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# **European Network of Public Employment Services**

PES Capacity Questionnaire  
Country Factsheet

Poland  
Polish Public Employment Service (PSZ)  
2019



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## **EUROPEAN COMMISSION**

Directorate-General for Employment, Social Affairs and Inclusion  
Directorate B — Employment  
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The European Network of Public Employment Services was created following a Decision of the European Parliament and Council in June 2014<sup>1</sup>. Its objective is to reinforce PES capacity, effectiveness and efficiency. This activity has been developed within the work programme of the European PES Network. For further information: <http://ec.europa.eu/social/PESNetwork>.

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<sup>1</sup> DECISION No 573/2014/EU

## About the Polish Public Employment Service (PSZ)

<b>Name of PES</b>	Ministry of Family, Labour and Social Policy
<b>PES Website address</b>	<a href="http://www.mrpips.gov.pl">www.mrpips.gov.pl</a>
<b>PES contact person and email address</b>	Agnieszka Zdak <a href="mailto:agnieszka.zdak@mrpips.gov.pl">agnieszka.zdak@mrpips.gov.pl</a>

## 1. Background

### 1.1. Status of the national PES

The Ministry of Family, Labour and Social Policy is, *inter alia*, the main legislator in labour market policy and it coordinates PSZ (the PES) activities. The tasks and activities of the PES are implemented based on the National Action Plan for Employment (*Krajowy Plan Działań na Rzecz Zatrudnienia* - KPDZ). The National Action Plan sets out objectives and priorities in labour market policy, the estimated amount of financial resources needed to meet key objectives, and performance indicators for monitoring activities. The Minister also allocates the structure of expenditure within the Labour Fund.

The PES has the following key objectives:

- Achieve full and productive employment;
- Develop human resources;
- Create high quality of work;
- Strengthen social inclusion and solidarity;
- Increase mobility in the labour market.

Responsibility for the provision of services to jobseekers is distributed between the government, the regions (*voivodeships*) and the local areas (*poviats*).

### 1.2. Geographical organisation

The PES is organised according to the following structure:

Level	Description
<b>National</b>	<i>The Ministry (MFLSP)</i> - prepares state policy, legal acts and coordinates the national labour market policy, but Labour Offices at both local ( <i>poviat</i> ) and regional ( <i>voivodeship</i> ) levels determine and coordinate local and regional labour market policies according to the needs of a given market.
<b>Regional</b>	Regional ( <i>voivodeship</i> ) Labour Offices ( <i>Wojewódzki Urząd Pracy</i> - WUP) (16) – <i>inter alia</i> , determine and coordinate the regional labour market policy. The regions are each allocated part of the Labour Fund budget, and they get a share of the budget of the National Training Fund. They (1) prepare labour market analyses and analyses of labour demand, (2) coordinate labour force participation programmes financed from the reserve of the Labour Fund at the disposal of the Minister, (3) initiate and implement pilot projects, (4) carry out tasks related to 'absorption' into the European Social Fund (ESF), (5) support county labour offices in their activities, and (6) perform tasks related to the free movement of workers in the EU (i.e. those relating to the EURES network and cross-border partnerships).

Level	Description
<b>Local (County)</b>	County ( <i>powiat</i> ) Labour Offices ( <i>Powiatowy Urząd Pracy</i> - PUP) (340) – <i>inter alia</i> , operate at the local level and (1) provide direct support services to jobseekers and employers, (2) register the unemployed and jobseekers, (3) develop and implement Individual Action Plans, (4) collect various data on jobseekers and employers, (5) allocate and pay unemployment benefits, (6) subsidise employment schemes, (7) and initiate, organise and finance labour market services and instruments. They also organise local level employment activation projects (including projects co-financed by the ESF, special and pilot projects) and organise and finance training for employees of the <i>powiat</i> labour offices.

### 1.3. Relationships and cooperation with other organisations

The PES operates and cooperates with a range of organisations and with different types of relationships, of which the principal ones are as follows:

- The social partners are involved in the advisory Labour Market Council which, at the national level, advises the Minister on labour market policy issues. These Labour Market Councils are replicated at the regional and local levels.
- The national PES works closely with regional and local labour offices to deliver employment services to jobseekers and employers.
- The PES works with external providers of services to clients such as training establishments, etc. in the public and private sectors.

### 1.4. Key PES responsibilities

The key activities and tasks and the PES responsibilities within them are set out in the table below:




Activity/Task	PES Responsibility
Implementation of services of individual personalised assistance (e.g. intensive counselling and guidance, job-search assistance) and follow-up for unemployed people provided as part of a planned path towards durable (re-)employment (cf. services as in Eurostat LMP database Category 1.1.2)	Fully responsible – services to the individual are mostly at the local ( <i>powiat</i> ) office level, such as: information, job placement advice and guidance for all the unemployed, employers and employees. <i>Poviats</i> also grant and pay unemployment benefit, and supervise Active Labour Market Policy (ALMP) measures, etc.
Implementation of ALMP measures (Active Labour Market Policies) (any measures within Eurostat LMP database Cats 2-7) financed by national funds or ESF co-funding	Fully responsible
Administration of national unemployment benefit (UB) scheme (handling of UB claims, payments, financial planning and reporting, etc.)	Fully responsible
Administration of social types of allowances (e.g. child allowances for UB recipients), please specify each allowance separately:	Not responsible

Activity/Task	PES Responsibility
Administration of benefits for people with disabilities or handicapped people, please specify which exact group(s) are covered:	Not responsible
Approval of layoffs by employers. Please specify if this concerns specific conditions or situation only:	<p>Partly responsible - monitored outplacements:</p> <p>An employer intending to dismiss at least 50 employees within the coming 3 months is obliged to agree, with the local Labour Office, the scope and form of assistance for employees that he/she is going to dismiss, in particular:</p> <ol style="list-style-type: none"> <li>1) job placement</li> <li>2) vocational counselling</li> <li>3) training.</li> </ol>
Licensing and supervising private employment agencies (PrES), please specify whether this covers PrES, temporary work agencies, or another type of service provision by private companies:	<p>Partly responsible - the regional Labour Offices are responsible for a register of all private companies providing services in respect of job placement, personnel consultancy, occupational guidance or temporary work, issuing certificates (licences).</p> <p>The National Labour Inspectorate is responsible for the control of the employment agencies.</p>
Notification of apprenticeship places and placement of apprenticeship candidates	<p>Partly responsible – apprenticeships for graduates are not within the competence of the PES. However, these apprenticeship offers can be registered independently by an employer into the nationwide Central Database of Job Offers run by the PES.</p> <p>The PES organises apprenticeships for unemployed people in the workplace and these are some of the instruments for people to gain/upskill qualifications in the workplace.</p>
Career advice and guidance for young people still in education	Partly responsible – any unregistered person benefit from some of the labour market services such as job placement and career guidance
Acting as Managing Authority for the ESF	Not responsible
Managing training centres for jobseekers (that are an integral part of the PES)	Not responsible
Issuing of work permits for third country nationals (e.g. dealing with applications, approving and issuing, keeping records, reporting, etc.)	Partly responsible – while the Ministry sets out the legal framework, some parts of the process are handled by the local Labour Offices, such as seasonal worker permits or registering foreigners who do not need work permits.

Activity/Task	PES Responsibility
	The work permit in general, and residence permit are issued by the voivode office (the government representative in the region).
Other – please specify: - keeping registers of training institutions providing training for the unemployed and jobseekers (those entering and those refusing to enter onto the register) - co-financing of lifelong learning of employees and employers, undertaken on the initiative or with the consent of the employer - as part of the National Training Fund.	Fully responsible

## 1.5. PES good practices

Examples of good practice in the Polish PES identified by the European Network of PES are listed below:

EN		PES Practice: Apprenticeships for Adults	2018
EN		PES Practice: Kaleidoscope of work	2015
EN		PES Practice: System 7/24 - The Employment Services Centre for Information and Consultation 'Zielona Linia' (Green Line)	2015

Source: EC DG EMPL, PES Practices: <http://ec.europa.eu/social/main.jsp?catId=1206&langId=en>

## 2. Annual expenditure

Information on PES expenditure is not available for the 2013-2018 period.

The principal source of funding for PES activities is the Labour Fund, with additional funds from the ESF and the state budget. As the expenditure of Labour Offices is within the local authorities' competence and the source of that funding is complex and variable, it is extremely difficult to estimate the total PES expenditure.

**Table 1. Annual expenditure summary (EUR million)**

Expenditure category	2013	2014	2015	2016	2017	2018
Total PES	N/A	N/A	N/A	N/A	N/A	N/A
All types of benefits	N/A	N/A	N/A	N/A	N/A	N/A
ALMPs	N/A	N/A	N/A	N/A	N/A	N/A
Staff costs	N/A	N/A	N/A	N/A	N/A	N/A
Staff training costs	N/A	N/A	N/A	N/A	N/A	N/A
Budget intended for other institutions	N/A	N/A	N/A	N/A	N/A	N/A
Other expenditure	N/A	N/A	N/A	N/A	N/A	N/A

Source: Annual PES Benchmarking Data Collection.

### 3. Human resources

The total number of PES staff fell by 280 FTE (Full Time Equivalent) or around 1% between 2018 and 2019, reaching 22 135 FTE at the end of 2018. The slight decrease was caused by average job rotation in the labour market. The proportion of total staff in 'key positions' servicing clients (jobseekers and employers) was 39% in 2019. The expectation is that there will be no significant changes to overall staffing levels or the deployment of staff in 2019.

Overall staff turnover in 2019 was 11%.

**Table 2. Staffing summary (FTE, as at 31 December of the previous year)**

Staff category	2016	2017	2018*	2019*
Total PES staff	21 519	21 470	22 415	22 135
Of which (absolute and in % of total PES staff):				
Front office staff**	N/A	10 044	9 912	8 630
% front office staff	N/A	47%	44%	39%
Staff turnover (for all reasons – figure for calendar year)	10%	11%	N/A	11%

\*Includes regional, local and national staff, although the national level staff in the ministry are likely to work on PES activities for only part of their time. In 2019 the national level staffing level was 1 297 FTE.

\*\* There is no division of competences as regard servicing jobseekers and employers, they are the same employees

Source: Responses to PES Capacity Questionnaire.

### 4. Registered unemployed

The number of registered unemployed jobseekers fell by 1 191 005 or 54% between 2013 and 2018, ending the period at 1 027 130. Over the same period, participants in ALMPs decreased by 31 047 or 22%, with 109 002 in ALMP measures in 2018.

**Table 3. Registered unemployed jobseekers and participants in ALMPs (average monthly stock each year)**

Client Group	2013	2014	2015	2016	2017	2018
Registered unemployed jobseekers*	2 218 136	2 004 323	1 705 168	1 463 896	1 216 557	1 027 130
Participants in ALMPs**	140 049	147 489	139 138	129 404	127 645	109 002

\*The number of people registered with the PES, who are available for the labour market and who are, or should be, looking for a job, excluding those on any active labour market policy (ALMP) measure.

\*\* The number of people participating in ALMP measures in the following Categories (according to the LMP database): Training (Category 2); Job rotation and job sharing (Category 4.3); Sheltered and supported employment and rehabilitation (Category 5); and Direct job creation (Category 6).

Source: Annual PES Benchmarking Data Collection.

## 5. Job Vacancies

The monthly average of job vacancies notified to the PES increased by 56 230 or 62% between 2013 and 2018, reaching 129 074 in 2018. The proportion of monthly average job vacancies notified to the PES that were filled is close to 100% in 2018, of which 21% were filled within 60 days of notification in the same year.

The share of the job finders who found their present job with PES involvement at any point has decreased slightly between 2013 and 2018 ending the period at 6.5%.

**Table 4. PES Job vacancies**

Vacancy measure	2013	2014	2015	2016	2017	2018
Vacancies notified to the PES (monthly average inflow) *	72 844	91 240	106 584	124 575	141 263	129 074
Vacancies notified to the PES that were filled (monthly average outflow at the end of the month) *	72 219	90 487	105 620	123 590	140 941	129 424 ***
Vacancies notified to the PES that were filled within 60 days of notification (monthly average outflow at end of month) *	35 633	40 475	44 527	38 076	35 967	26 495
Share of the unemployed who stated in Eurostat's Labour Force Survey that the PES was involved at any moment in finding the present job (proxy for vacancies filled with PES assistance) **	8.2%	8.9%	8.8%	8.8%	8.7%	6.5%

Source:

\* Annual PES Benchmarking Data Collection.

\*\* European Union Labour Force Survey (EU LFS).

\*\*\* Monthly average outflows of vacancies notified to the PES that were filled in rare cases might be greater than inflows of vacancies notified to the PES due to PES administrative procedures.

## 6. Active labour market policies (ALMPs)

No new employment measures were introduced in 2018. No amendments were made to existing measures last year.

**Table 5. New ALMPs introduced in 2018**

Intervention name	Target group(s)	Type
No new ALMPs were introduced in 2018	N/A	N/A

**Table 6. ALMPs modified in 2018**

Intervention name	Target groups	Type	Main modifications
No ALMPs were modified in 2018	N/A	N/A	N/A

Source: Responses to PES Capacity Questionnaire.



The following table shows the types of ALMPs that are primarily used for each of the client sub-groups listed in the table.

**Table 7. Types of ALMP for specific client groups**

Target group Type of ALMPs	Young people (aged under 25)	Long-term unemployed	Older workers	Disabled	Refugees*
2: Training	✓	✓	✓	✓	✓
4: Employment incentives	✓	✓	✓	✓	✓
5: Supported employment and rehabilitation					
6: Direct job creation	✓	✓	✓	✓	✓
7: Start-up incentives	✓	✓	✓	✓	✓

\*Applies only to those with a temporary or permanent resident permit (status).

Note: The level of support given to a client is determined according to where they are assessed in terms of their 'assistance profile'. There are three levels ranging from Assistance Profile I where the emphasis is on help with job search and careers counselling, through to Assistance Profile level II where the client can access all labour market services and activation measures, through to level III where there is access to a range of services including activation and integration measures, special programmes, and support in employment.

Source: Responses to PES Capacity Questionnaire.

## 7. Main strategic targets for 2018

Table 8 lists the main strategic targets set by the PES in 2018 for all clients and for sub-groups. The first column describes the indicators used, while the second column contains the actual targets set.

**Table 8. Targets for all clients in 2018**

Indicator, including target group and time frame where applicable	Target(s) set for 2018
<p><b>Not applicable – there is no annual document which exclusively defines the priorities of the PES.</b></p> <p>The general objectives of the PES were laid down in the <i>Act on Employment Promotion and Labour Market Institutions</i>, which outlines the role of the Ministry responsible for overseeing labour market policy at the <i>voivodeship</i> and <i>poviat</i> levels of government. These tasks are executed according to the <i>National Action Plan for Employment</i> (NAPE) and based on initiatives carried out by municipal, <i>poviat</i> and <i>voivodeship</i> governments, as well as social partners' initiatives.</p> <p>The NAPE is a key document at all levels in the PES, i.e.: in the Ministry of Family, Labour and Social Policy (MFLSP), and in the <i>voivodeship</i> and <i>poviat</i> labour offices. The NAPE contains the principles of European Employment Strategy and outlines:</p> <ul style="list-style-type: none"> <li>– the direction of the activities in line with the priorities of state policy within the labour market,</li> <li>– the estimated level of funding, including the Labour Fund, state budget and European funds for funding the NAPE activities,</li> <li>– efficiency ratios of NAPE.</li> </ul> <p>The draft of the NAPE emerges based on inputs and proposals made by various Ministries and institutions that are responsible for the creation and</p>	

Indicator, including target group and time frame where applicable	Target(s) set for 2018
<p>the realisation of labour market policy. NAPE refers to all institutions – including the PES – which have labour market policy within their competences.</p> <p><i>Regional Activity Plans for Employment</i> are operational documents that coordinate and define the labour market policy and human development in the regions, so the local governments then go on to consider the guidelines from the NAPE.</p>	

Source: Responses to PES Capacity Questionnaire.

## Supporting Youth

### Implementing the Youth Guarantee

#### Responsibilities for the Youth Guarantee

The Youth Guarantee (YG) is managed and coordinated by the PES and is mainly implemented through regional level labour market activation projects (issued by *voivodeship* labour offices) aimed at the social partners, youth organisations and other relevant stakeholders. Furthermore, the so-called 'special programmes' aimed at retraining and activating jobseekers - typically relying on a combination of services and instruments - can also be used by *powiat* Labour Offices to support young people in the context of the YG.

The PES is just one of the implementers of the national YG scheme. Below is a summary of the PES responsibilities in the context of the YG:

- Managing and coordinating the national YG scheme;
- Registration of young people;
- Provision of PES services including YG services to young people;
- Coordination of partners;
- Outreach to NEETs (people Not in Education, Employment or Training);
- Follow-up of all young people who received YG services;
- Other:
  - Reporting on YG implementation;
  - The PES is an 'Intermediate Body' (IB) under the ESF OP Knowledge, Education, Development (OP KED) 2014 the 2020.

#### Involving young people and youth organisations

Youth organisations and groups of young people are (or can be) involved in the design, re-design or improvement in and implementation of the YG, by responding to PES calls for projects and within The Youth Guarantee Monitoring Board was established in 2015 by the Minister of Family, Labour and Social Policy – though no similar recent involvement is reported.

#### Partnerships in place and main developments

The PES works with the following types of partnerships:

- Partnerships to ensure that young people have full information and support available to them. Over the period April 2017 to April 2019, activities within the previously existing partnerships continued (i.e. the Regional Partnership for the Development of Educational and Vocational Counselling in the Zachodniopomorskie Voivodeship); a partnership with the Federation of Scientific and Technical Associations (NOT); the Małopolska Partnership for Young People; agreements between the *voivodeship* Labour Office in Białystok and the University of Medical Sciences in Białystok and the Higher Vocational School in Suwałki; and a regional partnership for the promotion of employment and the development of human resources in the Podlaskie Voivodeship).
  - New partnerships or agreements include: partnership with the University of Wrocław - Faculty of Biological Sciences; agreement with the Municipal Culture Institute and 5 universities from the Pomorskie Voivodeship; agreement on cooperation in the field of harmonising vocational education with the needs of the labour market and popularising and implementing educational and vocational counselling from the Education Authority in Kielce.
  - Permanent cooperation (without entering into formal partnerships) was also in place with different education institutions (i.e. the Academic Careers Offices in schools and universities, the Kujawsko-Pomorskie Teacher Training Centre, the

Methodological Counselling and Teacher Training Facility in Toruń, the Poviats Psychological and Educational Centre, etc.).

- Partnerships aimed at increasing employment, apprenticeship and traineeship opportunities. Over the past 24 months, there was a permanent cooperation with employers, Academic Career Offices, universities and secondary schools, to provide young people with access to internships. In addition, Poland's 'Voluntary Labour Corps' concluded an agreement on cooperation between the National Volunteer Labour Corps Command and the PKP TELKOL, aimed at assisting youth at risk of demoralisation in taking up an education offer.
- Partnerships aimed at supporting transitions from unemployment, inactivity or education into work. From April 2017 to April 2019, there was a permanent cooperation with employers, Academic Career Offices, universities and secondary schools; meetings, seminars and workshops were organised with students to support young people in getting an effective entry into the labour market. In addition, a number of studies are being conducted on the demand for work and qualifications, trends in regional and local labour markets, the specific problems that young people (including graduates) face etc. Also, new partnerships have been established with universities i.e.: with the Nicolaus Copernicus University in Toruń, with the Poviats Labour Office in Toruń, with six universities in the Mazowieckie Voivodeship, with two universities in the Lubelskie Voivodeship etc.
- Other types of partnership e.g. the 'Entrepreneurship Training Programme in Education' partnership project continued as part of the Erasmus+ programme.

### **New projects focusing on young people**

Some examples of new projects focused on youth, that were developed or were under implementation between April 2017 and April 2019:

- The *Voivodship* Labour Office in Lublin signed 21 agreements on the co-financing of projects with *poviat* labour offices, which were then implemented by *poviat* labour offices. These projects are addressed exclusively to young people age under 30 who are registered as unemployed in labour offices.
- *Poviat* labour offices in the Śląskie, Lubelskie, Świętokrzyskie, Połaskie and Wielkopolskie *Voivodeships* had projects co-financed by the ESF to activate long-term jobless young people. The projects were aimed at increasing employment opportunities and the integration of young jobseekers into the labour market in the Wieliczka *poviat*. This was aimed at NEETs aged under 30.
- Voluntary Labour Corps implement projects under the name of 'From training to employment', which are co-financed by European funds (the ESF, and the Youth Employment Initiative). These projects are primarily aimed at improving the situation of young NEETs aged 18-24 in the labour market through enhancing their professional and social activities, and their employability skills. These projects assume a comprehensive support path consisting of different elements, such as vocational and psychological counselling, vocational and general development courses (language courses, computer courses and obtaining a driving license), staffing services and vocational apprenticeships.
- The Labour Office in the capital city of Warsaw continued its 'Mummy, work and me' project, an employment support programme aimed at a target group of young age up to 30 years with at least one child under six years of age.

- The *powiat* labour office in Poznań has had a the 'Stop! Youth without Work' programme since 2019. It aims to enhance skills that would be useful in the labour market and increase the chances of obtaining employment or self-employment for young people up to age 30. As part of the programme, workshops, information meetings in schools, lectures for students, and participation in events related to the labour market are being implemented.

## Resources for implementing the Youth Guarantee

### Human resources

The vast majority of *voivodeship* and *powiat* labour offices have no staff dealing exclusively with the support of YG. This is one of the many tasks of PES employees. Though there are some offices where there are staff exclusively dedicated to the implementation of the YG, these are isolated cases.

During the April 2017 to April 2019 period, up to 25% of the PES staff working on the implementation of the YG were trained in youth matters, such as: counselling, outreach to NEETs, careers guidance, how to work with youth, the activation of youth, communication with young people, working with marginalised youth, job-coaching in vocational counselling, profiling, using tools for the evaluation of competences and filling in a vocational interest questionnaire, motivational dialogue, socio-dynamic counselling, etc.

### Funding for youth programmes (planned)

The funding for youth programmes principally comes from the Government, with additional funds from the ESF and the YEI (Youth Employment Initiative).

## Reaching out to young people, including NEETs

The PES reaches out to young people (including NEETs) through the following activities:

- *Proactive work with schools* – working with schools (i.e. upper secondary and vocational) and universities, the pupils (of upper secondary schools) and students, psychological and educational centres and the 'Voluntary Labour Corps.' This involves informing and undertaking joint actions of education and information (e.g. a 'campus' of professions, educational showrooms, educational fairs, joint meetings, information-sharing initiatives, the participation of careers counsellors in school events, inviting pupils/students to the local PES office, meeting with young entrepreneurs and future entrepreneurs, careers days, counselling workshops for pupils, a mobile vocational information centre in Piła, the 'Youth Land of Talents' and competitions for students); a variety of projects are also implemented with education institutions.
- Cooperation with NGOs and youth organisations - NGOs, organisations and institutions acting for the benefit of education and youth employment, social assistance institutions through partnership agreements, information and promotion, organising job fairs, the distribution of brochures to NGOs in unemployment prevention, active cooperation with NGOs acting for the benefit of young people under the grant projects;
- Employing or working with designated youth outreach workers – with employers;
- Providing new points of YG entry – including the creation and updating of the current websites dedicated to the implementation of the YG (i.e. in voivodeship Labour Offices in Toruń, Poznań and Szczecin, and the Voluntary Labour Corps website). Other tools used in providing new points of YG entry: a grant search engine on the website of the European Funds with respect to co-financed projects

and forms of support; presence on social media including Facebook; and a tool available on the Centre's website (interactive vocational guide book - <http://centrumtalentow.quellio.com/>) which has information on schools and universities.

- Single point services (one-stop shops) – mainly in the labour offices;
- Mobile PES services - services provided through Skype, GG, e-mails, newsletter, SMS, organising meetings outside the PES office, etc. The VLC has Mobile Vocational Information Centres which provide mobile career guidance. The career counsellors work through other institutions dealing with youth problems to provide career guidance for young people;
- Awareness-raising events or campaigns – information stands in jobs fairs, education fairs, meetings with NGOs, chambers of commerce, etc., internet campaigns, an online campaign on Facebook, 'open doors' in the labour offices, etc.;
- Follow-up of young people who drop out from activation schemes or who no longer access benefits - LLOs investigate the fate of young people in their Individual Action Plans, the data generated from the IT data communication system SIRIUS and the data contained in the Central Register and Information on Economic Activity. PLOs also examine the situation of young people at the end of their participation in the project and up to 4 weeks after the end of project. Labour market research is also carried out.
- Other activities - a network of creative vocational counsellors (vocational counsellors from schools, psychological well-being centres, universities, VICs, continuing education centres). The aim is to exchange experience and best practice.

### **Information management**

The PES has access to the following sources to support implementation of the YG:

- A database of apprenticeship vacancies;
- A database of traineeship vacancies;
- Classification of trades and professions;
- A database of vocational qualification standards and training programmes or modules for all listed professionals;
- The PES portal on labour market information and local legislation, other PES electronic services, and services available from local Labour Offices;
- A Register of Entities Running Employment Agencies;
- A Register of Training Institutions.

### **Timing in the provision of PES services**

- Immediately after registration, the assistance profile of YG beneficiaries is decided on by the client counsellors in the *powiat* labour offices. Counsellors get in touch with YG participants once every 60 days to monitor the implementation of their Individual Action Plan.
- Unemployed youth under the age of 25 should receive an employment or training offer within 4 months of registration. Within that time, the public employment services are obliged to offer an appropriate intervention option.

## **Monitoring and evaluation**

### **Targets**

#### **Time-bound targets**

- In line with the Council Recommendation of 22 April 2013 on establishing a Youth Guarantee, the requirement of delivering a job or activation offer within 4 months from the registration at the labour office was introduced into Polish Law in May 2014 (in an amendment to the Act of 20 April 2004 on Employment Promotion and Labour Market Institutions).

#### **Proportionate targets**

- All jobless young people who meet the criteria of the Recommendation establishing a YG.

#### **Monitoring and evaluation activities**

- Satisfaction surveys of young jobseekers;
- Satisfaction surveys of employers;
- Monitoring young people who leave the unemployment register;
- Monitoring how many young people receive an offer within 4 months;
- Follow-up of young people once they have entered employment or training;
- Follow-up of young people referred to education and training providers.

### **Mutual learning activities**

PES staff did not take part in mutual learning or technical assistance activities. Over the past 24 months (April 2017 to April 2019).