



KONEXIO: BRIDGING THE DIGITAL DIVIDE

Paris, France—

- Established in 2016 in Paris, Konexio offers free and adaptable digital training for disadvantaged groups such as refugees, migrants, and other underserved communities in France (Paris, Nantes, Bordeaux, Lille), Malawi, and Kenya.
- The organisation provides basic to advanced IT skills training, soft skills training, job search support. It also provides internships and job placements through partnering with private employers, while also working closely with local NGOs and government agencies to develop and deliver programmes that are tailored to the needs of different communities.
- Konexio enhances the digital literacy and skills of its learners and creates new employment opportunities for them, while also addressing the skills shortages faced by local tech companies.

What are the objectives?

Founded in 2016 in Paris, Konexio seeks to bridge the digital divide by empowering disadvantaged groups including refugees, migrants, and other underserved communities.

Konexio provides its learners with free digital training opportunities facilitating their access to employment opportunities in the digital sector. The organisation enables disadvantaged communities to participate fully in the digital economy while accessing better-paying jobs – improving their overall quality of life. Beyond its school in Paris, Konexio opened additional schools in three other French cities (Nantes, Bordeaux, Lille), as well as schools in Malawi and Kenya.

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● Theme

Local employment and skills

● Tag

Inclusion | Skills and labour shortages | Migrants and ethnic minorities | Reskilling and upskilling

● Geographical scale

City

● Geographic scale

City / metropolitan area

● Keyword

Inclusion | Skills and labour shortages | Reskilling and upskilling | Migrants and ethnic minorities

● Theme

Local employment and skills

● Countries

[France](#)

How does it work in practice?

Konexio operates through a combination of free tailored training programmes, employment support, and community engagement. The organisation's training programmes are designed to meet participants at their current skill level and help them advance.

Konexio offers digital literacy courses which cover basic computer skills, internet usage, and essential software applications, ensuring that participants can confidently navigate the digital world. For trainees looking to delve deeper into the tech industry, Konexio offers advanced IT skills courses, including coding and web development. To complement these technical skills, Konexio also provides comprehensive employment support, including workshops on job searching, resume writing, and interview techniques.

As part of its free training courses, Konexio collaborates with partners including private companies such as Uber, HP, the L'Oréal Foundation, Allianz and IBM, to facilitate internships and job placements for trainees. Moreover, Konexio also works closely with local NGOs and government agencies to develop and deliver programmes that are specifically tailored to the needs of different communities, to ensure that the organisation efficiently supports their digital inclusion.

To facilitate the accessibility of its training courses, Konexio undertakes an inclusive approach by offering flexible schedules and resources (e.g. online and in-person attendance for classes) to accommodate the varied needs of its participants. This ensures that people with other responsibilities, such as parenting, have the opportunity to benefit from the courses offered by Konexio.

What has been the impact?

Between 2016 and 2023, Konexio trained over 6 300 people – half of which were women. During this period, over 50% of the organisation's trainees were between 18 and 35 years old.

Participants have seen significant improvements in employability, with many securing jobs or advancing to higher-paying positions due to their newly acquired skills. Since 2016, Konexio has supported more than 1 000 people to move to better jobs through promotions. Furthermore, participants in the beginner level courses gain increased digital competency, enabling them to confidently navigate the digital world.

Beyond gaining digital skills and advancing on labour market integration and progression, social integration is an important aspect for Konexio learners, many of whom are refugees and migrants and not yet integrated into their local communities.

What can other communities learn from this example?

Overall, Konexio's model demonstrates that targeted digital skills training can significantly improve employability and integration for disadvantaged groups. The programme's impact is a result of:

- Offering inclusive and flexible training programmes tailored to the needs of disadvantaged communities. This ensures that training is accessible and relevant to all participants.
- Building partnerships with various stakeholders, including NGOs, government bodies, and the private sector, to enhance resources and reach.
- Providing holistic support that combines technical training with employment assistance to maximise participants' integration in the labour market.
- Focusing on sustainable (and long-term) impact by offering continuous support to participants.

Further information

- [Learn about Konexio](#) (in French)
- [2022 Konexio Activity Report](#) (in French)

OECD resources

OECD (n.d.). *Future-Proofing Adult Learning in Cities*, [Future-proofing Adult Learning in Cities - OECD](#).

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OECD PLACES Portal (2023). *TechGrounds*. [TechGrounds \(oecd.org\)](#).