

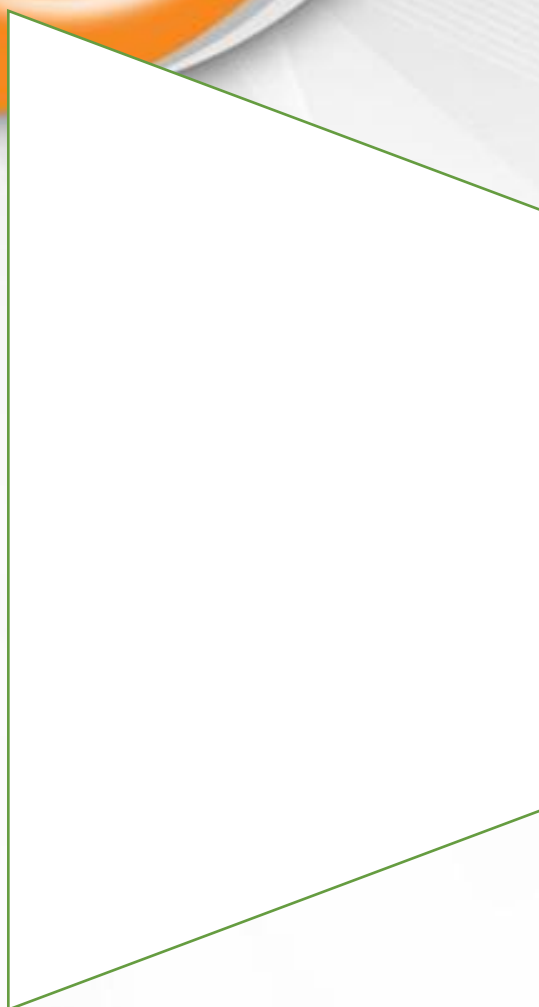


12th WAPES WORLD CONGRESS

Service provision design and impact evaluation

Tallinn, 29 Nov 2021

TOPICS COVERED



*About Agence Emploi Jeunes (the Youth
Employment Agency)*

(Regulation no. 2015-228 of 8 April 2015)

- Contribute to the implementation of the national policy on occupational integration and youth employment;
 - Define and implement occupational integration and promotion strategies;
 - Allocate the necessary resources to implement occupational integration and youth employment projects and programmes;
- Launched across 22 centres

TERRITORIAL NETWORK

20 regional agencies including one that works specifically with businesses.

190 local job centres opened in each municipality (187) and in 3 public

universities •



NOS AGENCES REGIONALES

Abobo Tél: 24 39 13 56
Yopougon Tél: 23 46 31 68
Guiglo Tél: 33 70 52 95
Gagnoa Tél: 32 77 13 30
Daoukro Tél: 41 49 83 44

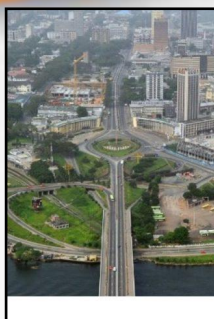
Adjamé Tél: 20 37 19 19
Bouaké Tél: 67 28 27 50
Dimbokro Tél: 30 62 49 48
San-pedro Tél: 34 71 20 76
Soubre Tél: 41 11 35 91

Treichville Tél: 21 25 32 52
Daloa Tél: 32 78 47 54
Abengourou Tél: 35 90 07 47
Korhogo Tél: 36 86 19 23
Yamoussoukro Tél.: 79 31 60 24

Aboisso Tél: 01 29 33 44
Man Tél: 58 68 24 84
Odienné Tél: 47 51 25 69
Bédié Tél: 02 42 92 16

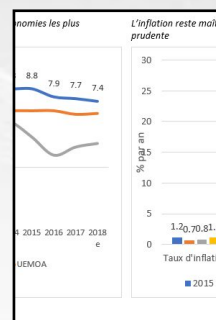
NOS AGENCES SPECIALISEES :

Agence Prestige Emploi Jeunes - Agence Campus Emploi Jeunes UFHB - Agence Campus Emploi Jeunes INPHB.



A favourable macroeconomic climate

- stable political situation in Ivory Coast
- significant improvement in the business sector



Strong economic growth

- 8% per year average since 2012
- but negatively affected by the COVID-19 pandemic



Proactive government policies

- making youth employment an absolute priority
- adoption of unprecedented strategic framework for employment since 2012

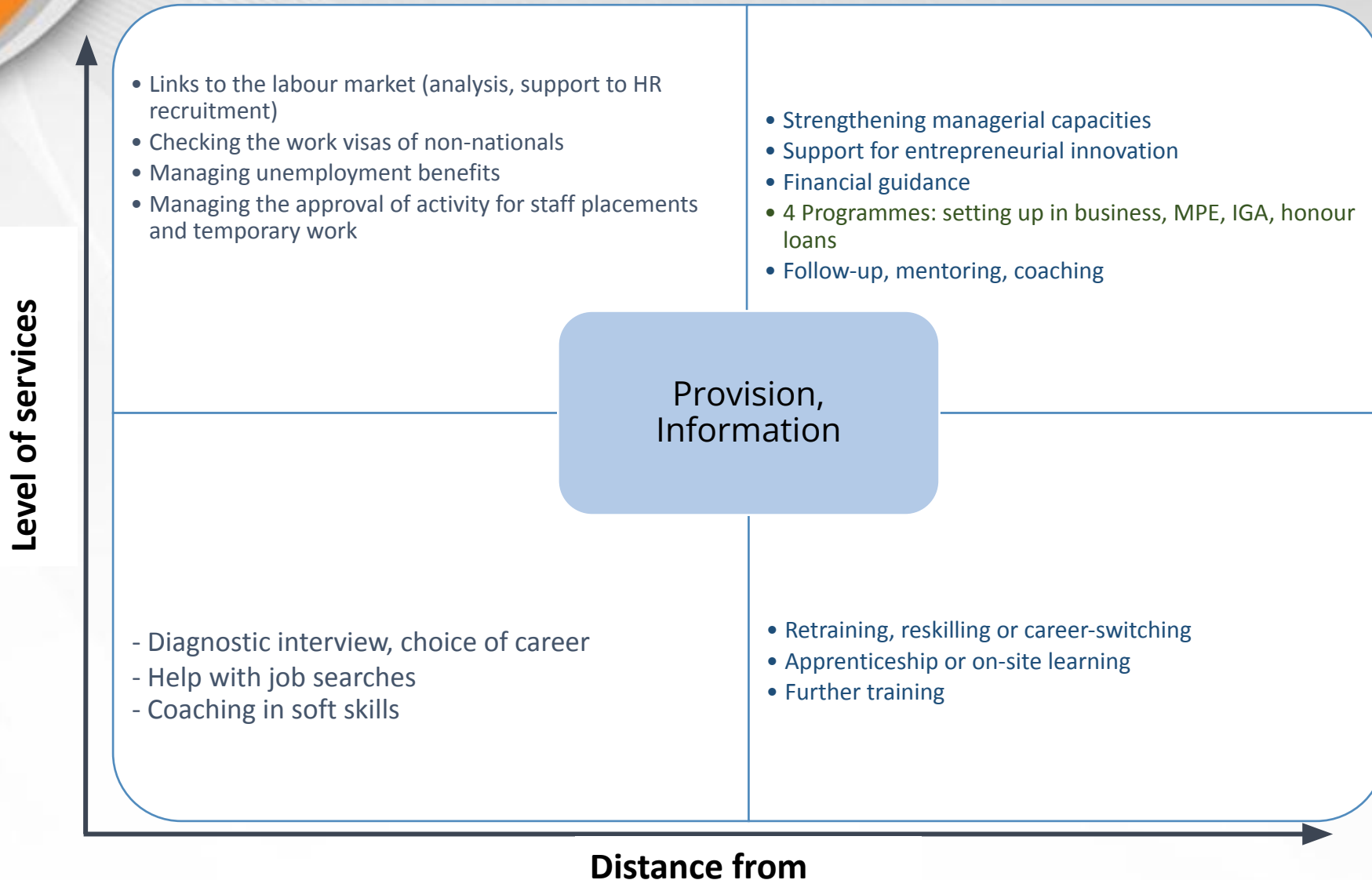


A highly ambitious Youth Employment Agency

- to become a flagship public employment service for the African region by 2025
- to continually integrate innovative services adapted to the national context

About Agence Emploi Jeunes (the Youth Employment Agency)

PROVISION OF SERVICES



Process, challenges and objectives

A relatively young but experienced PES

- *Established in June 2015.*
- *Merger of the employment promotion toolkit (AGEPE, FIDEN, FNJ and other sectoral funds).*
- *Redeployment of skills and expertise coming from disbanded structures.*

Results from the diagnosis

- *Low visibility of government initiatives on youth employment;*
- *Insufficient integration programmes offered in terms of the needs of the young people and businesses;*
- *Insufficient quality of provision, career guidance and follow-up for jobseekers;*
- *Insufficient information offered on the labour market.*

- 1 - *Improve the quality and effectiveness of services delivered to jobseekers and businesses*
- 2 - *Be fully open to government priorities and partnerships, all while reinforcing the visibility of our actions*
- 3 - *Adapt the organisation of the Agence Emploi Jeune to the challenges of occupational integration*

Table: Strategic objectives of the active measures to support occupational integration and youth employment 2021–2025

2021–2025 programmes	Target Total	Total Cost	2021		2022		2023		2024		2025	
			Target	Cost	Target	Cost	Target	Cost	Target	Cost	Target	Cost
Skills development (19%)	186 894	61 465	17 227	5 666	24 037	7 905	33 539	11 030	46 796	15 390	65 295	21 474
Entrepreneurship (42%)	416 920	240 998	38 430	22 214	53 621	30 996	74 818	43 248	104 392	60 343	145 658	84 197
Internship (33%)	329 288	87 233	30 353	8 041	42 351	11 219	59 092	15 654	82 450	21 842	115 042	30 476
THIMO (7%)	66 899	36 795	6 167	3 392	8 604	4 732	12 005	6 603	16 751	9 213	23 372	12 855
Overall Total	1 000 000	426 491	92 176	39 312	128 613	54 852	179 453	76 535	250 390	106 789	349 367	149 002

Solutions implemented

MEASURES AND ACTIONS TAKEN

1. Adjustments and refinements to the integration schemes

- Consolidation of active projects into 4 programmes for improved visibility (from 15 to 13 projects + synchronisation);
- Launch of immediate impact project “Action for young people” to facilitate the empowering of vulnerable groups, namely young people and women who are seeking to start their own businesses by accessing microcredit (the project initially aimed to help 50 234 people but in fact there were 54 268 beneficiaries (108%);
- Implementation of the honour loans pilot project in 2019 to expand the offer of financing to first-time entrepreneurs and start-ups (60/200 entrepreneurs financed, 35 million CFA francs have been made available through banks and the IMF;
- Launch of an apprenticeship skills training project from 2019 to significantly increase the employability of poorly qualified young people in industries looking to recruit (Decree on apprenticeship training issued in 2019; 3 611 beneficiaries by the end of 2020).

MEASURES AND ACTIONS TAKEN

2. Career guidance reform

- *Project launched in Oct 2019;*
- *Better at taking into account the specific needs and expectations of jobseekers (profiling);*
- *Offers guidance for career changes by anticipating, with the recruiting sectors and the training schemes, the needs of the workforce;*
- *The roll-out of the new jobseeker services offer, underway in 10 regional agencies*

Implementation procedures

- ✓ *Systematisation of the diagnostic interview in a regional agency following the jobseeker's registration on the platform;*
- ✓ *Profiling of the jobseeker according to two modalities: FOLLOW-UP for autonomous jobseekers and GUIDANCE for the less autonomous jobseekers.*
- ✓ *Launch of the follow-up and guidance for jobseekers according to career plan (soft skills training, support for integration schemes)*

CHANGES MADE OR UNDERWAY

Creation of HR manager
and HR plan (increase in
posts from 314 in 2016
to 589 in 2020)

The setting up of tools
for piloting and HMI
monitoring

Upgrading of the
technological platform

Training of managers,
advisers

Communication, digital
tools (e-learning,
SMSing, etc.)

Strategic partnerships
with the regions

Creation of a call centre



Lessons learned

LESSONS LEARNED

1. Project to support entrepreneurship and self-employment

- ✓ *Financial training and vocational training specific to the project;*
- ✓ *Increase in technical operators and financial partners in order to limit operational risks;*
- ✓ *Launch of a project to formalise informal beneficiary units (entrepreneur status).*

2. Apprenticeship skills training project

- ✓ *Identification of skills required with the support of the employers network;*
- ✓ *Implementation of quality training courses by technical operators approved and recognised by employers.*

LESSONS LEARNED

3. Strengthening operational capacities

- ✓ *Adoption of a long-term strategy with annual variations;*
- ✓ *Strengthening of support functions (HR, Information System and Communication);*
- ✓ *Strengthening piloting, monitoring, quality, follow-up and evaluation functions.*



Thank you.