

## Helping women, unemployed youth, and hard-to-reach groups re-skill and return to work

Today's job market continuously advances through digital innovation. Emerging technology and ways of working reshape careers and redefine skills needed to thrive in the digital economy. By 2025, the World Economic Forum projected that 97 million new jobs that require more technical skills will replace 85 million existing jobs.

Underserved groups and hard-to-reach communities will require more support in accessing these skilling opportunities, particularly in Asia and the Pacific. According to Coursera, the Asia-Pacific region has a wide disparity in terms of technology and data science skills. Digital infrastructure, such as internet access, also impacts opportunities for skilling.



In response to these challenges, Skills2Work is an upskilling and return-to-work program designed to help women, unemployed youth, and marginalized groups, to start, restart, or transition their careers. Skills2Work is designed to be delivered virtually, to provide flexibility for participants whilst enabling program scale.



**Skills2Work**  
Customer Experience Pathway Pilot  
**48 graduates**  
from the Philippines and Malaysia

**Skills2Work Foundations Program and the**  
Visa Returnship Program  
**5,000+ young women from India**  
to be trained in three years

As various industries recover from the pandemic, retrenched workers and career shifters look to start or pursue a career in Customer Experience (CX). Coupled with the increased demand for CX skills in the Business Process Outsourcing (BPO) and Global Business Services (GBS) industries in the Philippines and Malaysia, Skills2Work works to address the gap between the available talent and the increasing market demand.



## Customer Experience Pathway

Funded by Zendesk and with support from VMware and Cisco, the Skills2Work Customer Experience (CX) Pathway Pilot welcomed 48 graduates from the Philippines and Malaysia to the Skills2Work alumni network in early 2023. Skills2Work also engaged with corporates to showcase employment opportunities to its graduates. Skills2Work CX Pathway industry partners included Boldr, TaskUs, and TDCX in the Philippines, as well as TalReso, Wellness Concept, and MXM International in Malaysia.

Skills2Work expands its reach and impact with a new program rollout in India. The Foundation is proud to collaborate once again with Visa in implementing Skills2Work in India, which aims to improve the digital skills and career development capacity of 5,000 young women over three years. The Skills2Work Foundations Program will target women from economically and socially challenging backgrounds who have had limited access to formal digital literacy.



## The Visa Returnship Program 2023

The Foundation's partnership with Visa also includes the Visa Returnship program, a 6-month work-based upskilling program for women who have previously worked in the technology field, have taken a career break, and are ready to start a new chapter by returning to the technology workforce. Based in Bangalore, the Visa Returnship Program aims to reach 75 women over three years.



Skills2Work is part of The Asia Foundation's Future Skills Alliance (FSA), a collective impact platform for private and public sector partners to deliver future skills at scale to the region's underserved groups.

Through a collective impact model, FSA members contribute their unique assets and resources to support digital skilling programs and related social, environmental, and governance efforts across the region. FSA creates a pathway for businesses to collaborate with governments and nonprofits to future-proof and re-skill people for new opportunities in the digital economy.

**For more information, visit [futureskillsalliance.org](https://futureskillsalliance.org) or email [futureskillsalliance@asiafoundation.org](mailto:futureskillsalliance@asiafoundation.org)**

The Asia Foundation is a nonprofit international development organization committed to improving lives and expanding opportunities across Asia and the Pacific. Informed by decades of experience and deep local expertise, our work across the region is focused on good governance, women's empowerment and gender equality, inclusive economic growth, environment and climate action, and regional and international relations.