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Case Study

Profession-relevant soft skills training for ICT professionals

Presented by: ITS Antonio Cuccovillo

Industry: Non-academic professional training

Location: Bari, Italy

Size: <50 employees

Challenges:

- Equip ICT professionals with soft skills

Solution:

[ITS A. Cuccovillo](#) is a training institute (EQF level 5) specialised in mechatronics. The foundation's training offering includes **specific modules related to soft skills** including team working, communication, problem-solving, project management, and entrepreneurship — **essential non-technical skills sought after by companies** for software professional roles.

These modules are 10-20 hours long and built **based on the results of labour market research** defining the required soft skills. The courses are, for the most part, **practical activities that are based on the experiences of students** (some of whom have work experience) and on real-life cases. Small classes of 20-25 students give every learner a chance to actively participate.

This modular experience and research-based way of working and learning enable students to benefit from tailored training and **allow teachers flexibility in the delivery of the course** — making the **relational dimension key to success**.



Results:

With these courses, students get an understanding of the **relevance of soft skills in ICT-related professions** and can build their skillsets accordingly. Their employability potential is therefore boosted.

Key benefits:

- Soft skills capacity building for ICT professionals
- Formal learning of soft skills, integration into professional subjects

Key resources:

- A well-oiled evaluation mechanism to assess soft skills and competences rather than knowledge
- A clear link to the profession-related goals of students

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