Based on the score obtained by the user, the level of possession of the skill being analyzed will be attributed and in relation to it, the generative AI will return:

1. **a description consistent with the detected level**(basic, intermediate, advanced, highly specialized);
2. **a recommendation of the most relevant aspects and/or thematic areas that the user should explore further** in order to improve the implementation of the specific skill being analyzed.

### - **Hetero-assessment of skills tests**

The TaiLENT platform allows to detect the level of possession of professional, digital, green, entrepreneurial skills and those related to specific soft and hard skills, contextualized to the specific organizational, productive and distributive characteristics of the reference structure of each evaluated user.

The generative artificial intelligence system, supporting the hetero-evaluation process, will allow the preparation of a panel of targeted questions, self-generated based on specific company documentation (e.g.: work procedures, manuals, promotional-communication documents, etc.), to detect the level of possession and exercise of each assessed skill.

The section dedicated to “Organizations” allows companies, universities, schools, public bodies, training and employment agencies, and consulting firms to understand the advantages that the platform offers, allowing them to enhance human resources management and contributing to operational efficiency and business innovation.

In particular, each organization, using TaiLENT, can:

- map, monitor and evaluate the skills of your employees, allowing you to detect any gaps, with the planning of in-person, experiential and e-learning training courses, as well as coaching activities, project work and any other solution based on innovative teaching methodologies to promote personalized development for each resource. This approach improves the alignment of skills with business needs, increasing the productivity and effectiveness of the team.
- customize the training process, with the adoption of content and training paths based on gap analysis to update the skills of your resources, preparing them for the evolutions of the sector in order to face the new challenges of the market and respond effectively to emerging requests, while reducing the risks associated with the lack of critical skills.
- support the process of selecting new staff and the internal relocation of resources already in the workforce, analyzing in detail the skills of candidates and employees.
- promote a corporate culture oriented towards continuous improvement and excellence, strengthening the skills of its employees, making them more capable of facing market challenges, thus contributing to sustainable growth and corporate innovation

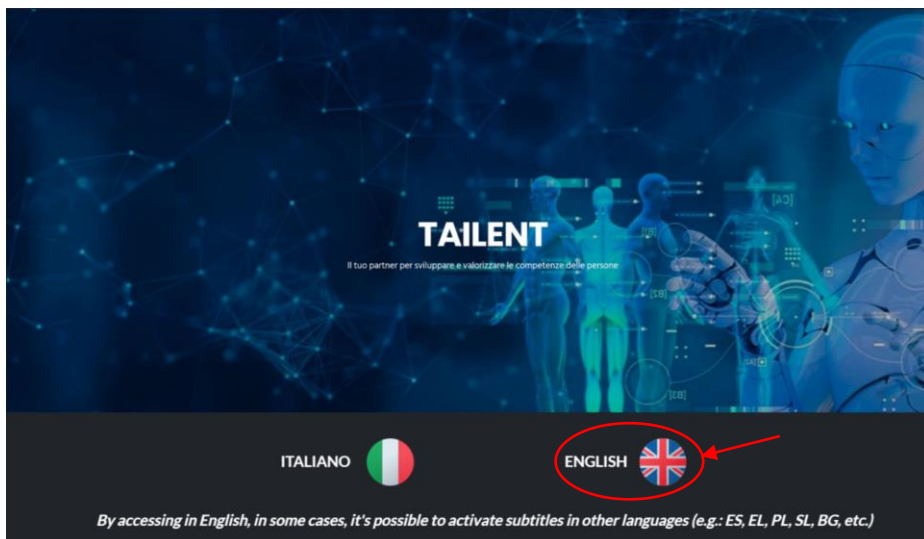
- improve employee satisfaction and motivation, stimulating a sense of belonging and commitment and retaining talent within organizations.
- monitor and evaluate the effectiveness of training, quickly adapting staff development strategies to emerging needs.
- support the development of digital, green, entrepreneurial, professional skills and those related to specific soft and hard skills, to pursue the strategic objectives of technological innovation, sustainability, social responsibility and internationalization.

From each page of the portal you can access the “TaiLENT” platform for registration, or by accessing it directly at the Internet address: <https://platform.tailent.it>

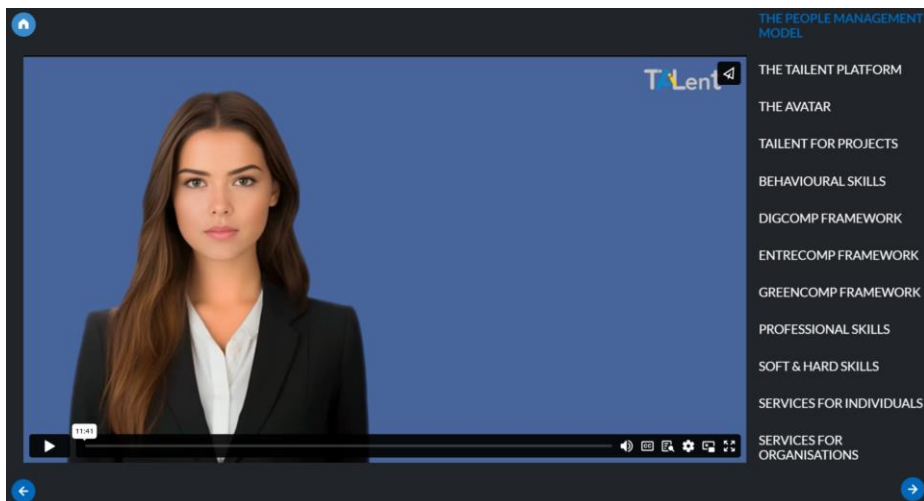
Obviously, as soon as an area of the platform dedicated to CLAIM has been activated, the connection to the platform will be activated both from the CLAIM Project portal and from the section of the TaiLENT portal dedicated to the CLAIM project, at the second level address named after the project, namely: <https://claim.tailent.it>

### Registration and operation methods of the “TaiLENT” platform

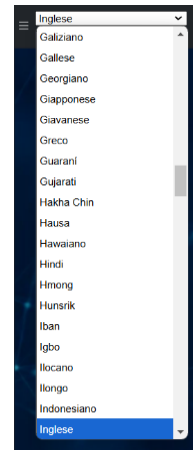
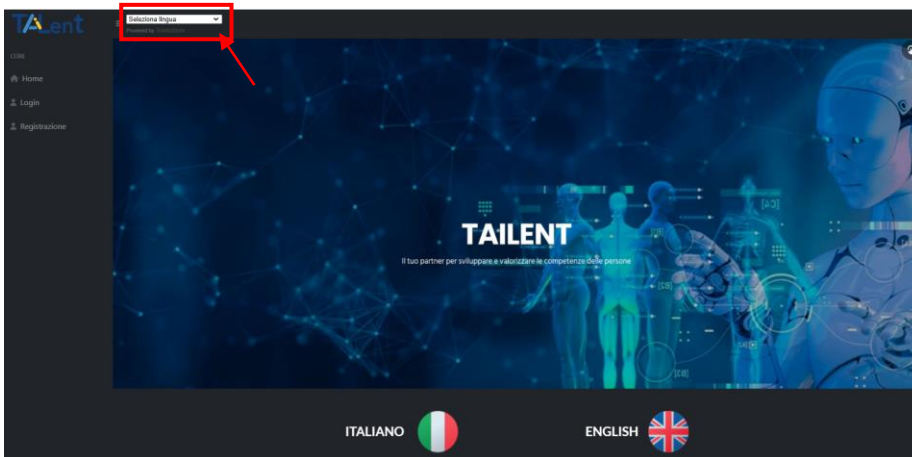
The Home Page of the “TaiLENT” platform also contains the Digital Book which contains all the videos presenting the methodology, the platform features and the services available in general and the specific ones activated for private individuals and organizations.



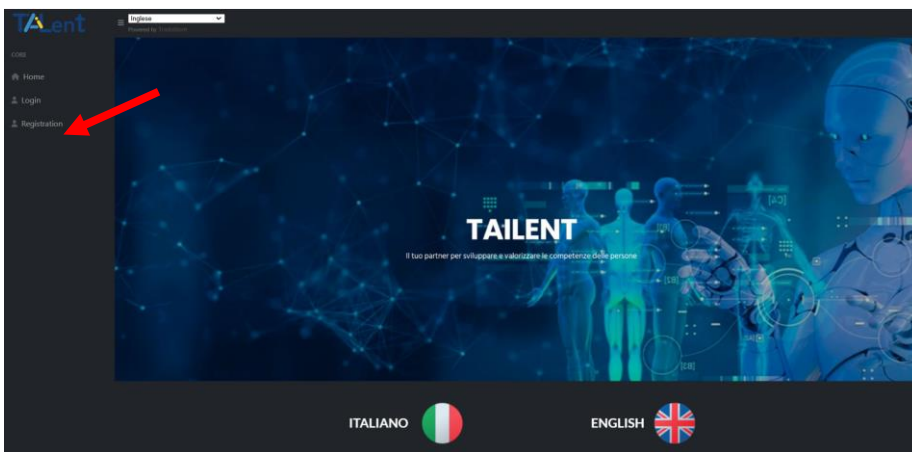
The English section of the Digital Booklet allows you to enjoy all videos in English with subtitles in all the languages of the partnership.



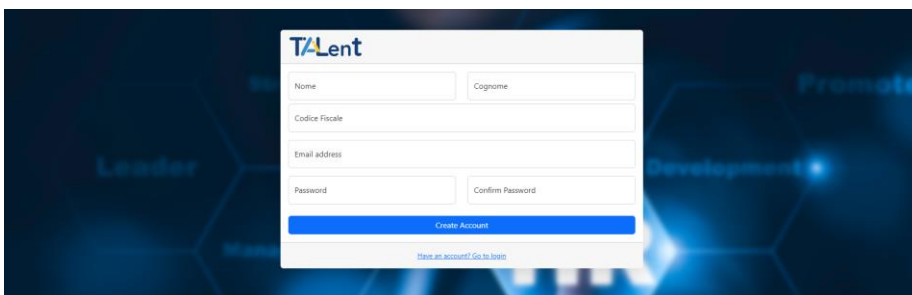
From the Home Page of the platform it is possible to select the navigation language, among all those available



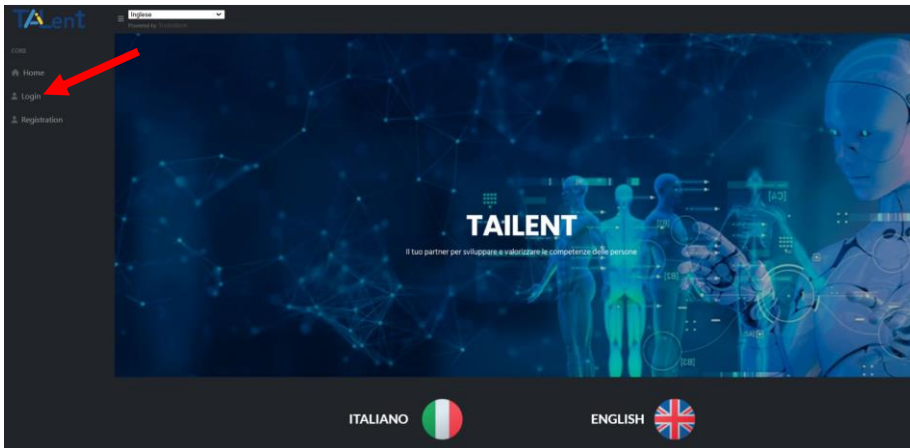
Once you select the language (e.g. English), click on the “Registration” button in the side menu



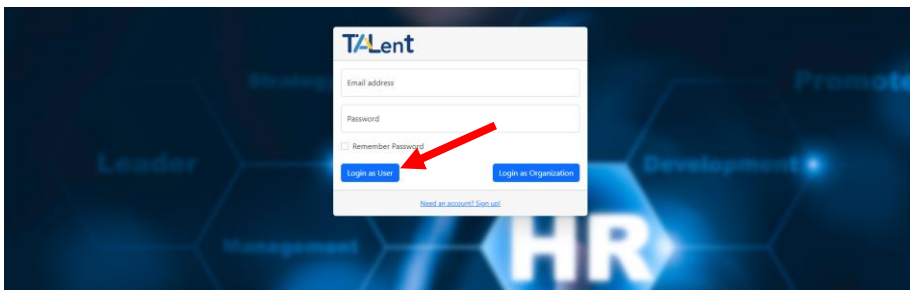
you access the form for entering the required data necessary for creating the account.



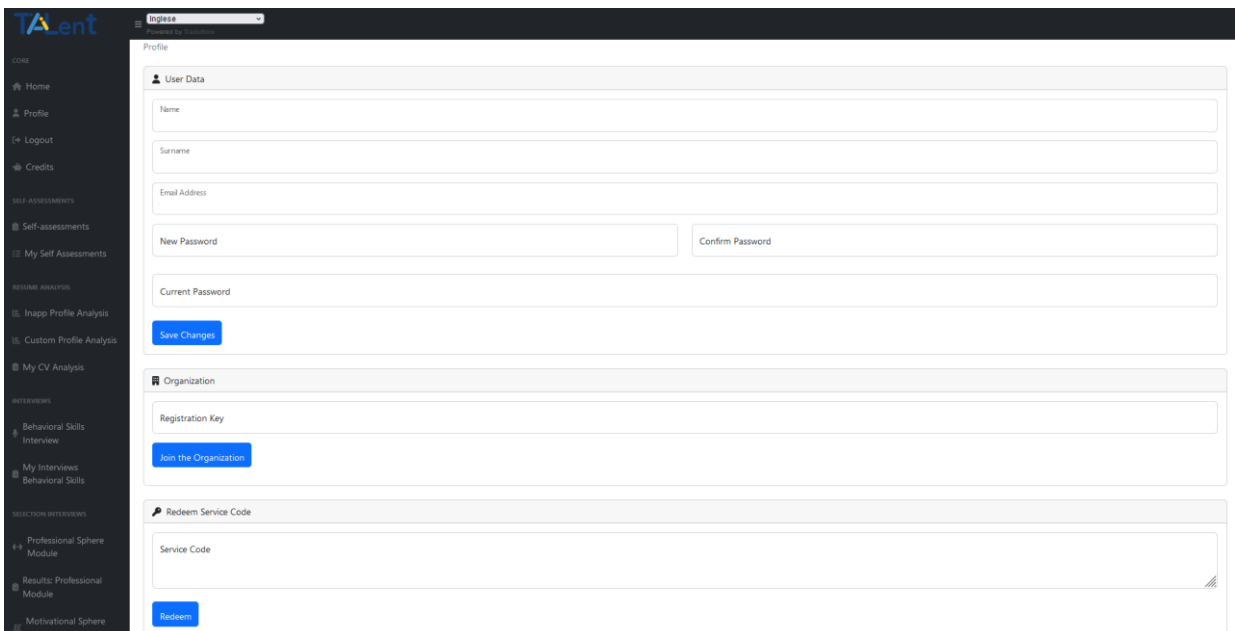
Once the user has already registered, he will have to select the “login” button instead.



The system displays the form for entering the login credentials (username and password). Once the data entry is completed, the user will have to click on the **"login as user"** button



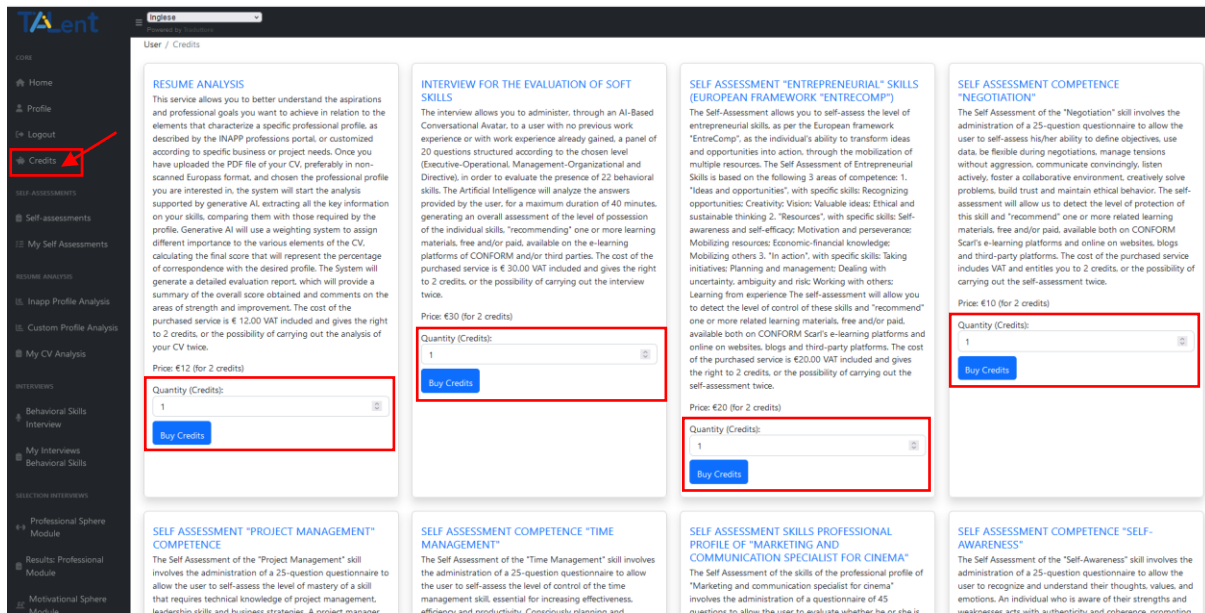
Once the credentials have been entered, the user accesses the platform



Each user, once logged in to the platform, if he uses it in a personal capacity, as an individual and not as an employee of a public and/or private organization, or as a beneficiary of actions envisaged in the context of national or community projects (such as for example the CLAIM project), in order to benefit from the services of “TaiLENT” he must first purchase the “credits”, as foreseen according to his specific needs.

Once the credit purchase transaction has been completed, via the “PayPal” system, the user is enabled on the platform to use the purchased service.

To access the "credits" section, the user, once logged in, must click on the "Credits" functional button from the side menu to access all the services that are made available for their use. Each service is briefly described in its functional characteristics, with an indication of the cost in Euros and information on the number of credits attributed to it. For example, if the value is 1, this means that the user is purchasing a service that can be used only once. If the value is 2, this means that the user has the possibility of using the service twice, and so on.



In relation to the CLAIM project, users who will take part in the experimental activities foreseen by WP4 will not have to purchase the credits necessary for testing the Self-Assessments, but each user will be issued, through the SME to which they belong, the encrypted key generated by CONFORM, containing all the data of the Self-Assessments to be carried out.

The different sections of the platform dedicated to Gap Analysis have been developed to diagnose the training needs of users in a personalized, limited, selective way, with the aim of preventing the risk of a content-based approach to professional training, to adopt instead the competence-based model, to identify and enhance what people know, what they can do and how they can do it to strive for excellence.

The platform allows you to perform gap analysis in two ways:

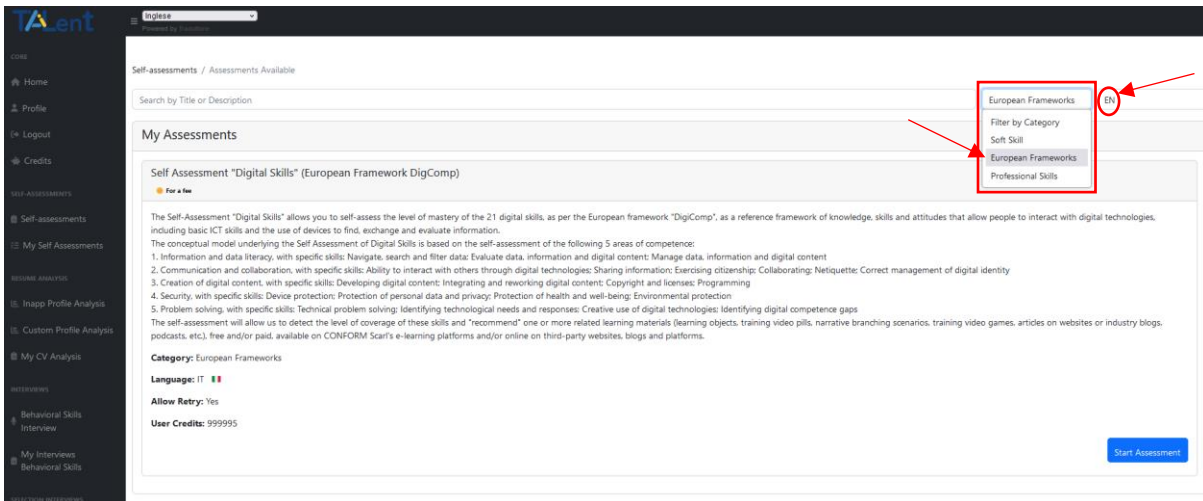
- with an interview with a registered user (unemployed or out of work, employee of companies and/or institutions), distinguished between users without previous work experience and users with work experience already gained, conducted through the use of an AI-Based Conversational Avatar that will administer 20 questions that are chosen by the system from a total panel of 32 questions based on the level chosen by the user (Executive-Operational, Management-Organizational, Directive-Managerial), to evaluate the presence of attitudinal and/or behavioral skills
- with **self-assessment questionnaires** consisting of multiple-choice questions that allow us to detect, with the support of ML algorithms, the user's perceived level of proficiency in the skill being self-assessed, divided into "basic", "intermediate", "advanced" and "highly specialized".

Based on the identified skills gap, the recommendation system will suggest a targeted training response, in relation to individual attitudinal/behavioral skills, professional profile, digital, green, entrepreneurial skills and specific soft and hard skills, in order to facilitate their development or consolidation, as a necessary condition to carry out the tasks related to the current organizational position or to that of possible professional growth or reconversion in a more effective and efficient manner.

For the CLAIM project and the testing of its Model, the authorized user can access the use of linguistically adapted Self Assessments to evaluate digital, green, entrepreneurial skills and those related to the six soft skills chosen by the partnership.

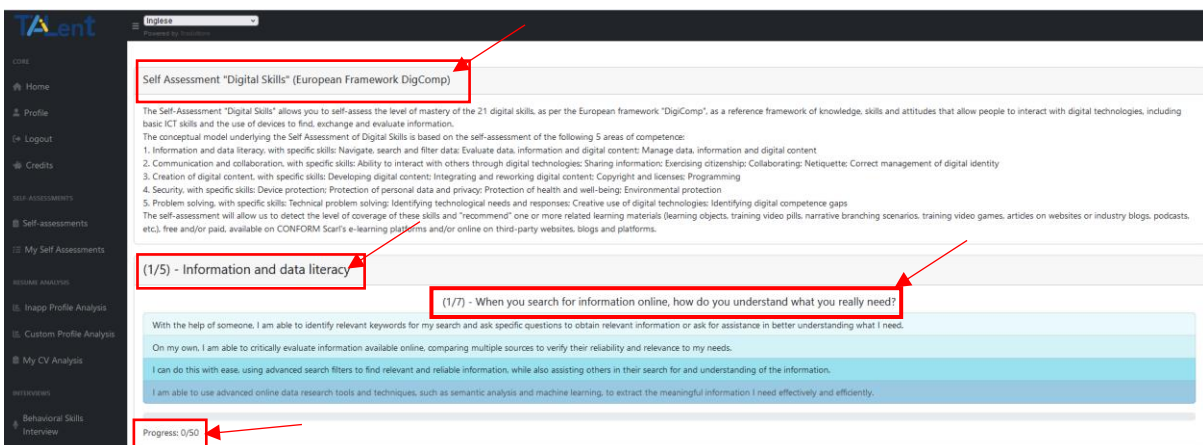
In particular, each user, once they have accessed the Self Assessment section, can filter all the services offered using the appropriate functions of the drop-down menus, which allow them to apply the filter both by category and by language.

For example, by applying the filter relating to the European frameworks and the English language, the system shows the Self Assessments linked to DigComp, for the analysis of Digital Skills, to GreenComp, for the analysis of green skills, and to EntreComp, for the analysis of entrepreneurial skills.

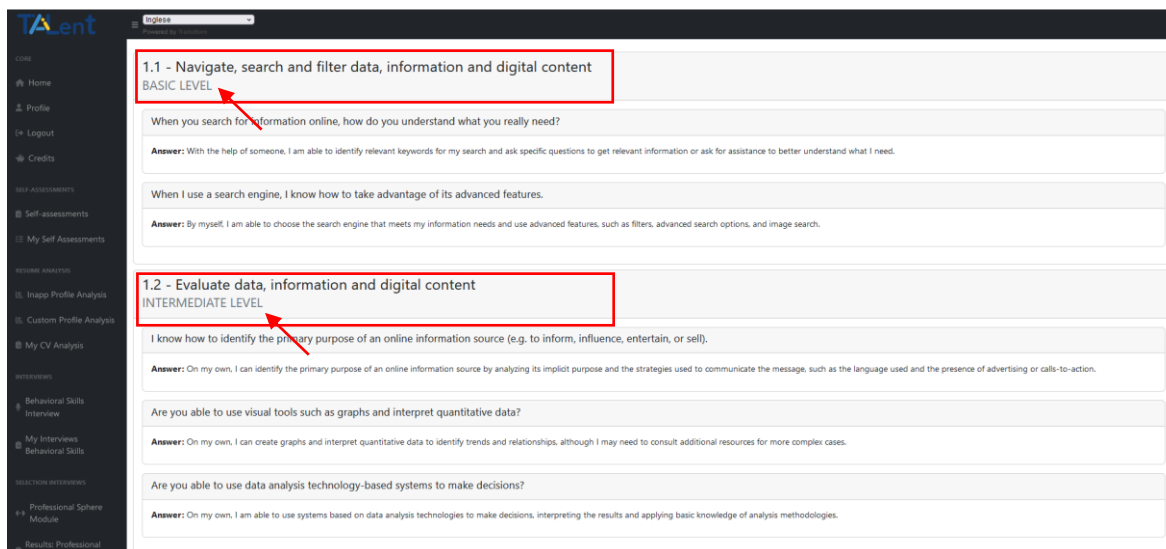


The active questionnaires on the platform, in the space dedicated to CLAIM, were fed by Excel files translated by the partners into their national languages and into English (IT, ES, PL, EL, SI, BG, EN), which the system automatically loaded and made available based on the forms created to allow the user to choose the answers considered most consistent with their perceptions of protection of digital, green, entrepreneurial skills, and related to the 6 soft/hard skills. With the choice of answers, the system transfers the related values to the ML algorithm and to the generative AI, to analyze the data, obtain feedback on the level of competence possessed and to recommend educational resources aimed at filling the gaps detected.

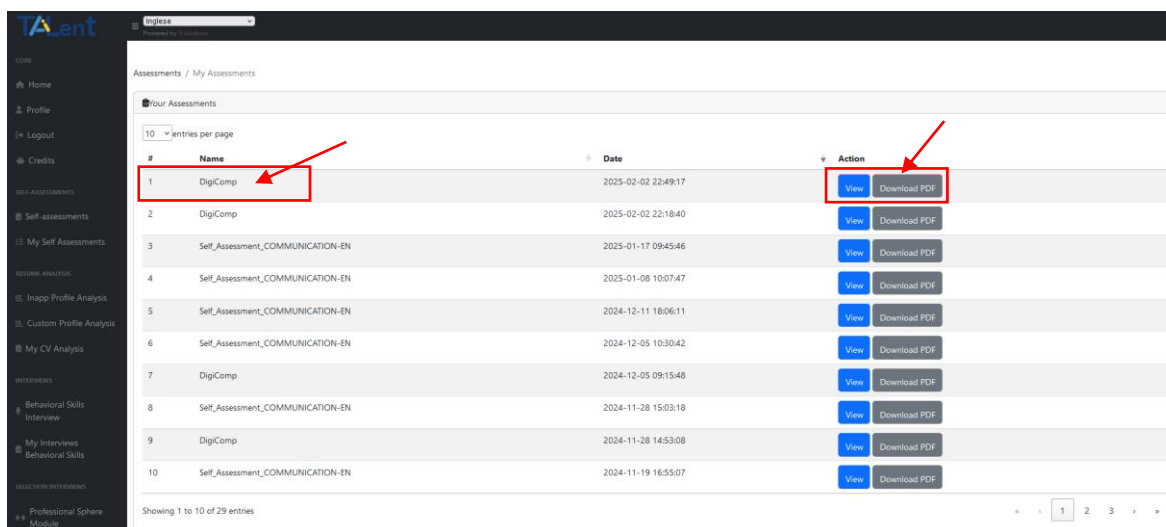
Continuing with the previous example, once the user has selected the Self-Assessment relating to the European framework “DigComp”, he/she will be able to access the following screen of the platform, where after a brief presentation of the main purposes of the Self-Assessment dedicated to the evaluation of digital skills, he/she will be able to start the questionnaire, answering the questions presented to him/her by the system for each of the 5 areas of competence of the DigComp



Specifically, the Self Assessment on digital skills is structured in 50 questions, divided into the 5 areas of competence of the DigComp (which are displayed on the video in sequence) and for each area the user is asked to choose the answer that he considers most coherent with respect to each of the questions that have been planned to analyse the related skills. Once the Self Assessment has been completed, the system returns the level of support for each DigComp skill, question by question, as can be seen from the following screen



At the end of each Self Assessment, the user has the possibility to review the results obtained at the end of the self-assessment, by accessing the "My Self Assessment" section, where he can view those carried out or download them in pdf format.



The display provided on the platform for the Self-Assessments of the skills related to the 6 soft/hard skills selected by the partnership is different.

To understand the difference compared to the previous visualization, let's take as an example the results obtained by administering a Self Assessment relating to the Soft Skill of "Communication".

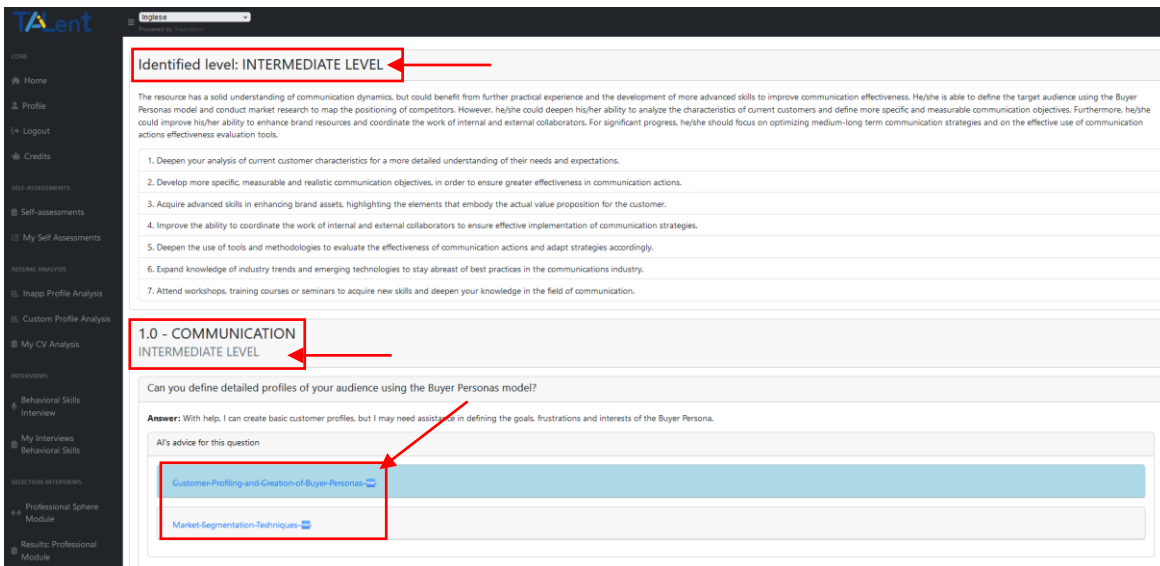
In this case, the AI returns:

- a general comment on the overall level of mastery of the "Communication" skill, also providing a non-formative recommendation, aimed at suggesting the actions to be implemented to strengthen the level of possession of the Soft Skill.
- the detail relating to the level of possession of the Skill in relation to each question of the questionnaire, for each of which, in addition to providing information on the question asked and the answer provided by the user, it also reports the training suggestions generated by the

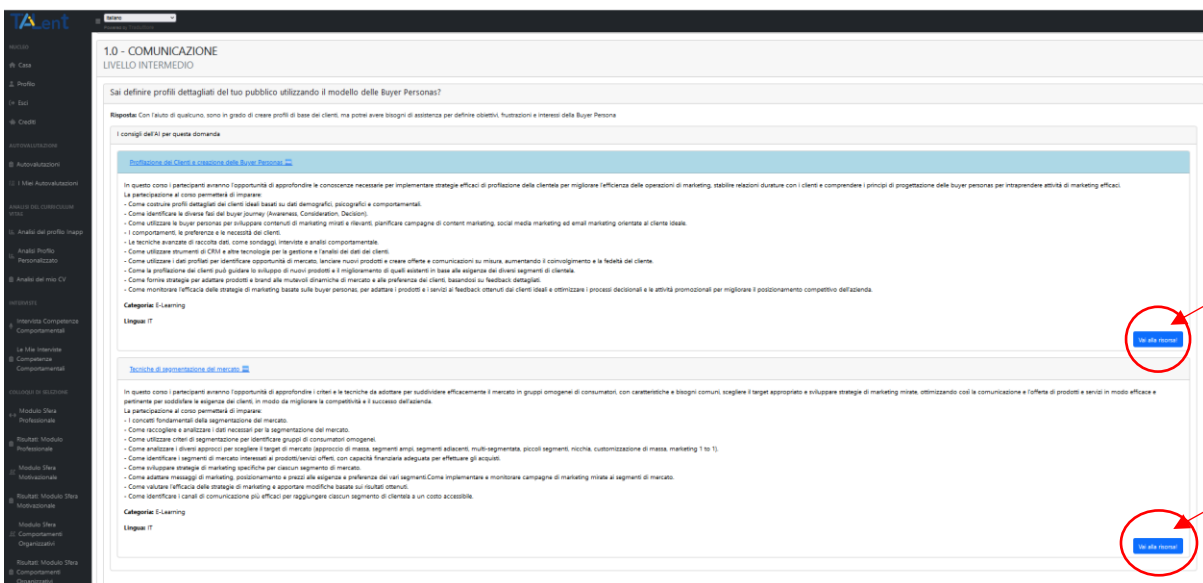
recommendation system, with an indication of the educational resources linked to each specific skill

Below is the screen as displayed by the system, from which it can be seen:

- at the beginning of the report, the description of the average overall level (in the example the intermediate level is indicated)
- the description of the overall level of user control of the “Communication” skill
- the individual questions (remember that for each soft/hard skill the questionnaire is made up of 25 questions) that were asked to the user
- the answer chosen by the user in relation to the 4 available options
- the training recommendations generated by the AI based on the educational resources made available for each identifying element of the “Communication” skill



The user, by clicking on each recommendation provided, to know what type of resource has been suggested to him and to evaluate from the description of the same whether or not to click on the link to access the platform, the site or the store for the relative use.



As regards, instead, the access of the SMEs that will be involved in the testing activities foreseen by WP4 “EXPERIMENTATION OF THE CLAIM MODEL”, it should be specified that each organization, in order to use the various functions foreseen by the “TaiLENT” platform, must have

requested and obtained approval for the creation of a reserved area dedicated to them, supporting the costs foreseen to cover the activated functions.

In particular:

- for the creation of the dedicated reserved area, the cost is €100.00 + VAT per month or €900.00 + VAT for the annual duration, with the relative customization based on the logo and other information received from the reference organization, in addition to the activation of the functions for:
  - the creation of Quizzes for hetero-evaluations, with the manual generation of questions and related answers to analyze digital, green, entrepreneurial and soft/hard skills, contextualized according to the specific needs of the organization in terms of process, product/service and market;
  - the autonomous management of a personalized recommendation system, to connect the various educational materials and/or operational tools owned by the organization to the questionnaire(s), following the operating methods provided by the platform;
  - monitoring of all users authorized to use one or more Self-Assessments previously purchased by the organization, based on the commercial offer requested and received by CONFORM, signed under the conditions of the applied price, determined based on both the number of services requested and activated, and the number of beneficiary participants. The purchase is considered completed with the subsequent generation of the encrypted key that the organization must in turn send to each user.
- to use the two advanced functions that make use of the AI Quiz Generator, for:
  - **creation of Self-Assessment of professional skills** relating to a profile selected from the European Classification of Skills/Competences, Qualifications and Occupations (ESCO) platform, in order to analyse the skills of each employee according to European standards.
  - **Creation of Quizzes for Hetero-evaluations** with the automatic generation of questions and related answers, for the analysis of digital, green, entrepreneurial and soft/hard skills, using Artificial Intelligence to contextualize them to the needs of the organization based on the documentation (text) uploaded into the system (e.g.: information brochures, internal circulars, product/service sheets, manuals and operating procedures, etc.) following the operating methods provided by the platform

The organization will have to subscribe to the purchase of one of the following AI Token packages:

- 300,000 characters (about 75,000 Tokens): €6.00 + VAT
- 500,000 characters (about 150,000 Tokens): €10.00 + VAT
- 750,000 characters (approximately 187,500 Tokens): €15.00 + VAT
- 1,000,000 characters (about 250,000 Tokens): €20.00 + VAT
- 1,250,000 characters (approximately 312,500 Tokens): €25.00 + VAT
- 1,500,000 characters (about 375,000 Tokens): €30.00 + VAT
- 1,750,000 characters (approximately 437,500 Tokens): €35.00 + VAT
- 2,000,000 characters (about 500,000 Tokens): €40.00 + VAT
- 2,250,000 characters (approximately 562,500 Tokens): €45.00 + VAT
- 2,500,000 characters (about 625,000 Tokens): €50.00 + VAT
- 3,000,000 characters (about 750,000 Tokens): €55.00 + VAT

For SMEs involved in the testing of the CLAIM model, in relation to the activities foreseen by WP4, the above costs will be supported by CONFORM, which will activate for each SME indicated by the partners, based on the project indications, a reserved area for the use of the various functions, as listed above. In particular, each SME will be able to:

- access the reserved area for free for the duration of the trial phase
- use the AI-Based function provided in the platform, using the AI Token package offered free of charge by CONFORM, as reported below, to:

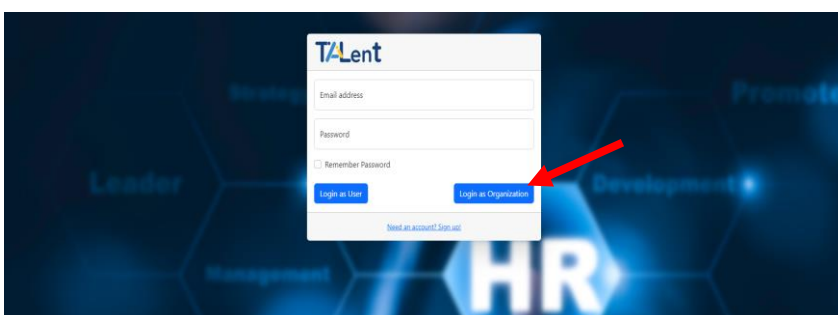
- automatically create professional Self-Assessments linked to the profile(s) selected by the European Classification of Skills, Competences, Qualifications and Occupations (ESCO) platform,
- compare the CV of the employee and/or collaborator and/or participant in a funded project, uploaded to the platform in Europass format, as a non-scanned pdf file, with the professional profile selected by the platform for the European Classification of Skills/Competences, Qualifications and Occupations (ESCO). The system will start the analysis supported by generative AI, extracting all the key information on their skills, comparing them with those required by the profile, generating a detailed evaluation report, with a summary of the overall score obtained and comments on the areas of strength and improvement.
- conduct an interview on the “Professional Sphere” of the employee and/or collaborator and/or participant, in addition to the analysis of the CV, with the aim of evaluating the user's knowledge and skills compared to those foreseen by the professional profile selected by the platform for the European Classification of Skills/Competences, Qualifications and Occupations (ESCO) in the INAPP Professions database.

At the end of the interview conducted by an AI Avatar, a personalized report is provided that includes an in-depth assessment of skills, a score of consistency with the professional profile and suggestions for improving any critical areas.

- use the functions for the creation of hetero-evaluation QUIZ with both manual and automatic generation (AI Quiz Generator) of questions and related answers to analyze digital, green, entrepreneurial and soft/hard skill skills, contextualized according to the specific needs of the organization in terms of process, product/service and market, always using the AI Token package offered free of charge by CONFORM, as reported below
- independently manage the recommendation system, to connect your own teaching materials and/or operational tools to the questionnaire(s), following the operating methods provided by the platform;
- monitor all users enabled to use the Self-Assessments provided for testing the Model in relation to digital skills (DigComp), green skills (GreenComp), entrepreneurial skills (EntreComp) and skills related to the 6 soft/hard skills chosen (Negotiation, Communication, Collaboration, Goal Orientation, Project Management and Time Management), activating the encrypted key generated by CONFORM containing the number of services requested and activated and the number of employees involved in the experimentation.
- use the package made available free of charge by CONFORM for the testing activities envisaged by WP4, corresponding to the solution of 500,000 characters (approximately 150,000 Tokens), for the creation of Self-Assessments of professional skills and Questionnaires for the hetero-evaluation of digital, green, entrepreneurial and soft/hard skills.

In order to access its own reserved area, once created by CONFORM, based on the agreed conditions, as reported above, each organization must enter the credentials that have been issued to it (username and password).

By entering the credentials, the organization can access its reserved area by clicking on the "Login as Organization" button.



Once logged into the platform, the system displays information related to the activated operating areas.

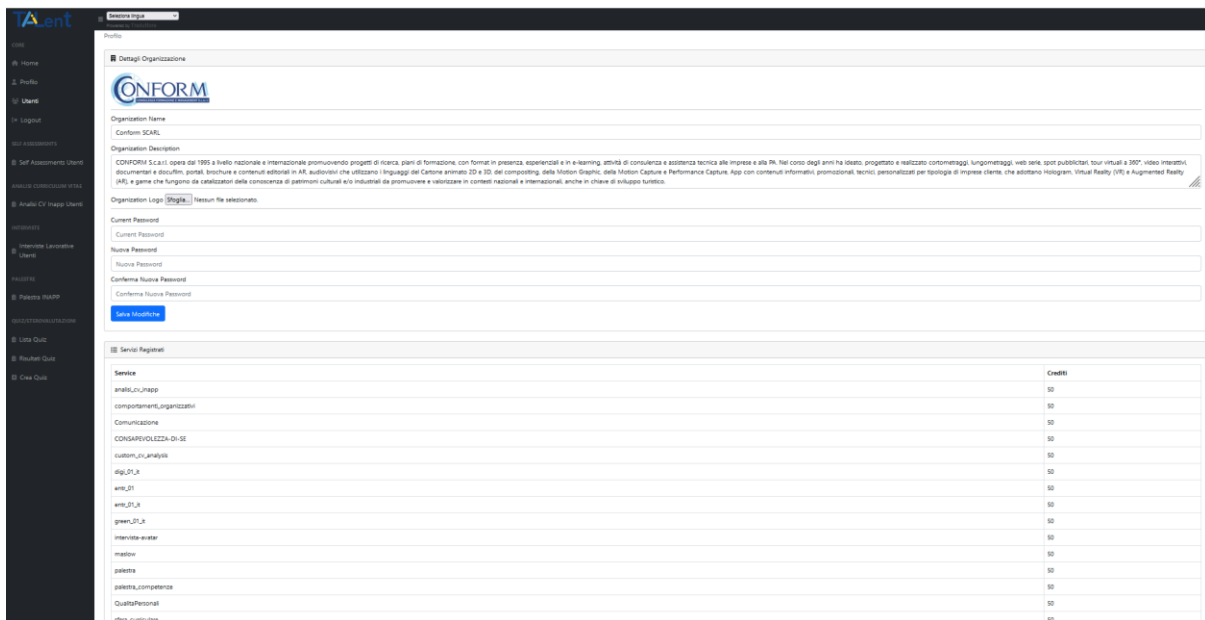
The organization can thus:

- consult the information that has been entered and the services activated
- change the password created by CONFORM during activation by entering the new password in the appropriate field and proceeding with the relative confirmation

The following screen, activated by the system, shows:

- the logo of the structure, to which all the final beneficiaries who will have to use the service(s) purchased and made available to them on the platform will be connected;
- general information about the organization;
- the function to change and confirm new “password”
- the “Service” section with the list of activated services (Self-Assessment enabled for use by employees, as included in the encrypted key generated for each organization)

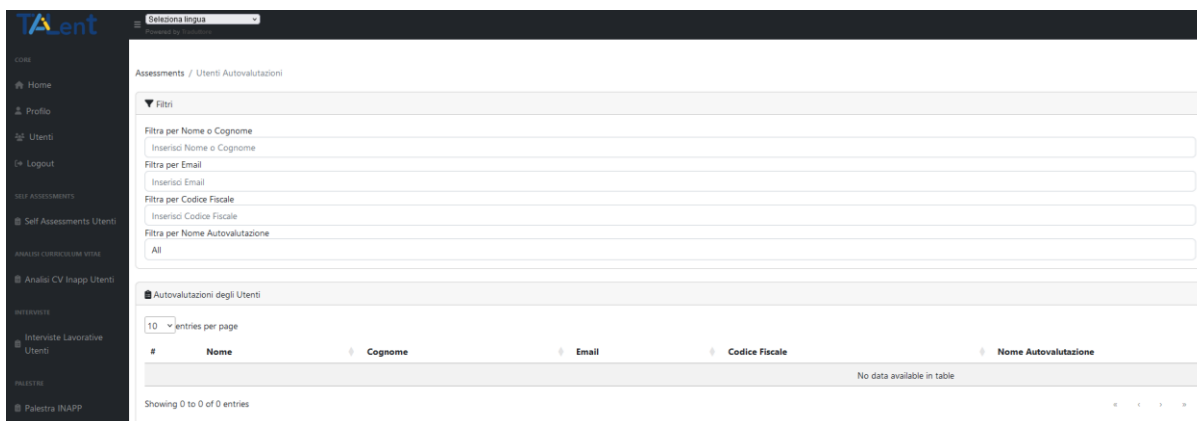
Each organization, in order to allow employees and/or collaborators and/or participants in one or more projects to access the use of the service(s) purchased (or obtained free of charge through subsidized financing), must make available to the interested parties, according to the methods they deem most appropriate, the encrypted "key" received from CONFORM.



Each user (employees and/or collaborators and/or participants in one or more projects), once they have registered and/or logged in to the platform, will have to activate the encrypted “key” received from their reference organization.

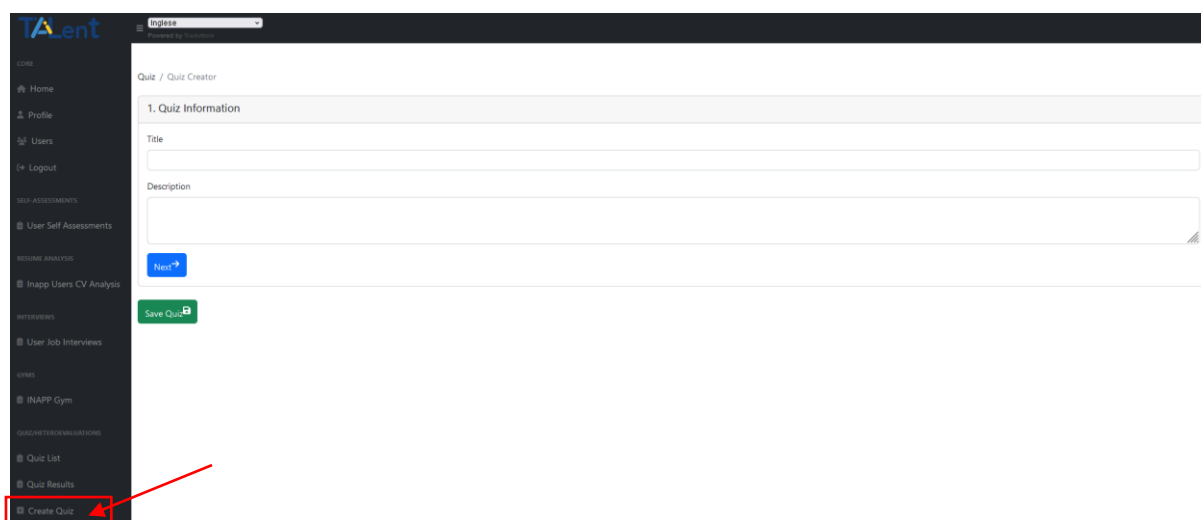
The organization can consult the results obtained by its employees and/or collaborators and/or participants in one or more projects with the administration of Self Assessments, by accessing the specific section of the platform, where the personnel in charge can filter the search by:

- name and surname,
- email,
- Tax ID code
- self-assessment carried out by its users



In the section dedicated to the creation of Quizzes for external evaluation, through which to measure and verify the level of monitoring of professional, digital, green, entrepreneurial skills and those related to specific soft and hard skills of employees and/or collaborators and/or participants in one or more projects, contextualized to the specific organizational, production and distribution characteristics of the organization, the personnel in charge can create the questionnaires by manually or automatically generating (use of the AI Quiz Generator function) the questions and related answers, also based on the information contained in internal documents, such as manuals, procedures, technical sheets, etc.

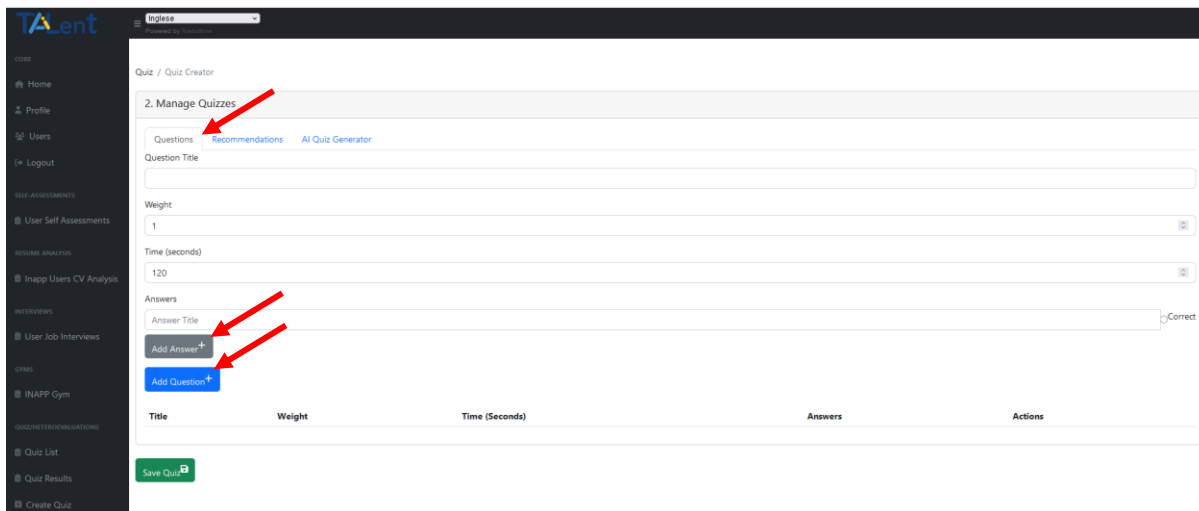
To generate the questionnaire, the organization must click on the “Quiz” button in the side menu.



Once the questionnaire has been created by inserting the data necessary for generation in the appropriate “Title” and “Description” fields, the expert staff of the organization can access the next page to start creating the questionnaire by:

- to manually enter questions and related answers
- or by having them generated by AI starting from the information entered.

In the first case, you must click on the “Questions” tab and proceed to insert the questions and related answers.

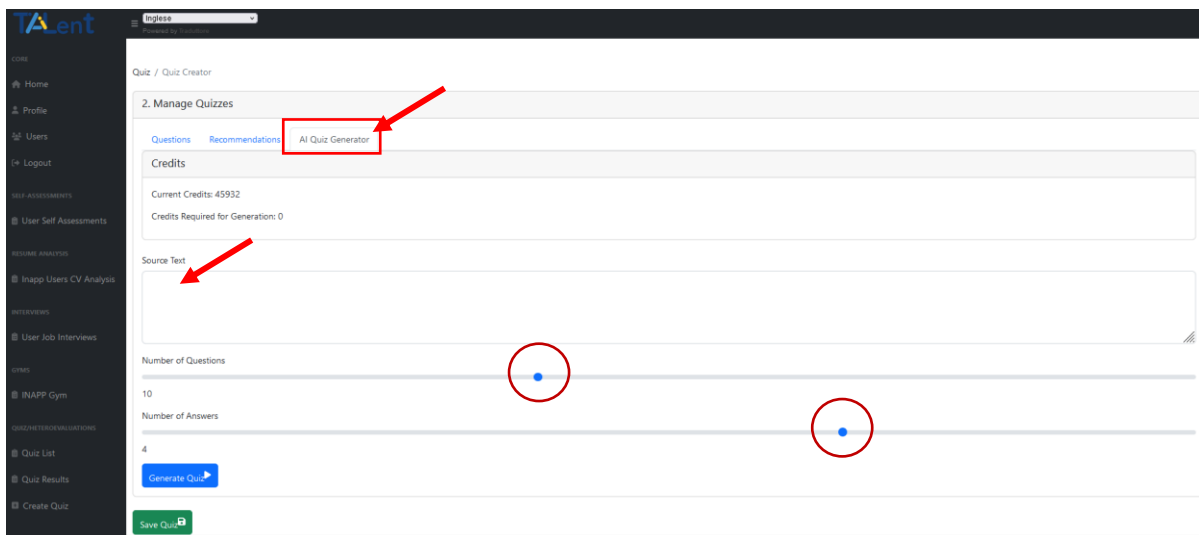


The organization's expert staff can:

- enter the question in the “Question Title” field
- assign a weight to each question by entering the value in the “Weight” field.
- set the maximum time the user has to respond, choosing one of the alternative answers, entering the value (in seconds) in the “Time” field
- Click on the “Add Answer” button to add alternative answers to each question
- Click on the “Add Question” button to add a new question

If, instead, the organization's expert staff intends to use artificial intelligence to generate the questionnaire, they must click on the “AI Quiz Generator” tab.

If, instead, the organization's expert staff intends to use artificial intelligence to generate the questionnaire, they must click on the “AI Quiz Generator” tab.



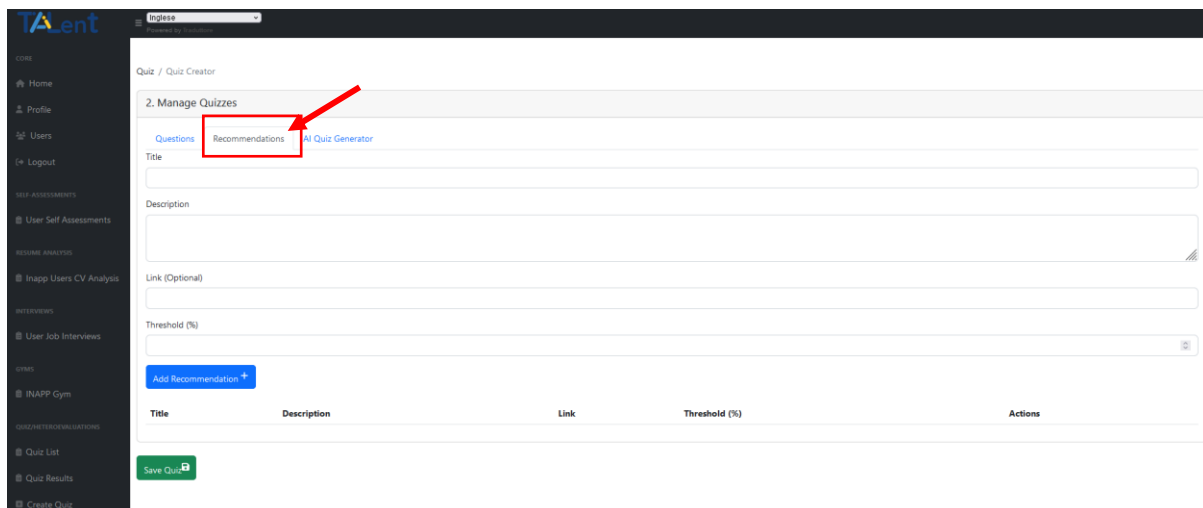
In order to generate the questionnaire using the “AI Quiz Generator” function, the organization must purchase from CONFORM one of the available credit packages, necessary to be able to generate the questions with AI, as specified above.

Once one of the packages offered has been purchased (in the case of the CLAIM trial, the package will be provided free of charge to each SME for which a reserved area on the platform will be activated) under the conditions agreed with CONFORM, with a maximum number of characters (TOKEN) that can be used, the expert staff must:

- enter the text taken from entire documentation (for example, circulars, job descriptions, product sheets, work procedures, etc.) in the “Source Test” field, taking into account the maximum limit of characters that can be used based on the package purchased

- choose the number of questions the AI should create
- choose the number of answers the AI should generate for each question you create.

The expert staff of the organization, in addition to being able to use the functions for creating the questionnaire in the two modes described above, can use the personalized recommendation system made available by the platform to connect their own teaching and/or information materials and any internal operational tools to the individual skills to ensure a training response that is not only targeted, but also personalized to the specific needs of the organization.



The expert staff in charge can:

- enter the title of the “recommended” documentation
- insert a description of the material that is recommended, providing every useful detail to help the user understand its importance and its relative usefulness in the workplace to fill any gaps identified with the administration of the hetero-evaluation questionnaire
- insert the link to the store where the recommended resource is saved and available for use (e.g. corporate cloud, corporate or third-party e-learning platform, streaming platforms for viewing video content or listening to podcasts, etc.)
- indicate the percentage of correct answers that must be given by the user. This percentage represents the reference point for the system to automatically activate the recommendation of the suggested material.

As regards the automatic creation of professional Self-Assessments in relation to the profile(s) selected by the European Classification of Skills/Competences, Qualifications and Occupations (ESCO) platform, using the AI Token package offered free of charge by CONFIRM, the SME's expert staff will have to proceed as follows:

- access via the TaiLENT function to the consultation of the platform for the European Classification of Skills/Competences, Qualifications and Occupations (ESCO), which can be consulted in the "Employment" section, at the address [https://esco.ec.europa.eu/en/classification/occupation\\_main](https://esco.ec.europa.eu/en/classification/occupation_main),
- carry out the professional profile search by following the different options made available by the European platform
- access the section dedicated to the selected profile where you can consult all the information available on the profile, on the essential and optional knowledge, on the essential and optional skills and competences
- If the profile corresponds to the one you are looking for, select the link on the page in the “Concept Status – Concept URI” section.
- enter the URI link in the appropriate function of the “TaiLENT” platform to start the automatic generation of questions and related answers, indicating the number of questions that you want the AI to generate based on each of the essential and optional knowledge, skills and competences. For

example: if the total essential and optional knowledge, skills and competences are 20, giving the indication to generate n. 3 questions, the system will produce a questionnaire of 60 questions, structured with the generation of 3 questions for each knowledge, skill and competence. The system will automatically generate for each question created, number 4 alternative answers for the user to choose from.

Below are some examples of sections from the page of the platform for the European Classification of Skills/Competences, Qualifications and Occupations (ESCO) relating to the figure of E-business Manager:

The screenshot displays the ESCO website interface. At the top, there is a navigation bar with 'Home', 'About ESCO', 'Classification', 'Use ESCO', 'News & Events', and 'Get in touch'. Below this is a breadcrumb trail: 'Home > The ESCO Classification > Occupations'. The main heading is 'Occupations', with a dropdown menu for 'Select an ESCO version' set to 'ESCO dataset - v1.2.0'. A search bar is present with the text 'Search occupations' and a 'Find' button. A list of occupations is shown on the left, with '2431.10.2 - eBusiness manager' selected. The right-hand side provides detailed information for this occupation, including its concept overview, code (2431.10.2), description, alternative labels, and a comprehensive list of skills and competences categorized into Essential, Optional, and Optional Knowledge.

The link that must be taken for the automatic generation of the Self-Assessment on the platform is the following:

- 5 - Service and sales workers +
- 6 - Skilled agricultural, forestry and fishery workers +
- 7 - Craft and related trades workers +
- 8 - Plant and machine operators and assemblers +
- 9 - Elementary occupations +

### Skills & Competences

**Concept status**

**Concept Uri** ▲

<http://data.europa.eu/esco/occupation/586fe133-1987-41f4-b89a-f39d4bc58e1e>

Once the system has generated the Self-Assessment, the personnel in charge will be able to access the recommendation system, using the specific function made available by the “TaiLENT” platform, to customize it in relation to each question created by the AI and therefore for each knowledge and/or skill and/or competence of the selected profile.

Referring to the example of the E-commerce Manager given above, the staff will be able to proceed with uploading the information using the following function:

### Edit Recommendations

**Category:** mercato TIC + Add Recommendation

Title	Description	Link	Min Threshold (0-100)	Max Threshold (0-100)	
delle specifiche TIC	ternazionali di standardizzazione.	on-ict-specifications	50	100	X

**Category:** comunicazione elettronica + Add Recommendation

**Category:** creare modelli di processi aziendali + Add Recommendation

**Category:** pianificare la strategia pubblicitaria + Add Recommendation

**Category:** mobile marketing + Add Recommendation

**Category:** strategie di vendita + Add Recommendation

[Save Recommendations](#)

In relation to each knowledge and/or skill and/or competence associated with the question(s) that have been generated, by clicking on the “Add Recommendation” button, the form for uploading the title and description of the linked educational resource, the link to the resource and the minimum maximum range of activation of the recommendation opens.