

Forum : Citizen's forum of Labour

2026

Theme : Empowering the youth to drive/ thrive/ embrace and match the requirements of the future labour market

Name of the citizen : Tess Moustacakis

Family situation ○ Married / dating ○ Single ● With kids, if so how many : 1	Education level ○ Primary ○ Secondary ● University
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1. How are you concerned by the subject?

My name is Tess Moustacakis. I am forty and have the post of Account Executive with OpenClassrooms, an online education company which seeks to make accredited qualifications and skills available to individuals who didn't take the conventional educational route. In this role, I work directly with companies to find out what recruitment and training requirements they have and assist them in locating suitable solutions. Because of this, I act as an intermediary between employers and employees: I am aware of the skills that companies are looking for, as well as the problems people encounter when trying to get access to such opportunities.

This makes the changing labour market very concrete for me. One issue I increasingly notice is how difficult it is for young people to enter employment. Companies often want candidates who can be productive immediately, while young workers need their first job to gain experience. This creates a difficult cycle: people are expected to have experience before they have been given the opportunity to acquire it. This is particularly concerning as the International Monetary Fund estimates that AI will affect around 40% of jobs worldwide and up to 60% in high-income economies. The World Economic Forum also expects major job displacement alongside the creation of new roles by 2030.

I also experience this transformation myself. The influence of AI on commercial work is growing. Tasks such as prospecting, researching potential clients, analyzing data, and drafting communications can all benefit from AI support. While I do not believe this implies that my profession will vanish, it does indicate a shift in the necessary skill set. Establishing trust with clients, grasping their true needs, and making pertinent decisions are aspects that remain challenging to automate. Consequently, I recognize the importance of continuous learning throughout my career; I cannot assume that the abilities that contributed to my success at forty will suffice at fifty.

Therefore, I believe the conversation should extend beyond just young individuals entering the workforce. Those already established in their careers also require opportunities for

retraining as their roles evolve. A worker with fifteen years of experience should not be deemed outdated simply because technology has modified certain aspects of their job. Their existing expertise can still hold significant value, but they may need to acquire new technical skills to utilize that knowledge effectively.

My connection to the subject is also linked to education. Working for OpenClassrooms means that I see both the potential and the risks of AI in learning. AI can provide personalised explanations and support that were previously difficult to access, but it can also encourage students to outsource their reasoning instead of developing it themselves. It is often described as cognitive offloading, where mental tasks such as writing or problem-solving are delegated to an external tool. For an education company, this creates an important responsibility as they need to keep making sure technology helps people learn rather than simply doing the learning for them.

Finally, I am concerned by this subject as a mother. I am not only thinking about how AI will affect my own career or the people I work with. I am also thinking about the labour market my child will eventually enter. The decisions made today about education, recruitment and retraining will influence whether the next generation sees technological change as an opportunity or as another barrier to employment.

2. What do you suggest on your scale ?

At my level the first thing I can influence is how companies describe the people they want to recruit. When working with a client I can encourage companies to focus on the skills needed for a position rather than automatically requiring a specific degree or several years of experience. For example, instead of asking whether a candidate has followed a traditional academic path, a company could identify the tasks the person needs to perform and assess whether the person has the corresponding skills. This would make opportunities more accessible to people who have followed paths, such as apprenticeships, online training or career changes.

I can also encourage companies to look beyond the number of people trained and consider what happens afterwards. A training programme should not be judged by how many people complete it. Companies should also look at whether participants find employment and develop responsibilities. In my role I can therefore encourage companies to focus on long-term employability than simply filling vacancies.

I would particularly support more retraining opportunities for people already in employment. If AI changes part of someone's job, replacing that person should not always be the first solution. Someone who already understands their industry and has years of experience may simply need to learn how to work with new technologies. Investing in their skills can therefore benefit both the worker and the company.

Inside OpenClassrooms I would support a plan for using AI in education. AI should be allowed when it acts as a teacher for example by explaining an idea or helping a student see a mistake. AI should not take the place of work that an exam is meant to check. I would therefore support talking, hands-on work and chats along with written tasks so that students show they really know what they did.

I would also support people watching over AI when it is used in hiring or school. The European Parliament says that the EU AI Act needs people to be involved in choices made by high-risk AI. For example, if a computer helps decide to say no to a person or make a big choice about a student there should be a real way for a person to check it.

This is very important because AI can copy unfairness. UN Women has shown examples of AI hiring tools treating women badly while the numbers in the report say that 9.6% of womens jobs, in countries have the most chance of being replaced by machines compared with 3.2% of mens jobs.

Finally, I believe companies that benefit from automation should contribute to retraining the workers affected by it. If a company replaces certain roles with technology and gains productivity as a result, part of that benefit could finance accredited training for the employees whose jobs have changed or disappeared. The aim would not be to prevent innovation, but to make the transition fairer.