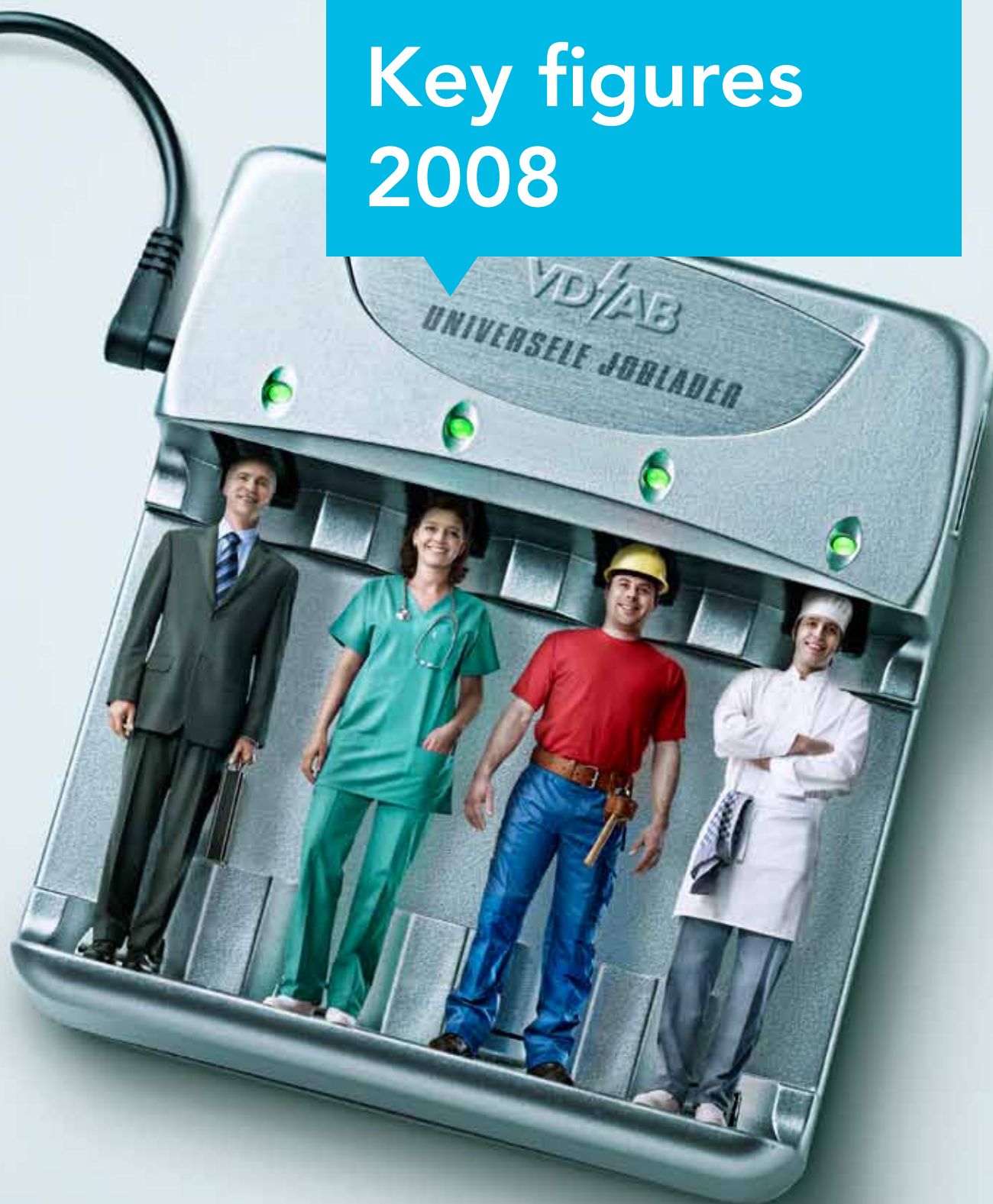


Vlaamse Dienst voor
Arbeidsbemiddeling en Beroepsopleiding

Key figures 2008



VDAB

samen sterk voor werk

The impact of the VDAB on the employment market

As a public service provider, the VDAB wishes to work towards a transparent and dynamic labour market in Flanders for jobseekers, employees and employers.

To achieve these goals, the VDAB will:

- ▶ contribute to improving the balance between supply and demand on the labour market;
- ▶ pay attention to the proportional participation of all sections of the population;
- ▶ take the necessary measures to counteract every form of direct or indirect discrimination on the labour market;
- ▶ encourage and stimulate life-long learning for jobseekers and employees;
- ▶ make its range of tools more transparent, efficient and effective.

More people at work

The activities of the VDAB were in 2008 geared to work more than ever before. Owing to the shrinkage of surplus labour, all the stops had to be pulled out to fill the many vacancies. Every effort was made in both the job shops and the competence centres to provide jobseekers with vacancies as efficiently as possible and to find jobseekers for the vacancies as promptly as possible. Intensive interaction with the temporary employment sector was crucial in this respect. Furthermore, the establishment of mixed placement teams enhanced actions to promote the inter-regional mobility of jobseekers.

The VDAB aims to put more people to work, especially those who are not highly ranked in the employment market chart. The operation of the Job Channel has been optimised with a view to the optimal mobilisation of jobseekers from the opportunity groups. The preventive and curative approach stood guarantee for reaching all jobseekers. Regarding the pathway to work, an over-representation of jobseekers from opportunity groups had to ensure that older workers, the lesser educated, immigrants and workers with a work disability were given more prospects for training and employment.

A more coherent approach was to reinforce and deepen the opportunity groups' policies. As such, the youth employment plan raised the attainments of the 13 city and municipality plans to the level of the Flemish Region. The plan also entailed the introduction of a new, flexible pathway-to-work model. The integration of the employment activities of the Flemish Agency for Disabled Persons has resulted in an inclusive cooperation between the specialised forms of work for workers with a work disability and the regular job offers for jobseekers. At the same time, the available measures for the integration of workers with a disability in the world of work could be better coordinated and expanded. The "Actief 50+" (Active 50+) action is being continued to get older workers to (re)join the labour market more smoothly. The social partners reached an agreement in autumn with the project 'Samen op de bres voor 50+' (Together in the breach for 50+). This project will in 2009 entail in particular customised guidance for older jobseekers, as well as closer cooperation with the trade unions and employers' organisations. Furthermore, with the strategic immigration policy action plan, the VDAB has introduced a coherent multi-track policy to reach and serve immigrants better. Finally, new arrangements were made between the Centres for Part-time Education (known by the Dutch initials 'CDO') and the VDAB, and a legislative framework was enacted for the transition from a part-time education obligation to full-time combinations of learning and working.

To implement the Flemish employment market policy, the VDAB, in its role as a labour market director, is increasingly calling on commercial and non-commercial market players for the implementation of training projects or pathways. Thus, specialised partners have been called in ensure the screening and guidance of jobseekers with mental, medical, or psychiatric problems.

Basic service

Services for jobseekers

The VDAB takes account of the ability of jobseekers to do things independently from the initial moment of contact. Clients with a greater need for an interview or who need closer support, can contact the consultants of the contact services. For clients who want to search for a job on their own, the VDAB provides a number of self-management instruments such as the prospectus, My VDAB and career-orientation tools.

Once they register, jobseekers receive vacancies that match their profiles on a weekly basis via e-mail or via the post. They can request these vacancies themselves also through their file on the VDAB website or on the PCs in the job shops.

If jobseekers do not manage to find a job within a reasonable period of time, they are invited by the VDAB. Jobseekers who need intensive personal guidance are referred to the pathway-to-work system.

In 2008, the placement counsellors registered 217,387 jobseekers, i.e. 21,229 more than in 2007. The total number of registrations amounted to 408,269. 119,311 jobseekers were referred to job offers by placement counsellors.

Jobseekers have access to job vacancies through different channels: more specifically job computers, the service line, the counsellors, teletext and the Internet. The number of consultations via the job computers dropped from 5.34 million (2007) to 4.49 million in 2008.

In 2008, the independent research firm CIM (www.cim.be) registered 22,129,204 visits to the **VDAB website**, i.e. 14% more than in 2007. The number of page requests registered explosive growth in 2008: + 124% from 2007. The most consulted applications after the vacancy database continue to be My VDAB and the training guide.

In 2008, the service line registered 271,950 contacts with jobseekers, i.e. down 10% from last year. There was a slight increase of 1.3% on a quarterly basis.

Services for employers

Besides the services for jobseekers, the VDAB also guarantees for each employer a universal and free service. This includes in particular the correct entry of – and/or support for – job offers, the dissemination and management of job offers via the VDAB website, the job computers and, where necessary, the VRT teletext, selecting and presenting candidates, and providing information on employment measures. As of 2007, job offers were also advertised on digital television and by means of posters in the job shops.

In 2008, the placement services initiated 660,838 contacts with companies: 68,555 physical visits to customers and 592,283 ICT contacts, of which 427,742 via My VDAB and 164,541 via the service line.

The VDAB received 760,766 vacancies via its employment market information system (AMI) and job manager, down by 19.5% compared with 2007.

In 2008, the filling percentage for the NEC amounted to 79.3% and for the NEC without temporary employment assignments 80.5%. It took 42 days to fill vacancies in 2008.

The comprehensive approach for jobseekers

The comprehensive approach for jobseekers comprises a customised pathway for both the short- and long-term jobseekers and is carried out through a multi-stage guidance model. This model is based on the optimal channel mix depending on the individual jobseeker's needs and ability to do things independently.

A distinction is drawn in the comprehensive approach between the preventive aspect geared to newly registered short-term jobseekers and the curative aspect geared to the long-term jobseekers.

Number of new jobseekers reached in the multi-stage guidance model

	2007	2008
Stage 1		
Jobseeker reached through announcements	306,122	304,887
Jobseeker reached through referrals	124,939	119,311
Jobseeker reached through announcements or referrals	335,131	331,107
Stage 2		
Telephonic screening	25,059	18,377
Stage 3		
Registration	79,493	74,481
Skill improvement	46,460	44,816
Career guidance	75,178	75,514

Number of jobseekers reached in the different modules (*)

	2007	2008
Stage 2		
Telephonic screening	25,059	18,377
Stage 3		
Registration	79,493	74,481
Application training and guidance	11,923	10,623
Training in a centre	36,306	36,164
Person-oriented training	15,243	15,086
On-the job training and guidance	44,009	43,424
Career guidance and follow up	162,465	160,679
Total	191,846	188,860

(*) Total number of jobseekers reached per module at director level

Number of jobseekers reached per opportunity group (*)

	2007	2008
Lesser educated	96,346	95,089
Worker with a disability	29,264	28,094
Immigrant	39,707	45,347
Older worker (>50 years of age)	10,309	13,139
Preventive	132,270	138,000
Curative	59,576	50,860
Woman	94,680	91,716
Young person (<25 years of age)	66,105	68,436
Long-term jobseeker (>5 years)	9,380	8,466
Newcomer action	12,811	10,136
Integration income recipient	8,296	7,439
Part-time education obligation	6,435	7,875
Total number of jobseekers reached	191,846	188,860

(*) Total number of jobseekers reached (all modules) at director level per opportunity group

Improvement of skills for jobseekers and employees

The VDAB is making the necessary effort to promote the adaptability of jobseekers, employees and employers in Flanders and to provide them with the necessary support and guidance on a changing labour market. The competence centres constitute an important pillar in the expansion of this service for jobseekers, employees and employers.

Reach of the actions in competence centres in 2008

In 2008, 48,924 jobseekers attended a training course organised by the VDAB under its own management or in cooperation with partners. This means an increase of 1,383 people or 2.9% from 2007. The increase is particularly prominent in training courses managed by the VDAB. Such a resumed increase after a drop in 2007 is attributable in particular to the focus on work in the competence centres. The need for workers requires demand-oriented and shorter training courses with a faster influx on the labour market. The VDAB was thus able to reach more people in training courses in 2008. The increase was particularly pronounced in such training sectors as harbour, electricity, logistics, metal, sales, construction, hotel and catering and industrial automation.

	Own management	With partners	Total	Objective
Number of persons	34,376	16,297	48,924	40,000
Number of training hours	6,400,456	6,102,363	12,502,819	12,000,000



HET 9+3 TEAM

Reach of IBOs and training courses in opportunity occupations

In 2008, 12,316 individual in-company vocational training schemes (IBOs) were started in Flanders, down by 16.3% from 2007. 77% of the objective was reached with these IBOs. The total number of IBOs for opportunity occupations was up by 57.3% (compared with 47.6% in 2007). The proportion of lesser educated remained, with 41.9% of the total number of participants in IBOs in opportunity occupations, at the high level of 2007.

	2007	2008	Development on an annual basis
Started IBOs in opportunity occupations	7,012	7,055	100.6%
Proportion of IBOs in opportunity occupations	47.6%	57.3%	120.2%
Dropout % in opportunity occupations	19.5%	19.7%	106.8%
Profile of IBO participants in opportunity occupations			
▶ Lesser educated	42.4%	41.9%	98.6%
▶ Over 50 years of age	2.7%	2.3%	87.7%
▶ Immigrant	16.7%	16.4%	98.2%
▶ Worker with a disability	6.4%	7.1%	110.9%
▶ Long-term jobseeker	17.5%	14.6%	83.5%
Number of jobseekers in training	28,826	30,068	
Number of jobseekers in opportunity training	24,769	25,385	
Proportion opportunity training courses (in respect of the total)	85.9%	84.4%	98.3%
Outflow to work after opportunity training	60.5%	60.0%	99.2%



Career guidance

In 2008, 2,352 clients had requested an interview with the career guidance service of the VDAB. 58.5% of them belonged to opportunity groups.

	Number of clients	% opportunity groups
2006	2784	49.6%
2007	2885	55.4%
2008	2352	58.5%

Opportunity group	Number*	% of the full opportunity group *
Lesser educated	322	23%
Upper secondary school leavers	809	59%
Immigrants	68	5%
Older workers	442	32%
Workers with a disability	38	3%

(*) Clients can belong to multiple opportunity groups

Staff

The VDAB employs 5,014 people, including 1,653 permanent staff and 3,361 contracted employees. In full-time equivalents, the VDAB has 4,263 employees.

Financial results

Universal service: €76,155,659

Pathway-to-work: €271,930,093

Non pathway-related actions: €151,028,620



Many VDAB projects are set up with the help of the European Social Fund and the European Union.

Centrale diensten

Keizerslaan 11, 1000 Brussel
tel. 02 506 15 11 - fax 02 506 15 90
vdab@vdab.be - www.vdab.be

- ▶ Managing director
Mr F. Leroy
- ▶ Labour market management
General director
Mr J. Van Depoele
- ▶ Competency centres
General director
Ms M. Gillebeert
- ▶ Functional support
General director
Ms K. Vereecken

Board of directors

Chairman

Mr H. Cossey (HIVA)

Employer representatives

Mr Ph. Muyters (Voka – VEV)
Ms S. Teughels (Voka – VEV)
Ms A. Cattelain (FEDERGON)
Mr M. Dillen (Confederatie Bouw)
Ms C. Bosch (FEVIA)
Mr J. Sap (UNIZO)
Mr B. Cuyt (UNIZO)
Mr W. Van Goethem (FEDUSTRIA)

Employee representatives

Ms K. Van Rie (ABVV)
Ms C. Copers (ABVV)
Mr D. Schoeters (ABVV)
Ms A. Vermorgen (ACV)
Mr K. Van Elsen (ACV)
Mr P. Van der Hallen (ACV)
Mr J. Daerden (ACV)
Mr H. Engelen (ACLVB)

Representative of the Office of the Minister

Ms M. Van Gramberen
Kabinet van de Vlaamse minister van Werk, Onderwijs
en Vorming
Mr T. Hermans
Kabinet van de Vlaamse minister van Financiën,
Begroting en Ruimtelijke Ordening

Representative of VDAB

Mr F. Leroy
Managing director VDAB

Regional offices

Labour market management

- ▶ VDAB-Aalst - director: Gino Dermaut
Hopmarkt 11, 9300 Aalst
tel. 053 76 71 71 - fax 053 76 71 99
- ▶ VDAB-Antwerpen - director: Luc Hostens
Sommerstraat 22, 2018 Antwerpen
tel. 03 202 17 11 - fax 03 202 17 00
- ▶ VDAB-Brugge - director: Roland Bracke
Spanjaardstraat 17, 8000 Brugge
tel. 050 44 04 11 - fax 050 34 42 39
- ▶ VDAB-Gent - director: Louis Greif
Kongostaat 7, 9000 Gent
tel. 09 265 47 11 - fax 09 233 21 70
- ▶ VDAB-Hasselt - director: Luc Lauryskens
Thonissenlaan 47, 3500 Hasselt
tel. 011 26 06 00 - fax 011 26 06 66
- ▶ VDAB-Kortrijk - director: Erik Bouckaert
Rijselsestraat 57, 8500 Kortrijk
tel. 056 24 74 00 - fax 056 24 74 44
- ▶ VDAB-Leuven - director: Jos Geuvens
Sint-Maartenstraat 5, 3000 Leuven
tel. 016 29 86 00 - fax 016 22 91 97
- ▶ VDAB-Mechelen - director: Roland Verbeek
H. Consciencestraat 5-7, 2800 Mechelen
tel. 015 28 15 20 - fax 015 28 15 99
- ▶ VDAB-Oostende - director: Roland Neiryck
Perronstraat 10, 8400 Oostende
tel. 059 55 65 11 - fax 059 70 18 59
- ▶ VDAB-Sint-Niklaas - director: Freddy Van Malderen
Stationsstraat 17, 9100 Sint-Niklaas
tel. 03 760 16 50 - fax 03 765 94 21
- ▶ VDAB-Tongeren - director: Johnny Nelissen
Stationslaan 12, 3700 Tongeren
tel. 012 39 09 00 - fax 012 23 40 62
- ▶ VDAB-Turnhout - director: Leo Goosens
Sporwegstraat 7, 2300 Turnhout
tel. 014 44 51 10 - fax 014 44 51 00
- ▶ VDAB-Vilvoorde - director: Harry Van Vaerenbergh
Witherenstraat 19, 1800 Vilvoorde
tel. 02 255 92 00 - fax 02 255 92 99

Competency centres

- ▶ Antwerpen - director: Ann Vroonen
VDAB, Somersstraat 22, 2018 Antwerpen
e-mail: ann.vroonen@vdab.be
- ▶ Limburg - director: Marc Cloostermans
VDAB, Thonissenlaan 47, 3500 Hasselt
e-mail: marc.cloostermans@vdab.be
- ▶ Vlaams-Brabant - director: Luc Borms
VDAB, Witherenstraat 19, 1800 Vilvoorde
e-mail: luc.borms@vdab.be
- ▶ Oost-Vlaanderen - director Karel Tirez
VDAB, Kongostaat 7, 9000 Gent
e-mail: karel.tirez@vdab.be
- ▶ West-Vlaanderen - directeur: Luc Huysentruyt
VDAB, Rijselsestraat 57, 8500 Kortrijk
e-mail: luc.huysentruyt@vdab.be
- ▶ Regionale Dienst Brussel - director Marc Deleye
RDB, Wetstraat 95, 1040 Brussel
e-mail: marc.deleye@vdab.be