

## Panel discussion: Lessons learned and future reflections – France

**Introductory statement:** France has extensive experience in implementing fully-fledged, large-scale ILA - *Compte Personnel de Formation (CPF)* (Personal Training Account) - for a number of years.

**Question 1:** Could you shortly recap the main risks and challenges faced (e.g. assuring the relevance of offer; preventing predatory sales practices; ensuring price control, etc.) and how these were managed? And what would you consider as the key success factors for the sustainability of the scheme (e.g. legal institutionalisation; independent stable source of funding, etc.)?

**Question 2:** In the view of large-scale investment required of the ILA scheme, how would you see the French ILA evolving in the future, also considering of the challenges mentioned previously?

### Answer to question 1 (Flavio Leoni, Caisse des Dépôt):

The first pillar **is the importance of data**. High-quality, reliable data is fundamental for effectively managing rights/entitlements, closely monitoring training supply and user uptake, assessing impacts, and also for preventing fraud.

Linked to this first point/Building on this, another challenge is having **a robust and secure information system** that can adapt to evolving functionalities and offer new services to users.

Next, a significant risk and challenge is the **quality of training organisations, and the quality of training delivered to end users**. We discussed this earlier; we have undertaken many efforts and initiatives on this subject, but it remains and will continue to be a major challenge for the service.

Closely tied to quality are **the issues of regulation and fraud prevention**. This is a critical challenge, a core risk that must be addressed from the outset of system design and continuously strengthened and updated. When developing the platform/the website and its architecture, fraud prevention mechanisms must be embedded from the start. Of course, one of the key challenges, and complexities, is to build a secure system that remains user-friendly, so as not to discourage or hinder user access to the service.



Finally, the last challenge is **also financing**. Here again, from the start, **it is essential to design a system that can be sustainably funded over multiple years** and to this end, to explore blended financing models, incorporating both public and private third-party contributions to ensure long-term viability.

**Answer to question 2 (Amandine Fouché, Ministry of Labour, Health, Solidarity and Families):** Looking ahead to the future of the *CPF*, our objective is nowadays to increase employability of workers and better align individuals' profiles with labour market needs to prevent skills shortages and to adapt to the twin transition (ecological and digital transition). Therefore, we focus on 4 priorities for the future of CPF (French ILA):

1. Develop new services
2. Reinforce funding
3. Improve quality of training offered
4. Prevent fraud



First priority: to develop new services related to the CPF. We are working on 2 passports: prevention and skills passports.

- The **Prevention Passport** is a digital space that records all training in health and safety at work, aiming to improve traceability and thus prevent occupational risks and accidents.
- The **Skills Passport** is somewhat like a résumé, compiling individual's training history, diplomas, professional experiences, or even volunteer activities. It generates an online CV for workers that can be used to facilitate job search.

Those 2 passports aim to guarantee an updated, transparent and certified profile of the workers.

Second priority is to reinforce funding. We encourage the **involvement of public funders** (mainly regions) **and private funders** (companies and professional branches). We are promoting a co-construction process of training pathways between employees and employers. The objective being to finance the upskilling and reskilling of workers.

Thirdly, we work **to update and to improve the catalogue of the eligible certifications** to ensure that the offer is still large, qualitative and above all adapted to the economic and social needs.

Last priority, to ensure and to improve the quality of training organizations and the trainings courses as well as to prevent fraud to CPF.

Our work nowadays is really focused on reinforcing CPFs' quality, funding, adaptability to the markets' needs but without losing its initial spirit which is the free choice of training by individuals.