Preventing and Educating NEETs

Croatia Experience

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About Croatia

Active population and Employment, August 2023

- Active population (labour force): 1.785.229
- Number of employed persons: 1.677.842
- Registered unemployment rate: 6.0%

Registered unemployment (CES), September 2023

- Number of unemployed persons: 103.617
- Youth unemployment: 15-24 → 14.580 (14.1%)
  15-29 → 25.175 (24.3%)
- Long-term unemployed persons (12+ months): 40.866 (39.4%)
  15-29 → 10%
- Unemployment benefit beneficiaries: 21.563 (20.8%)
  15-29 → 18.6%

Sources:
- Croatian Bureau of Statistics (CBS), www.dzs.hr
- Croatian Employment Service (HZZ), www.hzz.hr

Area of the Republic of Croatia (56,594 km²)
Population: 3,871,833 (Census 2021)
21 counties, 127 cities
Capital: Zagreb
GDP per capita (2021): € 14,989
**History:** first Vocational Counselling Centre was established at the Employment Exchange Office in 1931

- **Career guidance** → part of HZZ services
  - Psychologist, pedagogues, social workers or related experts
  - Cooperation with schools

- **Recommendations for Enrolment Policies**

- **Lifelong Career Guidance Centers (CISOK)**
  - Promotion of lifelong learning opportunities by informing and offering career guidance services to all citizens of any age
  - **Agreement on cooperation and data exchange between stakeholders** since 2015, tracking of NEETs
  - **Partnership agreements** between CISOK centres and local/regional stakeholders (463) – important for the NEET outreach

- Survey on vocational intentions of students

- Individual and group informing and counseling

- e-services (e.g. CISOK, e-Guidance), e-tools (e.g. My Choice)
Customer Journey - NEETS

Registration

1st counselling - 15 days

Additional counselling (if necessary)
- IAP
  - max. 60 days

Individual consultations
(monitoring of the agreed activities)
- every week up to 12 weeks

Continuous follow-up and monitoring
JIA (after 12 months of unemployment)

MEDIATION FOR JOB VACANCIES

Assessment
Distance from the labour market / becoming LTU

STAP and counsellor

Upon the assessment, activities and frequency and type of contact are determined

Psychological testing – estimation of remaining working ability / change of occupation
Career guidance
Workshops
Training/Education programmes / Voucher
Professional Rehabilitation (PWD)

Motivational counselling – obligatory 12 months after the registration or if necessary earlier
Activation programme – activation of LTU
JOB+ programme
Social mentorship (in cooperation with social services)
Measures for youth

**VOUCHERS**

- a financial instrument of allocation of public funds for adult learning
- **Goal**: to increase the rate of participation in adult education in Croatia (5.1% in HR; 10.8% in the EU; 2021 data)
- It promotes flexible and tailor-made model
- Promotion and the acquisition of **digital** and **green skills** to foster technological, social and economic changes and improve long-term competitiveness and productivity of the workforce and Croatian economy
- Users independently choose the program and the education provider from the available programs and skills catalogue.
- The application is submitted through online platform mojvauer.hzz.hr
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Thank you for your attention!