



ONLINE

EMPLOYMENT PROMOTION

EMPLOYMENT SERVICES AND LABOUR MARKET POLICIES FOR A HUMAN-CENTRED RECOVERY

1 JUNE – 12 JULY 2022

🕒 6 WEEKS, 5 HOURS OF LEARNING PER WEEK

Information Note

BACKGROUND

As a result of the COVID-19 crisis, unemployment, underemployment, informality and inactivity have taken even deeper root and inequalities are expected to be exacerbated in the coming years. Without concerted action by governments, employers' and workers' organizations, and the international community, the crisis effects will endure well beyond the pandemic itself, with deep implications for the achievement of social justice and decent work for all.

While in developed and some emerging countries the pandemic has served as a catalyst for acceleration of digitalization of the design and delivery of employment services and labour market policies, in many developing countries the pandemic has magnified the challenges of the inadequacies in digital infrastructure and service delivery. Nevertheless, in all countries the pandemic has brought to bear the importance of partnerships, policy integration and integrated delivery of services, social dialogue, digitalization and digital jobs.

Against this background, last June, the ILO member states have adopted a global call to action for a human-centred recovery from the COVID-19 crisis that is inclusive, sustainable and resilient. This call constitutes a clear commitment to place the aim of full, productive and freely chosen employment and decent work, the needs of the most vulnerable and hardest hit by the pandemic, and the support for sustainable jobs and incomes at the heart of the strategies to build forward better from the crisis.

The global call to action commits to an inclusive economic growth and employment through among other things (a) provision of job retention measures, passive and active LMPs and (b) "strengthening national systems of employment services and national policies to provide quality employment services for workers and employers to mitigate crisis-induced economic and labour market disruption, recognizing, where appropriate, the complementary role of private employment services when properly regulated in line with international labour standards, including the prohibitions therein on charging fees and costs to workers".

Employment services- public (and private)- were part of the central plank of the strategy to cushion and retain jobs, protect workers and enterprises, prevent skill losses and facilitate recruitment in essential and ancillary sectors during the COVID-19 induced crisis. The global call to action recognises this role to be played again during the recovery – not only as change agents in the labour market but also as facilitators of growth and employment by supporting workers' transitions and businesses' acquisition of the talent they need to recover and grow.

Therefore, strengthening national systems of employment services and investing in labour market interventions is critical to mitigate crisis-induced economic and labour market disruption, and, in particular, to help people return to work and get prepared to navigate more frequent job and career transitions and support the recovery.

In this context, the International Training Centre of the ILO (ITCILO) and the ILO Employment Policy Department are joining forces to organize this course, as a response to repeated requests made by ILO's constituents to strengthen the role of employment services and labour market policies to promote employment and decent work.

COURSE OBJECTIVES

This course aims to strengthen the capacity of Member States to design and implement effective employment services and labour market programmes for a human-centred recovery from the COVID-19 crisis.

By the end of this online training, participants will have strengthened their knowledge and will be able to improve their employment service systems. In particular, participants will have:

- Strengthened their understanding of the role of employment services in facilitating labour market transitions, targeting in particular vulnerable groups;
- Gained a thorough understanding of how to effectively design and implement targeted and innovative labour market services and programs;
- Examined the challenges in terms of the management of employment services and the modernization of service delivery systems;
- Increased their understanding on how to promote public-private partnerships and dialogue at the national and the local levels, in the public, private and third sectors, in a concerted manner in order to influence policymaking.

In addition to enhancing capacities and knowledge, this course aims to stimulate peer learning, and possible future collaboration among participants and their respective institutions and organizations.

WHAT WILL I LEARN?

This course will cover policy approaches and operational tools for effective delivery of employment services, with particular emphasis on innovative and targeted services and labour market programmes.

The programme is structured around the following six modules:

MODULE 1

COVID-19 : EMPLOYMENT SERVICES AND LABOUR MARKET POLICY RESPONSES

This module examines the effect of the COVID-19 crisis on economies and labour markets and analyses the wide range of employment services and labour markets strategies used around the world to mitigate the immediate effects of the crisis.

MODULE 2

EMPLOYMENT SERVICES OFFER TO JOB SEEKERS

This module will explain the range of services traditionally deployed by employment services to support job seekers in their transition process. It will focus on audience segmentation strategies to provide personalized service and career guidance services. It will also present new trends, such as the skills-based approach and the holistic approach.

MODULE 3

EMPLOYMENT SERVICES OFFER TO EMPLOYERS

This module explores the range of services traditionally offered by employment services to support recruiters and succeed in referring the right candidates for vacancies. It will review several types of public policies that can promote a good fit in the labour market and how these can be customised to countries in different contexts. Furthermore, it will discuss the difficulties many employment services face in gaining the trust of employers and recruiters as well as the possible strategies to adopt to mitigate the challenge.

MODULE 4

LABOUR MARKET INFORMATION AND DIGITALIZATION OF SERVICES

This module will analyse the opportunities and challenges of the use of technology by employment services, both for their internal functioning and for the delivery of services. It will also examine the issues of digital acculturation of employment services employees and users, without forgetting to underline the risks and challenges of digital security as well as ensuring that vulnerable groups are not further excluded from the labour market. The need for aligning technology adoption to the context of countries will be emphasized.

The module will also analyse and present examples of tools and services used for labour market information, the role of employment services as users and developers of labour market information, and coordination of the labour market information system. Furthermore, it will examine how technological developments in PES can and have been used to enhance the development and use of LMI.

MODULE 5

PARTNERSHIPS

This module will be focused on the role and purpose of partnerships between public employment services and other entities. It will discuss how partnerships, either formal or informal, may help to build capacity to deliver more personalised employment services, including targeted support to priority audiences.

MODULE 6

ORGANIZATION AND MANAGEMENT OF EMPLOYMENT AGENCIES

Different organizational models used around the world will be presented in this module. Key considerations for successful management of change will be discussed, with particular reference to the labour market situation in middle and low income countries.

WHY SHOULD I JOIN?

- This e-learning course will be **participatory** and facilitate discussions between experts, including ILO specialists and ITCILO trainers, and participants from around the world.
- A **blend of online resources**, 'real time' interactive sessions, individual and collaborative group exercises allow for knowledge-sharing and reflection between practitioners and analysts that help deepen the understanding of participants of their specific country circumstances and related employment services challenges.
- It draws on a **long-standing experience of the ILO** on policy advice and technical assistance in the area of employment services.
- Successful completion of the course leads to an official ITCILO **Certificate of Participation**.

WHO ATTENDS THIS COURSE?

This course is of particular interest to operational managers of public employment services. It also targets officers of ministries in charge of labour and employment, representatives of workers' and employers' organizations, staff of international organizations and other professionals dealing with the design and implementation of employment services and labour market programmes.

FORMAT AND METHODOLOGY

This course is offered fully online through the ITCILO eCampus platform. It is implemented in an asynchronous modality where participants can plan their own learning at their own pace. Furthermore, the course offers options for live debate and discussions through online webinars, which provide an optional opportunity for engaging with experts and peers.

Each module combines online materials, one webinar and learning activities to help participants learn more effectively. Modules are open on a weekly basis. While participants are recommended to complete the activities of one module before starting the next one, access to modules is not conditional on that.

The course has been designed according to a **learner-centred approach** in order to better involve participants and keep them motivated. Different methods will be used to make it highly interactive and engaging.

HOW TO APPLY

Find the application form at <https://oarf2.itcilo.org/DST/A9715497/en> and apply before the **8 May 2022**.

PRICE

The course is fee-paying. The total cost is **Euro 900**

ITCILO will offer a limited number of fellowships which may cover part of the fee. If eligible, early applicants will be given priority. Please enquire quickly!

WITHDRAWAL, CANCELLATION POLICY, AND REFUNDS FOR OPEN COURSES

If an enrolled participant wishes or must withdraw from a course, they may choose to apply to a different course or be substituted by another candidate. The participant must notify the Centre, in writing, of their decision at least 14 days prior to the start date of the course. Cancellation of participation in regular courses will result in the following penalties:

- 14 days or more prior to the start date of the course: No penalty, 100% refund of amount paid less applicable bank charges
- 8 to 13 days prior to the start date of the course: Penalty of 50% of course price, refund of residual amount paid (if any) less applicable bank charges
- 7 days or less prior to the start date of the course: Penalty of 100% of course price.

INFO

FOR FURTHER INFORMATION PLEASE CONTACT

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