**Joc centre questionnaire – summary and results**

1. Job centres offers information about job vacancies in all project partner schools. By analysing the job centre questionnaires fulfilled by national job centres of the project partner countries: Germany, Austria, Norway and Romania we can resume the following:

The most requested jobs are on the European labour market are: IT specialists, medical care specialists, hotel and restaurant specialists, handycrafts.

In 2017 the most popular countries to move and find a job there for Croatians are Ireland, Germany and Austria.

2. All job centres offer higher ranked positions and they are listed at the job centre web pages.

3. In all project partner countries it is allowed to hire employees from other European/EES countries and it is also allowed to do apprendiceship as well. Information about the steps to be taken can be found under the section „Living and Working“ on the EURES portal.

4. The legal steps which future employees should take if they want to go working in other European countries depends on the field and job requirements: translation of the qualification documents, criminal record, certificate of degree, recognition of the qualifications, agreement between the employer and employee.

5. The most requested skills and qualifications the employees should have are:

The employability of a person depends mostly on the type and the quality of competences they have acquired during formal education and working experience. What employers expect from their future employees are “generic” – transversal (soft) skills such as team-work skills, communication skills, computer skills, the ability to adapt to new situations, written and spoken skills, as well as the ability of solving problems and analytical skills, as they are the key for a rapid movement for young people on the labour market. Innovation, creativity, organizational skills and entrepreneurship are not necessarily required, because for a successful operation of a company only one or two persons with those skills suffice.

Competences in demand and their meaning:
- Communication skills – active listening, verbal, non-verbal, written
- Analytical / research – the ability of assessing situations, consideration of different perspectives, acquiring further information and identification of key elements on which to work on
- Flexibility / adaptability / setting and management of priorities – the ability of managing complex tasks, managing personal timing, determining priorities and adjustment to different working situations and tasks
- Team-work – establishing quality business relations, building good quality relations, encouraging cooperation, conflict management, acceptance of others, empathy, focusing on common goals
- Planning / organization – creating, planning, organizing and implementation of project tasks within a certain time frame. It also includes the correct setting of goals as well as the knowledge of decision making
- Problem solving / creativity – finding potential solutions using creativity, negotiation, personal experience and those of the people you work with, with the help of available information and resources.

6. The measures which are taken in order to realize the retraining/reskilling and the life long learning of the future employees in all project partner countries are the following:

Job centres train unemployed people according to the needs on the labour market, in order to diminish the incompatibility between the supply and demand, taking in consideration data of required skills, so that unemployed people could find work after the completion of the educational program. People who lack skills or knowledge, as well as those with inadequate educational levels, are referred to programs for professional training, retraining or specialization in educational institutions, according to educational plans of each country.

7. Job centres in all project partner countries cooperate on the daily basis with the EURES web portal.

 EURES is a network of Public Employment Services of the European Economic Area, coordinated by the European Commission, whose aim is to facilitate the mobility of people in the EEA labour market by providing information, counseling and intermediation. EURES is the main site for the announcement of job vacancies and it is used by EU citizens. People can upload their CVs (preferably in the Europass format), which will then be visible to employers. If European employers wish to hire EU / EEA citizens, job vacancies are announced on the official web pages and are automatically exported to the EURES portal, becoming thus available to job seekers from the EU /EEA.

8. . In case of the selection off candidates / projects for hiring in the EU /EEA, EURES advisers from the other Member States submit employment data to EURES advisors at each project country job centre. However, the only information about employment rates come from the unemployed persons. Personal contact between the unemployed person and the advisor is required, so if they possess any useful information about a potential work position, it requires direct contact.
People in search of work contact EURES advisors with their positive and negative working experiences. If there is a violation of law or an act of criminal activity, the application may be directed to the labour market Inspectorate or other authorities of the Member States. EURES supports mobility by helping job seekers and employers in Europe in order to achieve a better connection. EURES seeks also to ensure that mobile employees in the EU are not subject to exploitation and aids them in the prevention against undeclared work, fraud, human trafficking and loss of rights in the field of social security.

9. Steps which have to be taken for the involvement and further education of socially sensible groups are giving information and advice about different possibilities to find a job and in case of need financial support for applications and further training.

Job centrs carry out a series of measures with the aim of including particularly disadvantaged people in the labour market, supporting them to find a job, public work, education of the unemployed and training. Through education, the unemployed person can be included in training and retraining programs, as well as advanced training. By training people are included into an informal type of skill and knowledge gaining, with programs which can last up to different months.

10. It is important to continue developing a system of a lifetime-long professional direction. Students should have more accessible information about the labour market and general employment trends, the structure of the labour market, information about the interaction of supply and demand and diversity within the profession as key factors in the selection of further career development.
Vocational guidance in the education system should be developed and strengthened as a process that is closely related to learning and the education of people in the broadest sense. Young people should be taught how to study, how to choose a vocation, how to manage their career, and especially how to develop entrepreneurial competences.
Job centres in all project partner countries inform and advise each year a large number of students in primary and secondary schools, with a strong emphasis on various activities which promote jobs in deficit, as well as advising them on making decisions about the choice of programs which is especially important for students with health issues or other disabilities.
Schools should have a greater role and responsibility in the process of advising students, since educators in primary and secondary schools are well acquainted with their abilities, effectiveness, limitations and other “soft” skills.
It is also important to provide mechanisms of coordination and cooperation between organizations in the labour market and the education systems at all levels, and to modernize existing training programs with the needs of the regional labour market, as well as to participate in the systems of scholarships for students who fit the need of the labour market in order to increase the number of students who are studying for professions for which there is no sufficient interest.

11. Jobs which are offered to job centre applicats from who come from foreign countries are IT specialists, technicians, doctors, care takers for elderly people, hotel and restaurant specilists. The number has been changing every day so it is impossible to define it precisely.