



Belgium (Flanders)

Job-shops

Framework and setting

Geographic scale Flanders

Policy framework A job-shop is a one-address-stop for a broad range of services for job seekers as well as employers. Various equal partners provide these services at various locations (mainly near to the residences of the customers). There is a steering committee (with representatives of all partner organisations) managing the job-shops, and a “project cell” with representatives of the Flemish partner organisations. The role of the “project cell” is to financially manage the job-shops, to solve problems, to improve the communication between the partners and to give support via a helpdesk.

Partnerships at work

Rationale The job-shops have been developed from a broad and constructive “network vision” on partnership taking into account the nature and qualities of each actor involved in order to offer an added value to customers, based on the partners’ specific competencies and labour market knowledge.

Objectives The main objective is the better performing of the labour market. The focus lies on promoting labour market transparency by stimulating the accessibility of the various organisations and groups, encouraging the job-seeker’s ability to be independent thereby providing the necessary individual coaching and stimulating the local service economy.

Functions Job-shops’ main tasks are, firstly, to provide services for job seekers and employers as well as to play a key role in the tuning between the Flemish, Federal (i.e. Belgian) and European employment policies, and, secondly, to develop the local service economy. Job-shops provide a full offer of integrated services and information about the local service economy. A good tuning between the local service economy, integrated services and the counselling of job seekers guarantees a well-performed local labour market.

Policy areas Labour market and employment policy, social inclusion

**Policy tools/
Instruments** Individuals can ask for assistance of certified job-shop employees and receive on-line information.

Timeframe There is no time limit.

Partners The partners at policy level are the Federal Government (represented by the Minister for Employment and the State Secretary for Sustainable Development and Social Economy), the Flemish Government (represented by the Flemish Minister of Employment, Education and Training, and by the Flemish Minister of Transport, Social Economy and Equal Opportunities) and the VVSG (Association of Flemish Cities and Municipalities/represented by the chairmen). Other partners are e.g.:

- _ VDAB (Vlaamse Dienst voor Arbeidsbemiddeling en Beroepsopleiding): The Flemish public employment service makes sure that job seekers and employers find each other in a quick, efficient way and free of charge;
- _ RVA (Rijksdienst voor Arbeidsvoorziening): Within the Belgian social security system the RVA is responsible for the organisation of the unemployment insurance. The adequate services provided are prevention, payment and insertion;
- _ PWA (Plaatselijk Werkgelegenheidsagentschap): PWA is a sub-division of the federal services dealing with the unemployment benefits. PWA counsellors sell service vouchers to individuals (e.g. laundry, small paintwork). Unemployed persons perform the jobs;
- _ ATB (Arbeidstrajectbegeleiding): ATB have counsellors specialised in coaching and guidance giving to disabled persons in order to integrate them into the labour market;
- _ SLN (Steunpunt Lokale Netwerken): SLN is an umbrella organisation providing local training and the coaching of projects; and
- _ Municipalities

- Contracts** The partners of job-shop draw up and sign a contract. The contract confirms the creation of the Local Employment Forum, which actually manages and administrates the job-shop on local level.
- Legal status** Job-shops either have the status of non-profit organisations or are local agreements for co-operation (in the latter, the job-shops function as co-operations).
- Sources of Financing** The labour costs of personnel offering service are paid by his mother organisation. The VDAB spends part of the budget on the operational expenses of job-shops (e.g. IT-expenses). The Flemish government determines the amount of this budget. Each partner conducting counselling activities guarantees the financial contribution of at least 2,500 EUR per full time equivalent in the annual operating budget.
- Results** Currently, 140 job-shops exist in 308 Flemish cities and municipalities.

Partnerships' highlight

- Programme/Project** WIS (Work Information System) kiosk
- Timeframe** Continuously
- Objectives** The WIS kiosk is a vacancy database for job seekers. The database can be consulted free of charge via the Internet or via numerous terminals in Flanders.
- Activities** Every job-shop and many public places, such as town halls, libraries, banks and department stores have a WIS kiosk. The data are updated on a daily basis and consist on information about vacancies and vocational training as well as information on the partners of job-shops. Additionally, the kiosks allow personal file management and CV management and offer print possibilities for information provided.
- Results** Partner organisations as well as employers and employees use the service. The system has become almost indispensable to users.

Contacts **Partnership co-ordination at national / sub-regional level**

There is an umbrella project cell Job-shops that co-ordinates and supports:

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Partnership co-ordinators at regional / local level

Please contact the above-mentioned institutions.