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Youth Employment Initiatives



# Youth Employment Initiatives

**Compilation of the Analysis of the Local  
Situation Implemented by each partner**



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## Introduction

The Erasmus+ funded Youth Employment Initiatives (YEI) project where the European partnership shares their experiences and good practices in the field of youth unemployment. The partners share the initiatives, tools, services, and programmes in their organisations but also more generally in their European country. The aim is to educate one another regarding the tools and methods to improve the employability of young people. This exchange of information between organisations allows getting first-hand knowledge and detail of the different actions introduced and conducted by similar organisations with homogenous situations. Sharing experiences and good practices allows the development of new skills and ideas to promote employment in young Europeans.

The partnership has developed 6 webinars which highlight the youth unemployment situated in their home country. This includes; the analysis of statistics in the country; the comparison of the youth unemployment rate between stated country with the European Union's average; exploration of soft skills and competencies sought by employers; and existing initiatives in each partner country.

## The Partnership Organisations

### City Council of Alzira - Spain



**Ajuntament d'Alzira**



**WEBSITE**

The Agency of IDEA (Initiative for the local development of Alzira) depends on the Economic and Employment Promotion Department of the City Council of Alzira (Valencia). Working within a social context of difficult economic conditions IDEA aims to provide comprehensive support for the unemployed and entrepreneurs alike. Created in 1995, IDEA works in various fields to develop the city of Alzira and has demonstrated its capacities in the management of local, national and European projects. The main areas of IDEA are: the labour orientation service, the public employment programme, the entrepreneurs service, the training service and the European programme.

## Comune Di Cremona - Italy

Cremona Municipality is a public body who have organised different department in order to project and realise activities dedicated to support and guide young people in the “transition to their adult lives”.

PROJECTS AND RESOURCES OFFICE coordinates all the projects of the municipality at local, regional and European level in public and private sectors. It is in charge of collection and dissemination of information about open calls for proposals and partnerships, support in writing projects, ensure assistance to management and financial reporting.

It also coordinates and manages all the participation and active citizenship projects (universal civil service, Leva Civica, Youth Guarantee, ESC, every year it supports more than 150 young people in participating to these important opportunities.

### YOUTH INFORMATION CENTRE

Founded in 1995 with the objective of rendering available information for young people (sectors of training, leisure, work, international opportunities, etc) and over the past 15 years it has also been developed as an office connected to the fields of directing and supporting trainings and work and not only for young people due to the accreditation of provision of services to work.



## WEBSITE

## LOGO - Austria



### WEBSITE

LOGO jugendmanagement is the Styrian Department for Youth Information and Communication. LOGO provides user friendly comprehensive information service to support young people. These include services for the social, personal and vocational needs of young people, as well as guidance on international affairs and health. This helps to aid young people in making decisions which are beneficial and right for them and also promotes professional opportunities.

## University of Thessaly – Greece



UNIVERSITY OF  
THESSALY

### WEBSITE

The University of Thessaly (UHT) is comprised of 18 departments and several research centres. Undergraduate and Graduate programs are offered at the university. UHT aims to contribute to the cultural and economic development of the local community and society. The members of academic and research staff participate in European research networks research projects. The university helps students become in contact with the labour market through their Lifelong Learning Center. This centre provides training and employment advice to in all institutional fields.

## Weener XL – The Netherlands



### WEBSITE

WeenerXL is a municipal organisation which provides a wide range of support to young people. This includes financial support and helps people between the age of 18 to 65 to find employment and solve their financial, social, and personal problems.

The organisation helps to motivate individuals through social activation and social participation. There is a specialised team of job advisors and trainers who support NEETs. They help young people unemployed to find work, to return to school or coordinate other matters (health, family, financial and / or personal circumstances). Job consultation is offered within the organisation, as well as social assistance. The overall aim is to get (or prepare) customers to work or return to school.

## Tirantes – The Netherlands



**WEBSITE**

TIRANTES began on January 1, 2017 as a small business. The owner of TIRANTES, Theo van de Veerdonk, has a high level of expertise working with young people with challenges. TIRANTES focuses on taking the initiative, being proactive, project management, coaching and advice in the field of education and the labour market. TIRANTES participants in the networks of companies, schools, local government to support young people. Also, there is an involvement with EU programs such as project management and project co-management in projects on young people. There is an aim to improve educational quality (primary schools, secondary schools, VET, vocational training of higher education) and also there is a focus on entrepreneurship.

## Inova Consultancy – The United Kingdom

Inova Consultancy is a female-owned SME which specialises in providing consultancy services and project work in the areas of gender, professional development non-traditional fields and entrepreneurship. Inova has years of experience on working on European Funded Projects, which have focused on young unemployed people in the past, as well as other vulnerable groups. Inova has extensive knowledge on using mentoring and coaching methodology with their clients. Many workshops have been carried out to support individuals with their goals.

Inova has developed the innovative training methodology of [Mentoring Circles™](#).



**WEBSITE**



## The Webinars

The webinars below explain the youth unemployment situation in each partner country. Click below on the video to play. Transcripts can be found in this document in the 'Annexes' section.

### Webinar 1 - Austria



#### Summary

- » The youth unemployment rate in Austria was at 5.8% in May 2019. The unemployment rate of young people between the ages of 15 to 24 is particularly higher compared to other age groups.
- » The unemployment rate is decreasing over time.
- » Austria has the 7th lowest unemployment rate in the European Union.
- » The greatest problem is the lack of job availability for the number of job seekers in Austria.
- » Key skills sought by employers: teamwork, communication skills, problem solving skills, self-management skills, complex and system orientated thinking.
- » Soft skills are becoming more important and work field is becoming more complex with trends towards higher education.
- » LOGO provides information and services for young people on topics such as employment, health, and many others.
- » LOGO has programmes and platforms to help with job applications.
- » LOGO has workshops to help young people find out their strengths and skills.
- » Austrian government has implemented mandatory education until the age of 18 to increase employment opportunities.



## Webinar 2 - Greece



### Summary

- » Traditionally, youth unemployment in Greece has been at one of the highest. In 2017, the rate was 43.6%, with an EU average of around 14% in 2017.
- » Youth unemployment is higher compared to other age groups.
- » 7/10 graduates of Greek universities want to work abroad rather than in their home country.
- » There is a mismatch between the skills sought by employers and skills in young people.
- » The economic policy in Greece does not produce enough sustainable jobs.
- » Key skills sought by employers: teamwork, creativity, taking initiative, valuing ideas, logical thinking, innovated mindset, emotional intelligence, observation, open minded status.
- » The University of Thessaly has worked on Erasmus+ funded projects such as EDGE, VET4MIGRE, Engage, MOM, and others to aid employability to support a range of different target groups, including young people.

## Webinar 3 - Italy



### Summary

- » In 2018, data shows that in Italy the youth unemployment rate in Italy was at 33%, this is higher than the European average of 15%.
- » In the Lombardy region, the unemployment rate of young people is one of the lowest in Italy and it is below the European average.
- » Between 2015 to 2018 the youth unemployment rate for those ages 15 to 24 was highest compared to other age groups.
- » From 2017 to 2018, youth unemployment has decreased.
- » Key skills sought by employers: flexibility and adaptation, ability to work independently, problem solving, planning and coordinating, communication.
- » Municipality of Cremona provides basic guidance and content analysis in regard to the current situation of the labour market. They provide support in finding a job, specialised guidance, support in job search, promotion of work experiences and guidance with entrepreneurship.
- » Municipality of Cremona has civil service volunteers and projects. In 2019, there were 165 volunteers and 13 projects.

## Webinar 4 - Netherlands



### Summary

- » Statistically, the Dutch unemployment rate has been below average at 6.5%, compared to 15% European Union average in January 2019.
- » The Netherlands are the third lowest in the level of youth unemployment in Europe.
- » Aim to support those who have a distance to the labour market in order to improve employability and access to employment market.
- » There is a decrease among migrant youth, however unemployment amongst this group is almost twice as high compared to the age group of Dutch nationals.
- » In certain areas of the Netherlands there are some areas with higher unemployment, such as the north and the centre. This is due to employers seeking further education and more qualifications.
- » There is a mismatch between supply and demand in the labour market.
- » Key skills sought by employers: complex problem-solving skills, critical thinking, creativity, people management, coordinating with others, negotiation. Digital skills are also very important.
- » WeenerXL provides reintegration services, such as life coaching, job coaching, training, employee skills and many other areas.
- » WeenerXL works with other organisations to directly support NEETs to go back to education or find employment. For example, WeenerXL uses more experimental methods such as group activities and discussion in cooperation with Tailed Made Trajectory (T.O.M) to support NEETs.

## Webinar 5 - Spain



### Summary

- » Youth unemployment in Spain is high. There is a 33% youth unemployment rate (2019) which is over two times as high as the European Union average (15%).
- » Youth unemployment has been decreasing as a result of initiatives and economic advancement.
- » More women than men are unemployed, but in youth the balance between genders is quite equal.
- » In Alzira specifically, youth unemployment is lower than in any other age group.
- » Key skills and competencies sought by employers: initiative and entrepreneurship, digital competences, linguistic competences, learning to learn (as a never-ending process in a career), social competences.
- » In Alzira employers reported that they look for a desire to work, responsibility, availability, politeness and good presence in potential employees.
- » IDEA is working in the local development and in the employment agency of the City Council of Alzira. Main areas are: The Labour Orientation Service, The Entrepreneurs Service, The Training Service, The European Projects Office.



## Webinar 6 - United Kingdom



### Summary

- » The UK youth unemployment rate (16-24-year olds) is 11.3% (UK Parliament, 2019). This is below the EU average of 15%.
- » 788,000 young people (aged 16 to 24 years) are NEETs (October 2018) – this is approximately 12% and has gradually been decreasing since 2013.
- » Unemployment rates for young people (16-24) are substantially higher than in other age groups.
- » Key skills sought by employers: communication, teamwork, problem solving, self-management and self-belief.
- » Nearly half of young people (14-25-year olds) believe they are not taught the skills employers will be looking for in the future.
- » Inova works on several projects and activities and has used their [Mentoring Circles™](#) to support NEET participants.

## Conclusion

In conclusion, the numbers of NEETs in European countries is mostly decreasing. Over the course of the years, more young people are able to access and successfully gain employment or enrol in education. Factors such as economic development and better access to employment and education has improved the opportunities for young people in some countries, such as Spain.

The youth unemployment situation tends to depend on a variety of factors. These include the differences between regions within countries. Certain areas of a country can vary in their numbers of youth unemployment compared to other areas. Some countries have higher youth unemployment numbers compared to older age groups, conversely, in some countries young people are the most employed or in education compared to other age groups.

As mentioned, youth unemployment is decreasing in most European countries. Nevertheless, there is still a need for the improvement of opportunities in education, training and employment in all European countries. In every country, the situation can be improved to a greater extent and further support can be given to the individuals. Therefore, this project of sharing good practices is particularly important as it allows for new insights and perspectives to inspire change.





## Useful Links

### Austria

- » [Information about the education initiatives until 18](#)
- » [Information and services offered for NEETs](#)
- » [Information about education and career orientation project IBOB-Cafe in Graz](#)
- » [Interactive, video-based career orientation platform \(available in English\)](#)
- » [Youth information of Styria](#)

### The Netherlands

- » [Understanding NEETs; individual and institutional determinants of youth inactivity in France, Germany, Japan, The Netherlands, and UK](#)
- » [Research on NEETs by Statistics Netherlands on Labour Force Survey](#)
- » [Eurofound on NEETs European-wide](#)
- » [Research by PWC, the future of NEETs and young people](#)
- » [OECD skills strategy Netherlands 2017, a diagnostic report](#)

### Italy

- » [EUROSTAT statistics on NEETs in English](#)
- » [AN UNICEF survey about Italian NEETs](#)
- » [Statistics produced by the Italian National Institute of Statistics, can be searched by themes.](#)
- » [Italian National Institute of Statistics on NEETs in English](#)

### Greece

- » [National employment agency](#)
- » [Largest website for job search in Greece](#)
- » [Job search and career opportunities](#)
- » [The European Project ENGAGE - marching portal between NEETs and the labour market](#)
- » [Youth and lifelong learning foundation](#)

## Spain

- » [Official Spanish website of the European initiative called “Youth Guarantee” - aims to facilitate youth’s access to labour market](#)
- » [JOOP - a programme by Valencian Institute of Youth. Aims to provide motivation and orientation for young people](#)
- » [Official Spanish website of the regional employment office with statistics](#)
- » [Reflection on NEET problems in Spain and possible actions to tackle this](#)
- » [Data, graphs and statistics about population and employment and other related themes](#)

## The United Kingdom

- » [Information on youth unemployment in the United Kingdom](#)
- » [News and statistics on the rates of youth unemployment in the United Kingdom](#)
- » [Local charity in Sheffield which has initiatives in place to help with youth unemployment](#)
- » [Employment and the labour market in the United Kingdom](#)
- » [Estimates of NEETs in the United Kingdom](#)

## Annexes

### Transcript 1 - Italy

#### Slide 1

Hello I'm Massimo Mancosu from Cremona Municipality and we represent 2 offices, Youth Information Centre Office and Projects and Resources Office Today we will talk about youth unemployment in Italy and especially in our region Lombardy and in our town that is Cremona a 70000 inhabitants town in the north of Italy.

#### Slide 2

Youth unemployment in Italy, as shown in the graph that collects data since 2004, has always had similar trends to the total and has always been above European averages and diversified from region to region.

The years of the crisis have sharpened the situation bringing youth unemployment to very high levels, approximately 45%, without counting the percentage of young people, NEET, who are not, potentially, included in the numbers indicated. The interventions of the last years and the easing of the crisis have favoured the recovery of some points, but very slowly, a sign that, partly, the problem is endemic and refers not only to particular periods but also to the socio-economic and occupational structure of Italy

#### Slide 3

Quadrante del Lavoro provides an overview of the state and trend of the labor market in the Lombardy region.

The various sources considered for the data provide integrated and published information, providing the specialized and the citizens with a complete information service. Regional data confirm that Youth Unemployment in Lombardy (14%) is one of the lower in Italy and in line with the European average.

#### Slide 4

The Municipality of Cremona, in collaboration with the Province of Cremona and the Cremona Chamber of Commerce, carries out a series of statistical surveys every year which are published in the yearbook of the Municipality of Cremona where are reported interesting data on the population, education, economy and work.

In particular, it emerges that in 2017 the unemployment rate in the province of Cremona fell from 7.4% to 6.3%, much lower than the national one (11.2%) and in line with the regional one (6.4%).

Also youth unemployment fell, settling in the Regional and European media (14,7% in 2018)

#### Slide 5

Today education systems must prepare for jobs which have not yet been created, for technologies that have not yet been invented, due to problems that we still do not know that will be born. (Andreas Schleicher -OECD)

Youngsters must develop their skills in different paths and life projects, personal and professional, changing every time it would be necessary. In the future young workers will need strong specialist skills and the ability to update, apply and adapt them in different and complex contexts declining them in soft skills

#### Slide 6

Excelsior survey focus on skills requested by companies looking for youngster: Italian companies want people who, in addition to job-specific technical skills, have several soft skills .

When recruiting persons Italian employers give particular importance to the capability of team working, also in not homogeneous groups, communication, flexibility and adaptation, problem solving and continuous learning

#### Slide 7

According to the last “Survey on Professions and Competencies in Companies” of Inapp - National Institute for Analysis of Public Policies, companies and entrepreneurs interviewed identified, for future, a need of training and development of soft skills with particular focus on:

- » Social skills – working in team and reach goals (persuasion, negotiation)
- » Problem solving
- » Technical skills, related to projects and new technologies
- » System skills – analyse, manage and evaluate social and work context
- » Resource management skills – time, human resources, financial

#### Slide 8

Cremona Municipality is active on the territory with Agenzia Servizi Informagiovani, which was founded in 1995 with the objective of make available information for young people (in sectors of training, study, leisure time, work, international opportunities, tourism etc.) and over the past 15 years it has also been developed as an office connected to the fields of directing and supporting trainings and work, not only for young people, due to the accreditation of provision of services to work. We usually work in relation to the different political recommendations and taking care of the different realities. However, in the work of designing and delivering the services, being present on the territory and open to the public, we have the possibility of coming into contact with people directly to build guidance and support paths in line with the demands of citizens (especially the younger ones)

We manage a series of services and steps that help people to find a job. The construction of the personal path is based on the definition of the personal employability profile according to the correlation between the person and the needs of the labour.

We work for basic guidance, competence analysis in relation to the current situation in local labour market and profiling;

support people in finding a job specialised and personalised guidance: balance of competence assessment, and analysis of work experience or other activities, with reference to the suitability of the profile to the demand for territorial work;

support in job search, also by means of the use of the individual relocation allowance;

promotion of work experiences that lead to the improvement of skills, also by means of internships;

management, also indirect, of motivation(stimuli) for self-employment;

#### Slide 9

We also have a web portal create to facilitate the matching between demand and supply of work that helps us to identify companies, the most sought after professional figures through the published announcements, and to understand how many users spend in the search for a job

<https://cvqui.jobiri.com/cremona/>

#### Slide 10

Founded in 2006 as Ufficio Europa (Europe Office) oriented to research and participating in European calls, it has over time increased its competences developing into the reference office for all the other services of the Municipality and other local partners and not for participating in local, national and European funding calls. From 2003 it also began to work with Italian Civil Service and international youth mobility projects (Youth, Youth in Action, Erasmus+ ESC).

Over the past 15 years the office has included 701 young people in civil service activities with 98 projects and more than 50 young people in 30 international youth mobility projects (coordinating, hosting and sending).

The indirect result of the office activities meets 2 objectives:

1. encourage the acquisition of competences, knowledge and skills that improve the professional profile of the volunteer,
2. encourage the job placement directed to the volunteer himself in the structures / realities where he/has done his/her year service (or in similar working environments). In the graph you can see how the number of volunteers and projects is growing fast.

#### Slide 11

Thank you

## Transcript 2 - United Kingdom

### Slide 1

The UK youth unemployment rate (16-24 year olds) is 11.3%

This is lower than the EU average of 15%.

(see RHS graph) Low compared to historic trends of youth unemployment which peaked after the 2008 financial crisis

Unemployment rates for young people aged 16-24 are substantially higher than the wider UK population which has an unemployment rate of 4%.

Total of 788,000 young people who are NEET – Not in education, employment or training – of these young NEETs 40% are both available and looking for work indicating work needs to be done to support this group into employment.

### Slide 2

Regionally there is a lot of variation in youth unemployment levels

Inova is situated within the Yorkshire and Humberside region and this area has a youth unemployment rate approximately 1% above the national average.

Across all regions, progress has been made in recent years towards reducing youth unemployment levels (see graph RHS)

According to a report produced by EY Youth unemployment could impact regional and UK wide aspirations for 'inclusive' growth, especially looking forward to the UK's future supply of labour and skills following the potential economic consequences of Brexit.

### Slide 3

Sheffield has significantly higher rates of youth unemployment than the region at 19.4% (2016)

According to researchers from Sheffield and Middlesex Universities "young people are severely disadvantaged within the Sheffield City Region labour market."



Disadvantage starts at the youngest age category as in the Sheffield City Region

3,700 16-18 year old are not in education, employment or training (NEET) this is 6.2% of the cohort compared to the national average of 5.8%.

#### Slide 4

According to the Chief Executive of EY- an organisation supporting young people into employment- young people are not receiving the experience and skills training needed to enter work and employers are missing out on opportunities to recruit talented young employees.

2 things need to be addressed

1. Develop young people's soft skills and attitudes/etiquette to prepare them for the workforce.
2. Change employers perceptions of young people to show them the benefits young people bring to businesses.

#### Slide 5

Increasingly employers are expressing that young people have the hard skills needed for jobs but lack the soft skills needed for entering and succeeding in work.

In the UK a Cross Parliamentary group has argued that developing 'character and resilience' in schools is important for social mobility and equipping young people for the workforce.

This includes self-belief, self-efficacy, understanding one's strengths and weaknesses, self-control, empathy, drive, perseverance and ability to bounce back from set-backs.

#### Slide 6

Youth Unemployment UK brought together literature and the views of key stakeholders across employers, educators and young people to identify the skills most important for young people entering jobs across different sectors.

## Slide 7

The nature of work is also changing with technological developments and globalisation. Young people need to have the skills to prepare them for this

According to a survey done by Barclay's LifeSkills nearly half of young people believe they are not taught the skills employers will be looking for in the near future.

Skills businesses say will be most important in entry-level candidates in 2020

Reasoning and prioritising

Working effectively in large teams

Solve problems and spotting mistakes

Working with people of different generations and backgrounds

Understanding complex data

Communicating through video/audio rather than writing

Dealing with lots of information at one time and multi-tasking

Specialising in one area but also being good at a broad range of subjects

Getting the most out of working environments

## Slide 8

What is Inova doing?

Inova is working locally (Sheffield) and transnationally (EU) to tackle youth unemployment.

Experienced in training to develop the employability, soft and entrepreneurial skills of disadvantaged groups.

Overview of some of the many project Inova develops and delivers

## Slide 9

### Learning2gether

Intergenerational project bringing together two groups for personal and professional development

Firstly - Young NEETs enhance employability by learning from skills and experience of older workers

Secondly - Older SME workers/ entrepreneurs develop digital skills and social media knowledge for young people

Key outputs: Training/mentoring programme and Circles for NEETs and older SME workers, eLearning Platform, Policymakers guide.

## Slide 10

### Fake It Till You Make It

Helps unemployed and disadvantaged people enhance their employability by using theatre techniques to develop their soft skills and build confidence.

Informal learning of soft skills - Social, Entrepreneurial, Analytical, Leadership, Communication and Intercultural communication skills can all be developed through theatrical activities according to SpotOn!

## Slide 11

Entirno is a project which used gamified learning to help young people develop their entrepreneurial potential.

Attractive and engaging was for young people to develop their soft skills and knowledge

Pictures show the game which was developed as the key output for the project.

Player was put in the position of a new businessperson and they have to make decisions to raise funds, develop their reputation and expand the company.

Slide 13 (+1)

Mentoring Circles- Also Enterprise and Career Circles

Methodology developed by Inova Consultancy (UK) in 2001

Innovative methodology which combines the benefits of one to one mentoring with those from working with a group of peers.

A combination of action learning, coaching and mentoring – provides mentees with support, inspiration for idea generation and greater creativity in problem-solving. Delivered in more than a dozen European countries

Developed by Occupational Psychologists, Coaches, Human Resources Experts, Organisational Development Consultants & Female Entrepreneurs  
Inova uses these to help soft skill and personal development for employability and entrepreneurship.

Look at video for more detail

Slide 14

Thank you

## Transcript 3 – Spain

Slide 1

Hello and Welcome to this Webinar about Youth Unemployment, I'm Ana from IDEA, the City Council of Alzira agency of local development. Today I will be talking about Youth Unemployment in Spain, focusing in our Region, and also, specifically in the city of Alzira. I will be showing some graphs and statistics in order to present the situation that we currently have, and then, I will talk about different type of skills and characteristics that we consider important in order to find a job. Finally, I will briefly explain what we do from IDEA regarding youth unemployment.

Slide 2

First of all, in the Spanish context and comparing it to the rest of European Countries, youth unemployment rates are quite high, currently we have a 33% of youth unemployment which is more than the double of the EU rate.

However, if we look back, in the second graph we can see that from 2008 youth unemployment started to grow until July 2013 when it got to a maximum of 56% due to the economic crisis. The graph shows how it gradually decreased from that month thanks to the efforts that we were making such as employment plans, training initiatives for the improvement of the employability of young people and groups of social exclusion or new developments projects oriented towards to booster the labour market.

### Slide 3

At the regional level, Alzira belongs to the Valencian community. This two graphs show how from April 2016 to the end of 2017 the youth unemployment have been gradually decreasing month by month. In the first graph we can see the total of people younger than 30 years old and in the second one it is also divided by gender, showing that there are more women than men unemployed.

### Slide 4

Now, we are focusing on the city of Alzira. It has approximately 45000 inhabitants and currently 3273 are unemployed. Then, this graph shows the general situation of unemployment. The green showing the total, blue for women and red for men. However, we want to focus on youth unemployment.

### Slide 5

According to the statistics collected at the regional unemployment office, called “LABORA”, in the month of May 2019 there were 338 unemployed people under 25 years old. What we notice here is that the younger they are, less unemployment we find, as well as the balance between men and women varies on older than 25.

Even though it may seem positive, according to the studies that we have carried out, these low rates correspond to the fact that young people are not conscious about the importance of being inscribed in the poll whether because they think it won't help them or because their family units have increased their economical status and then, they do not need to work. Finally, it can also be due to the fact that many young people have decided to travel abroad during the economic crisis in order to find a job since the situation in Spain was not good, and then, they stayed there.

## Slide 6

Now we are moving to the section of skills for employability. According to the Ministry of Education and vocational training of Spain, the key competences acquired during their educational period, can help them to consolidate their values and attitudes towards an easier access to the labour market and it will be used as the basis of their learning process across their professional life as well.

These skills and competences are the following:

- » **Initiative and entrepreneurship** focused on enhancing their professional career and creativity
- » **Digital Competences** for a better understanding of the digital procedures
- » **Linguistic Competences** in order to be communicative in their future job place
- » **Learning to learn** as a never-ending process in their career.
- » And finally, **Social competences** orientated to improve their understanding of equality, tolerance and solidarity concepts.

## Slide 7

Since the Office of IDEA is in constant contact with the Employers of Alzira and the surrounding area, the main characteristics that they ask for are:

- » First, **Desire to work**. It may seem simple, but according to their experience, many young people are not very positive about working, therefore their activities they perform are not fruitful.
- » Then, **responsibility** is key for work. All workers should be responsible of their tasks.
- » **Availability** is also crucial. Many young people, due to the lack of motivation are not aware of the importance of this requirement.
- » **Politeness**. Their attitude towards the rest of the people and linguistic abilities are much taken into account.
- » And finally, **Good presence** is also important for them to give a good first impression and keep it during all their working time

## Slide 8

Since 1995, IDEA, de agency of local development and employment of the City council of Alzira works in various fields in order to provide comprehensive support for the unemployed and entrepreneurs alike. The main areas are:

The labour orientation Service: IDEA supports unemployed people giving them assistance to find employment.



The Entrepreneurs service aims to support entrepreneurship through the provision of services that strengthen business plans and support the entire start up process.

The Training service aims to improve the professional qualification of the groups with greater difficulties in accessing the labour market, and therefore enhance their return to working life.

And the European Projects office which focuses on the European mobility and manages exchange projects for young people.

#### Slide 9

In the labour orientation service, we have an online platform called Portalemp where the citizens from Alzira and surrounding area can access in order to search for employment or training.

This service is working for two years in order to access more people, since it was only done face-to-face at the same office.

Through this platform, the companies also have access, and they publish their offers there. It is a free service in which they are committed to inform us about the number of people that were interviewed or hired.

#### Slide 10

In order to finish with this webinar, we thought it was a good idea to show the development of our office. Over the years we have been growing in all our areas, ascending to a total of more than 5 million Euros of budget in the year 2018. This growth has been due to two main factors, one is the increment of the local budget and the other to the participation and access to granted programmes at national or European levels. We would like to highlight that during the last year, we have made possible 334 employment contracts and we have trained 433 students. Also, we have made possible the creation of 79 enterprises. Finally we have made possible 132 European mobilities.

#### Slide 11

Thank you for watching this webinar!

## Transcript 4 - The Netherlands

### Slide 1

Hello, my name is Carl De Meester. I am a program manager Youth Approach at Weener XL Work & Income, situated in the municipality of 's-Hertogenbosch (Netherlands).

Weener XL is a merger between a Social Workplace and a Public Social Service and has become the combination of labour, income, controle and parts of policy and service center. Jobs and participation in society are our primary goal. If necessary we provide (additional) income.

The strength of this merge consists in: one intake, one approach of employers, one administration for grants and incomes.

As Work Development Organization of the municipality, our goal is to support our citizens who have a distance to the labour market with a total package of services.

In this webinar we will inform you:

about the Dutch rates of Youth unemployment on European, national, regional and local level.

about the increasing mismatch between supply and demand on the employment market

About the 21 century skills for the future

And finally about some of our services to support youngsters who apply for our help and support

### Slide 2

At European level, the Dutch youth unemployment rate was always below the EU average.. The highest peak of youth unemployment in the EU was 23.9 % in 2013, in the Netherlands 13.8 % . In 2019 Youth unemployment in the EU receded to 14.6% since the peak in 2013. The Netherlands are in third place in terms of lowest youth unemployment with 6.5%.

We have come quite a long way but there is still a lot to do. As we know that there is still room for improvement, for the development of new ideas and the promotion of new services. Our young target group is changing. Young people who presently call upon us are very often dealing with multi-problems. and need more intensive help and support. Vulnerable young people and young adults up to 27 years have often difficulty in obtaining a starting qualification and thereby also in finding work. They also acquire hardly a sustainable position in the labour market. In the Netherlands, about 15% of all young people 16 to 27 years are in one way or another vulnerable in on one or more life spheres . This is mainly about learning,

### Slide 3

Unfortunately there are differences in Youth unemployment in the Netherlands, concerning country of origin.

As you can see on the graph, there is a lower youth unemployment percentage of youngsters with a Dutch background than youngsters with a migration, western or non western background

In 2018, around 11 percent of young people (15-25 years) with a migration background are looking for a job. Although we noticed that there is also a decrease among migrant youth, unemployment among this group is almost twice as high as among young people with a Dutch background (6 percent).

### Slide 4

In the Netherlands there are 35 labor market regions, 12 provinces, 388 municipalities

Some regions in the center and north of The Netherlands have more than 8.5 % youth unemployment. This is mainly because there is a concentration on higher demand of qualified personnel. The youth unemployment in the south is between 5.3 till 6.2%.

Our region has a percentage of 5.8. One of the reasons for this, is that our regional labor market there has a strong collaboration between all participating partners from Education, Municipalities, Employment Insurance Agency Implementing Company, cooperatives, etc at a strategic, tactical and operational level.

We also have a strong ambition, described in an operational Policy Plan : All young people from Special, Vocational, Secondary education level 2 and exit Level 2 move on to higher Education, Work, trajectories towards work or social activation.

### Slide 5

Increasing mismatch between supply and demand on the employment market

#### Demand

Due to the continuing growth of the Dutch economy, more vacancies are being created which makes it difficult to find qualified personnel. The number of vacancies has reached a peak again in the first quarter of 2019. At the end of March 2019 there were 277 thousand unfilled vacancies. This surpassed the re-

The number of vacancies has been growing every quarter for almost six years now. The last low point was reached in mid-2013 with 91 thousand vacancies. Most bottlenecks occur in professions in engineering, construction and IT, Healthcare, Retail and Welfare.

### Supply

Although three in ten economically non-self-employed young people are economically independent a year later

and

more than half of young people who are not yet economically self-employed will be independent for at least one year, in the next five years economically.

There is however, also a group that remains economically independent for a long time: almost a quarter of the economically non-self-employed young people between 16 and 25 years old (45 thousand young people) will also be economically independent in the five following years.

Since 2015 altered legislation has given municipalities the task of providing support and guidance to these vulnerable young people who previously did not belong to their target group. As a result, this is a target group that needs to be supported with additional support and deployment of intensive and often long-term services. These long-term economically non-self-employed young people are less likely:

to have a basic qualification,

more often have a migrant background (especially among women),

more often have a mental illness,

more often have parents who are both not working

and more often have been suspected of a crime scene.

Therefore the supply of potential employees is no longer in balance with the need from employers.

### Slide 6

21st century skills comprise skills, abilities, and learning dispositions that have been identified as being required for success in 21st century society and workplaces by educators, business leaders, academics, and governmental agencies. These are also referred to as “applied skills” or “soft skills”, including personal, interpersonal, or learning-based skills, such as life skills (problem-solving behaviors), people skills, and social skills.

Many of these skills are also associated with deeper learning, which is based on mastering skills such as analytic reasoning, complex problem solving, and teamwork. These skills differ from traditional academic skills. They are no longer primarily content knowledge-based.

The current workforce is significantly more likely to change career fields or jobs. With this employment mobility comes a demand for different skills, ones that enable people to be flexible and adaptable in different roles or in different career fields.

As western economies have transformed from industrial-based to service-based, trades and vocations have smaller roles. However, specific hard skills and mastery of particular skill sets, with a focus on digital literacy, are in increasingly high demand.

People skills that involve interaction, collaboration, and managing others are more and more important.

#### Side 7

In the future the so called “soft competences” will become more and more the “hard skills”. The top skills shift to critical thinking, creativity and emotional intelligence. That is what we have to focus on not only in education but also in reintegration. Dutch CEO’s find the development of so-called soft skills just as important as developing digital skills. A vast majority of the respondents in the CEO say that in this digital age, they need to strengthen both the soft and digital skills within their organisation. Properties as to solve problems, collaborate and creativity are becoming increasingly important. These are skills that can not simply be taken over by computers.

Looking at all the needed skills, we notice that they have been grouped into three main areas:

Learning and innovation skills: critical thinking and problem solving, communications and collaboration, creativity and innovation

Digital literacy skills: information literacy, media literacy, Information and communication technologies (ICT) literacy

Career and life skills: flexibility and adaptability, initiative and self-direction, social and cross-cultural interaction, productivity and accountability

#### Slide 8

Weener XL provides next to internal services, trainings and trajectories also external and individual customised pathways for youngsters.

We also work very close with special and vocational education to guide youngsters to the labor market after finishing school. For these more vulnerable youngsters Weener XL uses different services. The most important services are:  
Youth casemanagers who map the possibilities and wishes of a client to find the right and appropriate trajectory or job and support the youngsters all the way.  
Job coaches who offer well-structured support to youngsters with disability while performing ordinary work  
life coaching provides adequate support and change interventions to youngsters with a more complex care question and their environment.  
wage subsidy: a financial compensation in case the employee's own and adapted work is less than 100%.  
a no-risk polis: in case there is an absence or sickness of the employee. The costs are paid by us.

#### Slide 9

T.O.M. is part of the Social Development Sector of the municipality of 's-Hertogenbosch.

It is a place where young adults (16-23) with several problems such as drug addiction, social and family problems, dropouts, can come for help and support. Thanks to their non-formal approach, Tom and his colleagues succeed in creating a strong bond with the youngsters. That is the starting point to support youngsters to go back to school or to find a job. TOM uses more experimental methods for this.

The activities carried out are aimed at developing motivation and increasing self-esteem. Beyond that, youngsters have the opportunity to discover their talents in a new and alternative way. There are all kinds of group activities such as training, sports, performances and interactive group discussions. They also organise computer lessons and assessments for youngsters concerning study and career choices.

The video gives you a nice insight of their activities.

#### Slide 10

At the start of the project in the city of 's-Hertogenbosch, the stakeholders in the field of education and labourmarket made a joint plan and cooperation: schools, companies and local government.

Central Goal is to give youngsters without a valid start qualification a chance to get a VET-diplome in the combination of learning and working.



The success of Actionplan Learning Jobs is primarily caused by support of the captains of Industry as ambassadors on local and regional level. Entrepreneurs are expected to take responsibility when they take a youngster in their company. These ambassadors are willing both to give youngsters a chance to gain experience through a learning job in their company and to motivate other employers to offer this kind of learning jobs.

The movie gives an insight view of action plan learning jobs.

Slide 11

In the context of social innovation and transnational cooperation, we wanted to search and acquire alternative forms and methods, to be applied as additional reintegration instruments for vulnerable young unemployed people in the City of 's-Hertogenbosch. These instruments include tools that provide structure and security with more guidance and more in line with the experiences of young people, focused on intrinsic motivation.

We wanted to do this by exploring methods and motivational techniques in culture (art, urban dance, music, etc.), (urban) sports, prisons, addiction treatment institutions and also explore the Big Picture methodology, a highly individualised form of education.

We cooperated with different organisations who work with young people, with education institutions in the Netherlands as well as in Portugal and Italy. For the simple reason that there is an overlap in the target group that we focus on with this project. The use of alternative and innovative methodologies may contribute to a decrease in school dropout, more employment and/or social participation and lead to active inclusion of young, disenfranchised people, aged 16 to 27 years.

This movie gives a nice impression of what the ESF project MOVE was all about. This project will have a follow up with an already approved Erasmus+ project in which we will focus on the making of a practical training based on the findings of project Move.

We hope this webinar was interesting for you and we thank you for your attention.

## Transcript 5 - Austria

### Slide 1

Welcome to my webinar about youth unemployment in Austria. In this short video I will give you an overview of the youth unemployment situation in Austria and also will talk about problems for young unemployed on the job market, trends and soft skills that will be important for youngsters in future. At the end of this video I will also talk about some Austrian initiatives to fight youth unemployment.

### Slide 2

But let us start with some figures and statistics to get an impression of the youth unemployment situation of Austria. The unemployment rate of youngsters in Austria has generally always been quite low. The latest figures from May 2019 show us that the Austrian youth unemployment rate is at 5.8%. In Styria the unemployment rate of youngsters is even lower and currently at 4.8 %. It has to be pointed out that in comparison to other age groups in Austria the youth unemployment rate of people between 20 and 24 is higher. Please also notice that the presented figures refer to the national calculation method and differ from the international figures from EUROSTAT.

### Slide 3

On the chart on the left you can see that the youth unemployment figures are decreasing and can be seen as a result of the good economic development in the last years. According to the international calculation method EUROSTAT Austria has with 9.4 % the seventh lowest youth unemployment rate in the European Union. On the one hand this leads back to macroeconomic factors like the positive economic development in Austria and on the other hand it can be taken as a result of the active labour market policy with various measures to keep the youth unemployment rate as low as possible. Beside this relatively good developments youth unemployment is still a serious problem for those who are affected by it. On the next slide I will talk a little bit more about problems that unemployed youngsters have to face on the job market.

### Slide 4

The problems with which young unemployed are confronted are quite various and heterogenic.

Early school dropouts have to face many different problems than, for example, apprenticeship seekers or young people who are affected by recruitment difficulties on the job market due to mental or physical disabilities. Besides this fact we can report that in general the main problem concerning youth unemployment are so called “mismatches” in several areas.

Referring to the Austrian Labour Market Service the greatest problem of youth unemployment is that there is simply no accurate job available for the person who is seeking for a job or an apprenticeship position. That means that there is a mismatch existing between the amount of people who are seeking a job and the amount of available job offers. These problems can be connected with external factors like the economic situation of a country but also the fact that a mismatch between required education and the actual education and qualification level of the young people. Further mismatches can be found in the areas locality, payment, and the so called job related key qualifications and work ethics. Especially the last point is getting more and more important. A broad expertise is often not enough anymore. To be successful on the job market you also need certain soft skills.

#### Slide 5

On this slide I listed some key skills that are important to succeed on the job market and business are looking for. Nowadays work tasks are getting more and more complex and can't be dealt alone. Therefore employees should have high team-working and communication skills. Furthermore they should have good problem solving skills, self-management skills and the ability to think complex and system oriented.

#### Slide 6

To sum it up we can see two main future trends. Soft skills are getting more important for organisations and businesses but that doesn't lead to that hard skills like a broad knowledge of the work field are getting unimportant. Its quite the contrary. As a result of a more complex work field we can observe that there is a trend towards higher qualification.

#### Slide 7

In the last part of this video I would like to talk about how youth organisations can take part in fighting youth unemployment and what measures and initiatives Austrian politicians took to decrease the youth unemployment rate. The organisation I work for is LOGO jugendmanagement. LOGO is the Styrian Department for Youth Information and Communication. We provide information & services for young people from (10) 12 to 26 (30) years and multipliers. In our daily work we inform young people about various topics like employment, education, going abroad, health topics or ideas how they can spend their leisure time.

## Slide 8

We have several programs and activities that can help young people to find a job like the “Jobbörse” which is a platform for jobs that are suitable for young people. Once a month we also offer young people to come to our organisation to get a free application photograph. For the group of NEETS we offer a workshop that helps them to find out their strengths and competences.

## Slide 9

Also in the last years Austrian politicians have taken several initiatives to fight youth unemployment. For example in the year 2016 they introduced the mandatory education until the age of 18. We also have a training guarantee for young apprenticeship seekers. For the group of NEETs we implemented the youth coaching and in all schools there are compulsory education and orientation classes.

## Slide 10

I hope this video was informative for you and thank you for your attention.

## Transcript 6 - Greece

### Slide 1

Youth Unemployment, The case of Greece by University of Thessaly. Youth unemployment in Greece is traditionally among the highest in the European Union. The recent period of economic recession has worsen the situation. The current state of youth unemployment ultimately means that young Greeks many of these where formerly students are potentially ready to emigrate having to face stiff competition for new jobs and low wages.

### Slide 2

Over time and almost in all European countries the youth unemployment rate is systematically higher than the corresponding rate for adults. This means that there are factors associated with the situation of youth which lead to a redistribution of unemployment to the weight of young people. The size of youth unemployment is questioning the predominant perceptions about the causes of unemployment over the past 30 years mainly in the European area.

Especially questionable are the interpretations that emphasise the existence of regions' labor market and lack of mobility. It is a common assumption that labor market and institutional framework provide young people with significantly lower protection. The great unemployment growth is due to the recession that is blocking Greece. Working security in employment contacts in the entry of young people into the labor market with a salary of approximately 600 euros are some factors that contributed to the significant growth of youth unemployment. The new graduates of higher education institutions face unemployment or under employment. The prolonged recession creates a wave of scientific migration of staff, as 7 out of 10 graduates of Greek Universities want to go abroad to work while 1 out of 10 are already looking for work in another country or trying to continue their studies abroad to gain access to other markets.

### Slide 3

The choice of major restricted fiscal policy as a prerequisite for our country's exit from the recession has so far had the opposite effects. Actions taken in this direction destroy and dissolve social cohesion in the crucial area of labor insurance rights with the results that 40% of young people aged between 15 to 24 cannot find a job.

Indeed, it is estimated that in Greece 30% of young graduates are unemployed when the European average is around 14%. Greece has the highest unemployment rate among young people. It was rated that around 14 % in August 2016 in Europe. Examining the sectoral dimension of unemployment, it is noted that the traditional clothing footwear construction and shipbuilding sectors have been severely affected. An important reason for this high rate is the mismatch between the skills sought by employers and those occupied by potential worker. The basic interpretations that attempt to answer the question of why the unemployment rate of young people is high are:

first of all, the transition phase. Youth unemployment is at a higher level than adult unemployment due to the fact that young people are a social category facing the labor market integration process. For example, they are in a transition face. Additionally, the low productivity. High unemployment among young people is the low comparative productivity for their work along with low wages. Finally, the inadequacy of the education system. The youth unemployment is due the inadequate interconnection between the labor market and education system which leads to the production of work skills of work skills that are not needed in the labor market. one of the many negative records that Greece has some of the member states of the European Union is according to the data released by Eurostat statistics of the European Union unemployment of the graduates. The vast majority of unemployed graduates are young and are therefore part of the unemployed young people whose unemployment rates rank first among the 27 EU member states.

The above-mentioned facts lead us to the first and main cause of unemployment. Namely economic policy which has been followed for many years by governments and the two parties. A policy that does not create a sufficient number of sustainable jobs. This is due among other things to the fact that this policy has not contributed to modernise Greek agriculture so that this sector of the economy can restrain or attract young people to lucrative corps. Also, to attract young Greek scholars with high level of training and experience in universities and research centers abroad by creating technology parks in which their knowledge will be exploited in cutting-edge fields. Also, it has not contributed into using the climatic benefits of the country with the development of the 12-month tourist season with all forms of tourism in both mountain and island region with a provision of high-quality services at competitive prices and in general. Finally, in the regional development of the country by taking advantage of the cities.

#### Slide 4

Another main cause of the high unemployment of graduates, is the occasional policy followed by all governments. This policy does not take into account the particular characteristics of the Greek society and economy nor their requirements of the internationalised competitive environment in which our country is obliged to function as a member of the EU. More specifically, in Greece, the technical and vocational training is degraded and has been the subject of continuous experiments without substantial study of they required specialties and without the necessary teaching staff and the necessary modern logistic infrastructure. Additionally, there is a substantial need for the development of soft skills as thy are presented currently: currency teamwork, creativity, taking the initiative / motivation. logical thinking, innovative mindset, empathy / emotional thinking / intelligence, observation and finally open-minded status. There is no substantial professional orientation with the result that successive generations of Greek and Greek women make choices in term of their education and occupation not on the basis of the objective data. For example, the current needs of society and economy in the workforce and the prospects of the country in the internationalised environment namely the availability of the various professions for which there is now a demand. The choices of the youngsters are based on an established but in many cases outdated perceptions. From the above we conclude that the reduction of the unemployment rate of the young people requires a radical change of many aspects of the economic and educational policies. This change requires courageous decisions that today are the greatest demand.



## Slide 5

What's the University of Thessaly scope.

The main mission of the University of Thessaly is the promotion of scientific knowledge throughout research and the contribution to the cultural and economic development of the local community and wider society. The University of Thessaly is one of the most well-established institutions in the Greek educational system. Also associated with the effective transition of its graduates to the labor market. One of the main objectives of the institution is to become a permanent link between the university and the productive community. In addition, it provides a number of services to its students and graduates concerning their career future, post graduate studies and other general issues of interest to students. As part of its activities and the fulfillment of its targets, it implements various projects initiatives which have as a main target to reinforce the development of new instruments and innovative solutions. related to its objectives.

Now, some brief descriptions of relevant EU project initiative of University of Thessaly will follow

The EDGE project.

What are its objectives? It mainly focuses on creating and promoting innovative and effective training methodologies for job insertion. It optimises organisations and businesses to be proactive by employing young people with disabilities. It also aims to promote the development of an entrepreneurial mindset as well as skills and possibilities for self-employment.

The EDGE game which is one of the many outcomes of the project is dedicated to the Target of final beneficiaries and will help them in getting used to the work environment both corporate and self-employment, setting in order to feel more safe with the real thing. The game multilingual and innovative in contents and methods, will simulate the working environment and the possible scenarios and the young participants can find a safe way to get used to specific features.

The edge job-based program.

Work based set of methodologies like site visits structured on-the-job training are tailored on a specific need of the target group. It will be included in a particular guide with a practical character for in company trainers and VET tutors to organise work-based learning paths aimed at following an easier acquisition of technical skills.

## Slide 6

The vet for migrants project.

The project aims to promote entrepreneurship to all groups in society. Migrants and people from ethnic minorities represent a considerable group of entrepreneurs.

Being one's own boss is much more popular among ethnic minorities and immigrants than among the average population. Statistics demonstrate quite clearly that entrepreneurship and self-employment in ethnic and migrant communities are higher than the national average. Discrimination, low-paid job offers, low status jobs and obstacles to upward mobility may induce ethnic minorities to look to self-employment at the second-best alternative to earn a living. While many migrants and people from ethnic minorities are motivated to become an entrepreneur, there are some difficulties that are specific to this group and that can prevent them from realizing their business project.

#### Slide 7

The ENGAGE project.

The project focuses on adult education and employment all around Europe. According to the data, young adults unemployment rates are much higher than of any other age group. The High rate reflects the difficulties faced by young people finding jobs.

To address the above issues, the main project's aim is to address young skills in the area of problem-solving critical thinking creativity and team work and facilitate the match between young adults and employers through the delivery of high-quality learning opportunities specifically tailored to the needs of low-skilled young adults.

#### Slide 8

The mom project.

A European team gathers some truly innovative experiences whose main aim is commonly to provide skills and resources for women empowerment adult education and active citizenship.

What is the mom aim?

Well, maternity develops new skills like soft skills. Mom's aim is to unemployed women and mothers to gain empowerment awareness and assessment about their maternal experiences and their skills. This provides them with more resources which help their employability. Its main objectives are to reduce unemployment, to promote adult learning especially for new skills that are required.

## Slide 9

Finally, the VIVA project.

The main objective of the Project Diva is to develop an Innovative social entrepreneurship training program to be applied in the youth sector addressed in the needs of young person with visual impairments for improved social inclusion and employment opportunities. The overall effect of the project aims to be at raising awareness and revealing to participants the full potential of their personal and professional development. Moreover, the project aims to promote ownership of shared values, non-discrimination and social inclusion.

## Slide 10

Thank you for your attention.

