



EMPLOYMENT PROMOTION

SHAPING AND MANAGING EFFECTIVE EMPLOYMENT SERVICES

22 – 26 APRIL 2024
TURIN, ITALY

Information Note



International
Labour
Organization



International Training Centre

BACKGROUND

The world is going through multiple crises which are weakening economies, exacerbating unemployment problems and reinforcing inequalities. The ILO and its constituents advocate for economic and social policies, at the level of each country, which put people at the centre of concerns, in favour of full, productive employment and decent work. Supporting the most vulnerable populations must be a priority.

In this context, it is essential to adapt National Employment Policies and strengthen the means and effectiveness of Public Employment Services (PES) which are a powerful operational tool for governments to act on the domain of unemployment.

In addition to crises, we know that changes are accelerating in labour markets. Technological developments, demographics and climate change have a significant impact on the evolution of economic sectors and professions. Some professions disappear, others are created, all evolve. It is not easy for workers and jobseekers to navigate this changing environment. Employment Services must be able to support them in managing the various transitions they will encounter during their professional lives. To do this, the PES must themselves develop their organization and their service offering, as well as demonstrate creativity.

In this context, the ILO Employment Policy Department and the International Training Centre of the ILO (ITC-ILO) joined forces to develop this course. The program focuses on the main current issues concerning Employment Services worldwide.

COURSE OBJECTIVES

This course aims to strengthen the capacity of Member States to design and implement effective employment services and labour market programmes.

By the end of this 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 and the new trends in service delivery, in particular for vulnerable groups;
- Gained a thorough understanding of how to effectively design and implement targeted and innovative labour market services and how it can contribute to sustainable development;
- Examined the challenges in terms of the internal functioning of employment services and the role of PES in the digital world;
- Increased their understanding on how to promote public-private partnerships and dialogue, 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?

Over the course of one week of face-to-face classes, the programme will cover the following topics and is structured as follows:

Module 1: Challenges and perspectives for Employment Services

This first module will present the main lessons from the global report published by the ILO in 2023, relating to the challenges and strategic choices of Employment Services around the world.

Module 2: New trends in service delivery with a focus on vulnerable groups

This module will focus on the role of PES in promoting fairness in the labour market, in favour of vulnerable groups namely, disabled workers, young people, low-skilled women, migrants, etc.

Module 3: How to improve collaboration with companies?

The module will present the relevant range of services that can be offered to businesses and that can support a strategic thinking aimed at convincing employers to use the services since PES services are often underused by recruiters.

Module 4: How can PES contribute to sustainable development?

This module will explore how PES can support transitions, in particular by facilitating access to the green economy.

Module 5: Role of PES in Labour Market Information delivering

In this module, experiences from many countries on the strategies used, will be shared to showcase how PES play as an actor in the collection of data, their processing and the dissemination of relevant information on the labour market.

Module 6: Act in complementarity with partners

This module will highlight the role of PES to identify the different institutional actors needed to establish partnership relationships and hence appropriately direct job seekers towards these services.

Module 7: PES in a digital world / AI challenges

In the digital environment, PES are faced with major challenges such as the use of digital functionalities optimally to deliver services and making the best use of digital opportunities and the Internet. The challenges and opportunities of artificial intelligence will be discussed in this module.

Module 8: Challenges of the internal functioning of PES

This module will present the challenges in PES performance such as making the best use of human resources, proposing a relevant organization, optimizing budgetary resources, deploying a network of welcoming employment agencies adapted to the delivery of quality services.

Module 9: Strategic thinking to strengthen the performance of your PES

This module aims to support participants in identifying their country priority areas based on the knowledge gained throughout this training.

WHO ATTENDS THIS COURSE?

This course is of particular interest to strategic or operational managers of Public Employment Services. It also targets officers of ministries in charge of labour and employment dealing with the design and implementation of employment services and labour market programmes.

FORMAT AND METHODOLOGY

This face-to-face course will follow the ITCILO participatory and learner-centred approach. It will be facilitated by a pool of ILO experts, ITCILO trainers and other subject experts. Different learning techniques will be applied in order to facilitate collaborative building of knowledge and experience sharing. Time will be dedicated to the presentation of national experiences and group work. The course will also offer technology-enhanced activities and a learning platform hosted at the ITCILO eCampus. The training will take place in Turin, Italy, for one week.

LANGUAGE

The course will be delivered in English and French (with simultaneous translation).

REGISTRATION

Find the application form at <https://oarf2.itcilo.org/STF/A9017070/en> and apply before **5 March 2024**.

COST OF PARTICIPATION

Tuition: 1,775 Euros

Subsistence: 670 Euros

Total: 2,445 Euros

The ITCILO has a limited number of fellowships that may cover part of the subsistence and tuition fees. Please note that these fellowships do not include the international travel. If eligible, early candidates will be given priority.

CAMPUS LIFE

A THRIVING UNITED NATIONS CAMPUS AND COMMUNITY OF PROFESSIONAL PEOPLE FROM AROUND THE WORLD

- Three organizations from the United Nations system on campus
- More than 300 training courses and activities in a stimulating international environment
- Thousands of participants from all over the world

ENVIRONMENT AND SURROUNDINGS

Grab a campus bicycle and explore the Turin Centre. Located in a leafy park on the banks of the Po River, it's a great place for study and collaboration. Experience innovative learning and training methods in modern classrooms equipped with simultaneous translation services.

HOUSING, DINING, AND MORE

Comprising more than 280 private dormitories, the Turin Campus provides a broad range of services for course participants and partners including a free-flow restaurant, travel agency, laundromat, post office, gym, medical services and a reception desk open 24/7.

COMMUNITY ENGAGEMENT AND DIVERSITY

Participants can enjoy social events organized by the Turin Centre as well as by their course facilitators. Whether on or off campus, people from different cultural backgrounds have the opportunity to listen to live music together, cook and share traditional foods, or team up to play games and network.

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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COURSE CODE: A9017070