



Vlaamse Dienst voor
Arbeidsbemiddeling en Beroepsopleiding

Key figures 2010

VDAB

samen sterk voor werk

As the public employment service of Flanders, the VDAB creates the space within which all denizens of Flanders can pursue their optimal career to the utmost themselves – for a smoother market operation and prosperity for all. As a service provider, the VDAB helps citizens to develop their own career by interacting with the market demand. The VDAB works closely together with other service providers in this process, paying special attention to people from disadvantaged groups.

Early recovery on the labour market

The Flemish labour market recovered faster from the economic recession than anticipated. In 2010, the VDAB received 20.5% more situations vacant (262,280) than in 2009 (217,588), while the unemployment figures dropped as of September 2010 as well. At the end of 2010, the VDAB had 9.3% fewer jobseekers than at the end of 2009. The high unemployment figures and the general shortage of jobs which were predicted at the start of the crisis, never materialised fortunately enough.

An outsourcing policy that can count

Owing to the VDAB's unique position as an employment agent, trainer and career counsellor, its task as a public employment service is to coordinate the policy of the different players (employment agents, sectors and companies, education, training providers, specialised service providers, etc). The cooperation with these players must create a "win-win situation" for employers, workers, jobseekers, partners and the Flemish government.

Accordingly, various tasks of the VDAB, such as the guidance and training of jobseekers, are outsourced to specialised partner organisations. We refer to such outsourcing as tenders.

In addition to continuing existing tenders such as the "ESF tender" and the "Youth employment plan tender," some additional tenders were initiated at the end of 2009 and the beginning of 2010. A "city centre tender" was established in 2010 (intensive employment guidance and mediation in 13 city centres for unskilled and migrant jobseekers). In the first adjudication period, the VDAB reached the required advising obligation of 6,630 jobseekers.

The former "employment guidance tender" became a "care guidance tender" to remove the mental, psychological and/or psychiatric as well as the socio-economic, social and/or psychosocial thresholds that hinder guidance to employment or workplace healthcare. The first project period ran from 1 September 2009 to 31 December 2010. During this first project period, 1,470 jobseekers with mental, psychological and/or psychiatric problems started this preliminary employment guidance programme.

In 2010, the VDAB organised a general tender under its purview for 930 training courses for multipurpose care attendants for jobseekers out of work, and also a tender for an additional training module for 800 jobseekers out of work. 1,623 trainees started a training course. Of these, 970 started the training course for multipurpose care attendant, and 653 trainees who had completed this course started the primary care provider module.

Overview of tenders 2009 - 2010

	2009												2010											
	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Youth employment plan tender (Employment guidance strategy)	4.050						4.050																	
City centre tender (Employment guidance strategy)												6.630												
ESF tender: (Employment guidance)	6.132						4.209																	
ESF tender: (Skill enhancement actions – training courses)	2.727						1.680																	
Care guidance for mental, psychological and/or psychiatric problems												1.470												

Networking

Strategic cooperation schemes with Jobkanaal (Job Channel), personal consultants for jobseekers, the sectors, education and the social partners were deepened further in 2010.

- ▶ 12,836 new situations vacant were registered and processed (up 81% from 2009) in Jobkanaal [Job Channel] (awareness raising among employers and advise to suitable candidates from disadvantaged groups for their situations vacant). 23,695 jobseekers from disadvantaged groups were referred to these situations vacant (up 18% from 2009, resulting in 4,570 placements, including 1,519 from the target group).
- ▶ 1,935 employees took part in the VDAB Work Week. The 81 initiatives were visited by 23,910 jobseekers and by 1,046 students.
- ▶ Inter-regional mobility. In cooperation with the FOREM (the Walloon public employment service), 49,791 Walloon jobseekers were apprised in 2010. A reserve of 18,850 Walloon jobseekers was built up, as opposed to 6,051 validated Flemish jobs for Walloon jobseekers. In 2010, 2,216 Walloon jobseekers underwent language training in competency centres of the FOREM or the VDAB. 3,277 Brussels residents were placed with companies involved in the inter-regional cooperation.
- ▶ In 2010, the VDAB published 112,372 European situations vacant through the European job exchange. The VDAB organised the semi-annual meeting for EURES managers under the Belgian presidency of the EU.
- ▶ COFEP is a network of “training through trading” companies. It is run by the VDAB and supported by a cooperation agreement with the Department of Education and Training. At the end of 2010, COFEP comprised 250 such companies, 85% of which in education.

Basic service for jobseekers

The total number of those registered as jobseekers amounted to 406,123. Our consultants referred 85,735 jobseekers to situations vacant. Of the 406,123 registered, 286,629 jobseekers received a vacancy announcement. 224,580 jobseekers received vacancies through automatic matching.*

The independent research firm CIM registered 29,330,917 visits on the VDAB website (up 29.8% from 2009), the largest increase since 2004.

The service line (0800 30 700) had 267,487 contacts with job seekers (up 2.5% from 2009). The number of WIS database contacts continued to rise as well: from 9 million in 2005 to 17.9 million in 2010 (up 30.5% from 2009).

Fitting approach as of 2010

We want to prepare each jobseeker in good time with a fitting offer to him or her that anticipates his or her specific needs. This can be done, depending on the individual needs, through mediation, an intensive mediation strategy or an intensive guidance strategy. The total number of jobseekers rose by 3.5% in 2010 to 458,416. 31,000 more jobseekers (+15.5%) were taken up in pathways to employment than in 2009. In 2010, there was an increase in the range of long-term jobseekers in the skill enhancement modules (training courses) of the path to employment (up 10% from 2009).

Attention to young people and those over 50

205,483 young people were taken in the Youth Employment Plan between January 2008 and October 2010, including 35,791 (17%) highly skilled individuals. After 2 months, 64% of them received at least 1 vacancy announcement or referral, down from 2009. When we look at the integration outcome after 6 months, we see that this percentage hovers near the 100% target, i.e. 98.4%. Seven out of ten young people were then placed.

Since 1 April 2009, pursuant to the “together into the breach for over fifty,” people aged 50, 51 and 52 have to be included in the “Active 50+” action. This was extended to those aged up to 55 as of April 2011. In 2010, the VDAB held 7,545 information sessions, a little more than

in 2009; the number of information sessions in trade unions (personal consultants for job seekers) is somewhat higher. 75% of the targeted group attended an information session.

Social intervention advisors (SIAs) and employment units

At the end of 2010, the SIAs reached 1,163 companies. An employment cell was active in 1,081 of these companies in 2010. 852 companies opted to call on the permanent employment units; the other 229 for an ad hoc employment unit. The aim of reaching smaller companies too with the new restructuring policy was attained; SMEs accounted for no fewer than 97% of the total number of company files in the permanent employment units. 18,563 employers in all were involved in the activities of these employment units.



Service to employers

This service comprises the registration and announcement, in various forms, of situations vacant, information on employment measures and coaching for employers to fill their vacancies optimally. In 2010, the total number of situations vacant received (Mastervac* and all databases taken over, including all temporary vacancies) amounted to 802,757, an increase of 17.7% from 2009 (on an annual basis).

The number of situations vacant received from own databases rose by 12.5% to 516,225 job offers. The number of jobs in the Normal Economic Circuit* without Temporary Assignments (known by the Dutch acronym NECzU)* registered a robust recovery: +20.5%.

Most regions fluctuate between a 17% and 23% increase. The region of Tongeren registered the least growth in situations vacant from the NECzU in 2010, i.e. 7%. The crisis had little impact on this region. In 2009, Tongeren registered the lowest drop (3%). The highest rise was registered in the Mechelen region (34%), followed by Antwerp (26%). The number of temporary assignments rose as well (5.4%), while the number of vacancies for employment measures remained more or less the same (+1.3%).

The number of situations vacant throughout Flanders is virtually back at the 2008 level, barring 3%. The vacancy filling percentage* rose from 79.9% in 2009 to 84.3% in 2010 (89,199 vacancies filled out of a total of 103,434) especially jobs from the Normal Economic Circuit in Mastervac.* After a drop for the vacancy filling period to 34 days in 2009, this period rose back up to 41 days in 2010.

Nearly all sectors registered an increase in the number of jobs, with the exception of "public authorities" (-15%) and jobs in education (-1%). Sectors which were hard hit during the crisis registered the highest growth from the previous year: "Manufacturing of means of transport" (+239% and "manufacturing of machines and equipment" (+105%).

Employers can always turn to the VDAB account managers to recruit personnel and to set up a methodical and structured training policy.

Labour market oriented training in shortage professions: skill enhancement by competence centres

We provide skill enhancement through training courses in our own competence centres and also in cooperation with partners. This cooperation with third organisations refers exclusively to training courses for jobseekers (as opposed to those for people who are working or students). 52.4% of the training hours for jobseekers are organised in cooperation with third organisations.

Training courses under VDAB management and in cooperation with third parties – 2010

	Training courses	Training hours
Number of jobseekers	106,074	14,935,090
Under own management	79,677	7,155,370
In cooperation with third parties	26,397	7,779,720
% in cooperation with third parties	24.9%	52.1%

Training courses for jobseekers, workers and students Thanks to extra resources from the Flemish Government's Work and Investment Plan (WIP), the number of jobseekers who underwent training in one of the competence centres increased. More than 58,000 jobseekers underwent training for a total of more than 14 million hours. Training and guidance on the shop floor increased further by 13%.

Furthermore, 90.2% of job seeking trainees underwent training for a shortage profession.

The placement rate after training in shortage professions rose to 52.9% in 2011. The bar for 2011 has been set at 65%. In 2010, 2,403 extra trainees were reached with training for a shortage profession or occupations for the future. Extra WIP resources made it possible to reach some 3,733 extra trainees, more than the targeted 3,500.

Range of jobseekers in shortage professions

	2009	2010
Number of jobseekers in training (*)	32,344	35,573
Number of jobseekers in training for professions for disadvantaged groups (*)	28,703	32,071
Share of professions for disadvantaged groups	88.74%	90.16%
Placement after training for disadvantaged groups	49.3%	52.9%

* module 4, vocational oriented training courses, exclusive of web learning

- ▶ Only 278 workers in temporary unemployment attended a training course at the VDAB at their own request.
- ▶ In 2010, the VDAB registered 21,148 workers for the free web courses, and 135 schools made use of this course material during that same year.
- ▶ The infrastructure of the VDAB competence centres is made available to secondary school students free of charge. The VDAB has a modular offer for schools per province (which are published, together with registration by TSO, BSO and BUSO schools on the websites of the Regional Technological Centres). 4,809 students availed themselves of this offer in the 2009-2010 academic year (+25%). Most training courses were given in metallurgy, industrial automation and construction.
- ▶ The VDAB is also an advocate of the diploma-track training courses in secondary post-secondary education (known by the Dutch acronym "Se-n-Se" courses) and higher vocational education (known by the Dutch initials HBO). These qualifying courses are needed to address shortage professions on the labour market and to combine skill enhancement with the further career prospects and growth of the workers.

Recognition of skills

Skills are recognised by the experience certificate – an official, generally recognised skills certificate of the Flemish Government. More than 2,465 experience certificates were issued at the end of 2010, of which 338 by test centres supported by the VDAB. The VDAB cooperated on 33 types of experience certificates in all in 2010, 6 of which can be issued for the first time in 2011.

Appropriate language policy

1,330 extra trainees underwent instruction in Dutch under the Appropriate language policy (1,003 through switching packages and 327 through Dutch on the training floor).

Personal Vocational Training courses (known by the Dutch acronym "IBO") in times of crisis

11,801 IBOs were started in Flanders in 2010, an increase of 13% from the crisis year 2009 (announced growth path through the relaxed regulations and qualitative improvement of IBOs via the WIP).

Range of IBOs and of training courses in occupations for disadvantaged groups

	2009	2010
Started IBOs in occupations for disadvantaged groups	5,542	5,435
Share of IBOs in occupations for disadvantaged groups	52.9%	46.1%
% unfavourable discontinuation in occupations for disadvantaged groups	19.1%	17.1%
Profile of IBOs in occupations for disadvantaged groups		
Unskilled	40.3%	36.9%
People over 50	2.6%	2.7%
Migrants	13.8%	13.9%
Disabled workers	6.7%	7.0%
Long-term jobseekers	12.1%	16.3%

Specialised IBOs (known by the Dutch acronym "GIBO") for disabled workers in guidance

Specialised training companies (known by the Dutch acronym "GOB") need not pay a productivity premium for this training measure. 282 GIBOs were started in 2010 (up 112 from 2009).

Personnel and finances

Personnel

The VDAB has 5,013 employees, 69% of whom (3,458) are women and 31% (1,555) are men. The VDAB has 4,237 full-time equivalents. More than three out of ten employees at the VDAB are older than 50. At the end of 2010, the VDAB had 90 employees registered as persons with disabilities (1.8% of the total workforce). Their share among recruitments amounted to 2.6%.

Internal training offer

77.8% of the total workforce underwent training in 2010. A total of €8,225,026 was invested in personnel training. These training courses were registered with Spoor 21 [Track 21], the internal education and training department of the VDAB, but various departments took important learning initiatives themselves.

A coaching organisation for its own personnel too 75 employees were actively coached; 11 by an external coach, and the rest by an internal coach. 48 managers attended the 4-day training course on "coaching skills for managers" in 2010.



Finances (in €)

	Costs (1)	Own revenues (2)	To be financed by the government (1) -(2)
Minimum guaranteed service	89,449,171	- 4,655,425	84,793,746
Path to employment	307,356,683	-18,467,284	288,889,399
Product development	1,895,432	-45,243	1,850,189
Total non-course related	178,786,484	-44,814,074	133,972,410
General total	577,487,770	-67,982,026	509,505,744

Caption

Automatic vacancy matching: situations vacant can be matched with jobseekers who have the appropriate profile immediately upon registration.

Mastervac: online aid and self-service tool on the VDAB site for employers that automates extensively the entire vacancy procedure and in the end provides insight into the number of candidates that correspond to the employer's vacancy.

Normal Economic Circuit (without temporary agency) = permanent + temporary (without temporary agency) circuit.

Ordinary permanent circuit refers to jobs with contract for an unspecified or long-term period (including self-employed jobs);

Permanent working and learning circuit refers to starting jobs, start-up companies offering employment opportunities to the unemployed, self-employment training and business training. The permanent circuit includes also the replacement of early-retirement pensions.

Temporary circuit refers to short-term contracts of employment; student jobs and jobs in the hotel and catering sector.

Employment measures refer to work-experience contracts, but also to child-minding services after school provided by subsidised contract employees, employment through the inter-departmental budget fund, proximity services, the third employment circuits and jobs carried out by subsidised contract employees (known by the Dutch acronym "gesco").

Integration refers to the extent to which a young person's profile is monitored for availability on the Flemish labour market and checked for a suitable job. For example, the young person has signed a youth contract which indicates the start of the collective and personal mediation;

For example:

- the young person has at least 1 follow-up interview in the collective and personal mediation;
- the young person is guided intensively;
- the young person is undergoing training or guidance on the shop floor or has already completed them.

Filling percentage is the indicator that shows the extent to which the available jobs have been filled. This percentage is calculated by taking the ratio of the filled and processed jobs (whereby the number of processed jobs = number of filled + number of cancelled jobs). Only the number of filled jobs from the computer system (AMI) used to register situations vacant by the VDAB staff is known, so that the filling percentage pertains only to situations vacant that were processed via the AMI. A filled job offer is thus a situation vacant for which it is known that a jobseeker has been taken on.

Employers' Information System (known by the Dutch acronym "WIS") is a VDAB vacancy database for people who are looking for a job. They can consult WIS free of charge via the Internet or terminals situated throughout Flanders. All the data are updated daily.

Central services

Keizerslaan 11, 1000 Brussel
tel. 02 506 15 11 - fax 02 506 15 90
vdab@vdab.be - www.vdab.be

- ▶ Managing director
Mr F. Leroy
- ▶ Labour market management
General director
Mr J. Van Depoele
- ▶ Competency centres
General director
Ms M. Gillebeert
- ▶ Functional support
General director
Ms K. Vereecken

Board of directors

Chairman

Mr J. Roos

Employer representatives

Mr P. Leyman (Voka – VEV)
Ms S. Teughels (Voka – VEV)
Ms A. Cattelain (FEDERGON)
Mr M. Dillen (Confederatie Bouw)
Ms N. De Greve (FEDIS)
Mr J. Sap (UNIZO)
Mr B. Cuyt (UNIZO)
Mr W. Van Goethem (FEDUSTRIA)

Employee representatives

Mr Ph. Diepvents (ABVV)
Ms C. Copers (ABVV)
Mr D. Schoeters (ABVV)
Ms A. Vermorgen (ACV)
Mr M. Demaeght (ACV)
Mr P. Van der Hallen (ACV)
Ms P. Stalpaert (ACV)
Mr H. Engelen (ACLVB)

Representative of the Office of the Minister

voor begroting:

Ms H. Coppen

Kabinet van de Vlaamse minister van Innovatie, Overheidsinvesteringen, Media en Armoedebestijding

voor werk:

Ms M. Vrijens

Kabinet van de Vlaamse minister van Economie, Buitenlands beleid, Landbouw en Plattelandsbeleid

Representative of VDAB

Mr F. Leroy

Gedelegeerd bestuurder VDAB

Regional offices

Labour market management

- ▶ VDAB-Aalst - director: Lieve Clinckaert
Hopmarkt 11, 9300 Aalst
tel. 053 76 71 71 - fax 053 76 71 99
- ▶ VDAB-Antwerpen - director: Luc Hostens
Sommerstraat 22, 2018 Antwerpen
tel. 03 202 17 11 - fax 03 202 17 00
- ▶ VDAB-Brugge - director: Roland Bracke
Spanjaardstraat 17, 8000 Brugge
tel. 050 44 04 11 - fax 050 34 42 39
- ▶ VDAB-Gent - director: Louis Greif
Kongostaat 7, 9000 Gent
tel. 09 265 47 11 - fax 09 233 21 70
- ▶ VDAB-Hasselt - director: Luc Lauryskens
Thonissenlaan 47, 3500 Hasselt
tel. 011 26 06 00 - fax 011 26 06 66
- ▶ VDAB-Kortrijk - director: Erik Bouckaert
Rijselsestraat 57, 8500 Kortrijk
tel. 056 24 74 00 - fax 056 24 74 44
- ▶ VDAB-Leuven - director: Jos Geuvens
Sint-Maartenstraat 5, 3000 Leuven
tel. 016 29 86 00 - fax 016 22 91 97
- ▶ VDAB-Mechelen - director: Roland Verbeek
H. Consciencestraat 5-7, 2800 Mechelen
tel. 015 28 15 20 - fax 015 28 15 99
- ▶ VDAB-Oostende - director: Carine Daene
Perronstraat 10, 8400 Oostende
tel. 059 55 65 11 - fax 059 70 18 59
- ▶ VDAB-Sint-Niklaas - director: Freddy Van Malderen
Noordlaan 4, 9100 Sint-Niklaas
tel. 03 760 16 50 - fax 03 765 94 21
- ▶ VDAB-Tongeren - director: Johnny Nelissen
Stationslaan 12, 3700 Tongeren
tel. 012 39 09 00 - fax 012 23 40 62
- ▶ VDAB-Turnhout - director: Leo Goosens
Sporwegstraat 7, 2300 Turnhout
tel. 014 44 51 10 - fax 014 44 51 00
- ▶ VDAB-Vilvoorde - director: Ludo Vleminckx
Witherenstraat 19, 1800 Vilvoorde
tel. 02 255 92 00 - fax 02 255 92 99

Competency centres

- ▶ Antwerpen - director: Ann Vroonen
VDAB, Somersstraat 22, 2018 Antwerpen
e-mail: ann.vroonen@vdab.be
- ▶ Limburg - director: Marc Cloostermans
VDAB, Thonissenlaan 47, 3500 Hasselt
e-mail: marc.cloostermans@vdab.be
- ▶ Vlaams-Brabant - director: Luc Borms
VDAB, Witherenstraat 19, 1800 Vilvoorde
e-mail: luc.borms@vdab.be
- ▶ Oost-Vlaanderen - director Karel Tirez
VDAB, Kongostaat 7, 9000 Gent
e-mail: karel.tirez@vdab.be
- ▶ West-Vlaanderen - director: Bram Lievrouw
VDAB, Rijselsestraat 57, 8500 Kortrijk
e-mail: bram.lievrouw@vdab.be
- ▶ Regionale Dienst Brussel - director Marc Deleye
RDB, Wetstraat 95, 1040 Brussel
e-mail: marc.deleye@vdab.be