



# VET for ALL – Skills for Life conference

Session 2: Services 4.0: innovation for workforce  
upskilling and reskilling

## EUROPEAN VOCATIONAL SKILLS WEEK



**2019** | 17 October, 09:00 – 12:30

*Veranda 1*

**#DiscoverYourTalent**  
**#EUVocationalSkills**

*Employment  
Social Affairs  
and Inclusion*

**#DiscoverYourTalent**



## Introduction

This session aims to explore creative solutions to upskill or reskill the workforce in the service sector and empower them to navigate new horizons thanks to continuing vocational education and training, not only by innovative means but also by building on what we know already works, in particular workplace and work- based learning and how this can be validated.

### **Discussion questions:**

- How can continuing vocational education and training empower be used as an empowering tool for people's employability?
- How can we build effective upskilling and reskilling systems that include workplace and work-based learning?

### **Working method:**

Group discussions, testimonials, exchange between the participants



# DRAFT AGENDA

Moderation by ()

TIME	EVENT
09:00 – 09:25	<b>Welcome and introduction</b> Moderator: <b>Lidia Salvatore</b> <i>CEDEFOP expert</i>
09:25 – 10:25	<b>Upskilling adults in Services 4.0: stories from Europe</b> Making a change: a skills strategy for the tourism sector <b>Silvia Barbone</b> <i>Coordinator of the Blueprint Alliance for Tourism</i>  From bankers to nurses: skills anticipation and talent mobility in Belgium <b>Inge Janssens</b> <i>Director experienc@work</i>  The learner's angle: Marie-Sophie's career transition <b>Marie-Sophie Seba,</b> <i>Cook at le Phare du Kanaal</i>
10:25 - 10:45	<b>Coffee break</b>
10:45 -12:00	<b>Brainstorming among participants on various topics</b>
12:00 – 12:30	<b>Reporting to plenary and conclusion</b> Chairs/rapporteurs
12:30	<b>End of the session</b>