## Speaker

**Sophia Grant, Service Designer, Skills Development Scotland**

Over the last two years Sophia Grant has been working in the Service Design and Innovation Directorate at Skills Development Scotland to define the skills that Scotland's people will need to thrive in the fourth industrial revolution, and to consider how these skills will be embedded in SDS's apprenticeship qualifications.

Before arriving in Scotland, Sophia worked for the New Zealand Department of Internal Affairs where she applied human-centred design to transform public services relating to passports, citizenship and births, deaths and marriages.