COUNTRY FICHE: PORTUGAL

PES NAME: The Employment and Vocational Training Institute (IEFP)

Basic organisational model

Type of organisation/relation to government

IEFP is a free-of-charge public service with a tripartite management and decentralised structures, which depends financially and administratively from the Central Services.

Structure and organisational levels

- The Central Services give technical, administrative and financial support to the regional delegations, draw up technical instruments and guidelines to steer the activities of Job Centres and of Vocational Training Centres, ensure the institutional unity and coherence of the management of IEFP's various levels, set up mechanisms to monitor activities and assist in the circulation of information;
- The 5 Regional Delegations support and monitor the work of local executive bodies and also ensure the adequate development of active employment measures;
- The 86 Job Centres take care of the matching between demand and supply of labour, collect and disseminate information on local labour markets, providing integrated and personalised services to both jobseekers and employers, support the implementation of job creation and training programmes;
- 58 Vocational Training Centres (31 of which directly managed by IEFP), one Vocational Rehabilitation Centre, 8 Centres of Support to Business Start-Ups.

Management structures and the role of social partners

- Management: IEFP is managed by a Board of Directors and a Supervisory Committee.
- Supervision: IEFP is supervised by the Ministry of Economy and Employment (Decree-Law nr. 86-A/2011, of 12 July 2011).
- Social partners: The Board of Directors comprises 8 representatives from the Public Administration, 4 representatives from trade union confederations and 4 representatives from employer confederations. The Supervisory Committee is made up of 1 chairman and 4 members, representing the Minister of Finance, the Minister of Labour and Social Solidarity, the trade union confederations and the employer confederations. Tripartite Advisory Councils were created in each region.

Financing model

PES financing by source, Euro (million)

	Expenditure (EUR million)						Change 2010-2011 (%)		
	2010			2011 (forecast)					
Source of funding (%)	Total Budget	Operating costs	ALMP	Total Budget	Operating costs	ALMP	Total Budget	Operating costs	ALMP
Total	1.130,8 (100%)	315,6 (100%)	806,0 (100%)	1017,1 (100%)	299,2 (100%)	699,2 (100%)	-10%	-5%	-13%
Social security contributions	627,3 (55,5%)			535,4 (52,6%)					
Government and other public funding									
ESF	459,7 (40,7%)			458,0 (45,0%)					
Other EU Funding									
EURES									
PES own revenues									
Other	43,7 (3,9%)			23,7 (2,4%)					

Note: ESF may include other EU funding.

Human resources

PES human resources. Date of observation: June 2010

	Number of staff	% directly servicing clients
Total	**3.624**	20%
Central Services	476	0%
Regional Delegations	335	0%
Job Centres	1.576	30%
Vocational Training Centres	1.237	20%

Note: There are 721 employees directly servicing clients (244 working in the Vocational Training Centres, and 477 working in the Job Centres).

Integration of employment services and benefit payments

Unemployment and related benefits:

- IEFP is not responsible for the payment of unemployment benefits. This is the responsibility of Social Insurance Institute. All recipients of unemployment benefits are obliged to register with the IEFP and there is a routine contact with all recipients for the purposes of payment. The beneficiaries of unemployment benefits are required to follow their personal employment plans, show up once every two weeks at the IEFP offices, actively look for and accept suitable jobs.

Other social benefits:

- IEFP does not deal with the payment/management of other social benefits, but undertakes initial registration and on-going monitoring of continued eligibility only for those who have the capacity and availability to work.

Clients/Customers

Jobseekers. Date of observation: December 2010

Jobseeker client groups	Number	%
Total	631.514	100%
Registered unemployed	541.840	86%
Employed jobseekers	48.812	8%
Occupied	24.327	4%
Unavailable	16.535	3%

Breakdowns typically used for monitoring purposes include: gender; age; duration of unemployment; disability; level of education (but not ethnicity).

Employers

IEFP collects several data on employer clients: name, address, sector of activity, legal form, number of workers, business start date, licence number and if it belongs to any employer organization or to any multinational group.

Date of observation: March 2011

Employer client groups	Numbers	%
Employer entities with applications to LMAP	17.045	100%
Agriculture, hunting, fishing and related service activities	172	1%
Industry, energy, water and construction	2.045	12%
Services	14.828	87%
Employer entities with registered vacancies in Job Centres	40.964	100%
Agriculture, hunting and related service activities	1.180	3%
Industry, energy, water and construction	12.218	30%
Services	27.566	67%

Note: this represents the employer entities that had contact with IEFP for these purposes during 2010.

Types and methods of service provision

Services for jobseekers

- Basic information on the services provided by PES and the active labour market policies available;
- (Re)registration as an applicant (to a job/to training);
- Confirmation of the biweekly visit for benefit recipients under the follow-up and control measures developed by the Job Centres;
- Jobseeker profiling;
- Matching between jobseekers and vacancies, including EURES and third-country vacancies;
- Definition of personal employment plans and subsequent interventions;
- Vocational guidance;
- Presentation and referral of jobseekers to employers;
- Referral to active labour market policies, vocational training or skills recognition, validation and certification system;
- Vocational training (in all the 31 directly managed Vocational Training Centres);
- Registration and submission of unemployment benefit applications.

Services for employers

- Web-based job vacancy and CV database;
- Recruitment through the database and face-to-face interviews;
- Selection of candidates through face-to-face interviews in Job Centres, mostly to the benefit of large employers.

Job vacancies and market share

Collecting information on job vacancies

In Portugal it is not mandatory for employers to notify job vacancies. Job Centres seek out information and contact employers directly, but also rely on employers to volunteer information themselves. The information collected can either come from direct visits to employers or telephone contacts, or come from direct visits from employers to Job Centres, or from the use of the IEFP web-based job-vacancy and CV database (Netemprego).

Vacancies and referrals

2010: total of 6.556 vacancies of which 3.274 were successfully filled by IEFP.

Matching of supply and demand

No regular monitoring is carried out on the characteristics of current vacancies compared to the requirements and capacity of current jobseekers.

Market share

No information was provided on market share.

Active labour market policies

LMP Services

Name of service	Brief description	Delivery
Employment Offices (GIP)	Support to young and adult unemployed in the definition or development of his/her (re)insertion into the labour market. It may include professional information, job search techniques, information on job and vocational training opportunities, collection and dissemination of job offers, etc.	Non-profit public or private entities (local authorities, secondary schools, worker and employer organisations, private social solidarity Institutions, development and migrants associations). Job Centres.
Personal Employment Plan (PPE)	Plan agreed by the Job Centre and a client, detailing the necessary steps for his/her reintegration into the labour market. It may include: a) personal development actions like the promotion of self-esteem and motivation and the development of personal and social skills; b) skills recognition and vocational training; c) support with job search and entrepreneurship. The subscription of a PPE is mandatory for benefit recipients as a proof of active job search.	
Psychological support	Psycho-pedagogical support to trainees through personal interviews or group sessions.	Vocational Training Centres.
Selection	Face-to-face interviews, especially for large recruitments.	Central Services and Job Centres.

LMP Measures

Name of measure	Category	Brief description	Delivery
Vocational Training	2	IEFP, IP offers (to employed and unemployed jobseekers), in its 31 directly managed Vocational Training Centres: • Different possibilities of simultaneously obtaining a vocational and school progression, depending on factors such as age and current school qualification, namely: – The Apprenticeship Training System; – Education and Training for Young People and Adults; – Modular Training (a form of flexible training which promotes double certification, organised and developed based on short term training units – 25 / 50 hours). • Recognition, validation and certification of competences (RVCC), deriving from different life and work contexts, and also integration in training paths to promote school and professional qualifications obtained.	31 directly managed Vocational Training Centres.
Traineeships	2	9 months traineeships, not extendable, within private bodies designed to develop the candidate's employability, improving the insertion or professional reconversion of the unemployed and facilitating their rapid return to work.	Private or no-profit entities.
Financial support to training	2	Less than 1200 hours of training with a view to improve the unemployed jobseekers or worker's employability by attending continuing vocational training, safeguarding the normal functioning of the enterprise deemed necessary to maintain employment and/or reintegration.	Certified training providers.
Employment insertion contract	4	Support to activities of social interest that meet local and regional needs by unemployment benefit recipients under projects promoted by private or non-profit legal entities for a maximum period of 12 months.	Private no-profit entities and municipalities.
Life-employment programme	5	Programme for ex-drug addicts who have difficulties in accessing employment and career progression.	No-profit certified training providers.
Support to business start-ups	7	Start-up aid to job creating enterprises that help improve local economies and support to self-employment of unemployment benefits recipients.	Financial institutions.

Cooperation/partnership

IEFP works in partnership with a wide range of organisations in the delivery of ALMPs: the jointly managed Vocational Training Centres, trade unions and employer associations, the Social Solidarity Institute, local development associations, vocational schools, private social solidarity institutions, local authorities.

Evaluation

No recourse is made to evaluation studies in order to improve the design of programmes.

Management logic and performance measurement

Planning process

The IEFP agrees with the Ministry of Labour and Social Solidarity a Framework for Assessment and Accountability and assumes it as part of its mission. This document sets out the main objectives and targets for the PES in strategic areas, which are then taken up by Regional Delegations and Job Centres.

Types of objectives and targets

Three kinds of objectives:

- Effectiveness:
  - Integration of unemployed people in the labour market: 84.664 people;
  - Integration of young and adult unemployed people in active labour market policies, vocational training and in skills recognition, validation and certification processes: 177.479 people;
  - Job vacancies: 100.800;
  - Placements: 59.107.
- Efficiency: decrease in the time of examination of the applications to active labour market policies – 28 consecutive days;
- Quality: qualify the information personnel with training sessions on the new IEFP functioning model – at least 50% of the human resources in Job Centres.

Monitoring

As all civil service departments and agencies, IEFP has a monitoring system to evaluate performance on a yearly basis. Assessment of performance is carried out through a quarterly monitoring system that allows the redefinition of the initial objectives and targets to better evaluate the on-going activities carried out during that period.

Lean management

No lean management procedures are implemented by IEFP.