



## **Balance of Competences**

2016-01-04

In 2012 the Municipality of Krakow commissioned the STUDY OF COMPETENCES IN BPO AND ITO IN KRAKOW. The Report analytically addresses the issue of supply of potential employees from local universities against the actual profile of the demand for highly trained staff by various business associations operating in the BPO and IT line of business. It focuses specifically on the know-how, individual abilities and other attributes of key significance for the potential employers in this domain. This should effectively facilitate a closer tailoring of university syllabuses to actual business requirements within the sector. It also goes to show that individual professional competences are what actually matters most on the labour market nowadays.

Feel free to apprise yourself of the full report:

[STUDY OF COMPETENCES IN BPO AND ITO IN KRAKÓW - Final Report](#)

In 2013, the second edition of the study of competences was conducted for the following industries:

[-power sector](#) [-passive and low-energy building sector](#) [-lifescience](#) [-creative business sector](#) ;

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[In 2014, the third edition of the study of competences was conducted for the following industries:](#)

[- IT sector](#)

[- construction and architectural sectors](#)

[The most important conclusions from the conducted research](#)

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[In 2015, the fourth edition of the study of competences was conducted for the following sectors:](#)

[- transport and logistics](#)

[- tourism](#)

[- foreign languages](#)

[The key conclusions from the performed study](#)

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