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# Sources and examples of labour market information relevant for work mobility within the Alpe-Adria region

## INTRODUCTION

This document contains a list of the most important Internet sources of labour market information relevant for work mobility within the Alpe-Adria region. It also contains the concrete examples of the information from some sources, so that the user can see what exactly can be found. Some of the sources contain information in English language and some only in other (national) languages. The information is related to the general situation on the labour markets in Austria, Croatia, Italy and Slovenia, to the question of bottleneck occupations, and to statistical and legal aspects of immigration and work mobility in those countries.

Regarding the general situation on the labour markets, examples of overviews available at the Eures' web pages are presented, but also examples of data on the unemployment rate taken from Eurostat. The unemployment rate can be used to compare the general labour market situation both between countries and between regions within countries. A trend in the unemployment rate can be used to identify a general direction of labour market developments.

Particularly important for successful international work mobility is the knowledge of existing bottleneck occupations. Examples of that kind of information from Eures and EU Skills Panorama are given. However, as the identification of bottleneck occupations is not an easy and straightforward task, caution is recommended when the resulting information is used. Information on bottleneck occupations coming from different sources should be cross-checked for mutal consistency. Moreover, it is a good idea to find primary sources of that information, but they are usually available only in national languages.

Statistical data on the number of immigrants that enter a country, and on the number of foreigners working in a country, especially when the latter is compared to the total number of the employed, can give a general picture about the relative size of immigration and work mobility.

As Croatia is a new EU member state, and as Austria, Italy and Slovenia used their right to impose a transitional period regarding freedom of movement, information on legal aspects of immigration and work mobility is relevant for Croatian citizens and for those citizens of the menitoned countries that would be interested to find a job in Croatia.

When this document reaches the user, parts of the presented examples of information will be already dated and obsolete. In general, the older is information, the more likely it is obsolete. It is therefore important for the user to check the availability of new/updated information.

## General situation on national labour markets

### AUSTRIA

Content: Short overview of the labour market

Source: Eures

Language: German, English and other

Address: [https://ec.europa.eu/eures/main.jsp?catId=493&lmi=Y&acro=lmi&lang=en&recordLang=en&parentId=&countryId=AT&regionId=AT0&nuts2Code= &nuts3Code=null&mode=text&regionName=National Level](https://ec.europa.eu/eures/main.jsp?catId=493&lmi=Y&acro=lmi&lang=en&recordLang=en&parentId=&countryId=AT&regionId=AT0&nuts2Code=%20&nuts3Code=null&mode=text&regionName=National%20Level)

Example:

In the fourth quarter of 2013, Austria had a population of 8 501 502; in December, a total of 3 448 743 were employees, of whom 554 892 were foreign nationals. The number of registered unemployed persons was 361 279, which represents a year-on-year increase of 38 298. The unemployment rate in December 2013 was 9.5% according to the national calculation method and 4.8% on the basis of the international definition.

The youth unemployment rate, covering persons below the age of 25, is 9.9%. An increase of 9.2% has been registered in all federal states [Bundesländer].

Unemployment among the older persons of working age in Austria, i.e. those aged 50 and over, is 10.1%.

Because of its focus on the service industries, the Austrian economy is likely to see an increase of some 33 500 in the average number of persons in paid employment in 2013, which would bring the total figure to about 3 426 900. Unemployment will show a year-on-year increase of 7.2 percentage points in 2014. The supply of labour will increase over the course of the year by 54 000 to 3 733 900 persons.

Of the Austrians who commute to work, 22% commute into another federal state, and 3% are employed in another country.

 The sectors employing the largest numbers of people are manufacturing, wholesale and retail trade, the repair of motor vehicles, motorcycles and personal and household goods, real estate, renting and business services, construction, and health and social work. The largest employers are Strabag Societas Europa (construction), Rewe International AG (retail), the Spar Austria group (retail), Trenkwalder International AG (business consultancy and staff placement), Voest Alpine AG (metals), Austrian Federal Railways (passenger and freight transport) and Magna International Europe AG (vehicle parts).

 A slight economic expansion is likely in 2014 and therefore job growth can be expected in the following industries: health and social work, professional, scientific and technical activities, wholesale and retail trade, hotels and restaurants, information and communication and other business services.

Job losses in 2014 include areas such as transport and storage, real-estate services, financial and insurance services (banks in particular), public administration, defence and compulsory social security and manufacturing.

The number of people with no more than compulsory education or an apprenticeship who will be hit by unemployment in 2014 is continuing to rise sharply. In 2014 the risk of becoming unemployed is also increasing for people who have completed an apprenticeship and also for graduates of universities and tertiary colleges.

Note: Information at regional level is also available

Content: Data on employment and unemployment (labour force survey)

Source: Eurostat

Language: English

Address: <http://ec.europa.eu/eurostat/web/lfs/data/database>

Example: Unemployment rate by age, quarterly, seasonally adjusted data

|  |  |  |  |
| --- | --- | --- | --- |
| TIME/AGE | TOTAL | <25 | 25-74 |
| 2011Q1 | 4.8 | 9.3 | 4.1 |
| 2011Q2 | 4.5 | 9.1 | 3.8 |
| 2011Q3 | 4.2 | 8.0 | 3.5 |
| 2011Q4 | 4.8 | 9.2 | 4.1 |
| 2012Q1 | 4.6 | 9.3 | 3.8 |
| 2012Q2 | 4.9 | 9.5 | 4.2 |
| 2012Q3 | 5.2 | 9.9 | 4.4 |
| 2012Q4 | 5.0 | 9.1 | 4.4 |
| 2013Q1 | 5.3 | 9.3 | 4.7 |
| 2013Q2 | 5.2 | 9.4 | 4.5 |
| 2013Q3 | 5.4 | 9.7 | 4.7 |
| 2013Q4 | 5.5 | 10.2 | 4.8 |
| 2014Q1 | 5.6 | 10.9 | 4.8 |
| 2014Q2 | 5.6 | 10.2 | 5.0 |
| 2014Q3 | 5.6 | 10.1 | 5.0 |
| 2014Q4 | 5.6 | 10.2 | 5.0 |

Example: Unemployment rate by region, annually

|  |  |  |  |
| --- | --- | --- | --- |
| GEO/TIME | 2011 | 2012 | 2013 |
| Austria | 4.6 | 4.9 | 5.3 |
| Ostösterreich | 6.1 | 6.6 | 7.0 |
| Burgenland (AT) | 3.8 | 4.6 | 4.3 |
| Niederösterreich | 4.5 | 4.6 | 5.0 |
| Wien | 8.0 | 8.9 | 9.2 |
| Südösterreich | 3.8 | 4.3 | 4.9 |
| Kärnten | 4.3 | 5.0 | 5.5 |
| Steiermark | 3.6 | 4.0 | 4.7 |
| Westösterreich | 3.2 | 3.2 | 3.7 |
| Oberösterreich | 3.4 | 3.3 | 4.3 |
| Salzburg | 2.9 | 2.9 | 3.2 |
| Tirol | 2.7 | 2.8 | 3.1 |

Content: Data on activity, employed, unemployed, seeking work, working time, regional labour market, job vacancies

Source: Statistik Austria (National statistics of Austria)

Language: German and English

Address: <http://www.statistik.at/web_en/statistics/labour_market/index.html>

Example: Statistics and regular reports on situation in general and Labour Market:

* Activity Status
* Employed
* Unemployed, Seeking Work
* Working Time
* Regional Labour Market Data
* Job Vacancies
* Labour Market Policy
* Family and Employment

Content: Statistical data on labour market in the City of Vienna

Source: City of Vienna

Language: German

Address: <http://www.wien.gv.at/statistik/arbeitsmarkt/>

Example: Statistics for Vienna:

* Unemployment
* Occupation
* Earning
* Education for apprentices

### CROATIA

Content: Short overview of the labour market

Source: Eures

Language: Croatian, English and other

Address:

[https://ec.europa.eu/eures/main.jsp?catId=10562&countryId=HR&acro=lmi&lang=en&regionId=HR0&nuts2Code= &nuts3Code=&regionName=National Level](https://ec.europa.eu/eures/main.jsp?catId=10562&countryId=HR&acro=lmi&lang=en&regionId=HR0&nuts2Code=%20&nuts3Code=&regionName=National%20Level)

Example:

Croatia is a medium-sized European country geographically located between central and south-eastern Europe.

 The post-2000 period has been marked by economic development and growth; however, due to the financial crisis that affected Croatia towards the end of 2008, numerous Croatian enterprises undergoing restructuring lost their sustainable competitive advantage in a globalised environment in the four years that followed.

 Negative trends in the Croatian economy continued during 2013. Positive trends were only recorded in the tourism sector, since the number of overnight stays increased by 3.3% during the first eleven months in 2013 compared to the same period of the previous year.

 The registered unemployment rate continued to rise, and the Eurostat data indicated the continuation of this trend. The unemployment rate increased from 14.5% in the third quarter of 2012 to 16.5% in the same period of 2013. For comparison, in the third quarter of 2008, the unemployment rate was only 7.0%.

 The average number of unemployed persons increased in most age groups. The most significant percentage increase in the average number of unemployed persons was recorded in the oldest age group.

 There was increased unemployment in almost all sectors, and the increase in the number of unemployed persons in many sectors was significant, especially in the public sector, public administration, defence, compulsory social security, health care, social welfare, education and the domains of arts, entertainment and recreation. In the private sector, there was an increase in the number of unemployed people who had previously worked in the construction industry, manufacturing and trade, and the transport and storage sector. In terms of levels of education, a higher level of education is associated with a higher rate of employment.

 The largest absolute number of unemployed persons in June 2014 was registered in the City of Zagreb (43 177 or 14.2 % of the total number in Croatia), Split-Dalmatia County (39 251 or 12.9 %) and Osijek-Baranja County (35 382 or 11.6 %), while the lowest number was in Lika-Senj County, which has the lowest population (3 304 or 1.1 %)

 The recession in the Eurozone had a negative effect on Croatian exports, and consequently on the overall Croatian economy. Although the recession ended in the Eurozone at the end of 2013, and a gradual recovery of international demand and an increase in Croatian exports is expected, Croatia is still awaiting a positive impact on economic trends.

 The largest number of employees works in manufacturing and construction, wholesale and retail trade, and accommodation and catering, and these are the activities that create the most jobs. The biggest Croatian companies by revenue are INA (Petroleum Industry), the Agrokor concern, Konzum, the HEP Group, the HT Group, Orbico, Prirodni plin (Natural Gas), Zagrebačka banka (the Bank of Zagreb) and the Atlantic group. The Croatian companies featured on the list are mainly in the consumer goods and energy sectors. The public companies that employ the most workers are Croatian Railways, Croatian Post, Croatian Electricity (HEP) and Croatian Forests.

Note: Information at regional level is also available

Content: Data on employment and unemployment (labour force survey)

Source: Eurostat

Language: English

Address: <http://ec.europa.eu/eurostat/web/lfs/data/database>

Example: Unemployment rate by age, quarterly, seasonally adjusted data

|  |  |  |  |
| --- | --- | --- | --- |
| TIME/AGE | TOTAL | <25 | 25-74 |
| 2011Q1 | 13.5 | 37.2 | 11.1 |
| 2011Q2 | 14.0 | 37.1 | 11.7 |
| 2011Q3 | 13.6 | 37.3 | 11.5 |
| 2011Q4 | 13.9 | 35.2 | 12.0 |
| 2012Q1 | 15.4 | 39.7 | 13.4 |
| 2012Q2 | 15.1 | 39.6 | 13.0 |
| 2012Q3 | 15.7 | 42.1 | 13.3 |
| 2012Q4 | 17.5 | 46.7 | 14.8 |
| 2013Q1 | 17.0 | 52.6 | 14.1 |
| 2013Q2 | 17.3 | 51.3 | 14.3 |
| 2013Q3 | 17.9 | 48.0 | 15.2 |
| 2013Q4 | 17.4 | 48.2 | 14.6 |
| 2014Q1 | 17.3 | 44.7 | 14.7 |
| 2014Q2 | 16.9 | 44.9 | 14.3 |
| 2014Q3 | 16.9 | 45.8 | 14.2 |
| 2014Q4 | 18.1 | 46.4 | 15.3 |

Example: Unemployment rate by region, annually

|  |  |  |  |
| --- | --- | --- | --- |
| GEO/TIME | 2011 | 2012 | 2013 |
| Hrvatska | 13.7 | 15.9 | 17.3 |
| Jadranska Hrvatska | 13.3 | 14.8 | 15.0 |
| Kontinentalna Hrvatska | 13.9 | 16.5 | 18.3 |

Content: Data on registered employment and unemployment rate

Source: Croatian Bureau of Statistics

Language: Croatian and English

Address: <http://www.dzs.hr/Hrv_Eng/publication/2015/09-02-01_02_2015.htm>

Content: Data on registered unemployment, vacancies, flows to and from unemployment

Source: Hrvatski zavod za zapošljavanje (Croatian Employment Service)

Language: Croatian and English

Address: <http://www.hzz.hr/UserDocsImages/stat_bilten_02_2015.pdf>

### ITALY

Content: Short overview of the labour market

Source: Eures

Language: Italian, English and other

Address: [https://ec.europa.eu/eures/main.jsp?catId=2642&lmi=Y&acro=lmi&lang=en&recordLang=en&parentId=&countryId=IT&regionId=IT0&nuts2Code= &nuts3Code=null&mode=text&regionName=National Level](https://ec.europa.eu/eures/main.jsp?catId=2642&lmi=Y&acro=lmi&lang=en&recordLang=en&parentId=&countryId=IT&regionId=IT0&nuts2Code=%20&nuts3Code=null&mode=text&regionName=National%20Level)

Example:

Month after month, the Italian labour market is hitting new lows, and so far has failed to respond to the first signs of economic recovery which surfaced in late 2013; neither the mild recovery trend in the course of the year nor the further labour market reform (which is still to take actual regulatory form), will be reflected in the short term on the labour market.

According to all observers the imbalance between labour supply and demand will continue to worsen in the course of 2014, albeit at a less sustained rhythm than in the past. Any real improvement will only be recorded next year.

In the meantime unemployment has hit a historical high in absolute terms, passing for the first time in February the 3 million people mark, 272 000 more than 12 months earlier (+9.0%), including 45 000 new jobless people in the last three months (+1.4%). About three fourths of the increase are attributable to men, who in one year rose by 202 000 (+12.3%); the rest are women, whose number increased by 70 000, or plus 5.0%. The unemployment rate, which has risen to an average of 13% (and of more than 42% for young people up to 24 years), was 12.5% for men and 13.6% for women, with a difference of just more than one percent, the smallest ever.

The rise in unemployment was partly curbed by a decline in the jobseeker population of 92 000 people, as more people dropped out of the labour market, discouraged by the unfruitful search for employment or did not even start seeking it. The rise in unemployment was boosted, first and foremost, be the contraction in employed workers, by no less than 365 000, on average 30 000 per month: the only timid sign of improvement is that between December 2013 and February 2014 the average dropped to 21 000 people per month.

The Excelsior survey data for the second quarter, albeit unexpectedly positive, have done little to improve the situation. The 250 000 planned entries (new hirings and “atypical” employment contracts) when compared against the number of jobseekers in February (i.e. at the start of the forecast period) amount to a “queue” of 1 322 people every 100 jobs; compared with the previous quarter, the queue has shortened by 442 people but, compared with the previous year, it has become 16 people longer. An even longer “queue” is recorded for each of the almost 204 000 planned hirings (more than half of which with seasonal contract): no less than 1 625 people every 100 hirings, over 45 more than 12 months earlier.

Note: Information at regional level is also available

Content: Data on employment and unemployment (labour force survey)

Source: Eurostat

Language: English

Address: <http://ec.europa.eu/eurostat/web/lfs/data/database>

Example: Unemployment rate by age, quarterly, seasonally adjusted data

|  |  |  |  |
| --- | --- | --- | --- |
| TIME/AGE | TOTAL | <25 | 25-74 |
| 2011Q1 | 7.9 | 27.5 | 6.5 |
| 2011Q2 | 7.9 | 28.5 | 6.5 |
| 2011Q3 | 8.6 | 29.5 | 7.1 |
| 2011Q4 | 9.3 | 30.8 | 7.7 |
| 2012Q1 | 9.9 | 33.8 | 8.2 |
| 2012Q2 | 10.6 | 35.1 | 8.8 |
| 2012Q3 | 10.7 | 35.3 | 9.0 |
| 2012Q4 | 11.3 | 37.8 | 9.4 |
| 2013Q1 | 11.9 | 38.9 | 10.0 |
| 2013Q2 | 12.1 | 38.3 | 10.3 |
| 2013Q3 | 12.2 | 40.7 | 10.3 |
| 2013Q4 | 12.4 | 42.2 | 10.4 |
| 2014Q1 | 12.6 | 43.2 | 10.5 |
| 2014Q2 | 12.4 | 42.6 | 10.4 |
| 2014Q3 | 12.8 | 42.8 | 10.7 |
| 2014Q4 | 13.0 | 42.3 | 11.0 |

Example: Unemployment rate by region, annually

|  |  |  |  |
| --- | --- | --- | --- |
| GEO/TIME | 2011 | 2012 | 2013 |
| Italy | 8.4 | 10.7 | 12.1 |
| Nord-Ovest | 6.3 | 8.0 | 8.9 |
| Piemonte | 7.6 | 9.2 | 10.5 |
| Valle d'Aosta/Vallée d'Aoste | 5.3 | 7.1 | 8.3 |
| Liguria | 6.4 | 8.1 | 9.8 |
| Lombardia | 5.7 | 7.4 | 8.0 |
| Nord-Est | 5.0 | 6.6 | 7.7 |
| Provincia Autonoma di Bolzano/Bozen | 3.3 | 4.1 | 4.4 |
| Provincia Autonoma di Trento | 4.4 | 6.1 | 6.5 |
| Veneto | 4.9 | 6.4 | 7.6 |
| Friuli-Venezia Giulia | 5.2 | 6.7 | 7.7 |
| Emilia-Romagna | 5.2 | 7.0 | 8.4 |
| Centro (IT) | 7.5 | 9.4 | 10.7 |
| Toscana | 6.3 | 7.8 | 8.7 |
| Umbria | 6.4 | 9.5 | 10.3 |
| Marche | 6.8 | 9.1 | 10.9 |
| Lazio | 8.7 | 10.6 | 12.0 |
| Sud | 13.3 | 16.9 | 19.5 |
| Abruzzo | 8.6 | 10.8 | 11.3 |
| Molise | 9.9 | 12.0 | 15.6 |
| Campania | 15.4 | 19.2 | 21.5 |
| Puglia | 13.2 | 15.7 | 19.7 |
| Basilicata | 11.9 | 14.5 | 15.2 |
| Calabria | 12.7 | 19.4 | 22.3 |
| Isole | 14.0 | 17.5 | 20.0 |
| Sicilia | 14.3 | 18.4 | 21.0 |
| Sardegna | 13.5 | 15.4 | 17.5 |

Content: Data on employment, inflow and outflow rates in enterprises, in eleven regions

Source: Network SeCO

Language: Italian

Address: <http://www.regione.fvg.it/rafvg/export/sites/default/RAFVG/formazione-lavoro/dati-analisi-mercato-lavoro/allegati/SeCO_2013_04.pdf>

Content: Data on employment, unemployment, rates, inflow and outflow rates in enterprises, in Friuli-Venezia and Giulia region

Source: Friuli-Venezia and Giulia region

Language: Italian

Address: <http://www.regione.fvg.it/rafvg/export/sites/default/RAFVG/formazione-lavoro/dati-analisi-mercato-lavoro/allegati/mdl2014_evidenze2013_1.pdf>

### SLOVENIA

Content: Short overview of the labour market

Source: Eures

Language: Slovenian, English and other

Address: [https://ec.europa.eu/eures/main.jsp?catId=2815&lmi=Y&acro=lmi&lang=en&recordLang=en&parentId=&countryId=SI&regionId=SI0&nuts2Code= &nuts3Code=null&mode=text&regionName=National Level](https://ec.europa.eu/eures/main.jsp?catId=2815&lmi=Y&acro=lmi&lang=en&recordLang=en&parentId=&countryId=SI&regionId=SI0&nuts2Code=%20&nuts3Code=null&mode=text&regionName=National%20Level)

Example:

Slovenia is a central European country, bordering Austria (to the north), Italy (to the west), Hungary (to the north-east) and Croatia (to the east and south). It has a surface area of 20 273 km2 and a population of 2 060 868. The capital city is Ljubljana and the second largest city is Maribor.

 The country is divided into 12 statistical regions; these differ considerably from each other in terms of both geographical characteristics and the level of economic development. The regions in the western part are the most developed and are mainly service-based, while the eastern part of the country is less developed, more sparsely populated and to a larger extent directed towards farming and industrial activity. The economically most developed region is Central Slovenia, which is also the administrative heart of the country. This region also has the most companies and the most employees. Many residents from other regions commute to work there.

 Central Slovenia is significantly different from the less developed Pomurska region, in the north-east of the country. The latter is mostly an agricultural region, and companies there are mostly involved in textiles, food and metal production. The region also stands out as having a high unemployment rate.

 The Zasavska region also faces deteriorating economic conditions, a rapid fall in jobs and ever increasing unemployment, which is now the highest in the country. This region, also in the eastern part of Slovenia, is the smallest statistical region in the country by surface area and population, but ranks second by population density. It is industrial in character, with its economy dominated by a mining company (Rudnik Trbovlje-Hrastnik), which is undergoing a phased shutdown, while the glassmaking, cement and chemical industries are quite developed. Another important company is a thermal power plant (Termoelektrarna Trbovlje), which has however been operating at a loss for a considerable time.

 For the growth of the Slovenian economy, providing technological development and greater competitiveness on the developed Western markets is of key importance, since Slovenia is, given its small size and particularly in a crisis period that has reduced domestic spending, heavily dependent on the value of exports. Greater foreign demand indeed does have a positive impact on economic growth, which in the first half of this year stood at 2.5 %, indicating that after a crisis lasting several years the Slovenian economy is now starting to gradually recover. Despite the first signs of growth, however, conditions remain uncertain given a lack of foreign investment, company indebtedness and growing public debt. The restructuring of the economy, moving from labour-intensive to more technologically advanced industries, is taking place too slowly.

In addition to manufacturing, the most important sectors of which being the production of metals, electrical appliances, motor vehicles, trailers and semi-trailers and — among export-oriented companies — basic pharmaceutical products and preparations, the main sectors and sources of employment are retail, construction, transportation and storage, and business services. The companies ranking as the largest employers in the country are: Mercator d.d. (Ljubljana), Pošta Slovenije d.o.o. (Maribor), Krka d.d. (Novo Mesto), Gorenje d.d. (Velenje), Lek d.d. (Ljubljana), Telekom Slovenije d.d. (Ljubljana), Slovenian Railways (SŽ)–Vleka in Tehnika (Ljubljana), Unior d.d. (Zreče), Revoz d.d. (Novo Mesto), Merkur d.d. (Naklo), Hit d.d. (Nova Gorica), Boxmark Leather d.o.o. (Kidričevo) and Letrika d.d. (Šempeter pri Gorici).

The economic growth of the last three quarters is already being reflected on the labour market. Conditions are improving and employment is up, while since February unemployment has been falling, including the year-on-year figure. The unemployment problem, which remains high despite the drop, is being mitigated by active employment measures. In July 2014 the number of economically active people was 801 835, which is 0.9 % up on July 2013.   Unemployment again increased quickly at the end of 2013 and grew further in January 2014, but in the following months it fell.

Due to poorer job opportunities for young people, particular first-time jobseekers, as well as the higher numbers of redundant workers in recent years and the dominance of temporary posts, the structural breakdown of the unemployment figures changed. Compared to last August, there was an increase in the proportion of unemployed women (up to 51.1 %), and unemployment also increased among people aged 15 to 29 (23.8 %) and 30 to 39 (24.3 %), while there were also increases in the proportion of first-time jobseekers (16.6 %), people with primary education only (27.9 %), people with general and vocational secondary education (27.3 %) and people with tertiary education (16.8 %). The proportion of long-term employed in the overall figures also increased (up to 51.3 %).

In July 2014 the national registered unemployment rate was 12.7 %, which is 0.2 percentage points down on the July 2013 figure. The lowest registered unemployment rate was in Gorenjska (9.0 %), followed by Goriška (10.9 %), the Notranjsko-kraška region (11.3 %), the Obalno-kraška region (11.5 %), Central Slovenia (11.6 %) and Koroška (12.6 %). The following regions had unemployment rates higher than the national figure: Savinjska (13.4 %), South-East Slovenia (13.6 %), Podravska (13.8 %), Spodnjeposavska (14.0 %), Pomurska (17.8 %) and Zasavska (17.9 %).

According to internationally comparable figures from the Labour Force Survey, Slovenia's survey unemployment rate in the second quarter of 2014 was 9.3 %. The labour force participation rate was 58.3 % and the employment rate was 52.9 %. Compared to the same quarter of last year, unemployment was down while the labour force participation rate and employment rate were both up.

Note: Information at regional level is also available

Content: Data on employment and unemployment (labour force survey)

Source: Eurostat

Language: English

Address: <http://ec.europa.eu/eurostat/web/lfs/data/database>

Example: Unemployment rate by age, quarterly, seasonally adjusted data

|  |  |  |  |
| --- | --- | --- | --- |
| TIME/AGE | TOTAL | <25 | 25-74 |
| 2011Q1 | 8.1 | 16.6 | 7.3 |
| 2011Q2 | 7.9 | 14.3 | 7.3 |
| 2011Q3 | 8.1 | 15.2 | 7.5 |
| 2011Q4 | 8.6 | 16.6 | 7.8 |
| 2012Q1 | 8.1 | 16.9 | 7.3 |
| 2012Q2 | 8.6 | 18.7 | 7.8 |
| 2012Q3 | 9.6 | 23.3 | 8.5 |
| 2012Q4 | 9.5 | 23.5 | 8.4 |
| 2013Q1 | 10.3 | 20.9 | 9.4 |
| 2013Q2 | 10.5 | 25.2 | 9.3 |
| 2013Q3 | 10.0 | 20.5 | 9.2 |
| 2013Q4 | 9.6 | 19.4 | 8.9 |
| 2014Q1 | 10.1 | 21.3 | 9.2 |
| 2014Q2 | 9.7 | 20.4 | 8.9 |
| 2014Q3 | 9.7 | 20.2 | 8.9 |
| 2014Q4 | 9.5 | 19.1 | 8.8 |

Example: Unemployment rate by region, annually

|  |  |  |  |
| --- | --- | --- | --- |
| GEO/TIME | 2011 | 2012 | 2013 |
| Slovenija | 8.2 | 8.8 | 10.1 |
| Vzhodna Slovenija | 9.2 | 10.0 | 11.4 |
| Zahodna Slovenija | 7.0 | 7.6 | 8.7 |

Content: Data on registered employment and unemployment rate

Source: Statistični urad RS (Statistical office of RS)

Language: Slovenian

Address: <http://www.stat.si/StatWeb/pregled-podrocja?id=3&headerbar=2>

Content: Data on registered unemployment and vacancies

Source: Zavod Republike Slovenije za zaposlovanje (Employment Service of Slovenia)

Language: Slovenian

Address: <http://www.ess.gov.si/trg_dela>

## Information on bottleneck occupations

### AUSTRIA

Content: Where are the available jobs?

Source: Eures

Language: German, English and other

Address: [https://ec.europa.eu/eures/main.jsp?catId=493&lmi=Y&acro=lmi&lang=en&recordLang=en&parentId=&countryId=AT&regionId=AT0&nuts2Code=&nuts3Code=null&mode=shortages&regionName=National Level](https://ec.europa.eu/eures/main.jsp?catId=493&lmi=Y&acro=lmi&lang=en&recordLang=en&parentId=&countryId=AT&regionId=AT0&nuts2Code=&nuts3Code=null&mode=shortages&regionName=National%20Level)

Example:

Most vacancies are for skilled workers who have completed an apprenticeship or, in the construction industry, general ancillary activities etc., for unskilled labourers. In the case of electricians, including those with higher qualification levels, pipe-layers and welders, fitters, lathe operators, bricklayers, carpenters, painters and decorators, floor and wall tilers, varnishers and joiners and cabinetmakers, most of the demand is for skilled workers who have completed an apprenticeship and have work experience, particularly in Upper Austria, Carinthia, Lower Austria and Styria .

Specialists in tourism and hotel and restaurant staff, particularly qualified chefs and waiters/waitresses, as well as auxiliary staff, such as kitchen staff, waiters and waitresses, room staff, counter and bar attendants, people in gymnastic and sports occupations etc. who have successfully completed their compulsory secondary education are in particular demand in Tyrol, Vienna, Salzburg, Carinthia Upper Austria and Vorarlberg. Relevant work experience and flexibility are either essential or desirable for all vacancies in this area of activity. Advertising specialists, sales representatives, shopkeepers and sales assistants whose educational attainment level is an apprenticeship or compulsory schooling, particularly in the food and drink, luxury foods and tobacco sectors, checkout operators and box-office clerks are needed throughout Austria, especially in Vienna, Upper Austria, Tyrol and Lower Austria. In wholesale and retail trade the number of part‑time staff is continuing to rise.

Merchandise graders and hand packers, storekeepers and warehouse staff and self-employed transport service providers and drivers (chiefly auxiliary personnel but also qualified staff) are in demand in Upper Austria, Styria, Tyrol and Carinthia. Labourers who have completed their compulsory secondary education, or indeed an apprenticeship, will find most vacancies in Upper Austria and Tyrol. Most of the vacancies for cleaning jobs are to be found in Vienna, Upper Austria and Vorarlberg.

In Vienna and Upper Austria there are jobs for qualified hairdressers who are flexible and willing to learn. Care personnel, with or without a diploma, are in particular demand in the federal states of Vienna, Upper Austria and Styria.

There is also a need for mechanical engineers, construction engineers and EDP specialists (with the highest secondary qualification or a university degree), particularly in Vienna and Upper Austria. The largest number of opportunities for prospective business owners and directors, especially those with the highest secondary qualification or a university degree, and for industrial and commercial specialists – with attainment levels ranging from an apprenticeship to the highest secondary qualification – is to be found in Vienna and Upper Austria, and the same applies to office and administrative staff.

There are also vacancies for nursery nurses, welfare/social workers and doctors, especially in Vienna, Upper Austria, Styria and Tyrol.

Note: Information at regional level is also available

Content: Bottleneck vacancies

Source: EU Skills Panorama

Language: English

Address: <http://ec.europa.eu/social/BlobServlet?docId=12643&langId=en>

Example:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Rank** | **Bottleneck Vacancies ISCO-08 (4-digit-level)** | **ISCO-08 skill-level** | **Number of employed (2012) ISCO 3-digit-** | **Geographical aspects** |
| **1** | Metal working machine tool setters and operators (milling machinists) | SM | 71,700 | Regional |
| **2** | Metal working machine tool setters and operators (metal turners) | SM | 71,700 | Regional |
| **3** | Mechanical engineering technicians (higher level of training) | HS | 162,400 | Regional |
| **4** | Roofers | SM | 77,200 | National |
| **5** | Electrical engineers | HS | 13,000 | Regional |
| **6** | Welders and flamecutters | SM | 26,100 | Regional |
| **7** | Carpenters and joiners | SM | 90,600 | National |
| **8** | Electrical line installers and repairers | SM | 75,000 | Regional |
| **9** | Agricultural and industrial machinery mechanics and repairers | SM | 88,400 | Regional |
| **10** | Electrical engineering technicians | HS | 162,400 | Regional |
| **11** | Mechanical engineers | HS | 34,200 | Regional |
| **12** | Plumbers and pipe fitters | SM | 77,200 | National |
| **13** | Carpenters and joiners (joiners) | SM | 90,600 | National |
| **14** | Mechanical engineering technicians | HS | 162,400 | Regional |
| **15** | Toolmakers and related workers | SM | 71,700 | National |
| **16** | Carpenters and joiners (construction and furniture joiners) | SM | 90,600 | National |
| **17** | Systems analysts; Software developers; Computer network and systems technicians | HS | 24,600-44,400 | Regional |
| **18** | Electrical engineering technicians (Power engineers) | HS | 162,400 | Regional |
| **19** | Nursing associate professionals | HS | 75,800 | National |
| **20** | Physical and engineering science technicians (n.e.c.) | HS | 162,400 | Regional |

Content: Reports on labour market developments

Source: Ministry of Labour

Language: German

Address: <http://www.sozialministerium.at/site/Soziales/Statistische_Daten_und_Studien/Studien/Arbeitsmarkt_und_Arbeitswelt_Studien_>

Content: Labour market forecast, future employment by region and occupation

Source: Austrian employment service (AMS)

Language: German

Address: <http://www.ams-forschungsnetzwerk.at/deutsch/publikationen/BibShow.asp?id=10955&sid=260668055&look=0&grp=5&gs=0&lng=0&vt=0&or=0&woher=0&aktt=0&zz=30&mHlId=0&mMlId=0&sort=jahrab&Page=1>

### CROATIA

Content: Where are the available jobs?

Source: Eures

Language: Croatian, English and other

Address: [https://ec.europa.eu/eures/main.jsp?catId=10562&lmi=Y&acro=lmi&lang=en&recordLang=en&parentId=&countryId=HR&regionId=HR0&nuts2Code=&nuts3Code=null&mode=shortages&regionName=National Level](https://ec.europa.eu/eures/main.jsp?catId=10562&lmi=Y&acro=lmi&lang=en&recordLang=en&parentId=&countryId=HR&regionId=HR0&nuts2Code=&nuts3Code=null&mode=shortages&regionName=National%20Level)

Example:

Labour shortage by sectors and occupations is the greatest in the following activities:

  Manufacturing: locksmith, baker, numerically controlled machine tool operator for metal processing, butcher, metal grinder and cleaner, qualified mechanical engineer, textile sewing machine operator, sewer, shoe upper sewer, lathe operator, wood processing worker;

Construction: mason, welder, carpenter, joiner, steel-bender, qualified construction engineer, whitesmith;

Trade: vendor, trader;

Accommodation and catering: waiter, cook, maid, kitchen worker, receptionist;

Education: primary and secondary school teacher/teacher of mathematics, primary and secondary school teacher/teacher of physics, primary and secondary school teacher/teacher of English language, teacher of music, primary and secondary school teacher/teacher of German language;

Healthcare and social welfare: medical doctor, general practitioner, nurse, master of pharmacy;

Transport and storage: freight vehicle driver, bus driver;

Administrative and support service activities: tourist animator.

Content: Bottleneck vacancies

Source: EU Skills Panorama

Language: English

Address: <http://ec.europa.eu/social/BlobServlet?docId=12650&langId=en>

Example:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Rank** | **Bottleneck Vacancies ISCO-08** | **Number of Employed in Occupation 2011** | **Geographical aspects** | **Skills level (ISCO-08)** |
| **1** | Waiters | 6,500 | Touristic regions | SNM |
| **2** | Cooks | 4,200 | Touristic regions | SNM |
| **3** | Cleaners and helpers in offices, hotels […] | 2,400 | Touristic regions | Elem |
| **4** | Kitchen helpers | 1,200 | Touristic regions | Elem |
| **5** | Hotel receptionist | 1,100 | Touristic regions | SNM |
| **6** | Graduated Civil Engineers | 3,200 | National | HS |
| **7** | Medical practitioners | 7,800 | National | HS |
| **8** | Doctor of a general medicine | 8,400 | National (esp. islands) | HS |
| **9** | Electrical Engineers | 6,800 | National | HS |
| **10** | Primary school teachers | 9,400 | National | HS |
| **11** | Secondary education teachers | 7,200 | National | HS |
| **12** | Other language teacher | 4,100 | National | HS |
| **13** | Bricklayers | 6,600 | National | SM |
| **14** | Carpenter | 6,900 | National | SM |
| **15** | Plumbers and pipe fitters | 5,800 | National | SM |
| **16** | Bakers, pastry-cooks and confectionery […] | 6,300 | National | SM |
| **17** | Butchers, fishmongers and related […] | 5,800 | National | SM |
| **18** | Metal working machine tool setters and op […] | 7,300 | National | SM |
| **19** | Pharmacists | 4,100 | National | HS |
| **20** | Nurse | 12,300 | National | HS |

Content: Employers’ survey results, bottleneck occupations

Source: Hrvatski zavod za zaposljavanje

Language: Croatian

Address: <http://www.hzz.hr/default.aspx?id=10054>

### ITALY

Content: Where are the available jobs?

Source: Eures

Language: Italian, English and other

Address: [https://ec.europa.eu/eures/main.jsp?catId=2642&lmi=Y&acro=lmi&lang=en&recordLang=en&parentId=&countryId=IT&regionId=IT0&nuts2Code=&nuts3Code=null&mode=shortages&regionName=National Level](https://ec.europa.eu/eures/main.jsp?catId=2642&lmi=Y&acro=lmi&lang=en&recordLang=en&parentId=&countryId=IT&regionId=IT0&nuts2Code=&nuts3Code=null&mode=shortages&regionName=National%20Level)

Example:

The second quarter of 2014 is marked, even more than past years, by a cyclical pickup in labour demand, largely driven by the tourist industry and allied activities, which accounted for more than 90% of the 82 300 additional hirings expected in the first quarter, and almost two thirds of the 11 300 expected extra hirings year on year.

Thus, labour demand is mainly focused on the relevant activity sectors: first and foremost the wholesale and retail trade and service sectors where expected hirings from one quarter to the next rose from 35 200 to 94 300 (+168%), exceeding by more than 8 000 units (+9.4%) those predicted in the second quarter of last year. Four employment categories are strongly in the lead in terms of expected hirings, and account together for more than half of all the hirings planned in the course of the quarter. They include: more than 61 0000 *cooks, waiters and other tourist service professions* (about four times those of the past quarter and including 5 000 considered to be difficult to find), almost 18 000 *unskilled workers, mainly employed in cleaning services*, more than 15 000 *sales assistants in retail and wholesale businesses* and almost 10 000 *workers providing customer reception, information and assistance.* In greater detail, 8 out of 10 of these workers will be employed with seasonal contracts and two-thirds of them will be required to have prior experience in their sector or profession.

Two further worker profiles presumably connected with the former activity sectors are *drivers/conductors* (the sixth in absolute terms, with more than 7 200 expected hirings, 62.6% more than in the first quarter) and *security guards and safe keepers,* which should see about 5 000 hirings, more than five times the slightly fewer than 900 expected in the first quarter of the year.

The rise in staff demand was also assisted by two more categories: food industry workers and *generic building workers,* respectively in the 10th and 18th position in terms of number of recruitments (approximately 5 600 and 2 800), but increasing respectively by 2 200 and 2 000 people.

Those listed so far are those job categories which in the period in question are the greatest contributors to the increasing demand for workers and to the absolute number of planned recruitments, most of which linked to wholesale and retail trade and tourism activities and of medium-low level.

The first high-level profession on the list (in eighth place) is that of technicians in the fields of IT, engineering and production, with over 5 900 planned recruitments, almost 450 more than in the first quarter and, most importantly, up by over 1 100 year on year (+23.6%). However, overall technical jobs did not fare equally well, especially when compared with the second quarter of 2013, with marked reductions in *administrative, financial and banking technical staff* (more than 900 fewer hirings, equal to -15.4%), and *healthcare* *technicians*, the hiring of whom is expected to decline by more than 500 jobs (-17.5%). Thus recovery tends to be steady in the technical professions for industrial activities and certain advance services for enterprises.

The early signs of recovery of the demand for workers by the industrial sector translate into an increase in blue-collar jobs too, with more than 35.700 recruitments: 5 000 more than in the first quarter of the year (+16.4%), but, especially, almost 3 200 more than last year, with a trend change of + 9.8%, the first with a positive sign in the last four quarters.

Note: Information is available at regional level

Content: Bottleneck vacancies

Source: EU Skills Panorama

Language: English

Address: <http://ec.europa.eu/social/BlobServlet?docId=12658&langId=en>

Example:

|  |  |  |  |
| --- | --- | --- | --- |
| **Rank** | **Bottleneck Vacancies ISCO-08** | **Skills level**  **(ISCO-08)** | **Geographical aspects** |
| **1** | IT system designer | HS | National (Northern regions) |
| **2** | Heating system mechanic | SM | National |
| **3** | Lathe turner | SM | National (Lombardia) |
| **4** | Food service counter attendant | SNM | National |
| **5** | Plumber | SM | National (Central regions) |
| **6** | Pharmacist | HS | National (Lombardia) |
| **7** | Docker | Elem | National (North-east regions) |
| **8** | Agricultural and industrial machinery repairer | SM | National |
| **9** | Hairdresser | SNM | National |
| **10** | Mechanical engineer | HS | National (Emilia-Romagna) |
| **11** | Technical salesperson | HS | National (Piemonte) |
| **12** | Bus and tram driver | SM | National (Lombardia) |
| **13** | Mechanical digger driver | SM | National (Abruzzo) |
| **14** | Iron carpenter | SM | National (Toscana) |
| **15** | Computer programmer | HS | National |
| **16** | Beautician | SNM | National |
| **17** | Motor vehicle mechanic | SM | National (Abruzzo) |
| **18** | Software developer | HS | National |
| **19** | Bartender | SNM | National |
| **20** | Nursing associate professional | HS | National |

Content: Hard to fill jobs, by main occupation

Source: Unioncamere and the Ministry of Labour

Language: English

Address: <http://excelsior.unioncamere.net/en/index.php?option=com_jumi&fileid=3&Itemid=58>

### SLOVENIA

Content: Where are the available jobs?

Source: Eures

Language: Slovenian, English and other

Address: [https://ec.europa.eu/eures/main.jsp?catId=2815&lmi=Y&acro=lmi&lang=en&recordLang=en&parentId=&countryId=SI&regionId=SI0&nuts2Code=&nuts3Code=null&mode=shortages&regionName=National Level](https://ec.europa.eu/eures/main.jsp?catId=2815&lmi=Y&acro=lmi&lang=en&recordLang=en&parentId=&countryId=SI&regionId=SI0&nuts2Code=&nuts3Code=null&mode=shortages&regionName=National%20Level)

Example:

While there is still a shortage of employment opportunities, some categories continue to be more in demand than others.

Demand will be greatest for the following (unmet labour demand):

2144 Mechanical engineers, etc.

2151 Electrical engineers

2512 Software developers

5120 Cooks

7123 Dry construction service providers

7212 Welders, etc.

7222 Toolmakers, etc.

7411 Electricians

7412 Electromechanics

7223 Machine tool operators

8332 Heavy truck and trailer drivers

Content: Bottleneck vacancies

Source: EU Skills Panorama

Language: English

Address: <http://ec.europa.eu/social/BlobServlet?docId=12670&langId=en>

Example:

|  |  |  |  |
| --- | --- | --- | --- |
| **Bottleneck Vacancies ISCO-08** | **Vacancies reported to the National employment agency (2012)** | **Skills level (ISCO-08)** | **Geographical**  **aspects** |
| Lorry and hauler driver | 6,290 | SM | National |
| Welders and flamecutters and similar | 5,533 | SM | National |
| Workers in drywall construction and similar | 2,471 | SM | National |
| Carpenters and joiners | 2,927 | SM | National |
| Toolmakers and related workers and similar | 3,537 | SM | National |
| Electricians | 2,657 | HS | National |
| Cooks | 2,386 | SNM | National |
| Electro-mechanics | 1,911 | HS | National |
| Agricultural- or industrial-machinery mechanics and fitters | 1,837 | SM | National |
| Plumbers and pipe fitters and similar | 1,199 | SM | National |
| Machine-tool setters and setter-operators | 1,929 | SM | National |
| Mechanical engineers and similar | 1,080 | SM | National |
| Electrical engineers | 466 | HS | National |

Note: Occupations are not ranked

Content: Employers’ survey results, bottleneck occupations

Source: Zavod RS za zaposlovanje

Language: Slovenian

Address: <http://www.ess.gov.si/trg_dela/publicistika/analize>

## Migration and work mobility

### Statistical data

### AUSTRIA

Content: Number of immigrants (inflow) by citizenship

Source: Eurostat

Language: English

Address: <http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=migr_imm1ctz&lang=en>

Example:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| TIME/CITIZEN | Total | EU-27 | Croatia | Italy | Slovenia |
| 2001 | 89,928 | - | 6,087 | 1,658 | 614 |
| 2002 | 108,125 | 53,124 | 3,752 | 1,364 | 476 |
| 2003 | 111,869 | 53,860 | 3,423 | 1,461 | 428 |
| 2004 | 122,547 | 61,196 | 3,296 | 1,402 | 594 |
| 2005 | 114,465 | 60,289 | 2,828 | 1,380 | 546 |
| 2006 | 98,535 | 58,833 | 2,497 | 1,467 | 619 |
| 2007 | 72,862 | 46,220 | 1,145 | 1,323 | 482 |
| 2008 | 73,772 | 48,013 | 1,042 | 1,383 | 487 |
| 2009 | 69,295 | 45,153 | - | - | - |
| 2010 | 70,978 | 47,303 | - | - | - |
| 2011 | 82,230 | 54,737 | 1,003 | 1,747 | 982 |
| 2012 | 91,557 | 60,159 | 1,119 | 2,267 | 1,271 |

Content: Number of foreign workers (stock), labour force survey, thousands

Source: Eurostat

Language: English

Address: <http://appsso.eurostat.ec.europa.eu/nui/show.do>

Example:

|  |  |  |  |
| --- | --- | --- | --- |
| TIME/CITIZEN | From  EU-27 | Foreign  country | Total number  of employed |
| 2001 |  | 359.0 | 3,696.5 |
| 2002 |  | 321.4 | 3,669.2 |
| 2003 |  | 368.2 | 3,745.3 |
| 2004 |  | 272.5 | 3,606.2 |
| 2005 |  | 355.3 | 3,747.4 |
| 2006 | 130.8 | 363.4 | 3,826.0 |
| 2007 | 144.2 | 388.0 | 3,923.6 |
| 2008 | 156.5 | 405.3 | 3,994.1 |
| 2009 | 160.6 | 399.6 | 3,982.2 |
| 2010 | 178.6 | 422.3 | 4,016.7 |
| 2011 | 190.0 | 443.9 | 4,052.4 |
| 2012 | 211.6 | 469.5 | 4,084.5 |
| 2013 | 230.8 | 486.7 | 4,104.7 |

Note: “Foreign country“ includes EU-27 countries

### CROATIA

Content: Number of immigrants (inflow) by citizenship

Source: Eurostat

Language: English

Address: <http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=migr_imm1ctz&lang=en>

Example:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| TIME/CITIZEN | Total | EU-27 | Italy | Austria | Slovenia |
| 2001 | 24,415 | - | 0 | 0 | 99 |
| 2002 | 20,365 | - | 48 | 27 | 98 |
| 2003 | 18,455 | - | 72 | 21 | 103 |
| 2004 | 18,383 | 333 | 41 | 19 | 98 |
| 2005 | - | - | - | - | - |
| 2006 | 14,978 | 284 | 34 | 9 | 66 |
| 2007 | 14,622 | 251 | 28 | 15 | 46 |
| 2008 | 14,541 | 536 | 58 | 47 | 127 |
| 2009 | - | - | - | - | - |
| 2010 | - | - | - | - | - |
| 2011 | 8,534 | 1,052 | 129 | 60 | 215 |
| 2012 | 8,959 | 1,342 | 170 | 114 | 304 |

Content: Number of foreign workers (stock), labour force survey, thousands

Source: Eurostat

Language: English

Address: <http://appsso.eurostat.ec.europa.eu/nui/show.do>

Example:

|  |  |  |  |
| --- | --- | --- | --- |
| TIME/CITIZEN | From  EU-27 | Foreign  country | Total number  of employed |
| 2001 | - | - | - |
| 2002 | - | - | 1,520.7 |
| 2003 | - | - | 1,538.0 |
| 2004 | - | - | 1,582.9 |
| 2005 | - | - | 1,572.9 |
| 2006 | - | 3.5 | 1,586.3 |
| 2007 | - | 2.7 | 1,733.7 |
| 2008 | - | 2.6 | 1,770.5 |
| 2009 | - | 3.5 | 1,757.0 |
| 2010 | - | 3.4 | 1,690.2 |
| 2011 | 1.1 | 2.5 | 1,624.9 |
| 2012 | 1.6 | 2.9 | 1,566.1 |
| 2013 | 1.6 | 3.2 | 1,524.0 |

Note: “Foreign country“ includes EU-27 countries

Content: Statistical data on immigrants and work permits

Source: Ministry of Interior

Language: Croatian

Address: <http://www.mup.hr/main.aspx?id=172024>

### ITALY

Content: Number of immigrants (inflow) by citizenship

Source: Eurostat

Language: English

Address: <http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=migr_imm1ctz&lang=en>

Example:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| TIME/CITIZEN | Total | EU-27 | Croatia | Austria | Slovenia |
| 2001 | 208,252 | 69,894 |  |  |  |
| 2002 | 222,801 | 93,212 | 1,002 | 337 | 149 |
| 2003 | 470,491 | 153,185 | 2,302 | 383 | 250 |
| 2004 | 444,566 | 145,110 | 1,444 | 381 | 221 |
| 2005 | 325,673 | 115,363 | 1,081 | 366 | 333 |
| 2006 | 297,640 | 110,890 | 959 | 353 | 327 |
| 2007 | 558,019 | 367,619 | 727 | 484 | 362 |
| 2008 | 534,712 | 251,025 | 852 | 457 | 314 |
| 2009 | 442,940 | 172,348 | 680 | 346 | 203 |
| 2010 | 458,856 | 152,968 | 730 | 343 | 191 |
| 2011 | 385,793 | 145,274 | 559 | 317 | 192 |
| 2012 | 350,772 | 133,545 | 437 | 331 | 208 |

Content: Number of foreign workers (stock), labour force survey, thousands

Source: Eurostat

Language: English

Address: <http://appsso.eurostat.ec.europa.eu/nui/show.do>

|  |  |  |  |
| --- | --- | --- | --- |
| TIME/CITIZEN | From  EU-27 | Foreign  country | Total number  of employed |
| 2001 | - | - | 21,373.3 |
| 2002 | - | - | 21,756.8 |
| 2003 | - | - | 22,057.3 |
| 2004 | - | - | 22,411.2 |
| 2005 | - | 1,158.2 | 22,407.0 |
| 2006 | 307.1 | 1,299.1 | 22,757.6 |
| 2007 | 343.7 | 1,447.4 | 22,894.4 |
| 2008 | 480.8 | 1,690.1 | 23,090.3 |
| 2009 | 560.9 | 1,790.2 | 22,698.7 |
| 2010 | 633.8 | 1,912.1 | 22,526.9 |
| 2011 | 652.8 | 2,030.3 | 22,598.2 |
| 2012 | 665.4 | 2,109.8 | 22,566.0 |
| 2013 | 701.5 | 2,182.8 | 22,190.5 |

Note: “Foreign country“ includes EU-27 countries

Content: Data on immigrants

Source: Ministry of Labour

Language: Italian and English

Address: <http://www.integrazionemigranti.gov.it/en/latest-news/highlights/Pages/abstract_nota_semestrale.aspx>

Content: Report on immigration in Veneto Region

Source: Veneto Region

Language: Italian

Address: <http://www.venetoimmigrazione.it/vediarticolo.php?id=2831>

### SLOVENIA

Content: Number of immigrants (inflow) by citizenship

Source: Eurostat

Language: English

Address: <http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=migr_imm1ctz&lang=en>

Example:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| TIME/CITIZEN | Total | EU-27 | Croatia | Italy | Austria |
| 2001 | 7,803 | 1,582 | 1,102 | 90 | 48 |
| 2002 | 9,134 | 2,017 | 1,307 | 85 | 27 |
| 2003 | 9,279 | 1,906 | 1,282 | 71 | 33 |
| 2004 | 10,171 | 1,981 | 798 | 29 | 29 |
| 2005 | 15,041 | 3,767 | 992 | 190 | 145 |
| 2006 | 20,016 | 3,506 | 1,146 | 150 | 94 |
| 2007 | 29,193 | 4,335 | 1,400 | 264 | 102 |
| 2008 | 30,693 | 4,701 | 1,597 | 298 | 136 |
| 2009 | 30,296 | 4,784 | 1,442 | 271 | 107 |
| 2010 | 15,416 | 4,737 | 928 | 332 | 89 |
| 2011 | 14,083 | 5,308 | 945 | 319 | 93 |
| 2012 | 15,022 | 4,920 | 1,112 | 437 | 93 |

Content: Number of foreign workers (stock), labour force survey, thousands

Source: Eurostat

Language: English

Address: <http://appsso.eurostat.ec.europa.eu/nui/show.do>

|  |  |  |  |
| --- | --- | --- | --- |
| TIME/CITIZEN | From  EU-27 | Foreign  country | Total number  of employed |
| 2001 | - | - | 914.1 |
| 2002 | - | 3.2 | 922.4 |
| 2003 | - | 2.5 | 896.4 |
| 2004 | - | 2.6 | 945.8 |
| 2005 | - | 3.1 | 949.2 |
| 2006 | - | 3.3 | 961.2 |
| 2007 | - | 7.7 | 985.2 |
| 2008 | 1.1 | 13.0 | 996.1 |
| 2009 | 0.7 | 10.1 | 980.7 |
| 2010 | 0.5 | 13.6 | 966.0 |
| 2011 | 0.8 | 18.9 | 936.1 |
| 2012 | 2.4 | 22.1 | 923.8 |
| 2013 | 1.9 | 23.3 | 905.9 |

Note: “Foreign country“ includes EU-27 countries

Content: Statistical data on valid/issued work permits

Source: Zavod RS za zaposlovanje

Language: Slovenian

Address: <http://www.ess.gov.si/trg_dela/trg_dela_v_stevilkah/zaposlovanje_tujcev>

### Legislation and policies

### AUSTRIA

Content: Information on the transitional rules governing the free movement of workers from, to and between the new member states

Source: Eures

Language: German, English and other

Address: <https://ec.europa.eu/eures/main.jsp?acro=free&lang=en&countryId=AT&fromCountryId=HR&accessing=0&content=1&restrictions=1&step=2>

Example:

In the Member Countries of the European Economic Area (EEA) the free movement of workers is a fundamental right which permits nationals of one EEA country to work in another EEA country on the same conditions as that member state’s own citizens.

During a transitional period of up to 7 years after the accession of Croatia on 1 July 2013, certain conditions may be applied that restrict the free movement of workers from and to Croatia. These restrictions only concern the freedom of movement for the purpose of taking up a job and they may differ from one member state to another.

New EU citizens wishing to work in Austria still need a work permit [Beschäftigungsbewilligung], which the employer must apply for. The Labour Market Service [Arbeitsmarktservice] will confirm freedom of movement once the worker has been legally employed for one year.

Family members resident in Austria will only be granted freedom of movement if they live with family members in Austria who have already been granted freedom of movement.  
Freedom of movement will expire once a person leaves Austria not just temporarily.

Croatian nationals require a work permit [Beschäftigungsbewilligung], which the Austrian employer must apply for. Once the worker has been legally employed for one year, a 'confirmation of freedom of movement' will be issued, giving access to the entire labour market. There are also access restrictions for posted workers.

What kind of permission does a citizen of Croatia need in order to have access to the labour market?

A work permit is also required for 'economically dependent self-employed workers' [workers in 'arbeitnehmerähnliche Betriebesverhältnisse']; exceptions only exist for short periods of work in connection with exhibitions, trade fairs, etc.

What are the criteria for issuing a work permit?

Non-discrimination, preferential treatment for nationals and community preference, no prior illegal employment.

What is the procedure for a job seeker to obtain a work permit?

First of all a job must be found, then a work permit must be applied for by the employer.

Where can job seekers get more information?

For job seeking, e-job room at www.ams.at or newspaper advertisements; for legal information, the Labour Market Service (Arbeitsmarktservice - AMS).

What is the procedure for an employer to recruit citizens of Croatia?

See above (application for work permit).

Where can an employer obtain more information?

At the Labour Market Service (AMS).

References to relevant national legal acts:

Aliens Employment Act [Ausländerbeschäftigungsgesetz]

http://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage= Bundesnormen&Gesetzesnummer=10008365

**Restrictions concerning posted workers:**

Which sectors are concerned?

NACE 01.41, 26.7, 28.11, 45.1-4, 74.60, 74.70, 85.14, 85.32

What are the restrictions applied?

Croatian workers who are to be posted to work in construction or ancillary construction trades require a work permit; in other sectors, foreign placement permits [Entsendebewilligungen] are sufficient.

Where can more information be obtained?

<http://www.ams.at/_docs/001_Neue_EU-Buerger_08.pdf>

<http://www.ams.at/_docs/001_Fachkraefte-Zulassungen_08.pdf>, [ams.sab@ams.at](mailto:ams.sab@ams.at)

The information on the transitional rules for the free movement of workers from, to, and between the new Member States has been supplied by the EURES members (The national public employment services) in the respective Member States, in co-operation with other competent national authorities, who have made every effort to ensure its accuracy. We cannot, however, guarantee that the information is always comprehensive, complete, accurate and up to date, and nor should the publication on the EURES Job mobility portal be taken to imply that the European Commission or its services agree on the way the transitional arrangements are applied in the country in question. The Commission accepts no responsibility for any loss or damage resulting from the publication of this information.   
Please also see this important legal notice:

<http://ec.europa.eu/geninfo/legal_notices_en.htm>

Content: Information on legal conditions for work in Vienna/Austria

Source: City of Vienna

Language: Croatian

Address: <http://www.wien.gv.at/bh-hr-sr/raditi/>

### CROATIA

Content: Information on the transitional rules governing the free movement of workers from, to and between the new member states

Source: Eures

Language: Croatian, English and other

Address: <https://ec.europa.eu/eures/main.jsp?acro=free&lang=en&countryId=HR&fromCountryId=AT&accessing=1&content=1&restrictions=1&step=2>

Example:

What kind of permission does a citizen of Austria, Italy or Slovenia need in order to have access to the Croatian labour market?

Under Regulation on temporary application of rules related to the work of the nationals of the Member States of the European Union and their family members, adopted on 26 June 2013 at the 99th session of the Croatian Government, the Republic of Croatia shall introduce restrictions for all the countries that introduced restrictions and transitional periods for Croatian workers, according to the principle of reciprocity. For duration of two years, i.e. so long as the old Member State would apply the equivalent national measures, according to the principle of reciprocity, nationals of the old Member State will not be able to be employed in the Republic of Croatia without a work permit.

Nationals of the old EU Member States to which the national measures apply (which are subject to the regime of work permits) can regulate their legal work status in the Republic of Croatia pursuant to the provisions of the Foreigners Act, as follows:

if they want to work up to 90 days a year on the basis of a work registration certificate, i.e. pursuant to the provision of Article 82 and Article 83 of the Foreigners Act,

if they want to work for more than 90 days a year and if they enter into employment in the Republic of Croatia, the nationals of the old EU Member State to which the national measures apply and their family members have to apply for a residence and work permit pursuant to the provision of Article 76 of the Foreigners Act or apply for a residence and work permit outside the annual quota pursuant to Article 82(2) of the Foreigners Act.

Restrictive measures shall not apply to the freedom of establishment of nationals of one Member State in the territory of another Member State nor to the freedom to provide services.

Consequently, the nationals of EEA/EU Member States which are self-employed in their own company or in a trade, i.e. that provide services or that are posted workers, may work in the Republic of Croatia without a residence or work permit, or work registration certificate.

The said category of persons can work up to 3 months without a registration of temporary residence, and if they intend to wok longer than 3 months, they will register a temporary residence for the purposes of work, and they shall be issued a residence card.

What are the criteria for issuing a work permit?

The application for issuing a residence and work permit outside the annual quota shall be accompanied by a contract of employment or a written confirmation that a contract of employment has been concluded, or any other relevant contract or proof of the registration of a company, branch office, representative office, trade, association or institution in the Republic of Croatia, which employs workers from the old Member States to whose nationals the national measures apply (work permit regime).

Prior to the issuance of residence and work permits outside the annual quota, no explanation of the employer on the need of employing a particular employee shall be required nor will the situation on the labour market be checked.

What is the procedure for a job seeker to obtain a work permit?

A job seeker must primarily have an offer of employment because the employer is obliged to request the issuance of a work permit from the competent authorities. A candidate cannot request a work permit without having an offer of the employer.

Where can job seekers get more information?

A job seeker may seek information on the web pages of the Ministry of the Interior (<http://www.mup.hr/47.aspx>) and the Croatian Employment Service (<http://www.hzz.hr/default.aspx?id=10288>).

What is the procedure for an employer to recruit citizens of Austria, Italy or Slovenia?

An employer who has a need to employ a person from another EU Member State may consult the Croatian Employment Service for the publication of a tender. Following the publication on the national job search websites, the tender may be visible on the EURES portal and thus available to the nationals of other EU Member States. If necessary, the EURES advisers from Croatia shall seek mediation assistance from the EURES advisers from other Member States. After successfully finding candidates, nationals of a Member State to which the work permit regime applies, the employer shall submit an application for a work permit outside the annual quota to the police station/administration according to the company's registered office (seat).

Where can an employer obtain more information?

The employer can contact the local police administration/station according to the employer’s registered office/seat, where s/he can get all the necessary information and submit an application. Information, as well as the necessary forms, are available on the web pages of the Ministry of the Interior <http://www.mup.hr/main.aspx?id=5399#2> (procedure for obtaining a work permit) and <http://www.mup.hr/47.aspx> (information for foreigners and necessary forms).

Information on the publication of a tender at the Croatian Employment Service: <http://www.hzz.hr/default.aspx?id=10031>

References to relevant national legal acts:

Regulation on temporary application of rules related to the work of the nationals of the Member States of the European Union and their family members (Official Gazette No: 79/13): <http://narodne-novine.nn.hr/clanci/sluzbeni/2013_06_79_1629.html>

Foreigners Act: <http://narodne-novine.nn.hr/clanci/sluzbeni/2011_11_130_2600.html>

Amendments to the Foreigners Act:

<http://narodne-novine.nn.hr/clanci/sluzbeni/2013_06_74_1475.html>

Foreigners Act (unofficial consolidated text):

<http://www.mup.hr/UserDocsImages/Dokumenti/stranci/2013/zos_procisceni.pdf>

### ITALY

Content: Information on the transitional rules governing the free movement of workers from, to and between the new member states

Source: Eures

Language: Italian, English and other

Address: <https://ec.europa.eu/eures/main.jsp?acro=free&lang=en&countryId=IT&fromCountryId=HR&accessing=0&content=1&restrictions=1&step=2>

Example:

Italy considered it appropriate to apply the transitional arrangements for the initial period of two years before fully liberalising Croatian citizens' access to the labour market. Labour market access is therefore still subject to a work permit and work permits are subject to the quotas laid down in the flows decree ('Decreto flussi'). Work permits will not be necessary for Croatian citizens who from 1 July 2013 or thereafter can demonstrate that they are working legally and have been granted access to the Italian labour market for a period of at least 12 months. The restrictions provided for concern only dependants and do not apply to self-employed workers.

Some categories of dependants (managers, mother tongue teachers and teachers on exchange programmes, university lecturers, translators and interpreters, family helpers, seafarers, employees, workers employed by circuses or troupes travelling abroad, dancers, performers and musicians, sports people, journalists; professional nurses) within the meaning of Article 27(1) of Legislative Decree 286/98 may enter Italy in addition to  the above quotas. The people listed above are not subject to any restrictions.

A simplified procedure is provided for in respect of: researchers (Article 27 ter); highly skilled workers as defined by Article 27 quater of the Consolidated Text on Immigration can obtain the EU blue card; seasonal workers and domestic workers. There will therefore be free access to the labour market in these sectors.

What kind of permission does a citizen of Croatia need in order to have access to the labour market?

Labour market access is still subject to a work permit and work permits are subject to the quotas laid down in the flows decree ('Decreto flussi'). Work permits will not be necessary for Croatian citizens who from 1 July 2013 or thereafter can demonstrate that they are working legally and have been granted access to the Italian labour market for a period of at least 12 months.

What are the criteria for issuing a work permit?

Third country nationals, who include Croatian nationals in this instance, may enter the territory of the Italian State provided that they hold a valid passport or equivalent travel document that allows them to cross the border and an entry visa issued by [sic] their country of origin, where necessary.

Upon arrival in Italy they must apply for a residence permit; however, a permit is not required if their stay in Italy, whether on a visit, business, tourism or in order to study, is for a period of no more than three months.

What is the procedure for a job seeker to obtain a work permit?

An employer who intends to enter into an employment relationship with a Croatian citizen must apply to the Single Window for Immigration ('Sportello unico per l'imigrazione') for a sponsor licence under the specific admission quotas for workers laid down by the Government under the flows decree.

Employers who intend to employ a third country worker who is lawfully resident in Italy and holds a residence permit that grants leave to work must send the Employment Office for the place of employment the 'UNILAV' form at least 24 hours before employment commences; the UNILAV form, which must be submitted as notification of recruitment, also sets out the obligations incumbent upon the employer in respect of payment of repatriation expenses and accommodation. Additionally, notification to the INPS releases employers and employees from the requirement to submit form Q for domestic emloyment relationships. A foreigner must produce a copy of the UNILAV form at Police Headquarters before the police can issue/renew a residence permit. During that time, a foreign national who holds a postal receipt that provides evidence of the renewal application can continue to work.

Where can job seekers get more information?

Each Prefecture/Office of the Local Representative of National Government ('Prefettura – Ufficio territoriale del governo') has a Single Window for Immigration that processes the paperwork involved in: first employment of foreign workers, family reunification, Italian language competence test.

The Window was established pursuant to Article 18 of the 'Bossi-Fini' Law No. 189 of 30 July 2002 amending Article 22 of the 'Turco-Napolitano' Law, Legislative Decree No. 286 of 25 July 1998.

What is the procedure for an employer to recruit citizens of Croatia?

There are no specific procedures for employers. Employers apply the national procedure.

Where can an employer obtain more information?

<http://www.integrazionemigranti.gov.it/Pagine/default.aspx>;

[www.lavoro.gov.it](http://www.lavoro.gov.it);

[www.interno.gov.it](http://www.interno.gov.it)

References to relevant national legal acts:

<http://www.integrazionemigranti.gov.it/en/legal-framework/domestic-law/Documents/ENG_DECRETO%20LEGISLATIVO%2025%20luglio%201998_.pdf>

### SLOVENIA

Content: Information on the transitional rules governing the free movement of workers from, to and between the new member states

Source: Eures

Language: Slovenian, English and other

Address: <https://ec.europa.eu/eures/main.jsp?acro=free&lang=en&countryId=SI&fromCountryId=HR&accessing=0&content=1&restrictions=1&step=2>

Example:

The citizens of all member states of the EU, EEA and Swiss confederation have free access to the labour market in Slovenia. These citizens do not need a work permit to access the Slovenian labour market, and can apply on equal terms for job vacancies in Slovenia. In order to monitor trends in the Slovenian labour market, citizens of these countries must have their employment registered. The employer registers the employment of the EU, EEA or Swiss confederation citizen, and any member of his/her family, with the **social security scheme** at the Health Insurance Institute of Slovenia.

Where an employer established in the EU, EEA or Swiss confederation employs workers who are seconded in Slovenia, **the registration of the service provision in the Republic of Slovenia made on form ZRSZ-TUJ-5 is sufficient**. This form can be found on the Employment Service of Slovenia website, and is also available in English. The person liable to carry out the registration is a foreign employer providing the services in the Republic of Slovenia, with the workers employed by him.

Slovenia has implemented a two-year transitional period for Croatian citizens seeking employment and working in Slovenia. Croatian citizens can work or be employed in Slovenia on the basis of the provisions of national legislation in the field of employment and labour applying to the citizens of third countries. This means that in the transitional period from 1 July 2013 to 30 June 2015, except in cases defined by law, Croatian citizens will continue to need a work permit to work or be employed in Slovenia.

What kind of permission does a citizen of Croatia need in order to have access to the labour market?

Several types of work permit exist, including employment permits, work permits and personal work permits. Work permits are issued by the Employment Service of Slovenia.

Your first work permit is generally obtained for you by your employer. It is usually issued for one year and allows you to work exclusively for the employer for whom it was issued. The permit is requested by the employer. After 20 months of employment and after registering for social insurance, you obtain the right to a personal work permit, which is generally issued for three years and enables you to change employer if necessary. You request this permit yourself.

A work permit may also be issued for special categories such as: seasonal work, foreign representatives of companies, training/advanced training for foreign nationals and training with companies in the Republic of Slovenia. This type of work permit is generally requested by the employer.

The right to free access to the Slovenian labour market is held by:

family members of a Slovenian citizen, citizens of the EU, EEA and the Swiss Confederation and their family members, foreign nationals holding a permanent residence permit in the Republic of Slovenia, refugees, foreign nationals with long-term resident status in another EU member state, and foreign nationals of Slovenian descent up to the third degree in the direct line.

A work permit is also not required by: foreign nationals who under international law are entitled to privileges and immunity; foreign nationals providing services in the Republic Slovenia on the basis of corresponding agreements with international organizations; foreign nationals who are reporters for foreign media or foreign correspondents; foreign nationals who are ministers of religion or who conduct humanitarian activities within the context of religious communities; foreign nationals who provide services for the needs of the State on the basis of a contract with the relevant ministries; foreign nationals who are members of the crew of ships or aircraft or who perform road or rail transport services; foreign nationals who are the founders, partners or members of the supervisory boards of companies and are not entered in the register of companies; foreign nationals who are business visitors, lecturers, apprentices, school pupils, students; foreign nationals performing voluntary work or providing services in the field of culture and the arts; foreign nationals participating in sporting and cultural events, researchers, professional athletes or private sports professionals, etc.

What are the criteria for issuing a work permit?

Croatian citizens need a work permit to work in Slovenia. You can obtain one by finding an employer who will employ you and obtain for you an employment permit which is issued for a period of one year and extended every year. An employer will only be able to employ you if there are no suitable candidates registered with the Employment Service of Slovenia.

After 20 months of work you can obtain a personal work permit valid for three years. You request this permit yourself. Work permits are issued by the Employment Service of Slovenia.

If you are highly skilled person you can apply for a Blue Card, provided you have an employment contract for at least one year and a guaranteed salary amounting to at least 1.5 times the average gross annual pay in Slovenia. Issuing the EU Blue Card is the responsibility of the administrative unit; the Employment Service of Slovenia merely gives its consent. The conditions for issuing a Blue Card, laid down by this Act, are: possessing a valid passport, suitable health insurance and the consent of the Employment Service of Slovenia to the issuing of an EU Blue Card.

What is the procedure for a job seeker to obtain a work permit?

Your first work permit is obtained for you by the employer who will employ you. An employer will only be able to employ you if there are no suitable candidates registered with the Employment Service of Slovenia. After 20 months of work you can obtain a personal work permit valid for three years. You request this permit yourself. Work permits are issued by the Employment Service of Slovenia.

If you are highly skilled person you can apply for a Blue Card, provided you have an employment contract for at least one year and a guaranteed salary amounting to at least 1.5 times the average gross annual pay in Slovenia. The conditions for issuing a Blue Card are: having a valid passport, suitable health insurance and the consent of the Employment Service of Slovenia to the issuing of an EU Blue Card. You can apply for a Blue Card or a Blue Card extension yourself, or your employer can do it for you. You submit your application to a diplomatic mission or consular post of the Republic of Slovenia in your country, or your employer can submit the application to the competent administrative unit in the Republic of Slovenia. Issuing the EU Blue Card is the responsibility of the administrative unit.

Where can job seekers get more information?

You can obtain more information from the Employment Service of Slovenia: http://www.ess.gov.si/

What is the procedure for an employer to recruit citizens of Croatia?

A work permit is generally issued at the request of the employer, but a fundamental condition for the issuing of a work permit is the current situation in the labour market, i.e. a lack of suitable candidates from the home country.

Procedures relating to the issuing and revocation of work permits and procedures regarding consent to the issuing of an EU Blue Card and the issuing of approvals, opinions and confirmations are conducted by the Employment Service of Slovenia. Applications are submitted to the Employment Service of Slovenia on the prescribed forms, marked TUJ. You must pay the administrative fee. Applications, files and actions under the Employment and Work of Aliens Act are subject to the payment of a fee under the law governing administrative fees. If the application is complete, the Employment Service of Slovenia shall make a decision on issuing the work permit within 60 days.

After obtaining the work permit, the employer is also required to declare the work within the statutory time limits. If the employer fails to declare the work within the time limit, this represents an infringement of the provisions of the Employment and Work of Aliens Act for which the employer is liable to a fine.

Where can an employer obtain more information?

You can obtain more information from the Employment Service of Slovenia: <http://www.ess.gov.si/> Access to the online work permit applications consultation service is via eServices for employers: <https://apl.ess.gov.si/ePortal/>

References to relevant national legal acts:

Employment and Work of Aliens Act: <http://www.uradni-list.si/1/content?id=103052>

Aliens Act: <http://www.uradni-list.si/1/content?id=104275>

Labour Market Regulation Act: <http://zakonodaja.gov.si/rpsi/r04/predpis_ZAKO6524.html>

Employment Relations Act: <http://www.uradni-list.si/1/content?id=36364>

# Overview of national lifelong career guidance services and trainings within the Alpe-Adria region

## INTRODUCTION

This part of the document contains list of information on existing practices and training possibilities related to the career guidance within Alpe-Adria region. Special emphasis was given to the intercultural counselling and gathering intercultural competences which are important for provision of services to those clients who are interested in international working mobility. The list of information in this document comprises data on providers of education in each of the partner countries, services

which that provider offers, as well as the target groups.

## Overview of national lifelong career guidance services and trainings in Alpe-Adria region

### Main providers of lifelong career guidance services

### AUSTRIA

| Provider (institution) | Region/City  (if relevant) | Web | Services/ activities | Target group |
| --- | --- | --- | --- | --- |
| Lifelong Guidance – Strategieentwicklung  Cooperation with Ministry of Education |  | <http://www.lifelongguidance.at/qip/mm.nsf/page?OpenForm&22337E390867831BC12574710050060C=admin> | * Implementation of basic competences in every curriculum * Orientation and monitoring of the process * Professionalization of the staff * Quality control * Enlarge the access and the offer for more/new target groups | All |
| OEAD (National Agency) |  | <http://www.lebenslanges-lernen.at/home/national_agency_for_lifelong_learning/euroguidance_career_guidance/EN/> | Career guidance in Europe | All |
| Erwachsenbildung (Adult Education) Ministry of Education and Women |  | <http://erwachsenenbildung.at/themen/bildungsberatung/governance/stragegieentwicklung.php> | Different offers, from orientation to find financial means for further education or recognition of competences | Adults |
| BEST |  | [www.best.at](http://www.best.at) | career guidance services | General unemployed and divers specific target groups |
| AMS |  | <http://wbdb.ams.or.at/wbdb/index_wbdb.jsp?znid=1173779154852> | offers overview on other providers | General and specific target groups |
| BFI |  | [www.bfi.at](http://www.bfi.at) | career guidance services | General unemployed and divers specific target groups |
| VHS Meidling |  | [www.vhs.at](http://www.vhs.at) | career guidance services | General unemployed and divers specific target groups |
|  |  | <http://de.wikipedia.org/wiki/Liste_der_Universit%C3%A4ten_in_%C3%96sterreich> | Also universities offer | HE students |

### CROATIA

| Provider (institution) | Region/City  (if relevant) | Web | Services/ activities | Target group |
| --- | --- | --- | --- | --- |
| Croatian Employment Service | Regional offices in 22 cities | <http://www.hzz.hr/> | Career guidance for pupils in final grade (elementary and middle schools) – early interventions and prevention of early school leaving   * Vocational informing to introduce possibilities for continuing education or entering labour market (through individual and group meetings/ presentations with counsellors, and through brochures and web tools) * Vocational counselling to explore and present possibilities for continuing education, primarily for pupils with difficulties – expert team approach which may include several or all of the listed activities: psychodiagnostic assesement, medical check, cooperation with other experts (schools, health organisations, departments of social services etc.) * Conducting analysis of labour market needs/ requirements and creating Recommendations for educational enrolment policies and scholarship policies on regional and national level * Exploring pupils’ professional/ vocational intentions by conducting Survey on pupils’ vocational intentions * Development of regional brochures “Where to go after elementary school” updated annually | Pupils:   * with health difficulties * with developmental difficulties * with learning difficulties * motivated for a change in programme * indecisive |
| Development of e-counselling portal –labour market information and questionnaires for self-assessment and other tolls in order to develop CMS | Everyone interested in career guidance |
| Organization of   * job fairs * career guidance fairs * activities for promoting crafts and occupation needed on LM | Everyone interested in career guidance |
| Activities aimed at enhancement of career management skills for unemployed   * group informing – information on employment in various branches, educational programmes, financial aid, etc. * informing and counselling for creating individual professional plans for active job search and increasing employability * assessment of competences and defining areas for improvement * improving competences through workshops * team treatment for hard to place unemployed (e.g. people with disabilities, long-term unemployed) – psychological testing, interview, physical exam | Unemployed   * unemployed * long-term unemployed * people with disabilities * other hard to place people |
| Croatian Employment Service - Lifelong career guidance centres - CISOK | CISOK Centres in 11 cities | <http://www.cisok.hr/> | Activities aimed at informing and career counselling   * informing on labour market situation * informing on school enrolments * Informing on adults’ education etc.   Main methods   * group informing * individual counselling * workshops * self-help through brochures and e-tools | Everyone interested in career guidance |
| Educational system – schools  /  Under the responsibility of Ministry of science, education and sports | All regions  Centre: Zagreb | <http://www.mzos.hr/>  <http://www.skole.hr/>  <http://drzavnamatura.skole.hr/> | Non-formalized methods of career guidance:   * Parents presenting their jobs * School psychologists, pedagogues and other members of school service provide individual and group career counselling * Promotion activities (schools’ open doors days, career days, job fairs, etc.) * Web portal Tour de Matour | Pupils |
| Educational system – higher education  /  Under the responsibility of Ministry of science, education and sports | All regions  Centre: Zagreb | <http://www.mzos.hr/> | Career guidance through various channels:   * Printing brochure Guide for future students * Informing and counselling about possibilities for continuing education and entering labour market * Counselling centres for students (see below in detail) | Students |
| Centre for students’ counselling and support | Zagreb – University of Zagreb | <http://www.unizg.hr/studiji-i-studiranje/podrska-studentima/centar-za-savjetovanje-i-podrsku-studentima/> | Career counselling and informing (individual, group, workshops) | Students |
| Students’ counselling centre | Zadar – University of Zadar | <http://www.unizd.hr/savjetovaliste/Usluge/tabid/1489/Default.aspx> | Career counselling and informing (individual, group, workshops, lectures, self-help) | Students |
| Career Advising Service | Osijek – University of Osijek | <http://www.unios.hr/?&i=43> | Career counselling and informing (individual, group) | Students |
| Service for students’ professional orientation and counselling | Dubrovnik – University of Dubrovnik | <http://www.unidu.hr/odjeli.php?idizbornik=391> | Career counselling and informing (individual, group, workshops, lectures, student practice) | Students |
| Institute for development of education | Zagreb | <http://www.iro.hr/en/> | Provides integrated services   * Informing and counselling for studying opportunities in Croatia and other European countries * Conducting projects focused on career counselling (e.g. CAREER – Platform for Career advice centres in Croatia; Establishing of Career advice services at Croatian universities) * Publishing handbook “Career Advising Services in Croatian Universities” (2006) * Cooperation with other relevant bodies that provide services of career guidance * Organization of scholarship fairs | Students |
| Croatian Employers’ Association | Zagreb | <http://www.hup.hr/en/> | Association of employers in education: lifelong career guidance for adults | Unemployed / students |
| Agency for mobility and EU programmes | Zagreb | <http://mobilnost.hr/index_en.php> | Holder of Lifelong Learning Programme, Youth in Action programme  Euroguidance | Counsellors fo CG, pupils, students, teachers etc. |

### ITALY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Provider (institution) | Region/City  (if relevant) | Web | Services/ activities | Target group |
| Centri regionali di orientamento (Regional guidance centres) | Friuli Venezia Giulia Region/Trieste, Udine, Pordenone, Gorizia, Gemona del Friuli, Cervigniano del Friuli | <http://www.regione.fvg.it/rafvg/cms/RAFVG/istruzione-ricerca/studiare/>  <http://www.regione.fvg.it/rafvg/cms/RAFVG/istruzione-ricerca/regione-per-orientatori/> | IT Self-service (also brochures); Group informing; Individual informing/counselling; Interview; Profilling/assessment of competences, interests, skills; Support to schools and counsellors; Hand-list of courses ... | Pupils, students, adults,  counsellors |
| CPI – Centri per l’Impiego (Employment centres) | Friuli Venezia Giulia (18 centres) and Veneto Region (45 centres) | <http://www.cliclavoro.gov.it/Operatori/Centro-impiego/Pagine/default.aspx> | placement and preliminary selection;  employment policies promotion;  information about training and counseling opportunities | Job seekers |
| ClicLavoroVeneto.it | Veneto Region | <http://www.cliclavoroveneto.it/home> | IT Self-service; Search engine | Pupils, students, adults; enterprises; counsellors |

### SLOVENIA

| Provider (institution) | Region/City  (if relevant) | Web | Services/ activities | Target group |
| --- | --- | --- | --- | --- |
| Zavod RS za zaposlovanje - Employment Service of Slovenia | National | <http://www.ess.gov.si/> | career guidance services:  identification of career and employment goals, career management and planning which include different questionnaires for self assessment (Hollands' test, self assessment of personality, competences, motivation and working style), preparation of job application, CV, accompanying letter, phone conversation with potential employer, and job interview.  human resource development | job seekers, employers |
| Zavod RS zašolstvo - The National Education Institute of the Republic of Slovenia | National | <http://www.zrss.si/> | advice and consultation to professional staff in education,  design and perform programs to further professional development of educators | kindergartens, primary and secondary schools, higher education institutes, research organisations professionals |
| Andragoški center Slovenije - Slovenian Institute for Adult Education | National | <http://www.acs.si/> | training programmes for adult educators,  non-formal adult learning and education,  counselling individuals and institutions in relation to adult education,  **recognition and validation of the knowledge and experiences of adults** | professionals in adult education, adult individuals |
| Center RS zapoklicnoizobraževanje - Institute of the Republic of Slovenia for Vocational Education and Training | National | <http://www.cpi.si/>  <http://www.mojaizbira.si/Ž> | vocational qualification,  career orientation,  linking education with labour market,  employability,  lifelong learning,  equal opportunities | all Slovene citizens interested in gaining vocational qualification; career orientation for pupils, students, parents and school professionals |
| Career guidance centres at all Slovene Universities and higher institutions | Regional | University of Ljubljana  <https://kc.uni-lj.si/>  University of Maribor  <http://kc.um.si/>  University of Primorska  <http://www.kariernicenter.upr.si/>  University of Nova Gorica  <http://www.ung.si/sl/karierni-center/> | career orientation and planning: career planning during the study, networking, preparation of job application, CV, motivation letter, job interviews, SWOT analysis, ways of job search | university students |

### Specific services/activities aimed at clients interested in working mobility

### AUSTRIA

1. EURES: <https://ec.europa.eu/eures/page/homepage>
2. ERASMUS
3. Individual coaching at universities

### CROATIA

**1. EURES** – The purpose of EURES is to provide information, advice and recruitment/placement (job-matching) services for the benefit of workers and employers as well as any citizen wishing to benefit from the principle of the free movement of persons. In European cross-border regions, EURES has an important role to play in providing information about and helping to solve all sorts of problems related to cross-border commuting that workers and employers may experience.

EURES office in Croatia is established as a part of Croatian Employment Service. Today there are 35 EURES counsellors and assistants providing services of career guidance in international mobility.

**2. Agency for mobility and EU programmes** – The Agency for Mobility and EU Programmes is the National Agency responsible for the implementation of the Lifelong Learning Programme and Youth in Action Programme in Croatia. Apart from implementing the programmes, by selecting the applications – project proposals, contracting and financing, and monitoring the realization of projects, the Agency also promotes the programmes and assists applicants and beneficiaries in their process of creating a project idea and running the project. Republic of Croatia is a full participant to the programmes.

**3. International relations office (University of Zagreb)** – The International Relations Office coordinates and administers international collaboration of the University of Zagreb. Its mission is to:

* develop cooperation with partner institutions abroad
* foster mobility of students, teaching and non-teaching staff
* develop activities related to international projects in higher education
* inform the students, teaching and non-teaching staff of the University of Zagreb about possibilities of international cooperation and mobility
* assist the faculties and academies of the University of Zagreb in development of international activities
* assist foreign students and scholars in preparing their arrival to the University of Zagreb and during their stay here.

### ITALY

1. **Euradria** (IT-SI)

Eures cross-border partnership between the Italian autonomous region Friuli Venezia Giulia and Slovene statistical regions Goriška, Obalno-kraška, Notranjsko-kraška

Using as a starting point the proper dissemination of information about living conditions and employment, the main aim of the partnership is to promote the mobility of workers in the cross-border region in the interest of matching labour demand and supply, stimulating this mobility by identifying and removing barriers to mobility, providing assistance to jobseekers and employers in their respective searches for job opportunities and staff, safeguarding workers‘ rights and finally, taxation and insurance matters. The action is also directed at encouraging active policies which support the development of an integrated and mutually beneficial labour market, promoting processes which will lead to a real and solid harmonisation of rules and to uncovering and combating the black economy.

Eures Euradria is supported by a network of Eures advisors throughout the Euradria region (7 in Italy), working within the public employment services or for trades union and employers’ associations in both countries

<http://www.euradria.org/index.php?option=com_content&view=article&id=10&Itemid=8>

2.**Regione del Veneto**

Professional transnational and trans regional mobility paths (stages for inclusion of youth (18-35) and women over 50), regional, national founds and ESF

<http://www.regione.veneto.it/web/lavoro/mobilita-transnazionale>

### SLOVENIA

1. EURES centres provide information on job opportunities in all EU countries

### **Education/training possibilities for career guidance counsellors**

### AUSTRIA

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Title of the education/ training | Initial and/or continuous training | Provider of the training | Certificate/Title of formal qualification  YES/NO  If YES name it | Duration |
|  | Continuous | wba | Yes: Certified Adult Educator | 9 ECTS + workshop + 500 hours practical experience |
|  | Continuous | wba | Yes: Graduate Adult Educator | n/a |

### CROATIA

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Title of the education/ training | Initial and/or continuous training | Provider of the training | Certificate/Title of formal qualification  YES/NO  If YES name it | Duration |
| CES Initial programme for new staff | Initial | Croatian Employment Service | NO | 1 year |
| CES continuous training programmes | Continuous | EU projects – outsourcing training providers | NO | Depending on project |
| Vocational guidance for teachers and school service in elementary schools | Initial | Euroguidance centre (Agency for mobility and EU programmes) | NO | 2 days |

### ITALY

| Title of the education/ training | Initial and/or continuous training | Provider of the training | Certificate/Title of formal qualification  YES/NO  If YES name it | Duration |
| --- | --- | --- | --- | --- |
| Psychological sciences and techniques | Initial | University of Trieste  University of  Padova | YES  Bachelor degree | 3 years |
| Developmental and educational psychology | Initial | University of  Padova | YES  Bachelor degree | 3 years |
| Social and work psychology | Initial | University of  Padova | YES  Bachelor degree | 3 years |
| Psychology | Initial | University of Trieste  University of  Padova | YES  Master degree | 2 years |
| Developmental and educational psychology | Initial | University of  Padova | YES  Master degree | 2 years |
| Social, work and communication psychology | Initial | University of  Padova | YES  Master degree | 2 years |
| Professionista dell’orientamento | Continuous | Università Cattolica jointly with University of Pavia, University of  Padova and University of Cagliari | YES  Specializing Master | 1 year |
| Progettazione e sviluppo di servizi  di orientamento e placement | Continuous | Università Roma Tre | YES  Postgraduate course after 2nd cycle degree | 1 year |
| Profession Orientatore | Continuous | Pegaso Telematic University | YES  Master of the first level | 1 year (1500 hours) |
| Master in orientamento e outplacement | Continuous | ASSIPRO (Italian Guidance Association) | NO | 4 months |

### SLOVENIA

| Title of the education/ training | Initial and/or continuous training | Provider of the training | Certificate/Title of formal qualification  YES/NO  If YES name it | Duration |
| --- | --- | --- | --- | --- |
| Psychology  \* Graduate or postgraduate studies of psychology are general studies which are basic education for majority of career guidance counsellors. There are only two single subjects dedicated to employment and work philology, one in 1st and one in 3rd year of graduate study. On post graduate study (master) there is one module dedicated to human resource psychology. There is no available information on duration of these subjects. | Initial - graduate/postgraduate | Faculty of Arts, University of Ljubljana | YES - degree in psychology | 4 years (old programmes)  3 + 2 years (Bologna programmes) |
| Management of Human Resources and Educational Systems | Initial - graduate/postgraduate | Faculty of Organisational Science, University of Maribor | YES - degree in human resources management | 3 + 2 years (Bologna programmes) |
| Sociology - management of human resources | Initial - graduate | Faculty of Social Sciences, University of Ljubljana | YES - degree in sociology | 3 years (Bologna programmes) |
| Management of Human Resources Development | Continuous - postgraduate | International School for Social and Business Studies | YES - masters degree in human resources management | 2 years |
| Series of short training programs for career and employment professionals (e.g. communication & interview,  labour market, preparation for career orientation, skills for job search, new methods in career orientation, etc - all programmes are available in the document 1 - accessible through link below the table) | Continuous | Employment Service of Slovenia | NO | Different duration from 1 to 4 days |
| Educational programme for basic training on development and implementation of counselling canter for adults ( 10 modules - detailed description available in the document 1 - accessible through link below the table) | Continuous | Slovenian Institute for Adult Education | Not clear if there is any official certificate awarded. But the training is compulsory for institutions wishing to offer counselling canter for adults. | 112 hours |
| Training programme for implementation of activities in career orientation: New trends in information and orientation for youngsters before selection of high school education (detailed description available in the document 1 - accessible through link below the table) | Continuous | Institute of the Republic of Slovenia for Vocational Education and Training | NO | 8 hours |
| Education and training for career guidance professionals for quality service of Career Canters of University of Ljubljana  (detailed description available in the document 1 - accessible through link below the table) | Continuous | Career Canter of University of Ljubljana | NO | 120 - 160 hours |
| Career Coaching | Initial and Continuous | Glotta Nova | YES - certified career coach | 4 days + 100 hours of e-learning |
| Modular Training for career counselors (no details on content of modules available) | Continuous | Kadis d.o.o. | Information not available | 160 hours |

### Specific education/training in intercultural counselling

### AUSTRIA

| Title of the education/ training | Initial and/or continuous training | Provider of the training | Certificate/Title of formal qualification  YES/NO  If YES name it | Duration (week, months, year) |
| --- | --- | --- | --- | --- |
| Interkulturelle Beratungsstelle für Mädchen, Frauen und Familien des Vereins VIELE (Verein für interkulturellen Ansatz  in Erziehung, Lernen und Entwicklung)  (Intercultural guidance for girls, women and familites of the association VIELE (association with an intercultural approach on education, learning and development) | <http://www.frauenratgeberin.at/cms/frauenratgeberin/adresse_thema.htm?thema=BS&doc=CMS1234623367675> | Ministry of Education and Women | No |  |
|  | Both | Universities |  |  |

### CROATIA

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Title of the education/ training | Initial and/or continuous training | Provider of the training | Certificate/Title of formal qualification  YES/NO  If YES name it | Duration (week, months, year) |
| Pre-initial training for EURES Advisers | Pre-initial training for new EURES Advisers | Croatian Employment Service – EURES Croatia | NO | 1 day |
| Information day | Training for EURES Assistants | Croatian Employment Service – EURES Croatia | NO | 1 day |
| European Commission (EURES) | Initial, Advanced, Virtual and Ad-hoc trainings | Ernst & Young Business School | YES/ EURES Coordination office - Certificate of Attendance of Completion | continually, 3-4 days for each training session |

### ITALY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Title of the education/ training | Initial and/or continuous training | Provider of the training | Certificate/Title of formal qualification  YES/NO  If YES name it | Duration (week, months, year) |
| Orienting in Cultural Mediation | Continuous | Pegaso Telematic University | NO  Higher Education Courses University | 1 year (600 hours) |
| Counseling Interculturale | Continuous | Centro Shinui | NO | 1 year |

### SLOVENIA

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Title of the education/ training | Initial and/or continuous training | Provider of the training | Certificate/Title of formal qualification  YES/NO  If YES name it | Duration (week, months, year) |
| Training for intercultural competences for adult educators | Continuous | Slovenian Institute for Adult Education | NO | 16 hours |

### Good practice examples within the field of intercultural counselling

### AUSTRIA

The Federal Ministry of Education and Women provides every Federal Region with a centre for females with a migrant background. More information can be found here: <http://www.frauenratgeberin.at/cms/frauenratgeberin/adresse_thema.htm?thema=BS&doc=CMS1234623367675>

BEST have international groups and provide individual as well as peer work to help them; BEST also have different training material and approaches in use.

### CROATIA

There are no training programmes for career guidance professionals in Croatia. However, upon the accession to the EU, EURES Croatia organised Information Day for EURES assistants from all 22 Regional offices of the Croatian Employment Service. The objective of the training was to present the EURES network and the following topics to EURES assistants: European labour market , EURES mission and the future of the common European labour market, EURES services to employers and jobseekers, available services of information at the EU labour market, SOLVIT and application of EU law, EURES projects and procedures in the international job mediation and the importance of information and news at the EU labour market.

In addition, EURES Croatia organised Pre-initial training for new EURES Advisers. In order tostart to work as new EURES advisersin the EURES Croatia, the candidates were included in the pre-initial training before attending EURES Initial trainings organised by European Commission and Ernst&Young Business School. The objective of the training was to prepare new candidates for EURES Initial training, to present them roles and activities of EURES advisers, living and working conditions in Croatia, importance of communication at the EU labour market, information, methods and tools useful for the candidates who were prepared for the EURES Initial training. In such a way, EURES advisers could access Initial trainings with the motivation and realistic expectations. Information Day for EURES assistants and Pre-initial training for EURES Advisers, which were funded by the EURES Grant, improved the intercultural competences and skills of the employment counsellors who joined the EURES network.

### ITALY

**CIAO**

Intercultural Tutoring and School Guidance Centre for non-Italian speaking students of ISIS Malignani (technical secondary school), Udine

[ciao.students@malignani.ud.it](mailto:ciao.students@malignani.ud.it) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**University of Padova**

<http://larios.psy.unipd.it/conference2013/pages/zen-organizzatori.php>

**Project FEI CIVIS III**

Educational material, products, activities, guidance, accompanying and training intended to facilitate the integration of non-EU country nationals in Veneto region; Veneto regional, national founds and European Fund for the Integration of non-European Union (EU) country nationals (EIF)

<http://www.civis.veneto.it/>

### SLOVENIA

There are no specific training programmes for career guidance professionals that would cover intercultural competences aiming the mobility of workers in general, even less for Alpe-Adria region in particular. However there were some projects developed with the aim to raise awareness of importance of intercultural competences in regards to immigrant workers and their families in Slovenia.

As examples of good practice we can expose the following:

Grundtvig project “StepIn! Building build inclusive societies through active citizenship” which result is a Handbook on intercultural competences for adult educators, adult education trainers, staff of governmental institutions, stakeholders of religious institutions, and marginalised participants in adult education, e.g. migrants and socially deprived and thus often low-educated people.

Handbook: <http://isim.zrc-sazu.si/sites/default/files/stepin_guide.pdf>, project website: <http://www.stepin-grundtvig.org/>

Project " Razvijamo medkulturnost kot novo oblik osobivanja" (**Interculturalism as a new form of coexistence)**, financed from the EU’s European Social Fund and the Ministry of education, science and sport, is aiming at **Professional staff’s competence improvement for the effective integration of immigrant children in education and training. Project site:** <http://www.medkulturnost.si/o-projektu/>

# Employer’s needs regarding intercultural competences of workers from other countries

### Intercultural competencies and skills of workers that are needed from the employer’s point of view

### AUSTRIA

* Communication skills– particularly to do the following (far more than only language skills):  
  Negotiate appropriately in intercultural situations (Does and Don’ts, understanding of the partners

position, being polite but demanding) different cultural communication styles; knowing about body language and facial expressions

* Business related issues: intercultural business differences, different cultural rules of negotiation, different types of intercultural conflict
* General issues related to interculturality: new intercultural environment from fixing a price for a taxi on a personal level to setting up a contract on a business level, various team leadership practices

in different  cultures  
Note: There are differences between multicultural and monocultural organisation related to acknowledging values and habits of the different cultures.

### CROATIA

**Language skills and communication skills** are considered by employers as one of the most important skills for workers and future graduates. For Croatian employers, the knowledge of the national language (Croatian) is very important. However, the level of the knowledge is not the same for all occupations (for example in the sector of tourism waiters should have better knowledge of Croatian language than cooks). Regarding foreign languages, knowledge of the foreign language is not only important for the work abroad but also is an important criteria demanded by Croatian employers. Language requirements vary according to the position and role within the company. In Croatia, for senior management positions in international business, a high level of English is expected. English is an important language for international communication and negotiations. In addition, for key positions in sales and marketing, especially in the sectors of tourism, hospitality, trade, IT and telecommunications, the knowledge of English is highly rated. The knowledge of German and Italian is important for the employers in the sectors of tourism, hospitality and trade. Upon the accession to the EU, as small-to-medium companies are becoming more and more international, the employers need workers with knowledge of foreign languages (at least English). However, in the sectors of finance, production, industry and logistics there is rarely a demand for workers with foreign language skills.

**Intercultural skills** are also very important to Croatian employers who employ the workers from abroad, especially sensitivity to intercultural environment and ability to adapt to Croatian culture. Advanced skills for dealing with diversity and functioning in intercultural environments are also crucial, they give employees a better understanding of their workplace and colleagues. These skills also help employees adapt to new work environments and prevent cultural shock while improving their practical knowledge.

**Social skills and flexibility** especially team work where it is expected from the potential candidates to adapt to various types of working teams are also important to Croatian employers. The Croatian employers consider that one of the key skills is to quickly adapt to change and respond quickly to changing conditions and demands. The employers respect the employees who regularly share information, knowledge and experience among colleagues, seek advice and support from other colleagues, work collaboratively and develop relationship with other colleagues.

In addition, **independence and initiative** as well as motivation are considered as important skills for some occupations. The employers respect the employees when they have initiative, when they take an extra step to obtain the information they need.

### ITALY

Skills that enterprises consider very important for the most required occupation. Year 2014:

- Written and oral communication 35,1%

- Flexibility and adaptation 40,1%

Source: Unioncamere - Ministry of Labour, Excelsior Information System, 2014

### SLOVENIA

There are not many resources available for identification of employers needs regarding cultural and intercultural competences of workers from other countries.

We have identified two reports that can give an approximate evaluation of employers' needs:

1.Results of two surveys on employers' predictions for employment opportunities conducted by Employment Service of Slovenia in June and December 2014 and January 2015

(source: <http://www.ess.gov.si/_files/6185/Napovednik_zaposlovanja_2014_1.pdf>, <http://www.ess.gov.si/_files/6732/napovednik_zaposlovanja_2014_2.pdf>)

and

2. Report on analysis of needs for education and training of workers and their family members from third countries in Slovenia. The report was issued in October 2011 as a result of the project "Fostering employability, education and social integration of migrant workers and their families" in the framework of European Social Fund program 2007-2013, under the Action "Development of human resources".

(source: ZRSZ: <http://www.ess.gov.si/_files/3585/analiza_potreb_tujcev_po_izobrazevanju.pdf>).

# Questionnaire for career guidance practitioners

### Introduction

For the purpose of getting the insight on actual training gained by the practitioners in each partner country and their assessment of the skills and competencies obtained during their career, the questionnaire was designed. All gathered information will serve for better identification of real needs of career guidance practitioners and to define several main points on which training program for intercultural counseling should be focused. Apart from questions on formal and informal types of education gained by the career guidance counselors and skills and competences gained through career (e.g. language competences), the questionnaire also contained questions on most common methods and tools used with clients, as well as on most common characteristics of the clients. Since the project aims at enhancing capacities of career guidance counselors in the field of intercultural counseling, the questions were designed to find out if it was already a part of their regular business processes and to assess how developed their skills important for intercultural counseling are.

### Methodology

After designing the questionnaire, it was prepared for the online usage, and a link for the questionnaire was made available in each of the partner countries’ national languages. The questionnaire was disseminated to career guidance practitioners where each partner for their own country was responsible for selecting institutions/organizations and contacts to which links will be sent. Each contact received link for the questionnaire with accompanying invitation letter.

However, the turnout for the questionnaire was rather low, and it got only slightly better even after sending a reminder once again to all the contacts.

Austrian partners sent their link to XXXX people, including institutions such as, and only 7 people responded to the questionnaire, making the turnout of XXXX %.

Italian partners sent their links to institutions which provide career guidance services in Veneto and Friuli Venezia Gulia region such as Regional Guidance Centres, Resource centres, Regional School Authority, Universities, Employment authorities, Accredited VET providers, Temp/Outplacement agencies, Europe Direct, Youth helpdesks and counselors’ association members, altogether 507 contacts. Finally, only 28 people responded to the questionnaire, what makes 5,5% turnout.

Croatian partners sent their link to 307 contacts, covering institutions such as Croatian Employment Service (in particular EURES department), CISOK – Lifelong Career Guidance Centre, universities, high schools, NGOs and providers from private sector. Only 60 people responded to the questionnaire from Croatian side, what makes the turnout of 19,5%.

Slovenian partners sent their link to institutions such as ACS, Centre for bussiness training – Economic Chamber of Slovenia, Association of Slovenian Adult Education Centres, National Fundation for HRM development, EURES counselours, Public and private career guidance counselours, Career centers of all three Universities, Chamber of Crafts, Association of High schools and Private employment agencies, altogether 117 contacts. However, only 13 people responded, making the turnout of 12,1%.

### Review of the questionnaire results

### General information

As mentioned in the previous section, the implementation of the questionnaire was characterized by very low turnout, where total number of respondents was only 108 (Austria 7, Slovenia 13, Italy 26 and Croatia 60), despite the fact that questionnaire was sent to almost 1000 contacts (Chart 1).

Chart 1. Number of respondents by country

It could be a general assumption, but the results of the questionnaire confirm that when we talk about career guidance in Alpe Adria region, we talk about mainly female profession. In our case on 1 male there are almost 3 female career guidance professionals (Chart 2).

Chart 2. Share of respondents by sex

In the Alpe Adria region career guidance is dominantly performed within public institutions, what is supported by the fact that most of the contacts were public instituions’ employees. Accordingly, the number of respondents is the largest in that type of organization. 75 persons from public institutions, 20 private providers and 13 persons from NGOs participated in the questionnaire (Chart 3). Also, most of the participants in the questionnaire work in the field of education (Chart 4).

Chart 3. Number of respondents based on the type of organization

Chart 4. Number of respondents based on the field of organization

### Education and training

According to the assessment of the level of education of respondents, vast majority of them has education level 7 (more than 75%) according to Europen Qualification Framework (EQF) which responds to Masters or postgraduate diploma. 11,11% of the respondents even have EQF 8 level what equals Doctorate and PhD (Chart 5). In most cases formal education of respondents is related to psychology and pedagogy but there is also substantial number of those with diploma in economics or business.

Chart 5. Share of respondents based on education according to EQF

### Job description and clients

Most respondents have considerable experience in career guidance, almost 75% of them have 2 or more years of experience, while 25% have more than 10 years of experience in career guidance (Chart 6).

Chart 6. Share of respondents according to working experience in career guidance

Although majority of the respondents are well experienced professionals with significant skills and competences in the field of lifelong career guidance, including certain level of intercultural skills and competences, only 55,56% of them actually provide services to the clients interested in international working mobility (Chart 7).

Chart 7. Share of respondents who provide services to the clients interested in international working mobility

Next set of charts will contain information which provided 55,56% of respondents who claimed that they provide services to the clients interested in international working mobility.

According to their status in the labour market, in most cases clients who are interested in international working mobility belong to the group of unemployed, followed by students and employed/job seekers (Chart 8). Each respondent had an option to state one or more answers, so these results are cumulated according to the frequency of answers.

Chart 8. Main groups of clients interested in international working mobility

Examining clients’ characteristics depending on their age and education level it is visible that the most represented group are young people up to 30 years of age, especially those who graduated higschool followed by those with university diploma (Chart 9).

Chart 9. Clients’ characteristics according to age and education

While working with the clients who are interested in international working mobility, career guidance professionals most often provide individual counseling in combination with self-help services available through different brochures and on the Internet. It is visible that all of the services are represented in certain amount with observation that only workshops in most cases are not used (Chart 10).

Chart 10. Type of services that respondents provide to the clients

Regarding tools most commonly used, it is noticeable that internet portals and brochures are well represented, while self-assessment questionnaires are used but less frequently, while psychodiagnostic tests are used in rare occasions (Chart 11). The use of the EURES portal is very popular among counselors, as vast majority of our respondents placed EURES on top of the list of most commonly used sources of information.

Chart 11. Usual methods and tools used in providing services to the clients interested in international working mobility

### Skills and competences needed for intercultural guidance/counselling – linguistic and cultural competences

The next set of charts is related to assessment of intercultural competences and skills, like language skills[[1]](#footnote-1), knowledge about different cultures, legislation and labour market etc.

The answers of the respondents showed that knowledge of English language is very important for career guidance in the field of international working mobility. From the results of the questionnaire it can be concluded that level of English knowledge for career guidance professionals should be somewhere between B2 and C1 (upper intermediate to advanced, based on Common European Framework of Reference for Languages – CEFR) (Chart 12), and assessment of their actual knowledge of English language corresponds to that (Chart 13).

Chart 12. Assessment of level of knowledge needed for effective intercultural career guidance in Alpe-Adria region - English

Chart 13. Counselors’ knowledge of language - English

Italian language is also defined as important as it was assessed in most cases with B1 and B2 level (upper intermediate and intermediate) (Chart 14). However, actual knowledge of Italian language of our respondents is somewhat lower and it streams from A2 to B1 level (intermediate to elementary) (Chart 15).

Chart 14. Assessment of level of knowledge needed for effective intercultural career guidance in Alpe-Adria region - Italian

Chart 15. Counselors’ knowledge of language - Italian

The similar situation regarding assessment of necessary knowledge of language is with German language, as it was assessed with levels from B1 to C1 (Chart 16), but the actual knowledge of German language of the respondents is significantly lower and corresponds to beginner and elementary level (A1 and A2) (Chart 17).

Chart 16. Assessment of level of knowledge needed for effective intercultural career guidance in Alpe-Adria region - German

Chart 17. Counselors’ knowledge of language - German

Croatian language is assessed in most cases as important for intercultural career guidance in Alpe Adria region (B1 and C1), but there is also significant number of those who think that even A1 level is enough to suit the purpose (Chart 18). Actual knowledge of Croatian language is very heterogeneously assessed, with answers distributed almost equally in all the levels, so it is difficult to draw conclusions (Chart 19).

Chart 18. Assessment of level of knowledge needed for effective intercultural career guidance in Alpe-Adria region - Croatian

Chart 19. Counselors’ knowledge of language - Croatian

Slovenian was assessed in most cases with B2 level, so it can be considered as important for intercultural career guidance in Alpe Adria region, but also a notable number of respondents think that lower levels (A1-B1) are enough (Chart 20). Actual knowledge of Slovenian shows that the respondents are not familiar with the language, as it was assessed in most cases with A1 – beginner level (Chart 21).

Chart 20. Assessment of level of knowledge needed for effective intercultural career guidance in Alpe-Adria region - Slovenian

Chart 21. Counselors’ knowledge of language - Slovenian

Finally, career guidance professionals were asked to assess their level of intercultural skills on the scale from 1 – not developed at all to 6 – very well developed and the average result shows that our respondents possess well developed ability to work in multicultural context and communication skills (average level is between 4 and 5). However, knowledge about cultures and especially about legislation and labour market conditions seeks for improvement as the average level is between 3-4 for the knowledge about cultures and 2-3 for legislation and labour market conditions (Chart 22).

Chart 22. Assessment of different components of intercultural skills and competences

All of the information stated above will be used for defining the content of training program for career guidance professionals with emphasis on developing their intercultural skills and competences for providing services to the clients interested in international working mobility in Alpe Adria region. The participants of the training program will be partially selected from the pool of respondents from this questionnaire who answered confirmative to the question whether they want to participate in the training program.

Chart 23. Interest for enrolment in educational program

1. Note: In questions about assessment of language knowledge, respondents could not assess their mother tangue, just the national languages of other partner countries. Also, there was an option to mark “not important at all” if respondents thought some language is not necessary for intercultural career guidance in Alpe Adria region.This all affects the total turnout for assessment of different languages, e.g. English was assessed by all of the 108 respondents, while Croatian has the lowest number of assessments as the most of respondents were from Croatia, and in addition to that, maybe some of respondents from other countries thought Croatian wasn’t important so they marked “not important at all”. [↑](#footnote-ref-1)