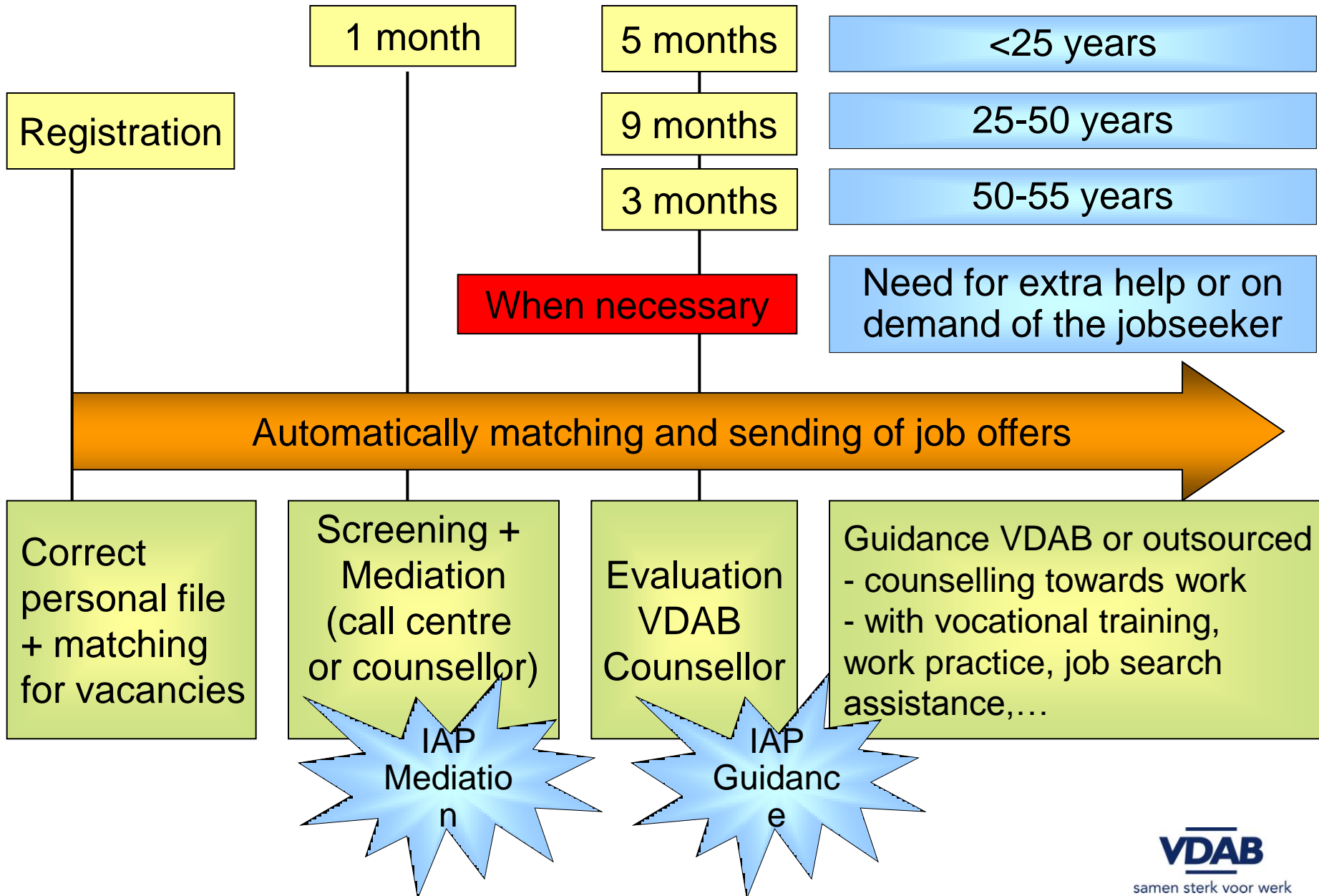


Workshop 1: Development and design of individual action plans

BELGIUM - VDAB

Multi-stage guidance jobseekers



Mediation or guidance?

Jobseekers who are immediately employable: mediation

- focus on job vacancies and results of application
- collective sessions and/or individual
- guidance through e-mail, phone and e-tools on regularly basis

Others (detection of problems, long distance to labour market): Intensive guidance by a VDAB counsellor

- Identification of the problems for employment
- a planned, efficient and flexible series of steps in a logical sequence to increase the jobseeker's employment opportunities

Mediation or guidance = compulsory

→ IAP is created for every mediation or guidance intervention

Flemish governmental policy towards jobseekers, based on European guidelines and commitment with National Employment Office (responsible for the payment and control of unemployment allowances):

- Short-term unemployed < 55 years = compulsory
- Long-term unemployed (>2 years ue), <50 years = compulsory
- Other groups: guidance on voluntary basis

Creation IAP

IAP mediation

- Interview
- Normally first meeting

IAP guidance

- Interview supplemented with profiling, detection of problems
- First meeting or more meetings, if necessary
- After orientation centre (re-activate jobseekers through information, orientation and motivation in a collective session) and/or specialized screening and/or assesment

Creation IAP

Support counsellors:

- training for counselling (6 days): interviewing techniques, including use of IAPs, techniques for motivating jobseekers, use of information systems + complement training
- tools for intake, profiling, questioning jobseekers
- referring the jobseeker for further screening: assesment of competences, specialized screening (medical, mental, psychological problems), orientation centre
- tools to support jobseekers for self-orientation, detection of the need for help

Content IAP and form

General elements

- Rights and duties of jobseeker
- Main goal of mediation/guidance: finding a job on short or longer term
- Action plan: steps to be taken by jobseeker, depends on jobseeker
- Commitment of VDAB to guide the jobseeker, without losing sight of the profile and competences of the jobseeker
- Commitment of jobseeker for cooperation, referring to possible sanction if he don't cooperate: responsibility of National Employment Office
- Information about the possibility to lodge a complaint about the service.
- Signed by counsellor and jobseeker in 2 copies

IAP can be adapted during guidance/mediation

Content IAP

Actions mediation

- Commitment to respond to vacancies
- Timing of mediation: weekly, monthly, every 2 weeks
- Channel of mediation: face-to-face, e-mail, phone
- Content of next meeting
- Other actions referring to application competences, creation of cv,...

→ **in Word**

Actions guidance

- Orientation, specialized screening
- Guidance towards work
- Training: vocational, application training, on-the-job-training,...
- Work practice, jobcoaching
- Guidance towards specialised employment measures
- Timing and details per action

→ **automatic from jobseekerfile**

Outsourced guidance: a proposition made by VDAB counsellor, final IAP made by outsourced partner

Extract from Jobseekerfile for preparation of IAP

Intake - Trajectbepaling

Kruis de geplande acties aan en voer bijkomende info (specificatie van de actie, bij wie vindt de actie plaats, wanneer wordt die gepland...) in het bijhorende veld in.

Oriëntatie

Gespecialiseerde screening

Activeringsbegeleiding

Intensieve begeleiding naar werk

Jobcoaching

Competentieversterkende modules

Beroepsgerichte vorming

Persoonsgerichte vorming

Sollicitatietraining

IBO

Nederlands voor anderstaligen

Toeleiding naar specifieke tewerkstelling in

Sociale werkplaats

Beschutte werkplaats

Conclusions by the use of IAP

Succes factors

- Jobseeker knows what he can expect from VDAB-counselling: an individual tailor-made guidance
- IAP is a basic tool for the counsellor to help the jobseeker
- IAP and content of guidance is evaluated on regularly basis by counsellor and jobseeker

Challenges

- Division between VDAB for guidance and National Employment Office for control en sanctioning: VDAB has no influence on decision NEO → is changing with new government
- IAP and possible steps has to be adapted during the guidance if the jobseeker finds new prospectives