



Vlaamse Dienst voor
Arbeidsbemiddeling en Beroepsopleiding

Key figures 2009

VDAB

samen sterk voor werk

As a labour market intermediary, the VDAB creates opportunities for all Flemish citizens to develop their own career optimally, with a view to smoother market functioning and prosperity for one and all.

As a service provider, the VDAB helps citizens in developing their careers themselves in interaction with the market demand. Here, the VDAB cooperates transparently with other service providers. We also pay special attention to citizens from opportunity groups.



Crisis on the Flemish labour market: the measures taken by the VDAB to deal with the economic situation

To deal with the consequences of the economic recession on the labour market, in 2009 the VDAB initially released additional capacity to expand the teams that provide “redundancy first aid.” In other words, more social intervention advisors (SIAs) were deployed to deal with those who were faced with impending restructuring, collective redundancy or bankruptcy. The social intervention advisors endeavour to put people back to work as soon as possible particularly by providing information and by organising employment cells.

To give the restructuring policy greater impetus, the Flemish Government additionally has proceeded to integrate the Re-employment Fund in the VDAB, thereby streamlining the approach to bankruptcies and collective redundancies and simplifying the administrative red tape for employers and employees.

In light of the surging wave of restructuring operations in the beginning of 2009, the “DirectT” action was also launched to provide a safety net also for employees with a contract of employment for a specified period in case temporary contracts were not extended collectively when they expired. The VDAB is on this front cooperating closely with the social partners on the sub-regional level (with the Regional Socio-economic Committees (RESOC) and the Socio-economic Councils of the Regions (SERR)) and is also seeking partnerships with the sectors.

The VDAB lent its cooperation in the European Globalisation Fund dossier for the “textile sector” intended to provide extra support for employees in the hard hit textile sector and to help them on their way to new employment (inside and outside the textile sector).

Following the agreement by and between the social partners and the Flemish government on employment of people aged 50 and over (“Together into the breach for 50+”), the Federation of Employment Partners (Federgon) and the VDAB have also taken steps to expand the required outplacement for people aged 45 and over. Such outplacement is to be more imbedded in the employment process of the VDAB through better coordination and standardised information exchange. Furthermore, Federgon is endeavouring to optimise the quality of outplacement advice and support. A joint certification body has been created for that purpose.

Employees are moreover confronted with temporary unemployment more frequently because of the economic recession. The requisite training capacity has been made available to bridge over such periods of inactivity in a rational manner so that employees who become unemployed for economic reasons can undergo retraining free of charge. Furthermore, online training courses are provided free of charge to employees at their own request.

Finally, various actions have been initiated in cooperation with sectoral training funds, pursuant to the Flemish Government’s Stimulus Plan, to implement the addenda of the sectoral agreements.

Basic service

Service for jobseekers

The VDAB takes due account of the ability of jobseekers to cope from the initial moment of contact. Clients who have a greater need to talk or those who require close support, can go directly to the consultants of the contact services. For clients who want to assume a more direct role in seeking for work, the VDAB places a number of self-managing instruments at their disposal such as the training guide "My VDAB" and vocational orientation instruments. Once they have signed up, jobseekers are sent weekly vacancies by e-mail or by post. They can look up these situations vacant themselves through their dossier on the VDAB website or on the PCs in the job shops.

If the jobseekers do not manage to find a job within a reasonable period of time, they are convened by the VDAB. Jobseekers who need more intensive and more personal advice and support are then referred to the pathway to work for jobseekers.

In 2009, consultants registered 216,785 jobseekers, i.e. 602 fewer than in 2008. The total number of registrations amounted to 405,806.

114,882 jobseekers were referred to vacancies by consultants.

Jobseekers can gain access to vacancies through different channels: through job computers, the service line, consultants, teletext and the Internet.

In 2009, the independent research bureau CIM (www.cim.be) registered 22,588,403 visits to the VDAB website, i.e. 2% more than in 2008. After the vacancies database, the dossier manager and the training database are the most consulted applications.

In 2009, the service line registered 260,974 contacts with jobseekers, i.e. 4.2% fewer than in the previous year.

Service for employees

VDAB is working on a basic service for a wide target group through the job shop concept pursuant to the competency agenda. With the creation of a structured basic service, the VDAB addresses a detected need for information and support on career questions from working citizens who tend to benefit from a brief contact and who, owing to the nature of their questions, have no immediate need for career guidance. The basic service is all the more important for supporting citizens in the transitional labour market to avail themselves of transition opportunities and to stimulate them in managing their career.

On 1 September 2009, the pilot phase of the "Basic service to working clients" was launched in 26 job shops throughout Flanders. This pilot phase is a sequel to an experiment conducted in 2008.

As the experiment showed that a general expansion to all job shops throughout Flanders was not indicated, we opted for the pilot phase. This pilot phase enables us to monitor everything from close up and to make adjustments as and when necessary.

Various actions were undertaken in 2009 to implement this service throughout Flanders:

- ▶ A monitoring instrument has been provided.
- ▶ The internal and external communication over this basic service has been carried out.
- ▶ Training courses for consultants and team leaders have been given.
- ▶ Instruments have been developed and adapted for the consultant and the clients, including the reception brochure with information on all the partners, the information brochure on the trade unions in Flanders and digital information.

Service for employers

In addition to service for jobseekers and employees, the VDAB guarantees a universal service free of charge to each employer as well. This comprises in particular the correct entry of vacancies and/or support therewith, the dissemination and management of situations vacant through the VDAB website, the job computers and VRT teletext (where available), the selection and presentation of candidates and the enhancement of information on employment measures. As of 2007, vacancies have also been disseminated via digital television and by being announced in the job shops.

In 2009, the VDAB received 458,894 situations vacant through its labour marketing information system and job manager. That is a 40.9% drop from 2008. In 2009, the filling percentage for the normal economic circuit (NEC) was 79.9%. It takes 34 days to fill vacancies.



Comprehensive approach to jobseekers

The comprehensive approach to jobseekers comprises a procedure to measure for both short- and long-term jobseekers, and is implemented through a multi-stage guidance model. This model is based on the optimal channel mix depending on the ability to cope and the needs of the individual job seeker.

A distinction is drawn in the comprehensive approach between the preventive segment, geared to newly registered short-term jobseekers and the curative segment, geared to long-term jobseekers.

Number of newly reached jobseekers in the multi-stage guidance model

| | 2008 | 2009 |
|---|---------|---------|
| Stage 1 | | |
| Jobseekers reached through announcements | 304,887 | 311,372 |
| Jobseekers reached through referrals | 119,311 | 114,882 |
| Jobseekers reached through announcements or referrals | 331,107 | 336,645 |
| Stage 2 | | |
| Telephonic screening | 18,377 | 16,798 |
| Stage 3 | | |
| Registration | 74,481 | 85,616 |
| Skill improvement | 44,816 | 45,087 |
| Career guidance | 75,514 | 85,399 |

Number of jobseekers reached in the different modules (*)

| | 2008 | 2009 |
|-----------------------------------|---------|---------|
| Stage 2 | | |
| Telephonic screening | 18,377 | 16,798 |
| Stage 3 | | |
| Registration | 74,481 | 85,616 |
| Application training and guidance | 10,623 | 11,223 |
| Training in a centre | 36,164 | 37,540 |
| Person-oriented training | 15,086 | 17,332 |
| On-the job training and guidance | 43,424 | 43,541 |
| Career guidance and follow up | 160,679 | 172,487 |

(*) Total number of jobseekers reached per module at director level

Number of jobseekers reached per opportunity group (*)

| | 2008 | 2009 |
|---------------------------------|---------|---------|
| Low skilled | 95,089 | 100,780 |
| Worker with a disability | 28,094 | 30,770 |
| Immigrant | 45,347 | 52,440 |
| Older worker (>50 years of age) | 13,139 | 13,842 |
| Preventive | 138,000 | 158,956 |
| Curative | 50,860 | 43,673 |
| Woman | 91,716 | 93,277 |
| Young person (<25 years of age) | 68,436 | 73,658 |
| Long-term jobseeker (>5 years) | 8,466 | 7,921 |
| Newcomer action | 10,136 | 12,518 |
| Integration income recipient | 7,439 | 7,067 |
| Part-time education obligation | 7,875 | 9,522 |

(*) Total number of jobseekers reached (all modules) at director level per opportunity group



Competency enhancement for jobseekers and employees

The VDAB makes the necessary efforts to promote the adaptability of Flemish jobseekers, employees and employers and to provide them with the requisite guidance and support on a changing labour market. The competency centres constitute an important pillar for the expansion of this service for jobseekers, employees and employers.

Range of actions in the competency centres

In 2009, the VDAB organised under its own auspices or in cooperation with partners, a training course for 55,695 jobseekers – an increase of 6,771 people or 13.8% from 2008. Thanks to the specific attention in the training offer for demand-oriented, shorter training courses in recent years, the competency centres have, together with the partners, managed to provide a solution to the rising unemployment and the increase in training needs for the most part within their own training capacity.

| | Number of persons | Number of training hours |
|----------------|-------------------|--------------------------|
| Own management | 39,405 | 6,575,101 |
| With partners | 18,330 | 6,634,254 |
| Total | 55,695 | 13,211,973 |
| Objective | 40,000 | 12,000,000 |

Range of individual vocational in-company training courses and training schemes in opportunity groups

10,470 individual vocational training courses were initiated in Flanders in 2009, down 15% from 2008, managing to achieve 65.4% of the objective. No single region attained the objective. The Sint-Niklaas region scored the highest, with 91.3% of the objective, followed by Hasselt (84.5%) and Tongeren (81.2%). The Antwerp region scored the lowest (44.7%). In Antwerp, a larger number of companies cannot avail themselves of an individual vocational training course according to the relevant regulations (harbour, education, medical sector), and consequently the city is under-represented in terms of such courses.

In the crisis year 2009, with an ample supply of jobseekers, the share of the opportunity groups in the total number of individual vocational training courses declined only slightly in relative terms. The share of the migrant opportunity group registered the sharpest decline (from 16.4% in 2008 to 13.8% in 2009). The share of unskilled workers dropped from 41.9% to 40.3% and that of disabled workers from 7.1 to 6.7%. The share of older workers on the other hand increased (2.3% to 2.6%).

Staff

The VDAB employs 5,019 people, including 1,618 permanent staff and 3,401 contracted employees. In full-time equivalents the VDAB has 4,274 employees.

Financial results

Basic service: 83,783,336 Euro

Pathway-to-work: 296,785,314 Euro

Non-path related actions: 165,871,918 Euro



Many VDAB projects are set up with the help of the ESF and the European Union.

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Chairman

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