



Regional Cooperation Council

SEE2020  
SOUTH EAST EUROPE 2020



WESTERN BALKAN  
PUBLIC EMPLOYMENT SERVICES  
BENCHMARKING INITIATIVE

GOOD PRACTICES AND FLAGSHIP RESULTS



This project has been financed  
by the European Union

*This data is a result of the regional PES benchlearning exercise, which included self-assessment and external assessment in crucial areas and aspects of PES performance fully aligned with the EU PES benchlearning model, conducted in 2017 by the Regional Cooperation Council under the Employment and Social Affairs Platform - ESAP in each of the Western Balkans six economies.*

## Public Employment Services in Albania

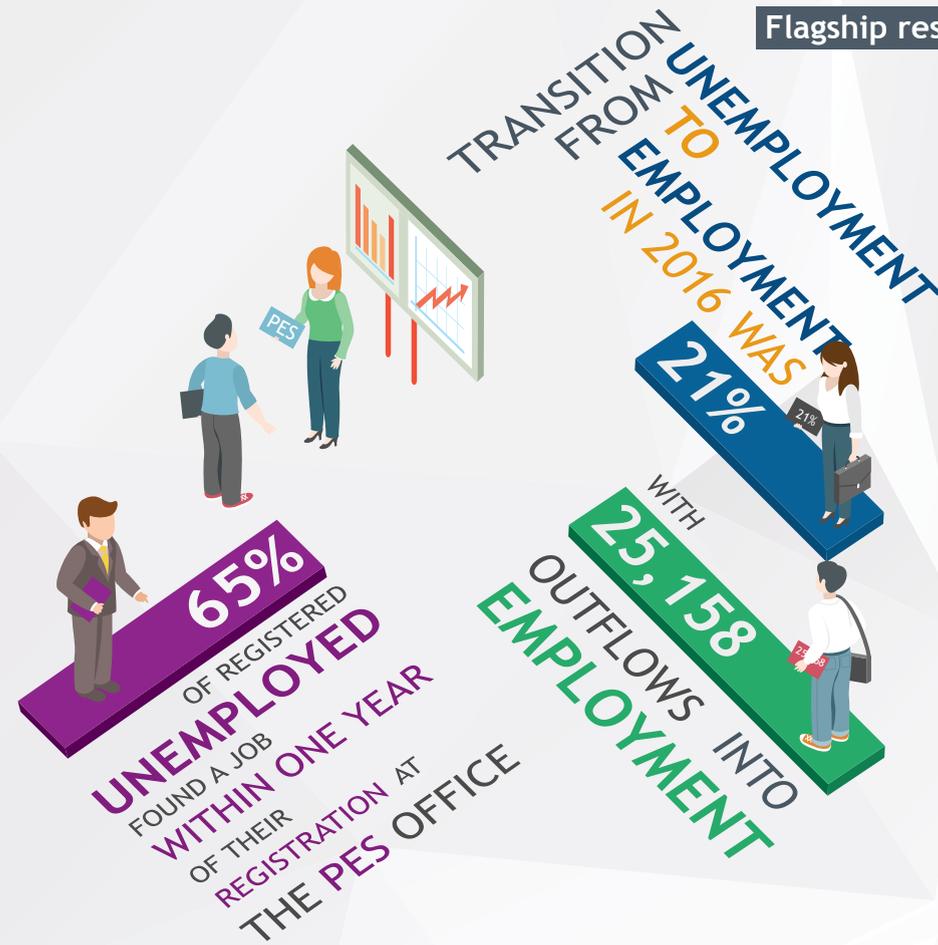
### Good practices

Scoring system for evaluation of businesses applying for funds from the National Employment Service

- part of different employment creation programmes and schemes;
- based on the proposed business plan, level of innovation, number of jobs created, sustainability of jobs, and inclusion of vulnerable target groups.

Tracer survey - being implemented for vocational education and training (VET) graduates and certificated trainees.

### Flagship results



### Good practices and flagship results

## Public Employment Services in Bosnia and Herzegovina

### Good practices

#### Profiling system for the registered unemployed in FBiH

- is a triage channelling targeted services to those who need and will benefit from them the most;
- counsellors provide integrated services including registration, information provision, counselling, preparation for job interviews and development of detailed individual employment plans.

#### Job clubs in RS - over 30% of club members find employment within 6 to 12 months.

- helping increase the employability of young and hard-to-employ people by developing skills for active job search, writing CVs, training for the first interview, using different sources of free information.

Mobile offices available in areas where there are no local offices, offering the same set of services to clients in the remote areas.

### Flagship results



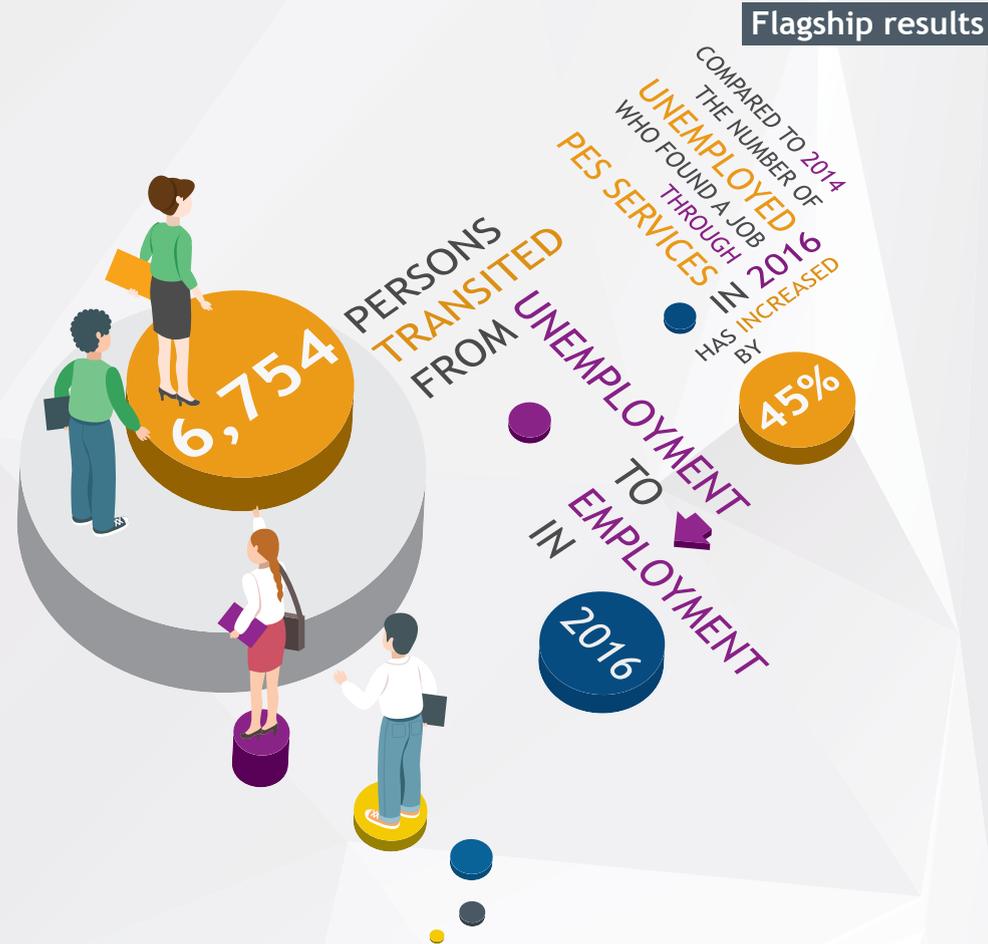
### Good practices and flagship results

## Public Employment Services in Kosovo\*

### Good practices

#### Strong relationship between employment offices and vocational training centres

- Vocational training centres (VTC) seek guidance from employment offices in initiating new accredited programmes;
- VTCs have access to labour market information and indicators, and through their work contribute to matching demand and supply;
- VTCs also have an accredited coordinator for quality assurance;
- VTC and businesses jointly deliver training.



\*This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence

### Good practices and flagship results

## Public Employment Services in Serbia

### Good practices

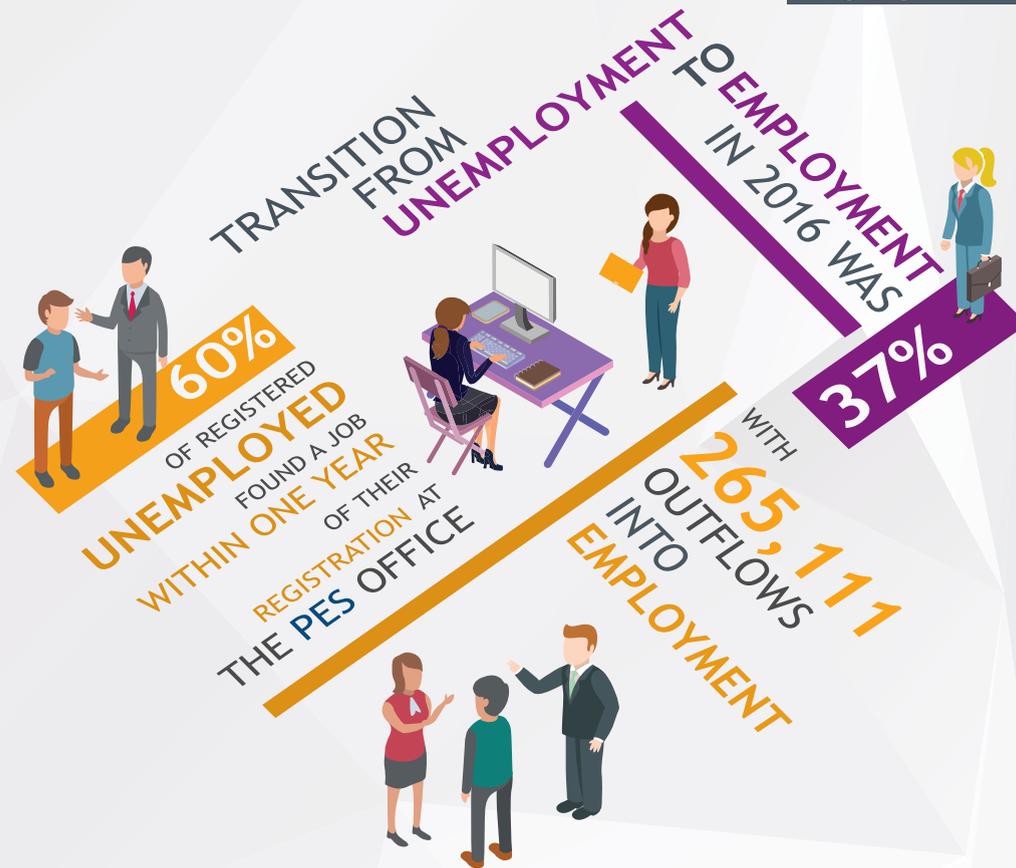
#### Agreements on implementation or co-financing of local employment action plans

- National Employment Service has so far signed 109 co-financing agreements and 39 agreements on providing technical and expert assistance to local self-governments.

System of internal licensing of employment advisors in the area of human resources policy

System of induction process and vocational training of PES employees

### Flagship results



## Public Employment Services in Montenegro

### Good practices

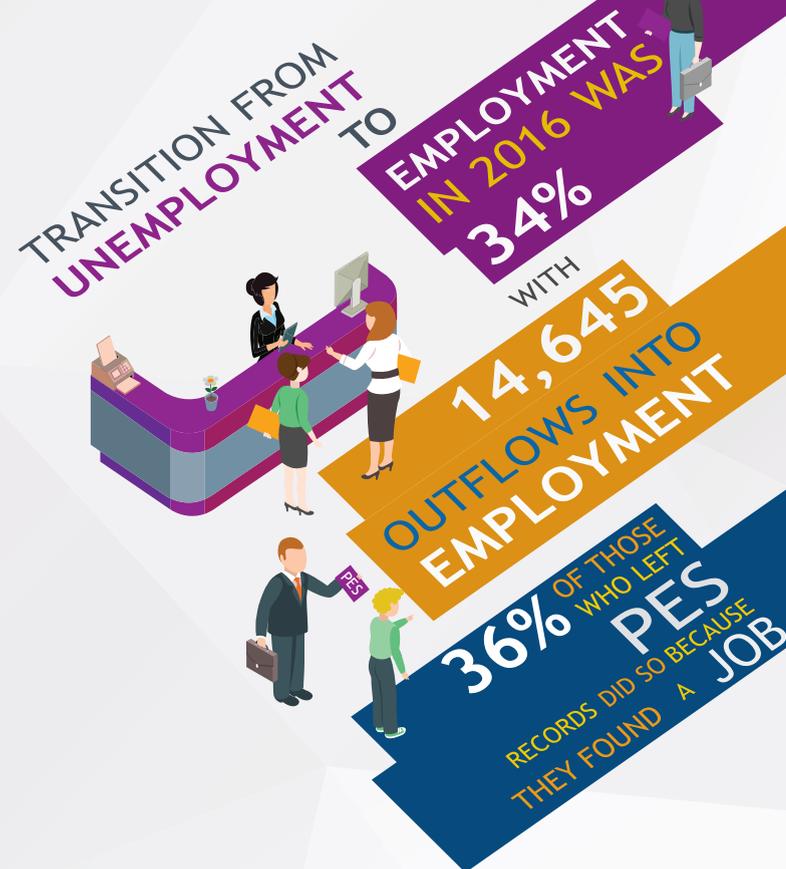
#### On the way to meet preconditions for participation in EURES

- EURES is an EU network providing job mobility information and recruitment/placement services through cooperation between PES;
- regulations harmonised with the EU standards.

#### System of evaluation of employees

- certain financial incentives for employees, i.e. financial stimulus during the year based on work performance.

### Flagship results



### Good practices and flagship results

## Public Employment Services in The Former Yugoslav Republic of Macedonia

### Good practices

#### Regular monitoring of implementation of active labour market policies'

- employment measures and services based on which different types of reports are prepared; they are further used to develop subsequent activities.
- evaluation of measures is done by external evaluators in order to increase the objectivity of results.

#### Specialisation of front-line staff for specific groups

- even small local offices have a person specialised in youth work, another in work with persons with disabilities, etc.

### Flagship results



*The ESAP is a regional 3 million EUR project financed by the EU and implemented jointly by the Regional cooperation Council (RCC) and the International Labour Organisation (ILO). It began its implementation in March 2016 and will last until March 2019. The main beneficiaries of the project are the ministries of labour and social affairs and the public employment services, labour inspectorates and social affairs councils of the six Western Balkan economies.*



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