

Good practice examples from Austria

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“New Skills”

***- results from the Standing Committee
of Austrian Public Employment Service***



AMS New Skills Programm - initiative and process 1/3

- **Aim:** prepare potential workforce for changes in the working world
 - ✓ ensure a better match between skill supply and demand
 - ✓ by identifying future competences and knowledges required in specific economic sectors



proactive, future-oriented, sustainable

Background: crises 2009/2010 → underutilised companies,
→ labour market support policies

→ **Start:** October 2009

→ **Target groups:** unemployed job-seekers AND employees working in selected sectors

AMS New Skills Programm - initiative and process 2/3

→ **1st step:** Establishing a *Standing Committee on New Skills*

>> **Steering Committee** (September 2009)

→ **2nd step:** Establishing **expert groups (company clusters):**

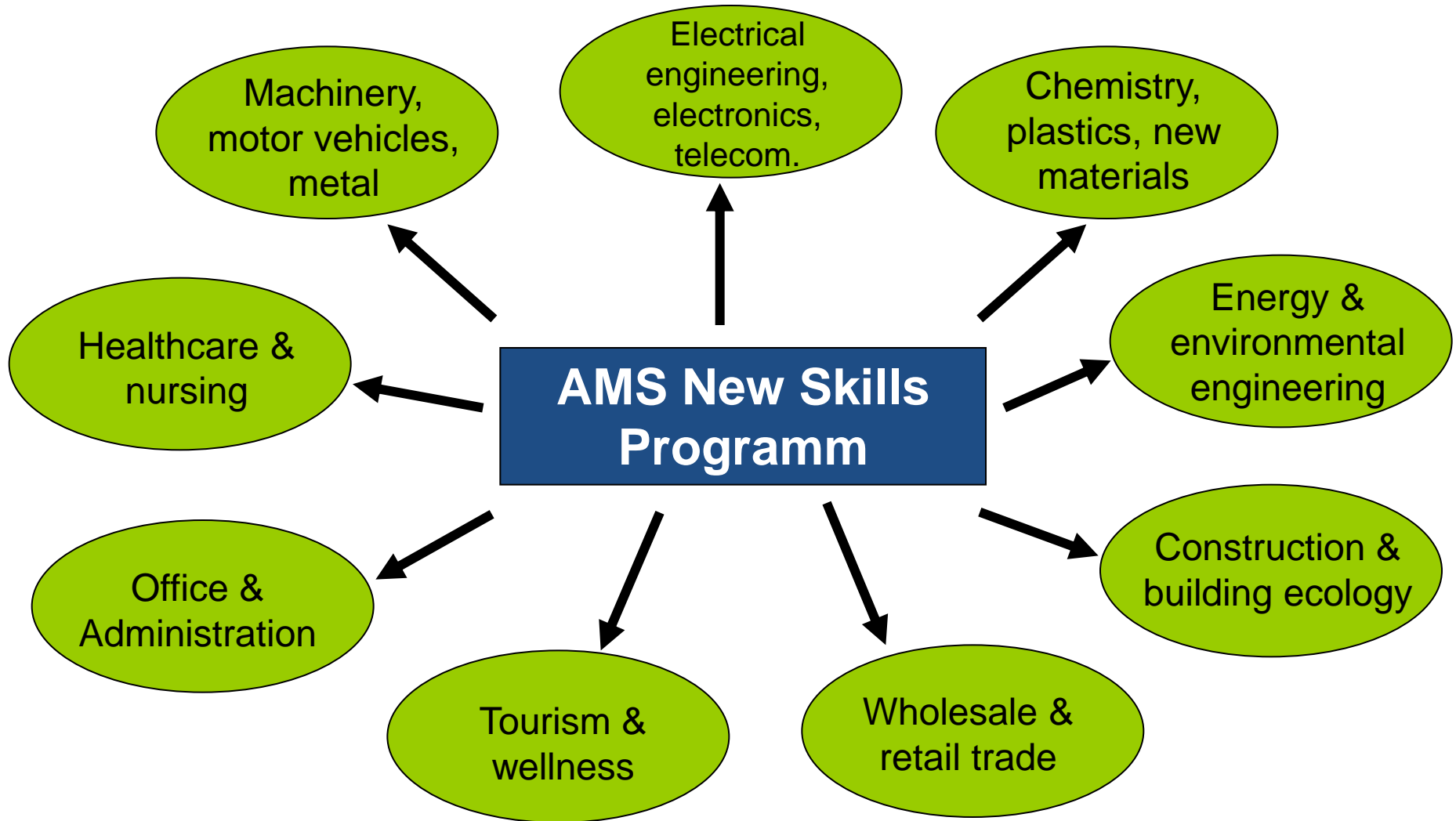
- ✓ **Employer representatives from leading companies**
- ✓ Employee representatives (Austrian Chamber of Labour, Trade Unions)
- ✓ Educational establishments (schools, universities, universities of applied sciences)
- ✓ Continuing education and training providers



First phase: October 2009 to June 2010 → 5 expert groups

Second phase: December 2010 to June 2011 → 4 expert groups

Selected Sectors



AMS New Skills Programm - initiative and process 3/3

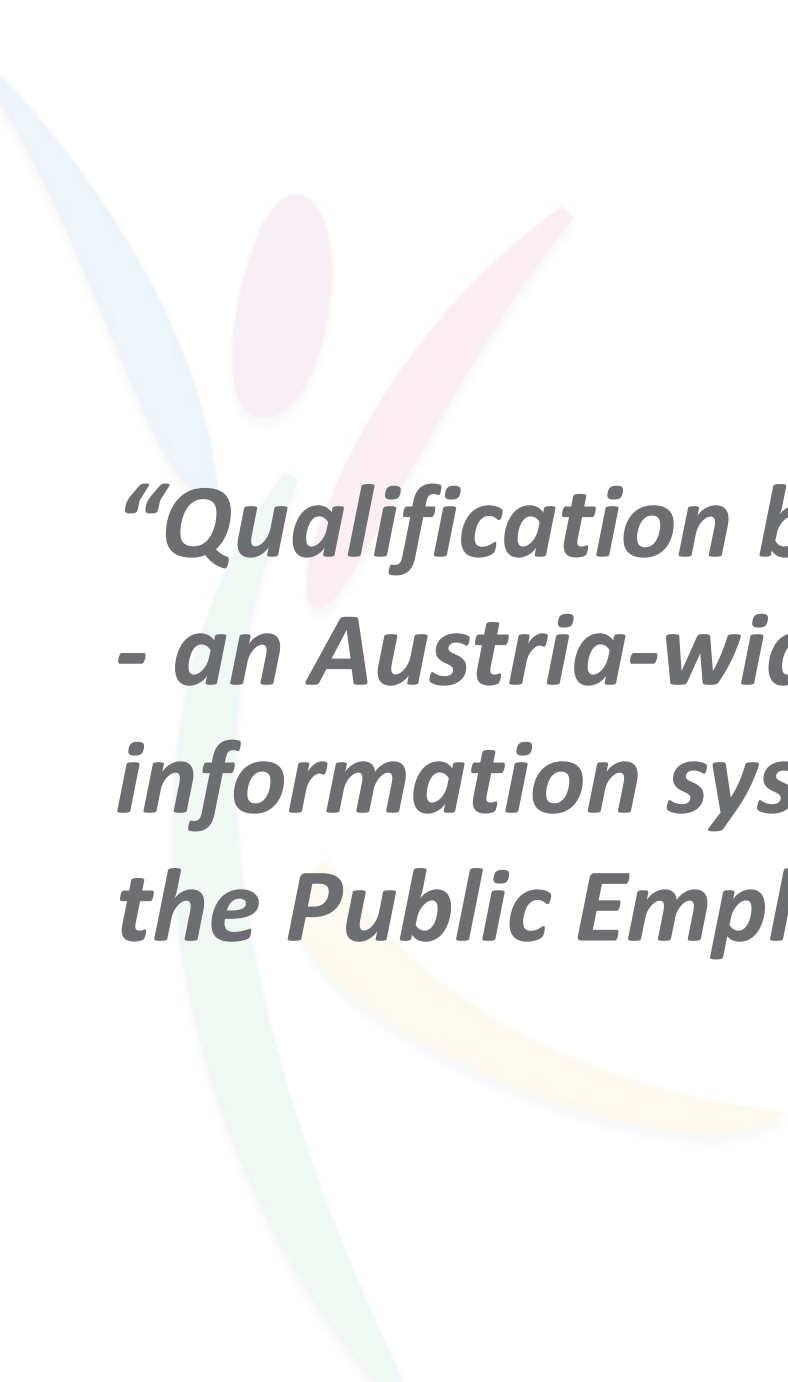
→ Key questions:

- Which key changes affect the “cluster”?
- What are the resulting requirements on employees and jobseekers?
- Conclusions for the development of further education and training offers

→ So far:

- **9 expert groups (“cluster”)** in 27 workshops (2009 – 2011)
- target oriented **training courses** for job seekers for each “cluster”
- follow up workshops with expert groups in 2013
- thematic workshops with employees and unemployed (2012), e.g.
 - ✓ returners to work
 - ✓ older workers and older unemployed
 - ✓ educationally disadvantaged
- various reports

→ Status: ongoing project



“Qualification barometer”
***- an Austria-wide implemented online
information system for skill trends by
the Public Employment Service Austria***

AMS Skills Barometer: What is it?

- __ Labour market tool: information on LM trends, current and short term skills demand
- __ Web-based – easy access
- __ Designed 2002 for Austrian PES “Arbeitsmarktservice” (AMS)
- __ Need for comprehensive information on micro level
- __ Quick access: <http://www.ams.at/qualifikationen>

Key features:

- __ Exploits available information
- __ Easy to use
- __ Standardized vocabulary: classification of occupations, classification of skills/competences

Home



QUALIFIKATIONS-BAROMETER

[BERUFSBEREICHE](#) | [BUNDESLÄNDER](#) | [TOP 5](#) | [BERUFE](#) | [QUALIFIKATIONEN](#)

Suchbegriff ...



[HILFE](#) | [METHODIK](#) | [KONTAKT](#)



WILLKOMMEN IM AMS- QUALIFIKATIONS-BAROMETER

On this page you will find the 24 professional fields with the job the last two years, according to Austria and Germany.

Next:
Clicking on a professional field

Top jobs and top qualifications:
► [Top 5](#)

Help and Guided Tour:
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[EIN SERVICE DES AMS ÖSTERREICH](#)

> BERUFSBEREICHE

> BUNDESLÄNDER

> Construction, timber and related industries

> Office, business, finance and law

> Chemicals, plastics, raw materials and mining

> Electrical, Electronics and Telecommunications

> Health and Medicine

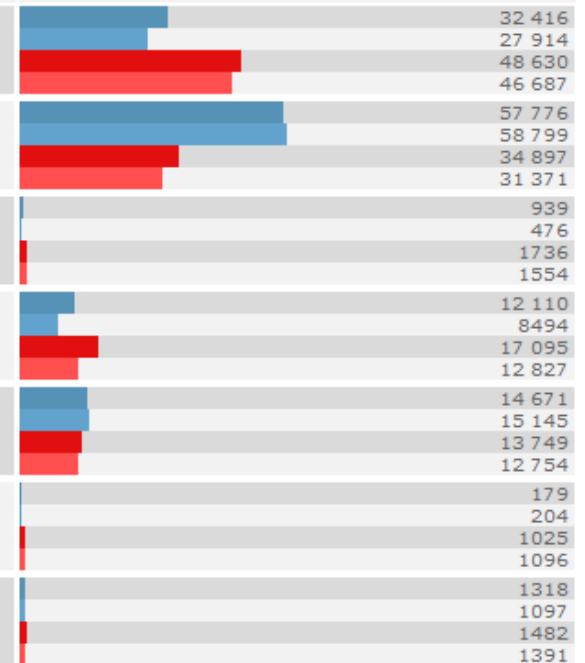
> Glass, ceramic and stone

> Graphics, printing, paper and photography

OFFENE STELLEN

Total Austria ▼

2010 2009 Print Media
2010 2009 AMS



<http://www.ams.at/qualifikationen>

Vocational Domains, 1



QUALIFIKATIONS-BAROMETER

BERUFSBEREICHE | BUNDESLÄNDER | TOP 5 | **BERUFE** | QUALIFIKATIONEN

Suchbegriff ...



HILFE | METHODIK | KONTAKT



BERUFE

Selection lists:

▸ systematic ▸ alphabetically

- Bau, Baunebengewerbe und Holz
- Büro, Wirtschaft, Finanzwesen und Recht
- Chemie, Kunststoffe, Rohstoffe und Bergbau
- Elektrotechnik, Elektronik und Telekommunikation
- Gesundheit und Medizin
- Glas, Keramik und Stein
- Grafik, Druck, Papier und Fotografie
- Handel und Verkauf
- Hilfsberufe und Aushilfskräfte
- Hotel- und Gastgewerbe
- Informationstechnologie
- Körper- und Schönheitspflege
- Landwirtschaft, Gartenbau und Forstwirtschaft
- Lebensmittel
- Maschinen, Kfz und Metall
- Medien, Kunst und Kultur
- Reinigung und Hausbetreuung
- Reise, Freizeit und Sport
- Sicherheitsdienste
- Soziales, Erziehung und Bildung
- Textil, Mode und Leder
- Umwelt
- Verkehr, Transport und Zustelldienste

TRENDS IM BERUFSBEREICH

▸ Hotel and Hospitality

Labour Market Trends

Slight upward trend after break-ins through the economic crisis

After overnight declines in sales in 2009 and the 2010 summer season brought the domestic tourism visitor numbers rising again. Due to the expected positive economic development for the coming years is also a slight increase of jobs in the hotel and hospitality industry to be expected, at the same time could increase by the opening of the labor market for workers from new EU countries, the labor supply.

[Mehr Informationen](#)

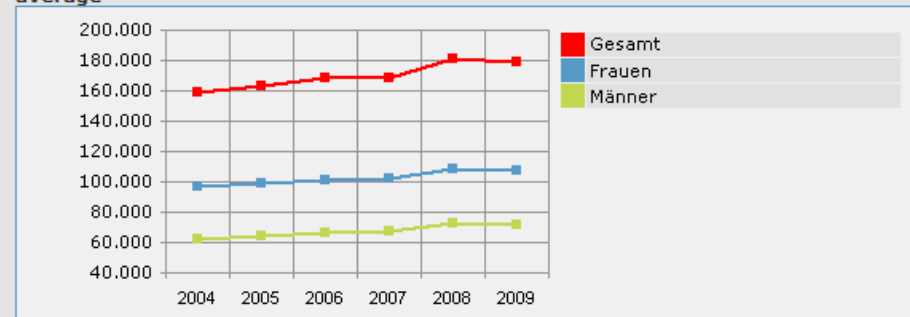
Women and men in the labor market: Hotel and Hospitality

Above-average high proportion of women

In the professional field of hotel and restaurant industry with nearly two-thirds of women is higher than average. Almost half of the women, however, is employed in less skilled occupational groups. For men this figure is only a quarter.

[Mehr Informationen](#)

Salaried workers in the hotel and hospitality industry by sex in the 2004-2009 annual average



Source: Federal Ministry of Labour, Social Affairs and Consumer Protection. Graphics: AMS Austria.

Vocational Domains, 2

Total Austria

Career Options	Employee		Vacancies				
	Hotel and Hospitality predicts	at present	Print Media		AMS		
			2010	2009	2010	2009	currently online
>> Hotel reception and floor	↑	■	9077	6915	15 759	15 054	481
>> Kitchen and service professionals	↑	■	58 294	45 983	56 774	55 197	3316
>> Kitchen and service paramedics	↑	■	15 441	13 221	23 841	23 138	942
>> Hotel Management and Catering Management	↑	■	2132	2100	1625	1706	90

>> Vacancies in eJob Room

Employees predicts:	rising ↑↑	upward trend ↑	consistent ↔	tend to be decreasing ↓	sinking ↓↓	
Currently employed:	Proportion of workers within the professional field			high ■■■	medium ■■	low ■

Vacancies in the print media in 2010 and 2009

from: AMS / GfK Austria, job advertisement analysis, 2010 and 2009 respectively.

Vacancies AMS 2010 and 2009

from: AMS statistics, the AMS reported vacancies, full-year 2010 or 2009.

Vacancies AMS, currently online:

Number of AMS eJob Room jobs offered by 05.07.2011.

Sources for field work

Interviewed experts

Vocational fields, Labour market

TRENDS IM BERUFSFELD

> Health and Medicine >> Medical professions




Labour Market Trends

Solid employment growth in physicians - long waiting times at a rotation spot especially in Vienna

The employment of doctors of medicine will continue to grow stably. Especially in rural areas, a shortage of general practitioners (family doctors) is suspected. Aspiring doctors see themselves partly faced with longer waiting times for a rotation spot.

Mehr Informationen ☒

Vienna

Occupations Medical professions	Employee		Vacancies				
	predicts	at present	Print Media		AMS		
			2010	2009	2010	2009	currently online
>>> Doctor, doctor	↑	■■■	140	219	551	494	36 
>>> Dentist, Dentist	↑	■	12	-	1	2	1 
>>> Veterinarian, veterinarian	↔	■	-	12	3	1	1 

>> Vacancies in eJob Room

Employees predicts:	rising ↑↑	upward trend ↑	consistent ↔	tend to be decreasing ↓	sinking ↓↓	
Currently employed:	Proportion of employees within the profession			high ■■■	medium ■■	low ■

Vocational fields, skills demand

Qualification trends

Stress resistance is essential, social skills required

While the acquisition will be provided the medical expertise for physicians is self-evident, especially in social and personality skills to deal with patients as well - located with its own carrying capacity limits demand - an increasing extent.

Mehr Informationen ☒

Professional Qualifications	Forecast	Importance in the labor market
>>> Medical diagnostics function	↑	■ ■ ■
>>> Medical Information and Documentation Systems	↑	■ ■ ■
>>> Quality management skills	↑	■ ■ ■
>>> Diabetology	↑	■
>>> Ethnomedicine	↑	■
>>> Health care	↑	■
>>> Homeopathy	↑	■
>>> Management Skills	↑	■
>>> Medical Expertise	↔	■ ■ ■ ■
>>> Knowledge of job-specific legal bases	↔	■ ■ ■
>>> Veterinary Medical knowledge	↔	■
>>> Dental technology skills	↔	■

About Professional Qualifications	Forecast	Importance in the labor market
>>> Frustration tolerance	↑	■ ■ ■
>>> High sensitivity	↑	■ ■ ■
>>> Communication skills	↑	■ ■ ■
>>> Nerves	↑	■ ■ ■
>>> Teamwork	↑	■ ■ ■
>>> Discretion	↔	■ ■ ■ ■
>>> Preparedness	↔	■ ■ ■ ■
>>> Willingness to learn	↔	■ ■ ■ ■
>>> English	↔	■ ■ ■

A decorative graphic on the left side of the slide consists of several overlapping, curved, leaf-like shapes in light blue, light purple, light pink, light green, and light yellow. These shapes are arranged in a fan-like pattern, pointing towards the top right.

“Qualification networks” of companies

How does a network function?

Companies with a need for further training

- We look for additional companies in the same line of business or in the same region (min. 5 companies with a mix of SMEs and large scale corporations)

Information workshop

- All companies with an interest meet for the first time and familiarise themselves with the support program conditions

Setup workshop

- All the companies sign and confirm that they want to take part in and work on a life cycle oriented training programme

Productive ageing workshop

- The demographic development and the training measures relevant for this are discussed

Planning workshop

- The training plan is discussed in detail and established for a period of six months

Selection workshop

- The companies decide on who are to be their training providers

Training phase

- The training sessions are implemented (over a 6 month period)

Thank you for your attention!

more details: www.effect-project.eu

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