



MINISTRY OF LABOUR AND SOCIAL POLICY
EMPLOYMENT AGENCY



MONITORING AND FOLLOW UP OF INDIVIDUAL ACTION PLANS

What is the function of an IAP

- The IAP is an agreement between the unemployed jobseeker and the Local Labour Office, represented by the labour mediator;
- The objective of the IAP is the professional realization, development and training of the unemployed client;
- The IAP is flexible and can be changed over time depending on the current conditions of the labour market and changes in the qualification of the jobseeker if they have occurred in the meantime;
- The IAP gives a clear idea of the undertaken activities from the two parties in the agreement – the labour mediator and the unemployed jobseeker.

What are the benefits ?

For the client:

- The IAP outlines the steps which the unemployed should follow;
- The IAP outlines activities which are agreed between the two parties;
- The IAP clarifies the obligations of the unemployed jobseeker.

For the labour mediator:

- The IAP outlines the guidance which should be provided to the unemployed for achieving the plan or parts of it;
- The IAP is a tool for steering the activities of the client;
- The IAP provides opportunities for assessment of the achieved steps towards employment.

DESIGNING THE IAP - STAGES

- ✓ Collection of information
- ✓ Setting up the objectives
- ✓ Agreeing the steps
- ✓ Implementation
- ✓ Analysis of the implementation
- ✓ New decisions

Support provided to jobseekers in implementing the IAP

The services which are provided to the unemployed differ according to the type of group in which they have been initially distributed.

- Group 1 – active persons whose chance for finding a job on the primary labour market is assessed to be within 6 months.
- Group 2 – unemployed who are suitable for measures for subsidized employment – their chance for employment is expected to be within 9 months.
- Group 3 – persons suitable for employment programmes – they are expected to find a job within 12 months.
- Group 4 – passive persons with a small chance in the primary labour market.

Implementation of Individual Action Plan

Progress towards implementing the individual action plan is monitored during the meetings between the unemployed person and the labour mediator. The results are analyzed and new proposals are offered.

An indicator for progress towards implementing of IAP is the fulfillment of a step, agreed in the plan.

Implementation of Individual Action Plan

If a suitable job or an opportunity for participating in a training programme presents itself, the unemployed is notified with a written notice right away.

Suitable job means a job which corresponds to the qualification, experience and health status of the unemployed and the work place is located within 30 km of jobseeker's home.

The person can be referred to an alternative employment right away if he agrees. If a suitable job is not found within 18 months after his registration, he is referred to an alternative job on the discretion of the labour mediator.

Practical tools used by labour mediators in implementing the individual action

For persons distributed into Groups 1 and 2 the labour mediator drafts the so called “**portrait**”. It contains an additional information for the unemployed person, defining and assessing his skills, attitude, physical condition and other individual characteristics. The portrait is created only for the use of the labour mediator. It contains facts and impressions, gathered during the meetings with this person, it outlines the positive qualities, as well as deficits and needs for improvement. On the basis of this portrait, a segmentation is made and the real chances of unemployed for finding a job are assessed, whether their qualification is in demand on the labour market, do they need an additional training, etc. The aim is to focus the attention of the labour mediator on the potential of the jobseeker. It serves a basis for creating a **profile**.

Practical tools used by labour mediators in implementing the individual action

The “**profile**” gives such a picture of the unemployed which can be presented to the employers – information about the qualification, experience, social background and readiness for employment. The profile might present the jobseeker according to the requirements of the employer, if a vacancy is announced. In this case the mediator prepares a profile and a recommendation for the employer. If there is no vacancy announced, the profile should include all the positive characteristics of the person.

Assessment of the implementation of the IAP

The process of implementation is considered to be unsatisfactory, if within the indicated time frame, the unemployed person is still unemployed. In this case, the undertaken steps are reconsidered and eventually new proposals are made and the IAP is updated and/or redesigned. If no vacancy is available, opportunities for training are sought for enhancing or acquiring of new qualification and skills which are more relevant to the needs of the market.

Sanctions if a jobseeker does not keep to the terms of the IAP

The registered unemployed are obliged to implement the recommendations of the labour mediator according to the individual action plan and to keep the schedule for visits. The sanction for not complying is termination of the registration. This means the unemployed loses his benefits. It is applied in the following cases:

- When the jobseeker does not comply with the recommendations of the labour mediator as per the steps agreed in the IAP;
- When the jobseeker does not keep to the deadlines according to the IAP;
- When the jobseeker does not keep to the schedule for visits;
- When the jobseeker does not turn up to the labour office within three working days when a written notice is sent;
- When the jobseeker turns down an offered suitable job or inclusion into programmes and measures for employment and / or trainings, funded by the state budget or other funds;
- When the jobseeker terminates his participation in a training course.

Sanctions if a jobseeker does not keep to the terms of the IAP

The registration is terminated in all the above mentioned cases. The sanction is endorsed by the director of the labour office. The unemployed gains the right for renewal of registration after 6 months. The percentage of terminated registrations is about 3% of the total number of registered unemployed. It has a legislative basis.

If there are good reasons (health or social problem), the registration is renewed earlier upon provision of a proof. The termination of registration has an unfavourable effect upon the unemployed, as it leads to terminating of social and employment benefits.

In order to make the process of activation more efficient, the termination of registration period was decreased to six months in 2010. Before it was 12 months. It has been assessed that the period of 12 months is too long for the unemployed, as they can't benefit from services provided by PES.

424 284 number of registered unemployed and the same number of IAP designed in 2011

- Group 1 52 500
- Group 2 87 680
- Group 3 125 404
- Group 4 158 700

Terminated registrations in 2011 due to:

- Failure to fulfill the recommendations in IAP 9 695
- Refusal to take an offered suitable job 839
- Refusal to take part in a training course 287
- Failure to respond to a written notice 176
- Drop off a training course 150

Total number of placed unemployed through the LLO - 165 191

The main function of the Employment agency is provision of support to unemployed. Statistics show that sanctions form a very small percentage of our activities. We think this is the appropriate balance, as our main duty is to provide support.

THANK YOU FOR YOUR ATTENTION!