

InTouch: an Innovative m-Learning Kit to Improve Non-Routine Skills through Serious Games

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Abstract

In 2020 almost three quarters of jobs will be in services [1], especially in business services (IT, insurance, consultancy, etc.). In the service sector there is a clear tendency towards the broadening of the required skills portfolio linked to "non-routine" tasks. This reflects the growing demand for transversal key competencies, such as problem solving, self-management and communication, more generally "non-routine skills". But adults seeking further education face new logistical challenges, claiming for more flexible pathways and an easier access to training offer.

The "Labour Market InTouch" project, funded by Leonardo da Vinci Multilateral projects, aims to calibrate an innovative approach enabling new generations of workers to develop their crucial non-routine skills in a flexible and innovative way.

Following the "New skills for new jobs" strategy, the InTouch project partners are designing a m-learning kit for creating open and mobile learning environments. Through 30 situational serious games, adult workers will learn how to promptly answer to non-routine situations at work.

The first game developed is a branching story. A branching story is "an educational simulation genre in which students make a series of decision through a series of multiple choices to progress through an event (or story) that develops in different ways according to the choices each student makes" [2]. Branching stories are good tools to improve soft skills through decision making and identification and their ease of use and development makes them suitable for mobile devices.

An online community (e-how) for sharing ideas on how to use skills for personal and organizational benefits, will be also available through the project website (www.intouch-project.eu).

InTouch will bring m-learning into companies everyday learning settings and improve interaction and collaboration, providing employees with key skills they need to answer to labour market requests and to deal with the transformations taking place in the economy and society.