

WAPES World Conference

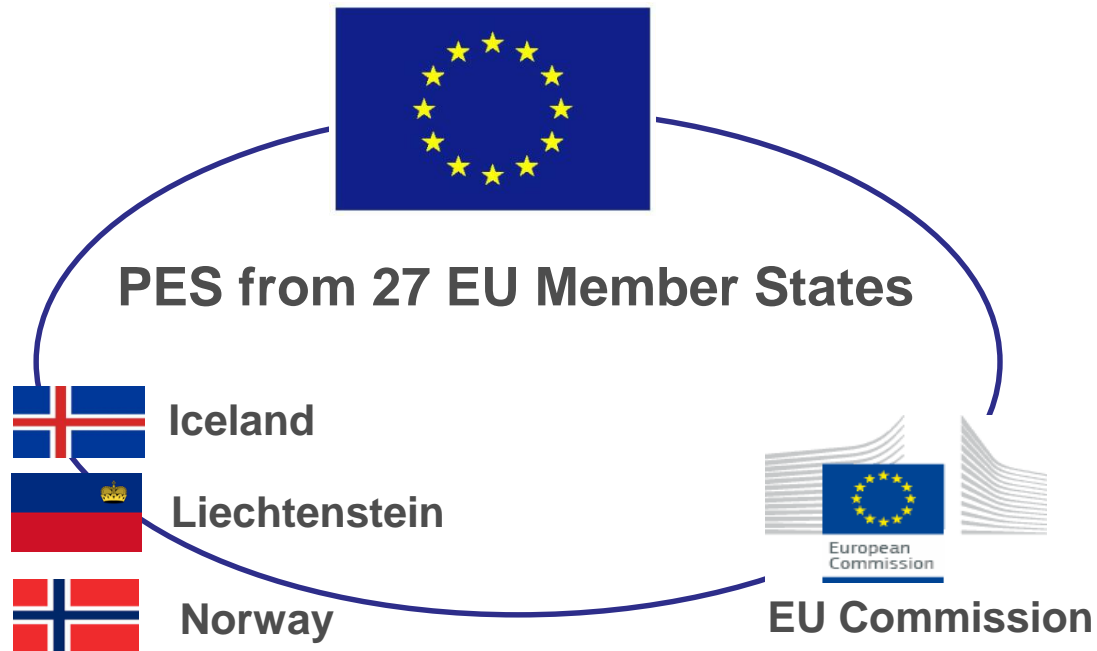
Self-assessment, co-learning and co-operation

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The European Network of Public Employment Services (PES Network)



Formally established in May 2014
Prolonged in 2020 until 2027 and available [here](#)

PES Benchlearning

Supports PES to improve their performance by comparing with peer PES and learning through

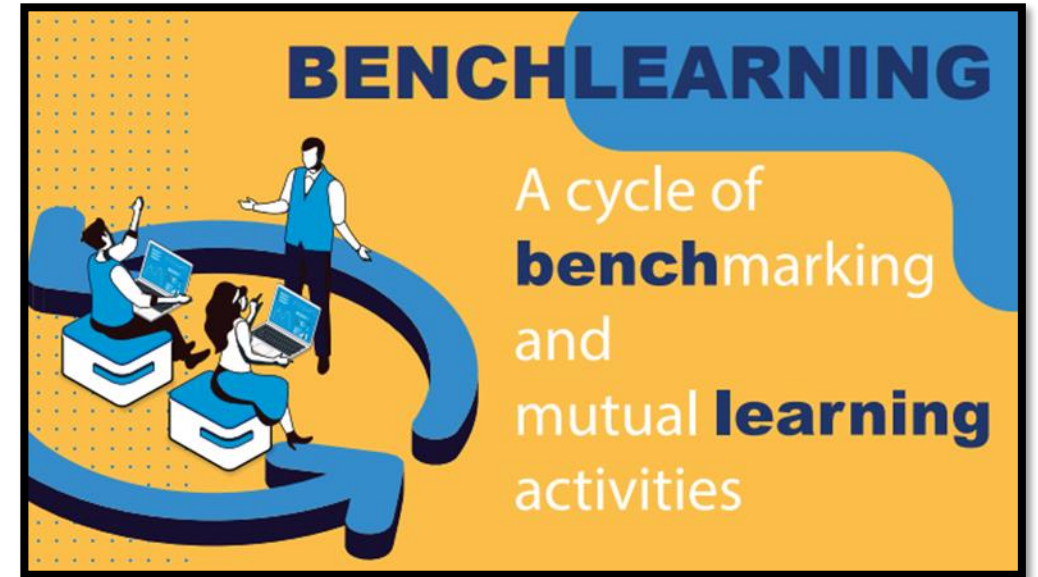
- a structured and systematic performance comparison (benchmarking)
- institutional learning from peers (mutual learning)

Benchmarking

- quantitative and qualitative assessment of the PES performance

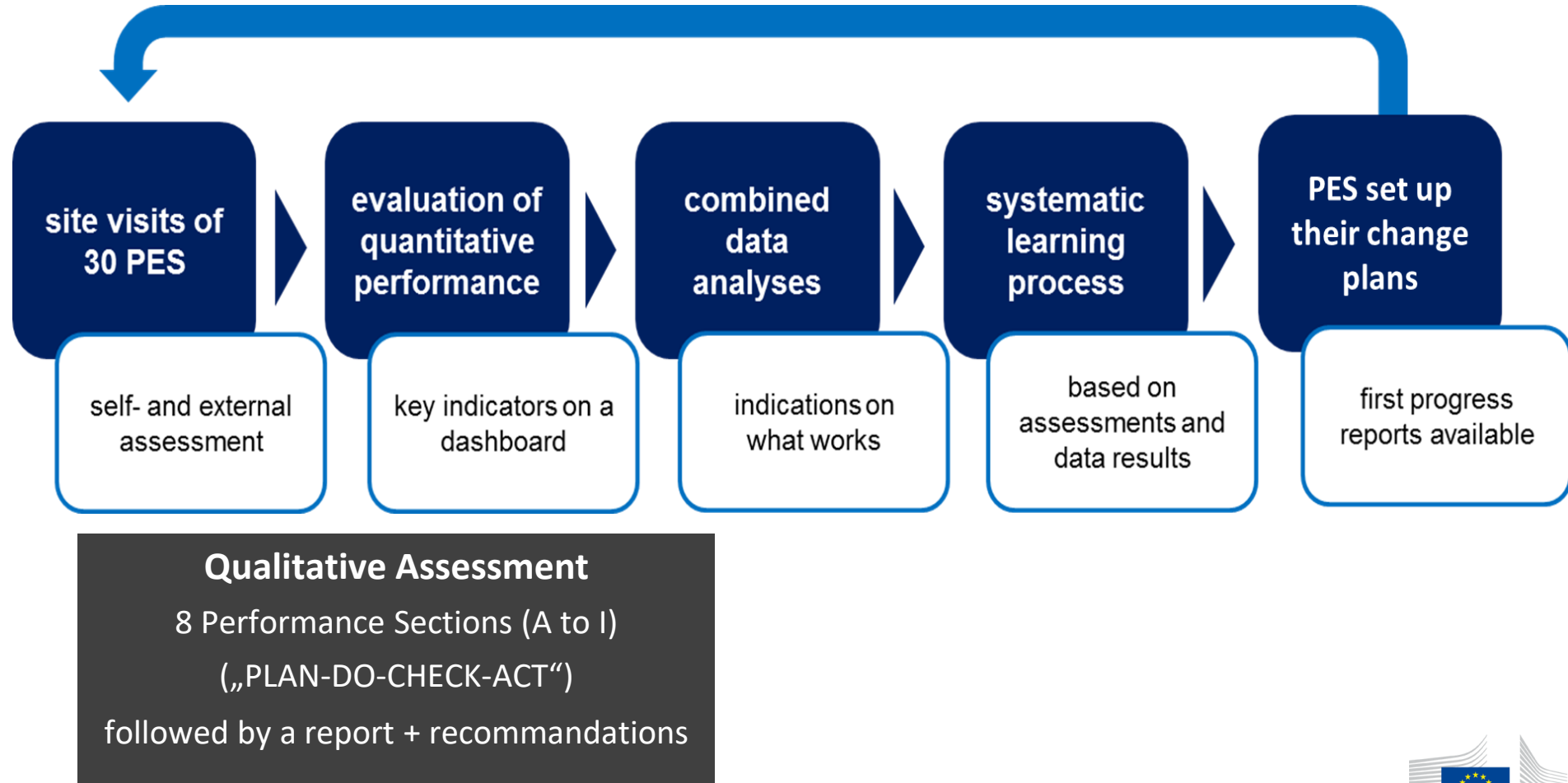
Mutual learning

- various formats, e.g. Mutual Assistance Projects, working groups, webinars, seminars



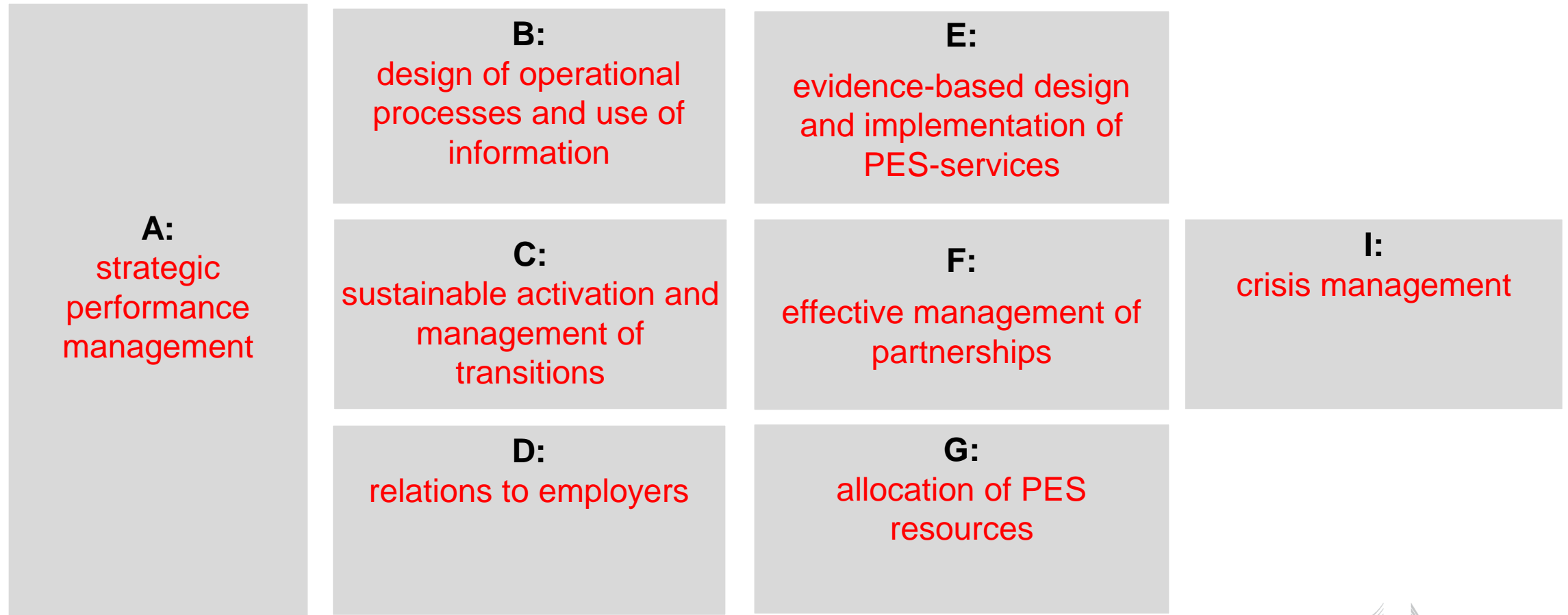
The implementation of the PES Benchlearning

A cyclic process – 2 rounds completed, 3rd cycle ongoing



Qualitative Performance Dimension

The performance of the PES is analysed by the team based on 8 sections (with “enablers” in each section)



Role of the assessors

External assessment by a team of experienced peer PES colleagues has **two** purposes:

1. Support the self-assessments by an external feedback:

- Mirror the self-assessment by providing **peer PES feedback**
- Provision of a “helping hand” → it is **NOT** an exam
- Reflection of organisation from the perspective of an **informed, experienced and well-intended “outsider”** on basis of the Excellence model as a clear framework

2. Derive an assessment of the organisation which is **comparable** across countries to:

- Establish a broad and systematic basis of evidence to support learning

Common challenges for PES on all levels

Identified in the Benchlearning process

- Service delivery for customers – (re)design in + after the pandemic: new forms + channels, increased digitalisation
- Building up a future proof organization: Risk management + resilience strategy in crisis response
- More focus on efficiency
- Implementing modern leadership principles – Empowerment of staff
 - HR systems reviewed
- Enhanced collaboration with stakeholders

Learning Activities

Aiming at the right mix of learning formats:



Conclusions

- Benchlearning **drives the PES reform** across Europe
- Benchlearning is not an event, but **a mindset**
- **What counts is what works** – evidence-based approach.

Thank you for your attention!

You can find PES Network reports and podcasts here:

[PES Knowledge Centre](#)

[PESPod](#)

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