

Working with Employment Agencies

Inclusion

Colleague Support Group

Balzers, Liechtenstein

14-16 March 2011

[www.SALTO-YOUTH.net/...
...InclusionColleagueSupportGroups/](http://www.SALTO-YOUTH.net/...InclusionColleagueSupportGroups/)



A collection of great ideas from your NA Inclusion Officers about:

- ☆ How can **YiA projects be used for employability** and employment?
- ☆ Why and how should **employment agencies be involved**?
- ☆ **How to improve** the relations with job centres and employment agencies?
- ☆ How to create **win-win** situations?

The SALTO inclusion Resource Centre brought together 9 Inclusion Officers from 8 National Agencies (LI, HR, BE-FL, IT, FR, HU, LV, LU) to see how Youth in Action projects can be used for employability and how we can work with employment agencies and create an win-win situation.

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Programme

Monday 14 March 2011	Tuesday 15 March 2011	Wednesday 16 March 2011
	<p>YiA projects round employability – Grid</p> <p>Coffee</p> <p>Employment agency presentation – what and how?</p>	<p>Creating win-win situation</p> <p>Coffee</p> <p>Action plans Evaluation</p>
12h-13h	Lunch	Lunch
<p><i>Arrival by 15h in Balzers</i></p> <p>16h00</p> <ul style="list-style-type: none"> • Get to know & intros • SALTO Inclusion (un) employment strategy • Mapping employment situation in country • Liechtenstein reality: <ul style="list-style-type: none"> – Job fairs – State efforts 	<p>Concrete projects with employment agencies – sharing practices</p> <p>Working with employment agencies</p> <ul style="list-style-type: none"> • WHY to cooperate with employment agencies? <ul style="list-style-type: none"> – Advantages and – Disadvantages <p>Coffee</p> <ul style="list-style-type: none"> • HOW – SWOT <p><i>Session ends at 17h30</i></p>	<p><i>Departure after lunch</i></p>
<p>18h30 Dinner</p> <p>Liechtenstein ICL Evening</p>	<p>Suprise Dinner (offered by the host NA)</p>	

Who was there?

(meaning – who can you contact for more information?)

- ☆ Cliff Hever (Luxembourg) Cliff.Hever@snj.etat.lu
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Note: All photos used in this report are either from the Colleague Support Group in Liechtenstein, March 2011 or used during its programme parts.

SALTO Inclusion Strategy combating youth unemployment 2009-2011



Why is SALTO Inclusion working on youth (un)employment, what is the background?
SALTO Inclusion is **trying to bring the European policy initiatives and practical employment projects together**. Due to economical crisis there are many policy initiatives trying to deal with it and some are specially focusing on youth and addressing youth unemployment. SALTO Inclusion is also the player in the field and we also want to contribute, that's why we have made **three year strategy, focusing on inclusion groups**.

Some of the outcomes:

- Booklets: "Working on Work", "Youthpass for All"
- organising inclusion colleague support groups on (un)employment
- various seminars
- collecting good practices...

Final event will be **"Bridges to Work" conference**, from 18-20 October 2011 in Antwerp, which will include results and raised issues from different activities happening in Europe. To connect the content of all those activities we recruited a **spider trainer**, who will also invite some participants, integrate conclusions and present and use them at the Bridges to Work conference. The conference will **bring together** not only **different initiatives**, but also **different actors in the field** (employers, inclusion officers, people from other mobility programmes, young people). Main aim is **to move forward and to contribute to employability of the inclusion groups**.

Mapping the employment situation in your country



Mapping the employment situation in our countries (what are the issues, what does it make so difficult, for which group of youngsters etc) and trying looking at it from three different perspectives:

1. the personal – NA perspective
2. the employers, job agencies, trade unions

– society perspective

3. the official statistics, facts, reports...

Putting “the European glasses” on and finding the most important similarities and differences.

Common points & differences in employment situation across Europe

Statistics

- ☆ Unemployment in Europe is high – unemployment rate in LI is not so high, but still the highest in the last decades
- ☆ Unemployment rate is higher for young people than for the average
- ☆ Problem for young people without diploma, low qualified
- ☆ Difficulties also for young people recently graduated
- ☆ “Brain drain” (more in Eastern Europe)– young people want to go to Western or Northern Europe where more jobs and salary
- ☆ Difficulties to reach out to inclusion groups, disadvantaged young people
- ☆ In Liechtenstein: more apprenticeship/vocational training = better chances to a job. Proportionally less people doing A-levels.



Employers' perspectives

- ☆ We are in a bad economical situation – not enough jobs

- ☆ Expectations of young people are too high – young people want ‘too much’
- ☆ Young people don’t have the competences to do the jobs on the Job markets
- ☆ Companies ask more than only a diploma (generic skills, social skills, etc)
- ☆ Many short term contracts...
- ☆ Lack of interest for some professions = hard to fill
- ☆ What do trade unions think about the situation? Are they dealing with the topic? Any action plans? Different in different countries
- ☆ Discrimination? Do employers think that yp from immigrant background are less qualified?

Personal/NA perspective

- ☆ Some national issues: e.g. 3 national issues in BE or LU – makes it more difficult to be qualified enough
- ☆ Discrepancy between labour market and educational system: eg too many lawyers, but not enough of other professions – offer too big = unemployment
- ☆ General expectation of higher education, but in the end they find a job because “overeducated” – so they would cost too much = difficult to find a job
- ☆ Employers expect experienced employees: not the case with young people coming from school. Disadvantage
- ☆ Two types: overeducated VS school drop out (low achievers) – entrance into the labour market is difficult
- ☆ Lots of changing of jobs – view of professional life is unrealistic/not adapted
- ☆ LI: projects to re-integrate young people into the system. Projects to help young people to find their way to the job market.
- ☆ Some young people prefer to stay at home, just live from benefits, enjoy the comfortable life, lack of motivation for the labour market. Labour market should allow for flexibility (young people don’t necessarily know what they want at young age)



Liechtenstein reality

Aha - Tipps & Infos für junge Leute

Situation of the NA: embedded in youth organisation, it has 3 pillars:

1. youth information centre (only 1 in LI);
2. projects place: where they can develop their project ideas and get support for it
3. Eurodesk point and NA for YiA

Youth parliament is also coordinated by the organisation, which is really good, can develop projects through the internal cooperation. Connection with the region like with Switzerland is really important for the small country, specially on youth information.

Employment Situation in Liechtenstein and surroundings

Unemployment rate is 2,4, (this is the deepest rate in last 7 years, as a consequence of the economical crisis), but other neighbouring regions in Austria and Switzerland as well.

Youth unemployment rate is the same as the adult one, what is different from other countries. Youth: from 15 to 24 age.

- Unemployment rate

January 2011: Liechtenstein 2,4 %

Vorarlberg (Austria) 6,1%

Switzerland 3,3%

- Youth (15-24) unemployment rate

January 2011: Liechtenstein 2,4%

Who is a young unemployed in Liechtenstein?

In Liechtenstein there is no official definition of young unemployed person

- A person who registered at the employment agency
- A person who worked one year at least before
- A person who was in a school
- A person who was in an apprenticeship

Why is the unemployment rate so low?

- **a competitive economical situation**
- **a good cooperation between the education system and the job market** - It's a small country and it's easy to have a good cooperation between educational system and labour market. Also that a lot of young people are obliged to follow vocational training and can easily find the job, so there is no problem fit overeducated people who can't find a job (like in some other countries). A lot of people are studying abroad (Switzerland, Austria), as there is only one university. But this university is working very close with the labour market and most of the professors are also practitioners.
- **An active support against youth unemployment** - Even the unemployment rate is low the government was lately doing a lot of efforts, as it's increasing and they want to prevent it.
- **A restrictive definition of unemployment:** Negative reason for having low rate is a restrictive definition of unemployment (like trainees, involved in some projects..., but they don't have a long term projects, so they are not employed). There are a lot

of young people doing internship in LI, because they are really good paid, and you can do it even if you don't have education.

- In Liechtenstein many young people are not going to employment agency to get registered as unemployed, as its **stigmatising**. They are supported by parents until they get the job.

New:

- If you have been after school for one year abroad, you can be registered, before was not allowed.
- If you had a short term contract for less then two moths you can't be register.
- Only since January 2010 Liechtenstein has an employment agency. Before the administration for Labour and Economy was in charge of the field They are really active and working on needs of young people. NA has to start to work with them, and think that cooperation will be positive, that s why they wanted to host this incl group, to hear how other NAs are doing it.

Measures against youth unemployment

- from the government:

- Chance Liechtenstein: annual 2 days job fair, set up 4years ago, to have in the same place companies and job seekers, to find each other easier. Particularity is that it was initiative of the government.
- Zünder: Switch on! To give support to yp to look for a job, to help those who don't know how to write CV etc, they get a mentor, which are coming from very different fields (economic, social , but also once already retired, some of those very powerful people).

- from private initiatives:

- „Arbeitsprojekt Brandis“ including Chico Bello: young people who are not able to go directly to job market for diff reasons can first work in those protected projects – mostly practical, work field gardening etc, Chico Bello is a second hand shop

What we already done in the frame of Youth in Action in Liechtenstein?

- **Cooperation with the responsible administrations** (information, support in coaching of job-seekers...): Information sessions for administrative workers and people working in vocational trainings – mentors. Cooperation with social services, seeing EVS as a tool, but they need more coaching, and NA couldn't do it, and social services neither, so it was not successful.
- **Cooperation with the „10th school year“ and with the „time-out school“:** Alternative school, for those who are not fitting in the classical school and for 1year they are working a lot on projects that they can get project management skills and entrepreneurship. Projects are not happing only during the school time, so young people are also investing a bit of their free time and youth initiatives have proven to give them skills and competences like looking for sponsors etc.
- **Supporting actively entrepreneurship in the frame of youth initiatives:** actively supporting youth entrepreneurship. It s a bit playing with the board line which means that if young people want to set up a small business, it s granted as this is a starter for them and in LI there is no other opportunity to get money for starting phase. Would be good to have it in new YiA which is helping to set up a new small business.

Links

- Youth in Action Liechtenstein www.aha.li
- Employment Agency in Liechtenstein www.amsfl.li

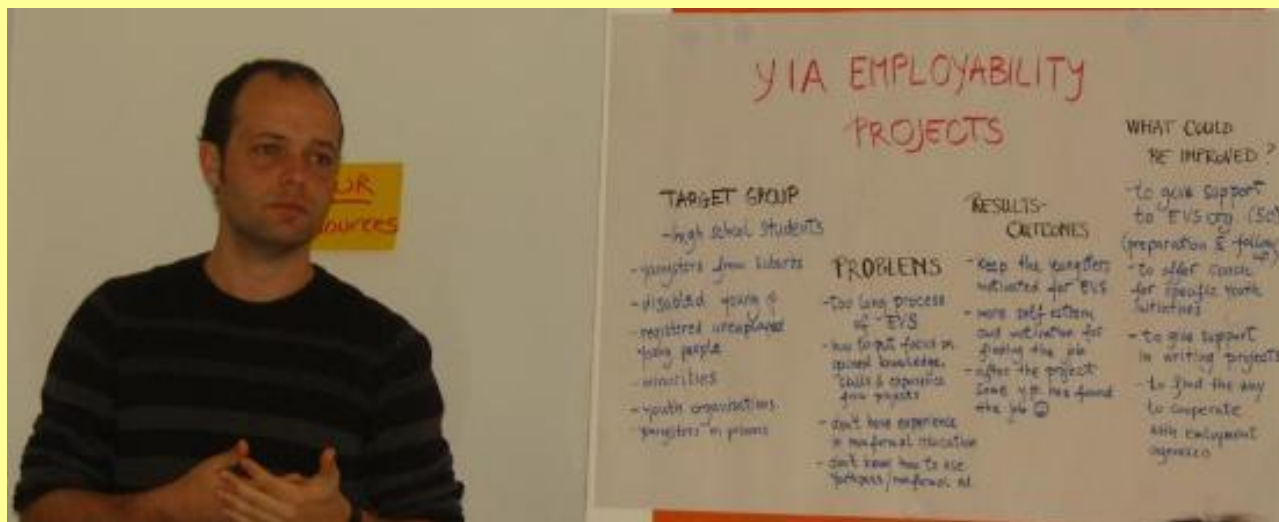
Liechtensteins' ICL evening

- ☞ To find out more about the principality of Liechtenstein, it's political structure, culture and society see the short movie and pay the virtual visit to: Little Europe: Liechtenstein <http://www.youtube.com/watch?v=MTVLKLze3E>



Youth in Action employability projects

Participants shared their projects around employability and employment done in the framework of the Youth in Action Programme.



Project examples:

France

TCP-12-2010: Seminar "Volunteering a step for employability" is a seminar focus on Voluntary work as broad concept that covers different type of activities of youth organisations and international organisations which provide frameworks and grants for international work activities targeting young people.

The seminar will analyse the role of youth facing the economical changes and the role of institutions, association, vocational training in supporting them in finding a job.

The activity will provide participants the role of Non Formal Learning as a tool and a step for employability, and give them the possibility to exchange their own experience about volunteering as active participation into society and as a tool for the recognition of the competencies developed in the Non Formal Field. The NGOs and youth organisations will compare and analyse their experiences and good practises about the role of volunteering as support measure for the employability of young people.

In fact, the volunteering could be a relevant experience of personal and professional growing of the young people. This could support him/her to define their future role and engagement into society.

The seminar will provide participants the possibility to reinforce and build new partnerships able to develop national and international strategies about volunteering projects and employability.

How to keep youngsters motivated and involved in short term EVS project - example from France: Making film – interview with the young people before the EVS project starts and after, that employers can see what they have gained through this experience, it's also the way to keep them motivated before the project starts. It's used mostly for short term EVS, but also for Leonardo projects and for youth initiatives. To get the support before the project, to think about what they will learn and to provide them with the tool. After tot

create the movie and to help them to use it to get on a labour market; It s also the way for the organisations to follow the youngsters before and after the project. Important to communicate about it with local community and different stakeholders to show how this can be affective , as often is the problem with short term EVS that is only one time shoot – two weeks and that s it, like this it s longer process.

Latvia

YouthLink number LV-12-98-2010-R3

The motive of this project is to help youngsters decide what they want to do by adventure and outdoor, indoor activities together with students and professionals from different faculties and professional fields. The project will consist of four activities which will happen in Jelgava, Sigulda, by River Irbe and in Līgatne region. The outdoor activities like seminar and a hike will be carried out at the end of July and beginning of August, an experiment and a summary in September, October. By means of these non-formal education activities, personality and career tests, a hike with students as their teammates and working together with professionals, secondary school students will decide in which field or even profession they want to study and work, get enough information about schools where to study and disadvantages and advantages of study programs and work, they will also get to know each other better, find friends and all this will happen in a friendly, healthy environment where also we, secondary school students who organize this project, will get experience and learn better skills in organizing projects, trips and so on.

Luxembourg

Youth initiative “Etcetera”: about how to use different media to offer the job information to young people. Find here more about the project

<http://www.salto-youth.net/downloads/4-17-2344/GROUP1p%20good%20pract%20sheets.pdf>

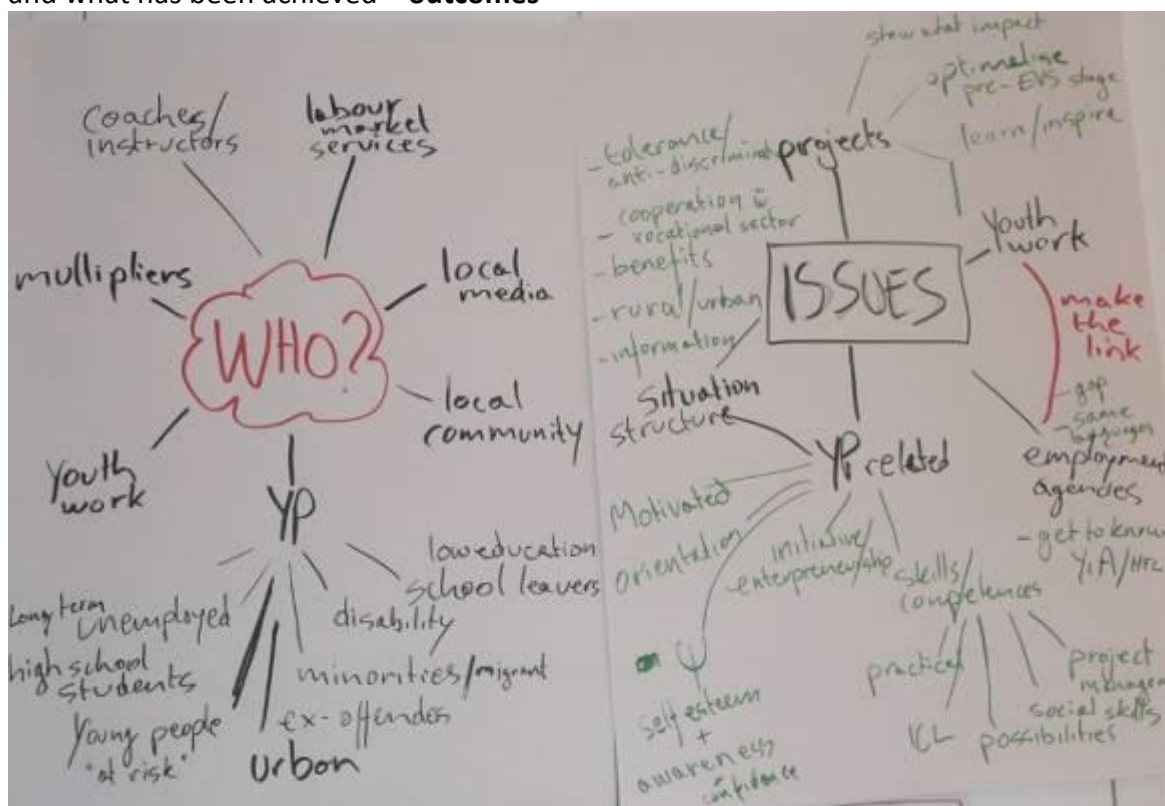
Belgium-FL

Youth initiative “De Werkmobile”: making young people aware of how the labour market works. Find here more about the project

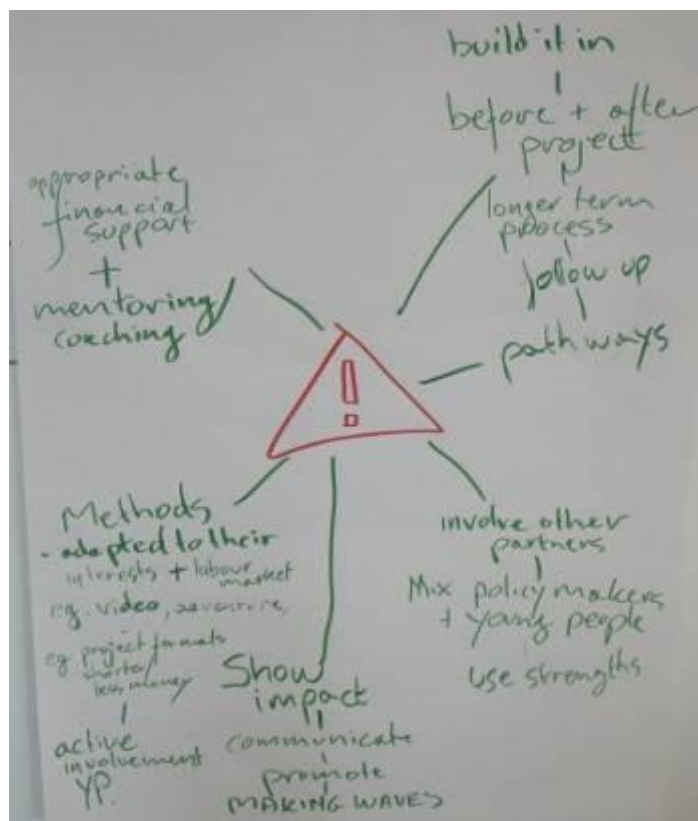
<http://www.salto-youth.net/downloads/4-17-2340/GROUP2p%20good%20pract%20sheets%208.pdf>

After sharing project ideas, participants have been asked to list following:

- Whom the project addressed - **the target group**
- What the project addressed and where do we try to intervene - **issues and problems** and what has been achieved – **outcomes**



- What could be improved?



Employment Agency

General information about employment agencies

Some employment agency tend to communicate more , sharing practices, but there in no European network.

The aim of employment agencies:

- Provide services to unemployed people
- Help people in their active job seeking
- Help unemployed find the proper job.
- In many cases- to meet the labour market policy aims.

For some countries is only services for unemployed people and for some is also for those who want to change their job

Difference between unemployed person and job seeker: Unemployed person is registered. Job seeker might have a job, but it s actively searching for the new one (a law In Estonia).

Similarities:

- Place for unemployed to register themselves.
- Main services mostly the same (job mediation, trainings etc.).
- Requirements for the unemployed.
- Need-driven groups (young unemployed/job-seekers, long-term etc.).

Main services are mainly the same in all employment agencies, as well as the requirements for the unemployed people (to be registered, to go regularly to employment service for an interview, that they need to take the offered job..)

Differences:

From the benefits come also the differences. The reason why there is no network are also the differences, like having only one for the country or more for the regions.

- One agency or different agencies for country's different regions (e.g Belgium).
- Benefits payed by employment agency (e.g Estonia) or by social services (e.g Italy): The social benefits are given by social services and unemployed benefits by the employment agency in Estonia in Italy by social services.
- Definition of unemployed (e.g what is the age group if we talk about young unemployed). Definition of unemployed is quite different for every country and that's why the statistics are not the same, for e.g. the age is different. Also is different are you allowed to do the voluntary activity if you are getting unemployed benefits and do you have to get the approval (Belgium). The paid work and voluntary is not often seen as job, as you have to be actively searching for a job, just being registered is not enough. You have to be available for the labour market and doing international activities can sometimes be seen as a problem. In Estonia is very common that university students work, and they can get the benefits while in education process and education process can be adapted to the work situation of the students.

There are three programmes for school drop outs:

1. From university
2. From vocational schools
3. And for those who would like to go back studying and complete it (were working and because of that drop out of the university)

Questions:

Is the employment agency forced to work more on to get young people to work than the rest of the workable population?

No, it's the same and depends on the education of the young people, there are a lot of those who dropped out and went to the Nordic countries to work there for much higher salary, but they didn't even complete the primary school. But now is there also crisis and they are coming back, but without any education. The employment agency is saying to them that they have to accept the low skilled jobs or go back to school.

Problem of not having the experience, even having adequate education:

For those without experience the employment agency in Estonia finds the company to do the apprenticeship there and is paying a small amount. In Finland they have the system of – workshop- where they get the first experience, but they are not so much connected to the employers, like in Estonia. The length of internship is maximum three months and then is employer asked to hire the intern if it's satisfied with him/her.

Estonian Unemployment Insurance Fund

- Founded in 2001 to administer the payment of unemployment insurance benefits.
- Since 1st of May 2009 co-ordinates also the services for unemployed and employers.
- Has a central office and 15 regional offices that respond to central office.
- There are about 450 employees working to the benefit of unemployed.

It's a big organisation and that is causing some communication problems also. There are many laws and regulations and strict bureaucracy.

Questions:

Do you lose many young people because of bureaucracy?

For unemployed young people this process is not so demanding and complicated, like for employers and other stakeholders and partners. Last year more people are coming to register, even if they were not been working for several years. The reputation of the employment agency is improving and that's why the big changes have been done since 2009.

☞ Maybe the youth work and NAs can help here, on providing the better image of the employment agencies amongst young people.

Is it better to cooperate with central or the regional employment office?

To cooperate in Estonia is best to contact the regional office, not with the central one, as they decide with whom they want to be in partnership and most of the projects are regional. But they have been projects which have been done also through the central office.

☞ Homework for us: to do the research who would be the people with whom we can work with.

Main services:

- Job mediation
- Trainings
- Workshops: preparation for the job interview, CV, motivation letter, how to find the proper job. Many of the unemployed people lack this, or they have not been unemployed before or they just left the school. Often is also matter of self esteem, how to approach the employers, avoiding personal contact..
- Apprenticeship
- Business start-up subsidy: supporting starting own business, as there is also a chance that if business develops, more people will be employed.
- Wage subsidy
- Special services for special needs

Projects for unemployed

The fund is a project partner for a great deal of projects aimed to the unemployed.

Target groups:

- Long-term unemployed
- Young unemployed/ job-seekers
- Elderly unemployed (55+)
- Young parents
- Unemployed who don't speak Estonian

There is the European definition of long term unemployed person: person who has been unemployed for one year or longer. For younger people is six months.

It's starting counting only when they are registered.

- ☞ To keep this in mind whom we want to target with our project: do you want to target the young people who have been registered for long term or have been long term unemployed, but not officially.
- ☞ To be clear on partnership responsibilities when setting up a partnership with the employment agency.
- ☞ Employment agency can't support the projects financially. Sometimes they have been giving money for lunch or for the travel costs, with the money from the EU Social fund. But there are lot of limits for what you can use this money for and the Social fund money is also almost finished, so the Estonian employment agency have to find another resources.
- ☞ Kind of partner that the employment agency can be: it can give information (statistics on school drop outs..), helping with reaching the target group and sending people – participants.
- ☞ In order to get the employment agency on board aim and the target group of your project have to be clear and you have to have a clear idea what you want to be reached!

Project examples in Estonia

Youth in Action project:

The project "Off to the market" has been done with another regional office in Tallinn. The aim was to teach young people how to promote themselves on the labour market by using video CV. The employment agency was helping finding the participants and promoting among the target group.

- ☞ Find more about the project:

Apprenticeship in Germany - Leonardo project:

Aim of the project was aim to give young job seekers working experience in Germany.

- Aimed to young job seekers (up to 30 years)
- Necessary a vocational education (can be unfinished)
- 3 months in a German enterprise
- All costs payed
- Necessary an elementary knowledge of German but additional language lessons included.

Negative points: only when the project started the employment agency was contacted and the project organiser didn't have clear idea how the agency could help, why do they need them and what the agency is doing. The employment agency was flexible with the rule that the participants had to come in person each month to the agency (were for 3 months in Germany). Instead they have been asked to write a letter to their consultant, about what they have been learning and they didn't lose their benefits.

Also the agreement was that if they would get a good job offer during the project time, they could quit the project and come back, without any consequences (like paying back the project costs).

☞ It's possible to be flexible but the employment agency has to see the benefits and the outcomes, which are young people gaining through the projects.

Volunteering project with different NGOs and institution:

If unemployed people want to be active while looking for a job, they can do volunteering work in different NGOs and partners of the employment agency.

- Volunteering only in Estonia
- Different NGO's as partners.
- Aimed to all unemployed.
- Possibility to find the proper organisation yourself.

The employment agency is giving only lunch money and travel costs. There is a max of hours/days they can do voluntary work.

☞ Being a volunteer in one or several organisations during your unemployment time shows your activity.

Obstacles:

- Kind of stigma: why to do something for the country for free; not understanding the value and the meaning of volunteering.
- Laws/ regulations for unemployed (e.g active job-seeker has to visit/inform his/her consultant every month about the job searches)
- The purpose/ success of international projects: ppeople participating in projects don't see what is in it for them, why is that important. They can't name what did they get out of the experience. That's why is also important that the employment agency can see how the young people will benefit from it.
- Does it help the job-seeker in the future to find the right job?
- How to motivate the job-seeker?

☞ If you want to organise a project abroad is the best to contact EURES specialist!

☞ Find really good arguments in order to get them involved.

Project examples – cooperation with employment agencies

Croatia

- Starting up cooperation
- Email to Croatian employment Service and Ministry of Economy, Labour & Entrepreneurship – to invite them to Bridges to Work
- **Meeting** with them: need to find the right people that are relevant/active/available/interested and have the mandate. Phone around: explore
- Share information about YiA & employment priority – and their activities – suggest to participate in Bridges to Work
- **Suggestions for common activities:** explore how you can cooperate
- Exchange of information: statistics, documents, facts – they also organise workshops for young unemployed young people (eg present via possibilities there, send promotional materials, participate,...)
- They can be partners in projects. Give contacts to unemployed youth.
- Together making a strategy.

Latvia

- Starting up cooperation with state employment agency
- Common information days: YiA as possibility for gaining skills
- Leaflet in cooperation with NA, EURES, Employment Agency : about possibilities of YiA. Chance to go abroad for experiences and work
- **Youth initiatives project of ex-employed girls**, who attended project management course offered by the State Employment Agency. After getting familiar with the Program “Youth in Action”, girls decided to write a project about environment friendly lifestyle and creative reuse of objects. So they set up NGO “Uz viļņa” and wrote a project “From old to new.” The project was granted the first time. One of the target groups that is participating in this projects are youngsters that are registered as the unemployed in the State Employment Agency. The aim of project is to educate and propose a practice using innovative methods, for example, dramatic sketches on objects’ life cycle, creative workshops where objects could practically gain a new life, as well writing an Internet blog during the project and creating the photo exhibition about achieved results. As well, four educational seminars are planned to carry out during the project, where not only directly involved participants are planned to take part, but also every interested person, accordingly creating a feedback from society. The result of the project is planned a short film on reuse of objects that will be distributed to schools to introduce on such an environment friendly attitude. (YouthLink number: LV-12-137-2010-R5).

- State employment agency has own non-formal learning programme. They forwarded the girls to the YiA programme. Make bridges to those programmes.

France

- Direct relation with local employment agencies: many projects in Action 1 (youth initiatives) – that start from hobby to make something more professional out of it: eg first youth initiative movie or IT – that then lead to a professional activity.
- Employment agency shows the road to YiA.
- Employment agencies, participate in seminars about how to use competences that are learned in YiA
- Action 5.1: policy makers, youth work: how to implement disabled people in labour market
- Main action to cooperate with employment agency= action 2. **Experimental fund** that help young people before and after YiA projects: eg internship in France, then project abroad, then continue work/follow up in France. = Experimental fund (public fund). Used by private inclusion agencies/youth centres. Placed under the authority of Martin Hirsch, High Commissioner for Youth, the Animation Mission of the Experimental Fund for Youth (MAFEJ) coordinates in the context of A Fund created by the Law of the 1st of December 2008 finances the experimentation and evaluation activities with respect to policies related to young people.
- Many **Short Term EVS** promoters working with youngsters with fewer opportunities have developed projects crossing YiA and this experimental fund. Here are **3** of these **projects**:

Eurocircle (partnership with Piste Solidaires, Urban Prod, IPEICC, Moderniser sans exclure, Mondes Parallèles): MAJIC

In this project, Eurocircle offers guidance and support to youngsters with fewer opportunities from PACA and Languedoc Roussillon regions (South of France).

They work with partners (local sending organisations, inclusion and social workers, video and communication agencies) in order to promote the experience of mobility (Short term EVS mainly) and help the youngsters to use it as an open door leading into the labour market.

ADICE/ Mozaïc RH / NPDC and Ile de France regions

Located in the Nord Pas de Calais region, strongly affected by the crisis effects, ADICE is developing a project targeting 3000 youngsters with fewer opportunities (most of them unemployed and with migrant background). For some of them this project includes an experience of mobility through a short term EVS.

In collaboration with a recruitment firm “Mozaik RH” specialised in working with youngsters with migrant background, regional job centers, and municipalities.

The main idea is to include this experience of mobility in the professional path of the youngsters, to help them to communicate about the competences and the experience gained through the EVS.

They are also leading a project in collaboration with the region Ile de France (Paris area) and “Mozaik RH”.

Inter-echanges Léo Lagrange : projet START

Meant for youth 18 to 25 years in search of employment, graduates or not, the START program is a program of employability and mobility of European developed in Nord-Pas-de-Calais by the Fédération Léo Lagrange.

The youngsters can build their own path to improve their background through formal and non formal learning. EVS is one option regarding European mobility. Work develop with “missions locales”, a kind of job centres organised in regional networks. <http://start-npdc.eu/programme-start/presentation/> (in French).

- In France there is a link to ‘national voluntary service’ – EVS is European side of national voluntary service. They want to reach 10% of generation: 70000 young people per year – YiA benefits from their promo and regulation. (EVS counts toward employment time, pension,...) – power of numbers.

Hungary

- National youth service: 7 regional offices: they focused on promotion of EVS – contact with regional job centres and educational advisors
- **Information days** together: introduction of Hungarian youth work and youth sector + intro YiA – focus on EVS.
- Forum debate – Q & A.
- Questions/problems
- Why do you want to send YP abroad (they don’t come back)
- Non formal learning is just play
- Understanding the language of the youth programme
- Outcomes
- Lots of invitations from job-fairs now: eg from university
- Lots of new future EVS volunteers
- Special office in Budapest: for first-job seekers – info on EVS there 25 pax/month
- Cooperation with EuroDesk partners
- Starts to be interest in impact of volunteering/NFL
- Meetings with ex-volunteers

Working with employment agencies

WHY to cooperate with employment agencies?

- Advantages and
- Disadvantages

Why to cooperate, what are the pro & con, what is good about it and what could be the obstacles and maybe the reasons not to do it . If we know what the obstacles are we can better prepare ourselves for dealing with them.

Con – threats:

- We are no sure what is the role of NA
- Miss the clear work of the employment agency
- It's far from the reality to cooperate, theory is one, practice is something else
- Hard to find the right person from the employment agency – can change quickly
- Bad reputation of the employment agency, as a lot of young people get the job without them, through their connection
- We speak different languages
- Youthpass is not recognised and employment agency doesn't see the value of NFLI how then to promote it
- A lot of bureaucracy on both sides – paper pushing, fitting to the rules and legislations
- Youth work being “allergic” on raising employability through YiA,, youth work being instrumentalised
- NA staff doesn't see link with YiA and employability
- Changes take time
- Unknown impact of the YiA projects



Pro - opportunities

- YiA can contribute to the free movement of the workers
- Supporting people with disability
- Programme runs on international level and employment agency works on national level, so the programme can be good tool for expanding network, to look over the borders and give financial support for it.

- Extra education - quick
- Extending offer to unemployed young people, like offering them EVS
- EVS offers cheap and safe opportunity to go abroad and acquire new skills
- YIA is open for everyone and it reaches groups which other programmes don't
- Youthpass – it's certificate to show as the NFL is the way of learning. Intention to merge the Youthpass and Europass into the skills passport.
- Reaching out the target group: We have the same target group and we can reach it easier together – by creating synergies
- Intersectoral-cooperation, as the young person is more than only worker and it's important to address and take into account also other spheres
- Flexibility
- Motivators, people who do believe in changes
- European – national priority
- Economic situation stimulates voluntarism
- YiA is good indicator of persons motivation
- Additional type of learning

Completing the **SWOT** analyse:

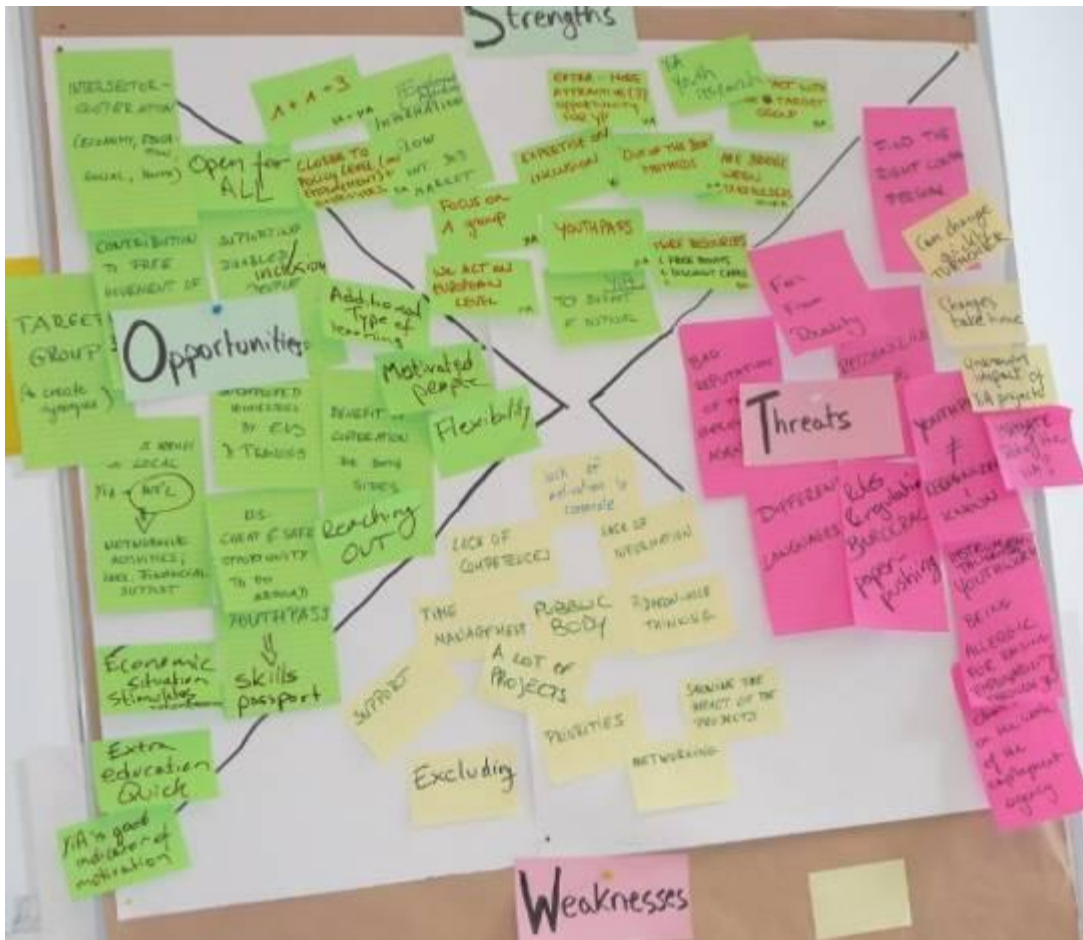
Strengths (something that we have)

- Information flow about the labour market (employment agency can give us up to date information, statistics..)
- TCP budget at disposal- give opportunities for different training, seminars for employment agency to improve their work
- Employment agency has a contact with the target group
- NA offers additional attractive opportunity
- Expertise on inclusion (inclusion officers, SALTO Inclusion)
- The use of the youthpass
- NA is bridge between different stakeholders
- NA focus only on youth and employment agency has to work with all
- NA act on the European level
- 1=1=3 we are stronger together
- Employment agency is closer to employers and employment policy makers
- Employment agency can offer their facilities
- NA – out of the box methods
- YiA youth research and more links to the youth field
- Good practices to show
- Internal staff training and peer training

Weaknesses

- Lack of motivation to cooperate
- NA: Lack of information
- Lack of competences on both sides, it takes a lot of synchronising
- Piedeon-hole thinking
- Some NA s are public body and the often they don' t have needed flexibility
- Time management
- A lot of projects
- It's not priority

- Showing the impact of the projects
- Lack of network
- Lack of support, for beneficiaries coming into the programme through the employment agency
- Problem with finding balance and not excluding others if you are focusing too much on unemployed young people



Cooperating with employment agency for dummies

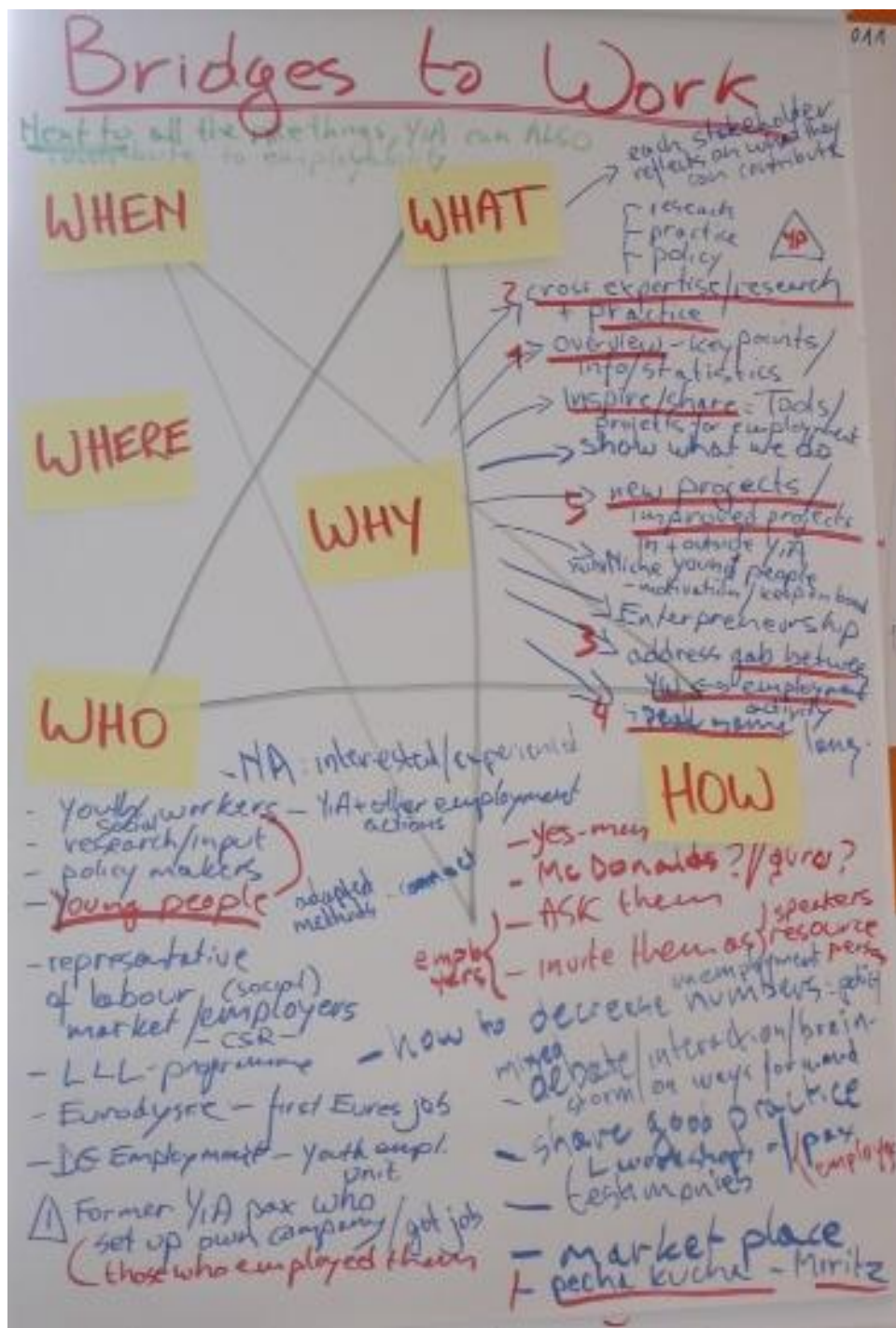
HOW can we address the negative and use the positive things?

- ☆ Try out local things with the employment agency and spread it on national level.
- ☆ Get national level skills on board.
- ☆ Invite the employment agency staff on your internal trainings.
- ☆ Use TCP and Action 4.3 – set up projects, encourage organisations to set up their projects within Action 4.3 e.g. study visit about employment (eg in another country) – visiting employment agencies, interested org, working in the field
- ☆ **Role of the YiA:** is NA right person to do something – Include organisations that are working in the field of employment – this means less time investment of NA. Organisations have a clearer vision on common work on cooperation with employment agency on local level

- ☆ **Information:** better use of the SALTO Inclusion materials: actively spread them to organisations, to set up own projects, to translate the booklets
- ☆ Find the **right persons:** stay in contact with Employment agency, keep yourself updated (eg subscribe newsletter, use each other's calendar of events,...), specific team meetings, common activities (study days etc)
- ☆ Participation in **job-fairs, university events**, go where the 'young people' are. Depends on the size of the country.
- ☆ Link **short term EVS to employment agencies** (at evaluation meeting): sum up work done on competences and youth pass: invite someone from the local employment agencies – tips about how to present the projects/learning in best ways, simulation of job interviews, how to present EVS projects, etc.
- ☆ **Youth initiatives**– make a link to training of employment agency about entrepreneurship – training.
- ☆ Does your employment agency have **Facebook**? (many try to reach out to the social networks) Another way to keep updated & spread/get information.
- ☆ Toolbox from COM with info material for **pre-departure** (since no more pre-departure) for sending organisation. Make a link to employment agency.
- ☆ Produce & send **information leaflets** about YiA to employment agencies – check with them where & what they could distribute: a tailor made 'catchy' leaflet for young unemployed young people. Easily understandable – linking to their 'unemployed' situation. E.g. Estonia: Doorhanger – "I went to Europe"
- ☆ Suggest employment agencies to put information about YiA on their **websites**: e.g. education about young unemployed people. Cross-linking.
- ☆ Workshops of employment agency for young unemployed. **Do a presentation** at their workshops, send information material, prepare a powerpoint or project examples from different countries. Send multipliers/previous participants/good practices to their workshops.
- ☆ **Training** about non formal education – for staff of employment agencies and young people together – alternative ways for learning – direct offer of projects and money.
- ☆ Promote and explain **Youthpass** – recognition of non-formal learning. To the employment agencies and employers.
- ☆ National database of **organisations of voluntary work/volunteers**: volunteer can list strong points, availability, skills, etc online – interested people/organisations can contact you. You get emails from NGOs. Also NGOs/companies list their jobs.
- ☆ **Inviting employment agencies** on NA training/meeting: to create bridges, to show what YiA is and how it functions, how we do things.
- ☆ Lack of competences: organise training with TCP budget for both employment agencies and YiA – can also address problem of 'different languages'
- ☆ Organise meetings to favour networking between YiA and employment agencies
- ☆ Finding **right person** in Employment Agency: direct contacts, phone, visits, meetings (rather than impersonal emails). Explore ways to cooperate and put it on paper (clear agreements)

- ☆ **Use EURES system** – because we are working on European level – international projects – they can also spread YiA information.
 - ☆ Youthpass: **improve Youthpass** as tool for recognition of skills and competences: useful to match it to the approach of the employers/professionals. Make them aware of what it is/how it functions
 - ☆ Lack of motivation: **give more information, about youth** (in action) research, convince them
 - ☆ **Favour intersectoral cooperation**: use networks of Corporate Social Responsibility (CSR)
- ☞ Don't forget that's always possible to look at the issue from the funny side! See where it all started: The Origin of Job Interviews
<http://www.youtube.com/watch?v=b56eAUCLok>

Planning Bridges to Work



How to use TCP and 4.3 to cooperate with employment agency

Employment agencies can be involved on activities which can be organised on local and national level.

TCP

- **Network training: Appetiser** can be good opportunity to send the staff from emp agency to discover the YiA programme, NFL and international context.
- First step: To organise **local/national meeting with people who are working with unemployed young people to trigger cooperation**, share good practices and get to know each other better. Requires good preparation as the employment agency is not familiar with the programme.
- Second step: To create your own, **local 2 days training** to introduce YiA, NFL, to present some good practices, meet former EVS volunteers, and focus on the local reality and to avoid the language barriers, as English is often a problem for the employment agency staff to participate.
- **Study visit:** doesn't need much preparation and resources. It can be done together with different NAs, but it can be done only by one NA also. Eg. The Flemish NA , together with "Everything is possible" organisation, organised study visit in UK for people working in youth care and prisons. Important to have a good local partner, which can take care of the programme in the host country.
- **4.3 to encourage organisation to organise activities themselves:**
 - Study visits, to take the employment agency staff to see how that works and to bring them in contact with youth workers. Finding right partner, with good practise is important.
 - Job shadowing
 - Feasibility visit
- **Communication strategy** is important: you can attend the job fairs and present the programme and how it can be used to improve your chances on the labor market. You can share the costs for the stand with national EURES (NA Hungary).

☞ Always think what is in it for them, why they would come to our projects.

Action Plans & support needed

☆ **Dora Csoka (HU)**

- Meeting with head of Hu NA – share experience
- Speak with TCP officer – ask weather there is money for training with local job officers
- Presentation at Job fair – how can Volunteering and NFL help employability
- Meetings with colleague responsible for communication – PR – continue promotion at EURES activities

Support needed: needs report – better acceptance of Youthpass by employers

☆ **Francesca Lupo (IT)**

- Write report about meeting – share what was discussed with colleagues and director
- If decided: more involved and trained/informed in the topic

Support needed: decision on how to divide tasks in NA

☆ **Katalin Wenaweser (LI)**

- Pinpoint impressions from meeting to colleagues – new impressions/ideas – summarise thoughts – meeting with Virginie – to outline what to do next.
- Start connecting/contacting to new employment agency in LI – see what is possible, how to cooperate – get their reactions – use of content of CSG
- Read SALTO inclusion booklets – use & spread them more actively

Support needed: Inclusion booklets – personal contacts with colleagues – good examples – SALTO Inclusion

☆ **Jeremy Tremoliers (FR):**

- Write report about seminar
- National selection commission of Action 2 – present result of last year – actions for the next – present the results of CSG
- Ask ideas to create new tools for short term EVS – re. pre-departure training – ideas on employability
- Speech at Job fair
- working group on European year of Volunteering – cooperation with EURES – make links
- Action 2 meeting with colleagues: report about CSG – and with TCP team
- Volunteering event in May (3000 volunteers: national & EVS) – involve employers and employment agencies
- Cooperation with associations working with the French Experimental Fund – see how it is going + improve
- Cooperation with different local authorities – more specific programmes for young people with fewer opportunities

- National French Civil Service – how can volunteers benefit of the same follow-up/link to employment agencies. E.g. appointment with personal advisor.
- Seminar about Youthpass and Europass – recognition / in cooperation with LLL colleagues – Send info to colleagues

Support needed: looking for participants for all the events – get ideas and advice for cooperation with local authorities.

☆ **Agnese Otto (LV):**

- Presentation of CSG to inclusion officer in NA – and to other colleagues
- Cooperation with state employment agency/brainstorm about what can be done together more besides the leaflet
- Get to know the motivation of the Coach of employment agency : why is he coach
- Translate: inclusion through employability
- Training course for action 1.2 – focus more on employability and entrepreneurship
- Give more information about all this to regional coordinators
- Read materials
- Read the youth initiatives projects

Support needed: materials – info from Estonian NA about cooperation with employment agency.

☆ **Katrien Ponsaerts (BE-FL):**

- Keep it realistic – and do it!
- Meeting with inclusion colleague – brief her about content of CSG – discuss how to move forward on national level
- Make sure that plan for Study visit on employment is in TCP – make sure it is in – link to NA in Estonia
- Brainstorm on the topic with the whole YiA team – to move the idea forward
- Read the Working on Work – spread it to colleagues – the essence of it
- Spreading good practices on employment from SALTO – and add to Jint website – spread good practices and booklets to organisations on the topic

Support needed: from colleagues.

☆ **Cliff Hever (LU):**

- Report to NA
- Huge project on employment – make link to this project
- Make link to Bridges to Work – with NA activities
- During Youth Week – make link to employers
- Report to SALTO Inclusion what employers need (at Bridges)
- Inform employment agencies about EVS – as additional measure for unemployed
- Bring NGOs working with unemployed young people together – present concrete offers – eg finances – and at the same time bring them closer to YiA objectives
- Explore the idea of 'job market' – for TCP 2012

- Offer employment agencies concrete activities: eg job shadowing,

Support needed: needs arguments to convince the director – needs more SALTO Inclusion best practice (download)

☆ **Danijela Bocvarov (HR):**

- Check notes and write reports – share ideas to colleagues
- Develop concrete action plan regarding the employment topic
- Contact persons from employment agency to arrange new meeting: many questions to ask them – share ideas for cooperation with them
- Send some promotional material to employment agency – good practice examples
- Check with TCP officer what are possibilities to work on this issue
- Create a trigger – small leaflet for unemployed youth – send to employment agency & NGOs
- Check which NGOs in database that are working on the topic

Support needed: colleagues, time, needs report of meeting.

What can SALTO Inclusion do for you?

- User friendly good practices online – searchable database www.salto-youth.net/InclusionGoodPractices/ - by Summer
- Report of Colleague support group – by next week – and put online – spread to Inclusion officers
- Send more booklets/good practice to NAs that request (LU,) > send request to SALTO Inclusion
- Share activities that are happening on employment – so NAs can send participants – get information
- Update on Bridges developments (april)– connect to Inclusion officers about who should be there: speakers, good participants, etc.

Evaluation - K A T Ch

For next time's Inclusion Colleague Support Groups?

<p>Keep</p> <ul style="list-style-type: none"> • Duration • Networking • Size of the group • Location (LI, Haus Gutenberg, food) • Dinner out • Good atmosphere – smile and energy • Working in small groups • Host was very kind • SALTOS' organisation • Cheese form Liechtenstein • MO – good youth participation • Excellent working methods –trainers skills • Walking in Alps - Informal activities after hard work • Person from employment agency – participation of someone from “outside” linked to the topic • Sharing practices form NA's • Action plan • All the new colleagues • Structure of the programme (analyzing realities, giving tools, action plan) • Information before CSG • Well prepared • Everything as new knowledge and personal growth • 	<p>Add</p> <ul style="list-style-type: none"> • Market place of projects • More preparation phase • To pick the participants from different countries, because of the similarities in each of them (feel said I couldn't hear about Norway's experience) • A visit to a real NGO, municipality working on these issues • A bit more personal reflection • Time – longer breaks (but realistic, keeping the limited time into account) • Information on economic situation – can help understand the framework of young unemployed • Employment projects, opinions • Good practice examples presented by concerned youngsters • More than one employment agency – more exchange •
<p>Throw Away</p>	<p>Change</p> <ul style="list-style-type: none"> • More methods – different kind • For all the time – love this warm wind☺ • More activities out during the day

Where do the Inclusion Colleague Support Groups come from?

The Inclusion Colleague Support Groups (formerly called 'Intervision') are an **follow-up from the Staff Training for NA Inclusion Officers** organised by SALTO in July 2007 (www.SALTO-YOUTH.net/InclusionStaffTraining/). The NA Inclusion Officers appreciated the possibility they had to meet and discuss how to develop their inclusion work.

The Inclusion Staff Training (2007) focussed mainly on **how to develop an Inclusion Strategy (on the national/NA level)** – and led to the “Shaping Inclusion” booklet which is a manual supporting NAs to develop their national inclusion strategy. (www.SALTO-YOUTH.net/ShapingInclusion/).

The National Agencies' Inclusion Officers felt the need to have **more time to exchange experiences** about how they were approaching inclusion in different countries, and go more into the practical details. That's when the idea was born to bring together a limited number of inclusion colleagues around a specific inclusion topic or practice: e.g. how to select and reach specific target groups, how to involve stakeholders in the inclusion work, etc.

☞ More about the Inclusion Colleague Support Groups at www.SALTO-YOUTH.net/InclusionColleagueSupportGroups/

What are the Colleague Support Groups

Small groups of Inclusion Officers meet peer-to-peer and reflect and support each other regarding common problems, questions, etc. related to inclusion issues on NA level. This process is facilitated and enriched by SALTO Inclusion experience.

General objectives – what you can expect to get out of it

- ☆ The (inclusion) officer will be inspired for the steps to take in order to address the problem or question
- ☆ The (inclusion) officer has considered the usefulness of developing an inclusion strategy
- ☆ The (inclusion) officer was able to exchange experience on inclusion issues with colleagues
- ☆ The (inclusion) officer was able to use the Shaping Inclusion booklet (and other resources) as a tool to move forward/deal with inclusion issues
- ☆ The (inclusion) officer is aware of the support of SALTO Inclusion

Who - profile of participants:

- ☆ Inclusion officers of NAs – the colleagues dealing with inclusion projects and the development AND implementation of the national inclusion strategy
- ☆ NA staff with specific focus/tasks on inclusion of young people with fewer opportunities
- ☆ Officers with different levels of experience – to have fruitful interactions and mutual learning
- ☆ In the ideal case, a maximum of 8 to 10 participants per Colleague Support Group – to allow lots of interaction and in depth discussions
- ☆ The (inclusion) officer is willing to share with colleagues back home – and with other (inclusion) colleagues that were not present

- ☆ SALTO Inclusion can invite (at SALTO's expenses) some NAs or experts with relevant expertise for the topic of the Colleague Support Group

When and where?

Every Inclusion Colleague Support Group has a different composition of participants. Each Colleague Support Groups concentrates on one specific inclusion theme. The participants will be asked to prepare some (home)work beforehand to make most of the 2 days together.

In 2010 there were 2 Colleague Support Groups: "how to make the new Youth programme more inclusive" and "how to create synergies for inclusion between different EU programmes (LLP, ESF, YiA)". There are 2 Support Groups planned also for 2010. In case your NA would be interested to host one in coming years, please do not hesitate to contact SALTO Inclusion RC.

The **format** looks as follows:

- ☆ day 1 - arrival day (by 16h) – introduction - welcome evening
- ☆ day 2 – full working day
- ☆ day 3 - continue working in the morning - departure after lunch

Finances & practicalities

- ☆ Participating NAs pay their own travel and subsistence costs (food and lodging costs)
- ☆ SALTO pays own travel and subsistence costs (and of any invited experts)

The hosting NA is only asked to cover the venue, and their own participation costs. All other costs will be carried by the participating NAs and SALTO Inclusion. The hosting NA books the accommodation, food and working place.

Follow-up & Support:

The content of each colleague support group will be documented and shared in a practical report: methods, problems, questions, answers, Depending on the specific questions and problems discussed in the Colleague Support Group, SALTO Inclusion will offer tailor-made support (e.g. to deliver tools, training, etc.)

- ☞ For any further questions and suggestions, feel free to contact SALTO Inclusion via inclusion@salto-youth.net