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# CROATIAN EMPLOYMENT SERVICE

## Information and motivation of unemployed persons about upskilling opportunities

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# About Croatia

## Registered unemployment (CES), August 2023

- Number of unemployed persons: 107,387
- Share in total unemployment of different age groups:
  - 15-19 → 4.7%
  - 20-24 → 7.6%
  - 25-29 → 10.6%
  - 30-34 → 9.2%
  - 35-39 → 9.7%
  - 40-44 → 10.4%
  - 45-49 → 10.7%
  - 50-54 → 11.6%
  - 55-59 → 14.6%
  - 60- → 10.9%
- Number and share of long-term unemployed persons (12+ months): 40,730 (37.9%)
- Number and share of unemployment benefit beneficiaries: 21,911 (20.4%)

### Unemployed Persons, by Educational Background

4 (or more)-year secondary school and grammar school	29.3%
1 to 3-year vocational secondary school	29%
Basic school background	18.2%
University level and postgraduate degrees	10.9%
Non-university degree	7.2%
No schooling and uncompleted basic school background	5.4%

## Labour Force Survey (CBS), II quarter 2023

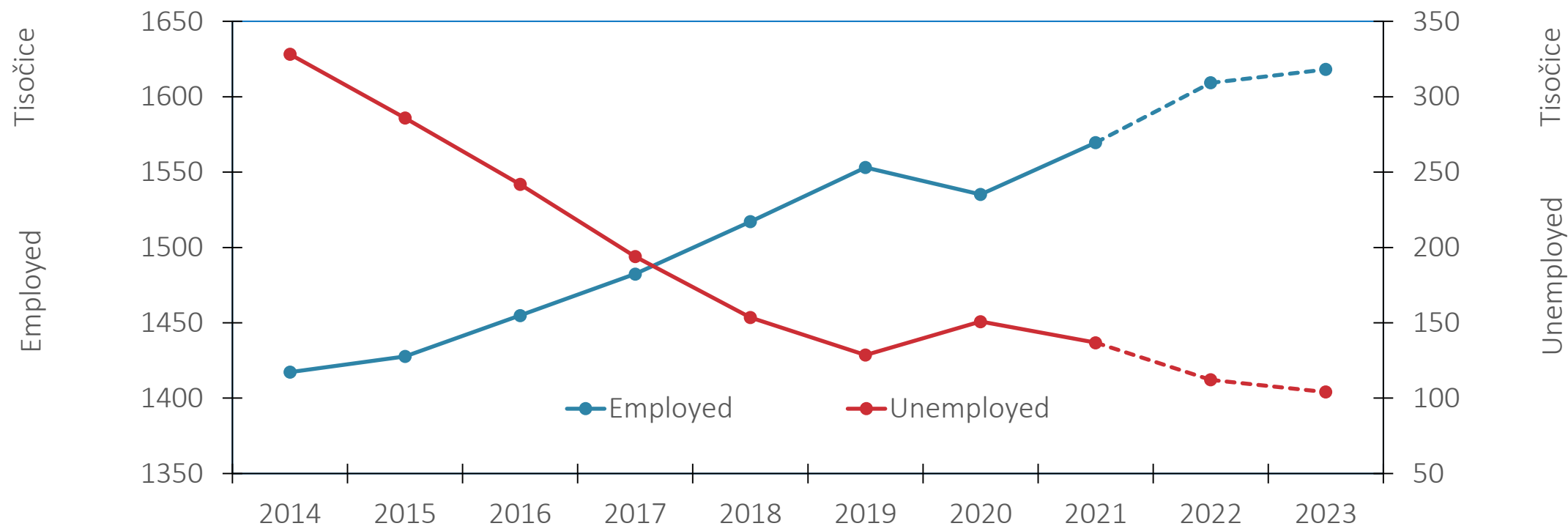
- Active population: 1,706,000
- Number of persons in employment: 1,611,000
- Employment rate: **66 %** (15-64)
- Number of unemployed persons: 95,000
- Unemployment rate: **5.7%**

Area of the Republic of Croatia (56,594 km<sup>2</sup>)  
Population: 3,8 MM inhabitants (Census 2021)  
21 counties, 127 cities  
Capital: Zagreb  
GDP per capita (2022): € 17,486

Sources: Croatian Bureau of Statistics (CBS), [www.dzs.hr](http://www.dzs.hr)  
Croatian Employment Service (HZZ), [www.hzz.hr](http://www.hzz.hr)



# Trends in registered employment and unemployment and forecasts



Source: HZMO, HZZ



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# Organization of the Croatian Employment Service



Central office

22 Regional centres and offices

99 Local offices

17 CISOK (Lifelong Career Guidance Centre) centres

Services are provided at 138 locations.



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# Lifelong Learning in Croatian Employment Service

One of the key organisational goals  
(CES Business Strategy 2022 - 2025)

- ❖ Education and training measures of ALMP
- ❖ Vouchers for education (green and digital programmes)
- ❖ Informing and counselling

Lifelong Career Guidance Centres (CISOK)

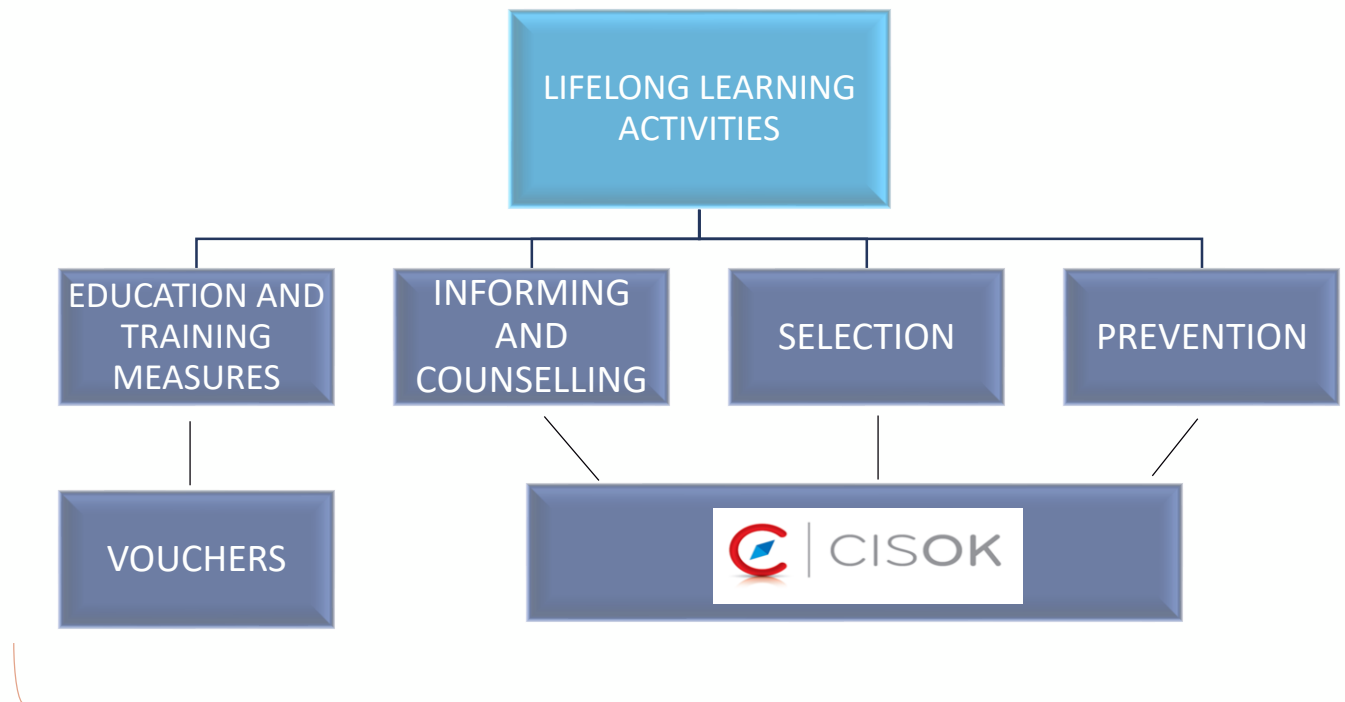
Example of good practice, promotion of lifelong learning opportunities by informing and offering career guidance services to all citizens of any age

Current project *Expansion and reorganization of the CISOK network with an emphasis on the role in attracting NEETs* (National Resilience and Recovery Plan 2021 - 2026); by 2026 22 Centres (now 16); Project budget of 2.589.600,000 EUR

- ❖ Selection (for education; psychological testing, interviewing, medical examination funding)
- ❖ Prevention activities (with pupils/students and others)
- ❖ Online services and tools (web portals; e-usmjeravanje.hzz.hr)



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## ONLINE SERVICES AND TOOLS

web portals, e-Guidance, self-help tools („My choice”, Career plan, Interests and competencies questionnaire)

Target groups in career guidance and lifelong learning system:

Pupils/students (on all education levels), unemployed, employed, NEETs, vulnerable groups (longterm unemployed, inactive), employers and stakeholders (partnerships)



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# Active labour market policy measures

- The Croatian Employment Service continuously monitors the situation on the labour market and adjusts services to the needs of its users. By implementing active labour market policy measures, the CES encourages and directs users to active inclusion and shaping of the labour market.
- The measures are intended for employers, unemployed persons and other job seekers.
- They are based on European and Croatian legislation.

## The aim of the ALMP measures:

- encouraging employment or self-employment,
- gaining the first work experience,
- education of the unemployed and employed,
- upskilling/retraining of the employed
- job preservation,
- increasing competitiveness and
- encouraging labour mobility.



# Education

## Active labour market policy measures

- The Croatian Employment Service programme of Active Labour Market Policy for 2023 includes the following education and training measures:
  - education of the unemployed and employed,
  - education for acquiring work competences through vouchers
  - workplace training,
  - workplace training in adult training institutions
  - training subsidies
  - Activation programme Job+ (education for acquiring core skills and professional development)

Year 2022	No of participants in ALMP	Amount (EUR)
Education of employed and unemployed	3446	4.368.376,59
Education for acquiring work competences through vouchers	4529	2.340.423,37
Workplace training	881	2.346.679,91
Workplace training in adult institutions	133	813.184,22
Training subsidies	2186	3.702.002,09

Source of funding: ESF +, National Recovery and Resilience Plan 2021-2026, State Budget

[www.mjere.hr](http://www.mjere.hr)



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Projekt je sufinanciran od strane Europske unije iz Europskog socijalnog fonda.



# JOB +

Designed for vulnerable groups



work and social integration into the labor market

3 components –

1) activation and readiness for acceptance of changes implemented through the Activation Program

2) work integration through public work or training in the real workplace

3) education component implemented through education measures - education for professional skills

Reforms currently implemented through National Recovery and Resilience Plan in relation to unemployed persons and vulnerable groups:

1. Strengthening human capacities and improving skills for working with vulnerable groups
2. Improving the profiling system and segmentation of vulnerable groups
3. Establishment of the integration plan and activation programs of vulnerable groups in the labor market
4. Expansion and reorganization of the existing network of CISOK centers with a focus on their role in attracting NEETs



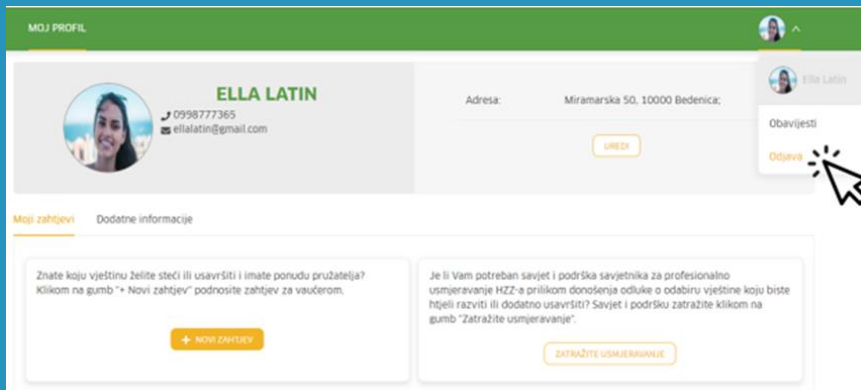
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# Voucher- Based Adult Education Scheme

**Voucher** - a financial instrument of allocation of public funds for adult learning. It promotes flexible and tailor-made way for acquiring micro and partial digital and green and other deficit qualifications. Eligible programmes must be formal and in accordance with CROQF (Croatian Qualifications Framework)

Users independently choose the programme and the education provider from the available programmes and skills catalogue. The application is submitted through online platform [mojvaucer.hzz.hr](https://mojvaucer.hzz.hr)



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The project is financed through the **National Recovery and Resilience Plan** (300 million HRK ~ 39.9 million €) and is in force since 1st April 2022 (till 2026)

## Aim:

- to **increase the rate of participation in adult education** in Croatia (5.1 % in HR; 10.8% in the EU; 2021 data)
- to **promote the acquisition of digital and green skills**, to foster better coping with technological, social and economic changes and **improve long-term competitiveness and productivity** of the workforce and Croatian economy

## Targets:

- 30.000 users (unemployed and employed)
- 40% from vulnerable groups (LTU, NEET, inactive)
- 70% green : 30% digital

## Current numbers:

- over 14.000 granted vouchers
- 732 (97 different) programmes; 130 education providers
- 8.6 million EUR of disbursements



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Thank you for your attention!