

# Service Tracker

## Background

The mismatch between skills demand and skills supply is an issue faced by both developing and developed countries alike. Currently, there is an information gap on the employment training outcomes of beneficiaries amongst the ILO tripartite partners. Thus, there is a need to track beneficiaries to learn about their views on their pre-training expectations, their vocational training and their post-training experience in obtaining employment. By gathering this data, Service Tracker will help better strengthen skills systems by improving the quality and relevance of training programmes and institutions. The aim is to develop a tracking system for graduates of TVET, to capture trainees and graduates' views on their skills training programmes, and to collect data on their employment outcomes after receiving a service, including a training programme. Service Tracker looks to empower, connect, and engage trainees and graduates to speak about issues related to skills.

## Objective

The purpose of Service Tracker is to provide ILO stakeholders with a quick and easy way to learn about the impact and effectiveness of training programmes delivered and in doing so take appropriate actions. Service Tracker illustrates the impact of ILO interventions in skills development, including the relevance of training provided under ILO projects. How will Service Tracker collect information? Through a series of surveys, Service Tracker captures the views of beneficiaries on whether the training delivered was useful in obtaining employment opportunities or upgrading skills. The information collected via Service Tracker will be shared with TVET agencies to allow them to more effectively measure employment outcomes and improve the employability of their trainees and graduates.

## How it works

Available in several languages, Service Tracker offers a mobile (SMS) or web-based chat option to allow users to complete surveys on different aspects of skills development. Responses are collected in real-time and all information collected is stored safely and confidentially in the Service Tracker database for qualitative and quantitative analysis. Participants can also complete the surveys offline, with data collected being transmitted to the database once wireless or internet connectivity becomes available. The first survey will be conducted with trainees and graduates 3 and 6 month following completion of service received.