**International Labour Organization**

Skilling, upskilling and reskilling in enterprises during the COVID-19 pandemic:
Findings from a global survey

Based on 901 responses from 114 countries in a global survey from 27 April to 5 June 2020, the training of employees, apprentices and interns has been seriously disrupted in all types of enterprises.

The impact was stronger on micro, small and medium enterprises (MSME) than on large enterprises

Respondents represent a wide variety of enterprise, the majority of which are private enterprises, including Micro, Small and Medium-sized Enterprises (MSMEs), large enterprises Multinational enterprises (MNEs). Enterprises participated in the survey reported a significant interruption to their operations.

- 19%
- 34.1%
- 23.8%
- 23.2%
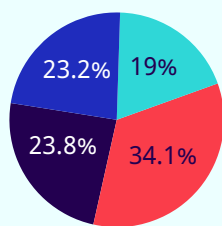
- Large Enterprise and MSNEs
- MSMEs
- Governmental or public organizations
- Non-profit organizations and others

Enterprises participated in the survey reported a significant interruption to their operations:

78 % completely or partially suspended operations

86 % introduced work from home measures

Interruption to skilling, upskilling and reskilling

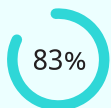**Skills development activities nearly came to a standstill due to lockdown measures.**

Training interruption in enterprises

- 90% Employees
- 86% Apprentices
- 83% Interns/trainees

Pay cuts

Nearly half of the enterprises have **stopped paying stipend or wages** to apprentices and interns/trainees.

Actions taken to continue skilling, upskilling and reskilling

Many enterprises increased online training delivery, but they faced considerable challenges:

1. Insufficient digital infrastructure *(e.g. access to an internet connection and computers)*
2. Limited digital literacy of users
3. Lack of adapted training programmes and resources
4. Difficulty in delivering hands-on practical training

Policy recommendations for skills development of employees, apprentices and interns

- International cooperation to find innovative solutions
- Support developing countries in reforming skills systems

- Gender-responsive international standards and crisis recovery guidelines
- Enhance the equity of access especially for women to training opportunities and digital infrastructure

- Revise regulations and guidelines to enhance the flexibility of work-based learning programmes
- Leverage digital technologies paying attention to inclusive learning.
- Facilitate close communication between trainers and learners
- Ensure adequate preparation for resuming hands-on and practical training