



**EU.EM.NET: European systematic approach for employers' engagement to
anticipate skills requirements**

and support quality assurance (QA) in VET

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EU.EM.NET Employers Forum Report

WP7

Country: CROATIA

Partner: Croatian Employers' Association

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Contact:

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Section 1: Organisation

1.1 Selection of the invited

Please describe briefly how you selected the invited persons. Please describe briefly also how you approached the invited persons.

The participants were our members or their representatives, because we use the opportunity of having CEA regular meetings to present the final Eu.em.net achievements and to discuss them regarding our national situation on skills anticipation process in general. So, we didn't have the special invitation for workshop but the regular invitation for our CEA-branch association governing body meeting.

1.2 Type of event, venue, logistics, duration

Type of event: **Meeting** of CEA T&H branch Association Governing body and meeting with social partners and trade unions representatives

Venue: Meeting room in Croatian Employers 'Association in Zagreb

Date: **20.10.2015. and 23.10.2015.**

Duration: 2 hour (cca. 1 hour per meeting)

Description: *Please describe briefly how did you choose the type of the event and why.*

As we didn't have ready the final package of EU.EM.NET. Outcomes translated on Croatian language, we decided to present our results on our regular meetings in CEA organisation:

- a) the meeting with employers – our main employers representatives are the members of CEA T&H branch Association Governing body and
- b) The meeting with our social partners – trade unions representatives during collective bargaining process – because we wanted to see their opinion on EU.EM.NET. Methodology as useful tool to improve the whole process of skills anticipation and VET Quality in general.

Section 2: Content

2.1. Course of action

Please describe the course of action of the Employers Forum organized by you/your organisation. Be as detailed as possible.

It was a brief presentation on final results of project, its aims and concrete outcomes or the main final product "the Core Methodology" assessed by the project activities to improve the skills anticipation processes in the tourism and hospitality sector. "The future skills workshop" was presented in general as very useful toll of workshop with its 3 phases. Then

we discuss how this tool can be implemented regarding Croatian national situation on skills participation. And for conclusion we discuss in general "How to equip people with the right skills for the jobs of today and tomorrow? and „How to involve employers more in the process of skills anticipations in T& H sector.

2.2 EU.EM.NET products/deliverables presented

Please indicate which EU.EM.NET products/deliverables were presented during the activity:

The Core Methodology was presented as possible type of workshop to bring together the main VET actors, as useful toll to improving the national process in skills anticipation not only in T&H sector.

We haven't used the „Pre-workshop questionnaire on indicators for employer's engagement“because of time shortages.

2.3 Feedback of the participants

Please describe the feedback of the participants – towards the products, quality indicators, event and project in general. Use quotations/statements of participant(s) reference, if available.

When discussing the Core Methodology the participants only partially managed to identify existing skills gaps and anticipated skills needs. The way of engaging employers in anticipation of skills needs was more discussed

The main focus of Methodology should be the clarification of problems and issues of common interest in the VET area specifically on QA in VET in T&H sector and the importance of employers' active role in the process.

The Core Methodology is a good platform to establish a national network of VET actors bringing together employers and educators. We had two meetings which do not represent a permanent national network, there are still initiatives and resources needed to build a network. However all the participants agreed that such workshops are good way of networking but there has to be a way to include the results in the work of the sector skill Council.

2.4 Partner's (organiser's) experience

It would be much easier to discuss this topic with HR manegers of T&H employers, so we will do this later and we are planning to send the translated version of Final Eu.em.net. Package with Questionnaire on indicators for employer's engagement to all our members.

EU.EM.NET project is aimed at achieving a system which will allow companies to have employees with the right skills for competitiveness and future development of T&H sector. Employers know best what skills are needed for their labour force in order for businesses to be successful and to accomplish their entrepreneurial vision.

The added value for CEA organisation and members is better knowledge of organisation of workshops using the Core Methodology. The Core Methodology can be used in different areas of our work, not only in the piloted area (hospitality and catering). Apart for using the methodology in the field of engaging employers in skills anticipation, it is very useful for our internal meetings.

Section 3: Summary (for dissemination)

Please provide a brief summary (approximately one page – when, where, who, why, what, results & recommendations) with the title „EU.EM.NET Employers Forum in [insert country or town in case of multiple workshops/events in one country]“ about the workshop/event for dissemination purposes.

In Croatia Employers are involved in skills forecasting mainly **through the work of Sectorial Councils and by direct counselling to the providers of educational services (private), so this is the focus group for improvement of skills anticipation process.**

The eu.em.net. Core Methodology is not aiming to discuss about concrete anticipation of skills, but about how to improve skills anticipation practices on a system level.

Regarding the present status in the field, many obstacles were highlighted but as key issue:

- Absence of a clearly defined system of communication of the businesses towards the educational system,
- Mismatches between the quota and the needs of the labour market, and the lack of political will for real and necessary labour market reforms,
- Problems with performance of apprenticeships and contents of the curriculum,

There is the discussion about the current state of play about our national system of skills anticipation. Do we have a formal approach and connection between employers - required knowledge and skills in the tourism and hospitality sector, and schools - their outcomes; in relations to educational system – and planning of labour market needs?

This workshop highlighted also as key recommendations the following proposals, aimed at stronger involvement of employers in the process of assessment and planning of new skills in the sector

- The purpose of engagement of employers and possibilities for their impact - should be clearly noted, as well as communication channels (whether these are Sectorial Councils or?)
- Raising awareness of the importance of their involvement and the indirect benefits among employers (through different workshops, conferences, etc.)

- Launching web portal, on which daily needs for certain professions, knowledge and skills would be able to be registered, and deficits and deviations monitored Professionalization of and support to the work of Sectoral Councils.

Above mentioned findings confirm the importance of holding such workshops (meeting-points), as they bring new proposals and solutions aimed to improve the system and to involve employers more strongly, and mostly important, they contribute to the understanding and better and easier communication between employers and the education system on the labour market. Therefore, there is a constant need and aim of improving and achieving such a system in the future that will allow the companies to have employees with appropriate knowledge and skills.