

Guide for sourcing and identification of NEETs



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Introduction

Carried out from 2014 to 2016, and co-funded by the European programme Erasmus+, the European project “Apprenticeship for NEETS” (ANEETS) aims to create a network promoting apprenticeships for vulnerable young people "Not in Education, Employment or Training" (NEET).

In Europe the so-called NEETs (Not in Education, Employment or Training) are considered as one of the most problematic groups in the context of youth unemployment. Thus, according to Eurostat, in 2011, 7.5 million people aged between 15-24 years and 6.5 million people aged between 25 and 29 years were excluded from the labour market and education system in Europe. Moreover, the population of NEETs reached a level of around 15 million among those aged 15–29 (Eurofound, 2012a). The NEETS are one of the European priorities in terms of employment and inclusion of young people across Europe.

In order to meet this priority, ANEETS aims to create innovative tools to facilitate their professional integration and employment. The objective is notably to create new partnership synergies between education and professional worlds in three specific sectors: hospitality, metallurgy and new technologies.

In order to foster links between the different actors of professional inclusion, this project will adapt the needs of the companies to train newcomers, identify and promote the partnership.

The integration process of NEETs within companies is the main focus of this project: It meets not only the needs of companies but it also brings new competences to NEETs. Hence, this project raises the employability of NEETs as well as the probability of emergence of innovative professional actions geared towards this target group.

The target public of the ANEETS project are the NEETs. The **NEETs** are a very heterogeneous population of young people from **15 to 29 years old** and, indeed, various definitions of NEETs can be found in the literature. They represent both **early leaving school young people and having difficulties to enter the labour market**. For the purpose of this project, partners have agreed on a deliberately broad definition of NEETs. In the framework of this project, the NEETs are divided into 4 categories:

- **Unemployed**: Long or short term
- **Not Available**: ill, disabled, young people ensuring the care of a relative
- **Disengaged**: not looking for work or training with an antisocial and dangerous lifestyle
- **Young people looking for opportunities**: young people seeking training or employment but only considering opportunities that meet their skills and status

The needs of the NEETs target group are considered as follow: efficient employment integration with appropriate support, personalised education and upgrading of skills.

The project is coordinated by Face Foundation (France) and gathers three other organisations established in Belgium, Ireland and Spain:

- FACE Foundation (France) – project leader (www.fondationface.org)
- European think & do tank Pour la Solidarité (Belgium) (www.pourlasolidarite.eu)
- Ideas Institute (Ireland) (www.ideasinstitute.ie)
- Espiral Entitat de Serveis (Spain): www.espirals.org

This European guide for identification and sourcing of young people contains:

- A comparative study on the recruitment needs of companies regarding NEETs in the three sectors of the ANEETs project (general overview)
- A comparative study on the specific difficulties encountered by companies and training centres regarding the recruitment of NEETs in Apprenticeship
- Some recommendations from social actors and from training centres for the sourcing, identification and integration of NEETs in apprenticeship
- A Cross-sectorial pathway for the sourcing, identification and integration of NEETs in apprenticeship in shortage occupations: key steps and keys of success

1. An overview of recruitment opportunities for NEETs in companies

This chapter provides general information regarding the recruitment needs of companies in three sectors of the ANEETs project, in order to have a clear overview from each country:

Belgium

In Belgium, each regional service in charge of employment (ACTIRIS for the Brussels Region and FOREM for Wallonia) updates on a regular basis an official list determining occupations where there is a significant staff shortage as well as so called “critical occupation” due to high demands. The list published in Wallonia differentiates occupations which are subject to staff shortage¹ and occupation which are critical². The Brussels Region only uses the heading “critical occupation”. On the basis of these different data, the National Employment Office (ONEM) publishes an official list of occupations where shortage of labour exists.

A fully untitled unemployed person, somebody who has finished his or her studies or apprenticeship for more than two years as well as any person who has not a higher education diploma can return to a full time programme in order to be trained to one of the occupation figuring on that list, while still receiving unemployment benefits during his or her schooling.

Metallurgy sector:

According to the ONEM, occupations in relation with metal transformation as well as metal construction of all type are subject to staff shortage. For example, specific occupation such as tool and die maker, tool mechanic, metal technician, boiler maker, tool-machine set-up operator and pipe fitter are occupations suffering from staff shortage for the 2014-2015 academic year³. The list also showed that the sector is missing industrial engineers which required high qualification (master degree).

¹ Occupations suffering from staff shortage are displayed in dark blue in the tables.

² Critical occupations are displayed in light blue in the tables.

³ Union Wallonne des entreprises, liste des métiers en pénurie ONEM 2014-2015 : <http://www.uwe.be> : <http://bit.ly/1NHjViX> (2/12/2015).

- **Staff shortage and critical occupation in Wallonia in 2014⁴**

| Occupation label | Satisfaction rate | Job opportunities | Ratio job seeker/number of job opportunities |
|------------------------|-------------------|-------------------|--|
| Industrial pipe fitter | n.a | 248 | 0.4 |
| Milling technician | 91.7% | 996 | 0.7 |

For the Brussels Region, none occupation related to the sector were in the ACTRIS list.

⁴ FOREM, liste 2014 des métiers en pénurie et des fonctions critiques : <https://www.leforem.be> : <http://bit.ly/1p8TfV>, p.8 (2/12/2015)

Hospitality sector:

According to the list published by the ONEM, only the occupation of cook was suffering from staff shortage⁵. When looking at lists published by the FOREM and ACTIRIS, the sector represents an important source of employment as a many occupations within the sector are considered as “critical”.

- **Critical occupation in Wallonia in 2014⁶**

| Occupation label | Satisfaction rate | Job opportunities | Ratio job seeker/number of job opportunities |
|--|-------------------|-------------------|--|
| Cook, cook for collectivities and head cook | 89.5% | 1 117 | 1.7 |
| Waiters and head waiter | 89.8% | 1 509 | 1.9 |
| Kitchen chef and kitchen chef for collectivities | 81.3% | 104 | 1.6 |

⁵ Union Wallonne des entreprises, *op.cit.*

⁶ FOREM, *op.cit.*

- **Critical occupation in Brussels Region in 2014⁷**

| Occupation label | Satisfaction rate | Number of Job opportunities | Manpower reserve | Ratio job seeker/number of job opportunities |
|-----------------------------|-------------------|-----------------------------|------------------|--|
| Hotel receptionist by night | 77.8% | 36 | 81 | 2.3 |
| Kitchen chef | 77.8% | 36 | 58 | 1.6 |
| Kitchen sous chef | 75% | 36 | 58 | 1.6 |
| Station chef | 80% | 50 | 161 | 3.2 |
| Cook for collectivities | 66% | 50 | 290 | 5.8 |
| Snack and bars collaborator | 66.3% | 98 | 545 | 5.6 |
| Waiter | 59.3% | 59 | 1,044 | 17.6 |

New technologies sector:

The ONEM list mentioned “computing” in the staff shortage occupation list with no further details unless it covers occupation which can required either a secondary school vocational degree or a university degree with a master level⁸.

- **Staff shortage occupation in Wallonia in 2014**

| Occupation label | Satisfaction rate | Job opportunities | Ratio job seeker/number of job opportunities |
|--|-------------------|-------------------|--|
| Computer operating manager | 85.3% | 803 | 0.5 |
| Computer developer, web developer and computer analyst | 85.1% | 1,296 | 0.8 |

⁷ ACTIRIS, Analyse des fonctions critiques en Région de Bruxelles-Capitale en 2014 : <http://www.actiris.be> : <http://bit.ly/1QeQldM> pp. 44-45. (2/12/2015).

⁸ Union Wallonne des entreprises, *op.cit.*

- **Critical occupation in Brussels Region in 2014⁹**

In the Brussels Region, many different occupation under the heading “computer scientist” were considered as critical occupation in 2014.

| Occupation label | Satisfaction rate | Number of Job opportunities | Manpower reserve | Ratio job seeker/number of job opportunities |
|------------------------|-------------------|-----------------------------|------------------|--|
| IT department head | 29.2% | 24 | 33 | 1.4 |
| Software engineer | 63.2% | 87 | 75 | 0.9 |
| IT analyst | 63.6% | 44 | 40 | 0.9 |
| System programmer | 61.8% | 34 | 51 | 1.5 |
| Functional analyst | 48.8% | 82 | 50 | 0.6 |
| Analyst programmer | 42.2% | 187 | 344 | 1.8 |
| programmer | 50.7% | 73 | 166 | 2.3 |
| IT helpdesk technician | 60.4% | 111 | 702 | 6.3 |

France

Metallurgy sector:

The metallurgy sector in France is one of the most encouraging one in terms of hiring perspective for young people. According to a perspectives study of the French metallurgy branch¹⁰, the needs of recruitment could be confirmed at the amount of 90 000 before 2025. The turnover for the new retired is encouraging for the young recruits jobs supply: till 2020, between 29,600 and 32,000 employees per year will exit the workforce in the metallurgy field¹¹. Within any possible scenario the work demand in the French metallurgy sector till 2020 will be between 115,000 and 128,000 jobs¹².

Here is the allocation for the most demanded current job categories:

Source: “Recruitment needs by social professional categories”¹³

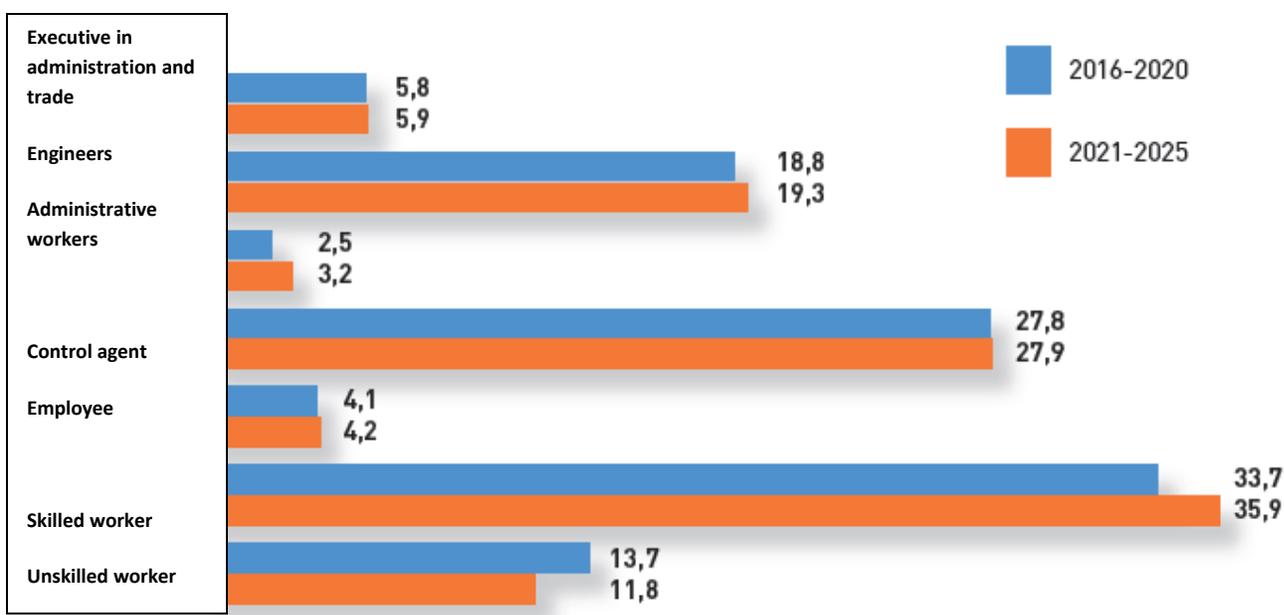
⁹ ACTIRIS, *op.cit.* pp.37-38

¹⁰ « Etude prospective sur l'évolution des emplois et des métiers de la métallurgie » Synthèse-Septembre 2014, <http://www.observatoire-metallurgie.fr/etudes/Lists/DocumentsEtudes/Etudes%20courtes/SYNTHESE%20METALLURGIE.PDF>

¹¹ *Etude prospective sur l'évolution des emplois et des métiers de la métallurgie* Synthèse - Septembre 2012

¹² *Idem*

¹³ *Idem*



According to another study of the French national branch of metallurgy¹⁴ there are six main competence fields identified in the metallurgy sector:

1. Technical approach, organisation and control of the work
2. Self-reliance
3. Dexterity
4. Quality Safety Environment
5. Teamwork
6. Communication Information

Hospitality sector:

The hospitality sector in France represents 91,000 young enrolled in a training process and 31,000 in apprenticeship contract. Furthermore the 25% of the people working in the hospitality sector is under 25 years old¹⁵. Some of the most demanded jobs in hotel branch in France are: head housekeeper and housekeeper, room owner and waiter, night auditor, head receptionist and receptionist. For the restaurant industry: kitchen porter, kitchen help, assistant chef, kitchen chef, barman and chef barman. All these jobs are qualified with an apprenticeship training certified at national level from a competent body, the Hotel Branch¹⁶.

¹⁴ « Les Compétences de base dans l'industrie » Synthèse - Juillet 2010, L'Observatoire de la Métallurgie

¹⁵ <http://www.umih.fr/fr/emploi-formation/index.html>

¹⁶ *Idem*

Because of the variety of the jobs in the sector, it is difficult to identify general competences valid for all the professions. Anyway we can identify the following Knowledge, Skills and Competences based on the Competence Referential national register for each profession:

1. **Excellent flexibility** is required for all the professions in the hotel sector. As a very active sector in the costumers' spare time, the worker has to be ready to work during the week-end, the holidays and usually in evening and night time.
2. **Good self-representation** is mandatory because the worker is in contact with the costumers the most part of his time
3. **Good interpersonal skills**, to make the costumer enjoying his time at the restaurant or at the hotel
4. It is highly recommended to practice one (at least **English**) or several **foreign languages** in order to welcome the foreign costumers which represent a large part of the tourism costumers in France

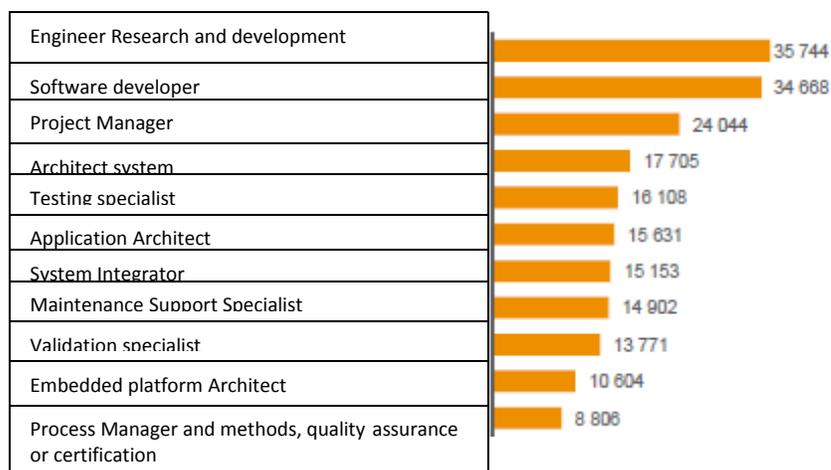
New technologies sector

In 2012 the total employment of ICT jobs was 888 000¹⁷. The perspective of the sector in 2020 is hiring 18 800 young degrees with an annual increment of 2.3% per year¹⁸. According to the joint Observatory of ICT jobs, the main Knowledge Skills and Competences demanded for the most demanded jobs are set in 4 groups:

1. **Transversal method:** analysis and deductive skills, writing skills, oral communication, regulation knowledge, sectorial knowledge, project management, English language skills.
2. **Specific method:** architecture, electronic, software development, designing methodology, modelling of complex systems and scheduling.
3. **Social skills:** self-reliance, interpersonal skills, team spirit, priorities management, adaptability, precision and sense of organisation.
4. **Management method:** ability to lead meetings, ability to lead a team, ability to convince, knowledge of data base and Data management, ability to conduct research work¹⁹.

Here are the main professions demanded at national level:

Source: Embedded system from designing to implementation ²⁰



¹⁷ France country report e-skills in Europe http://eskills-monitor2013.eu/fileadmin/monitor2013/documents/country_reports/country_report_france.pdf

¹⁸ Etude sur l'évolution des métiers et des besoins en formation pour les Systèmes Embarqués, OPIIEC, observatoire paritaire, http://www.fafiec.fr/images/contenu/menuhaut/observatoire/etudes/2013/systemes-embarque%C3%A9s/OPIIEC_-_SE_-_0_-_Synthese_globale_-_20140606_2.pdf

¹⁹ idem

²⁰ Idem, "ETP Embarqué par métier de la conception au développement »

Spain

Job Requirements

In the current Spanish and Catalan contexts, there are niches of employment in all professional sectors, although last year there has been a small increase in employment, especially in the three sectors observed.

In the three professional sectors covered by the ANEETs project, there has been a constant recession from 2009 to 2013, both in terms of turnover and employment. However, in the year 2015 a slight increase in economic activity and employment is being observed in the Spanish and Catalan economy. Moreover, on the list of the 50 occupations with more demand on the year 2015 in the Catalan region²¹, 11 are from of the three sectors analysed within the ANEETs project. On the total of all occupation offers the three sectors combined represent 19.91%. This significant number shows the importance of those sectors in the regional economy.

| <u>Jobs proposition</u> | <u>Ranking position</u> |
|---------------------------------------|--------------------------------|
| Cleaning services, offices and hotels | 5 |
| Cooks | 6 |
| Mechanic for industrial and machinery | 11 |
| Waiters | 17 |
| Sheet metal and boiler works | 23 |
| System analyst | 24 |
| Machinery and mechanic assembler | 25 |
| Industrial and production engineer | 27 |
| Hotel receptionist | 28 |
| Informatics programming | 36 |
| Cook assistant | 39 |

²¹ Observatori d'Empresa i Ocupació, "Estadística d'Ofertes de llocs de treball, dades desembre de 2015", 13/01/2016, pp.10.

http://observatoriempresaiocupacio.gencat.cat/web/.content/generic/documents/treball/estadistica/ofertes/2015/arxius/ofertes_201512.PDF

In the Metallurgy and Mining Sector

In the case of the metal labour sector, according to the analysis of the Observatory of the Company and Employment market of Catalonia significant increase of the jobs offer by occupation is observed in 2015 compared with 2014.

| <u>Jobs offer by occupation</u> | <u>2015</u> | <u>Annual evolution (%)</u> |
|-----------------------------------|--------------|-----------------------------|
| Mechanics and adjusting machinery | 1089 | 91.39 |
| Welder metallic structure | 964 | 67.94 |
| Machinery and mechanic assembler | 497 | 101.21 |
| Mines Supervisor | 139 | 17.80 |
| Precision metal mechanics | 33 | -23.26 |
| TOTAL | 2,722 | 79.73 |

A total of 2722 jobs have been offered which represent an increase of 79.73% from the last year. The increase is observed in each work division with the exception of precision metal mechanics. Profession such as mechanics and adjusting machinery with welder of metallic structure gave a significant contribution for this growing number; those categories combined represent 75.42% of the jobs offer in the metallurgy sector. And on both cases their activities has important growth rate, combining those two labour division the annual growth of offer is over 80%, which mean that 1650 more jobs have been offered in 2015 than in 2014 as mechanics or welder in Catalonia.

In the field of Tourism and Hospitality

This sector has specific characteristics as it experiences many peaks of activity, though in employment, in the high touristic season. According to the public Ministry of Industry Energy and Tourism, the last part of 2015 experienced an increase of 2.5% of employment comparatively with the previous year²². Such increase has a strong impact due to the importance of the touristic sector in Catalonia; in 2015 12.2% of workers in Catalonia were active in touristic sector.

| <u>Jobs offer by occupation</u> | <u>2015</u> | <u>Annual evolution (%)</u> |
|---------------------------------|-------------|-----------------------------|
| Food and drink services | 1691 | 41.98 |

²² Ministerio de Industria, Energía y Turismo, "Empleo en Turismo, encuesta de población activa"
<http://estadisticas.tourspain.es/es-ES/estadisticas/otrasestadisticas/empleoturistico/encuestapoblacion/Notas%20de%20Coyuntura/Nota%20de%20coyuntura%20de%20la%20EPA%20en%20el%20sector%20tur%C3%ADstico.%20III%20trimestre%202015.pdf>

| | | |
|---|-------------|--------------|
| Accommodation service | 599 | 66.85 |
| Rent activities | 286 | -8.33 |
| Holliday agencies and touristic operators | 103 | -29.45 |
| TOTAL | 2679 | 39.42 |

In the new technology sector

Concerning the technology sector, within the 2015, 1306 jobs have been offered. The same tendency of an overall growth of the sector is observed according to the same sources²³.

| <u>Jobs offer by occupation</u> | <u>2015</u> | <u>Annual evolution (%)</u> |
|--|--------------|-----------------------------|
| Technology and information services | 797 | 109.19 |
| Information services | 251 | 61.94 |
| Computer repairing | 103 | 17.05 |
| Telecommunication | 78 | -9.3 |
| Electronics and informatics production | 77 | 87.8 |
| TOTAL | 1,306 | 85.5 |

This evolution is strongly held by the services in technology and information. This wide category has grown over one hundred percent and offers almost 800 news opportunities and a growth rate close to 110%. Even though the telecommunication sector has known a decrease of almost 10%, the total growth of the sector is around 85%. This tendencies observed by the Companies and Occupations Observatory is crucial to underline the leanings of the regional economy.

Ireland

Hospitality Sector

The Hospitality sector in Ireland is comprised of hotels, restaurants, bars, pubs, canteens and catering operators. The sector caters to domestic consumers including home vacationers, eating out, in-house catering, pubs, etc., so its growth and success is strongly influenced by domestic consumer demand. Activity in the sector is also inextricably linked to the tourism industry and to the spending by the number of visitors to the State. There are over 16,000 enterprises in the hospitality-related Accommodation and Food Services (AFS) sector in Ireland. Hotels and other accommodation account for 14% of these enterprises, while restaurants/mobile food service activities and beverage serving activities/bars each represent 41% of the total, with the remainder (4%) accounted for by catering and other food service providers. A particular feature of the sector is the concentration of employment in small and medium-sized enterprises, with the majority (over

²³ Observatori d'Empresa i Ocupació, "Estadística d'Ofertes de llocs de treball, dades desembre de 2015", 13/01/2016, pp.10.

http://observatoriempresaiocupacio.gencat.cat/web/.content/generic/documents/treball/estadistica/ofertes/2015/arxiu_s/ofertes_201512.PDF

80%) of businesses employing fewer than 10 people. In terms of overall economic contribution, accommodation and food service activities accounted for €3 billion, or nearly 2% of total gross value added (GVA) in the Irish economy in 2013. However, in relation to employment in Hospitality sector occupations, it is estimated that 157,990 persons were employed in hospitality-related roles in the Irish economy during 2014 (based on an average through the four quarters of the year). This is presented in the Table below at a detailed occupation level²⁴.

Estimate of Employment in Hospitality Sector in Ireland by Occupation – 2014²⁵

| Hospitality-related Occupation | 2014 (Quarterly Average) |
|--|--------------------------|
| Waiters and waitresses | 27,509 |
| Chefs | 23,948 |
| Kitchen and catering assistants | 23,255 |
| Bar staff | 18,719 |
| Hotel and accommodation managers and proprietors | 8,242 |
| Restaurant and catering managers and proprietors | 6,299 |
| Catering and bar managers | 5,724 |
| Sales and Retail Assistants | 5,504 |
| Cleaners and domestics | 3,810 |
| Publicans and managers of licensed premises | 3,436 |
| Receptionists | 3,087 |
| Other occupations | 28,457 |
| Total Hospitality Sector | 157,990 |

* "Other occupations" consist of occupations in the hospitality-related 'Accommodation and Food Services' (AFS) sector for which the numbers employed are less than 3,000 and therefore cannot be separately identified within the constraints of statistical sample robustness. All occupations within this total each account for <2% of total employment in the AFS sector²⁶.

Tourism and Hospitality are major players in Ireland's efforts to move beyond what has been a difficult economic situation. However, recovery is underway and certain areas are already showing signs of skills shortages. Earlier this year, the Government launched a 10-year strategy to create 50,000 new jobs in the tourism industry by 2025, bringing the total number working in the tourism industry in Ireland to 250,000²⁷.

The wide-ranging potential for interesting and rewarding careers in these areas means that many young people are looking for suitable courses that will help prepare them for careers at different levels. The competitive nature of hospitality careers means that entrants with industry-related qualifications tend to get the better jobs on offer. The range of courses available spans all levels from Further Education (FET/PLC) courses at Level 4-5 through to Level 6 and 7 courses with both FE Colleges and the Institutes of Technology and Level 8 Degree programmes in Hospitality Management. New [apprenticeship](#) training opportunities are also available to address the ongoing demand for Chefs Commis Chef; Sous Chef; Chef dePartie; Executive, Chef)²⁸.

²⁴ EGFSN, 2015. Assessment of Future Skills Requirements in the Hospitality Sector in Ireland, 2015 - 2020: Executive Summary Report, Dublin: Expert Group on Future Skills Needs.

²⁵ SOLAS/SLMRU analysis of data from QNHS and Indecon sectoral/occupational allocations and analysis.

²⁶ SOLAS/SLMRU analysis of data from QNHS and Indecon sectoral/occupational allocations and analysis.

²⁷ http://www.careersportal.ie/sectors/sectors.php?courses_tblPageSize=1&courses_tbl1Order=Sorter_college&courses_tbl1Dir=ASC&CAO_Courses_AllOrder=Sorter_course_title&CAO_Courses_AllDir=ASC&PLC_Courses_AllOrder=Sorter_points_current&PLC_Courses_AllDir=ASC&event_id=654&college_id=8§or_id=16#.Vyiwl4QrKig.

²⁸ http://www.careersportal.ie/sectors/sectors.php?sector_id=16#.Vyi14YQrKig.

During the 1980s/90s, 'CERT' was a stand-alone agency responsible for the development of courses within the hospitality sector. It acted as an industry standard for professional norms. However, this function was integrated within Fáilte Ireland and the industry-wide approach to qualifications has diminished. There has been a shift whereby the hospitality sector has, at least partly, been de-professionalised, with minimum wage and/or low-paid jobs more the norm and trained/qualified staff struggling to attract a premium for their skills²⁹.

The tourism sector is an important driver of economic activity and jobs in Ireland. It is important to ensure competent and interested personnel are enticed by the prospect of a sustainable career to take-up employment in this field so that the best possible image of the country is projected to both foreign visitors and domestic customers. A 3-year apprenticeship scheme supported by unions and employers in the sector would help to generate quality jobs which would allow for mobility for well-trained Irish hospitality workers at home and abroad³⁰.

The Metallurgy Sector

Metallurgy sector in Ireland is mainly centred in the engineering industry. The overseas engineering sector in Ireland continues to grow both in size and sophistication, keeping pace with the booming Irish economy. There are over 300 foreign-owned engineering firms in Ireland, employing between them approximately 50,000 people. Many world-class manufacturing operations based in Ireland are international reference sites. The industry is supported by a strong indigenous sub-supply base and by advanced manufacturing technology initiatives in Universities and other third-level institutes³¹.

There is a large number of companies in Ireland that are able to supply components and services. Everything from tools and mould-making, to subassembly, to test and certification services are readily available. Components and services are supplied to the highest international standards³².

The mining industry in Ireland is relatively small with only approximately 1,000 workers employed. Today, Ireland is internationally renowned as a major zinc-lead mining province. Over the last 40 years a string of significant base metal discoveries have been made, including the giant ore deposit at Boliden Tara mines Navan Zinc-lead ores are also currently exploited from two other underground operations in south-central Ireland: Lisheen and Galmoy. The combined output from these mines, make Ireland the largest zinc producer in Europe and the second largest producer of lead³³.

The table below depict the output and employment within the Irish engineering sector. The figures will however show that the total turnover of the sector had a dramatic decrease from 2008 to 2011.

²⁹ SIPTU, 2013. SIPTU submission to the Apprenticeship Review Group on Apprenticeship Training in Ireland, Dublin: SIPTU.

³⁰ SIPTU, 2013. SIPTU submission to the Apprenticeship Review Group on Apprenticeship Training in Ireland, Dublin: SIPTU.

³¹ Harney, M., 1999. Engineering Industry and Engineering Education in Ireland. 15(2), pp. 80 - 81.

³² IBP.inc, 2015, Ireland Investment and Business Guide Volume 1 Strategic and Practical Information.

³³ <https://irishresources.wordpress.com/category/irish-mines/>.

Output and Employment of Irish Engineering Sector³⁴

| | 2008 | | | 2009 | | | 2010 | | | 2011 | | |
|--|---------------------------------|----------------------------------|----------------------------------|---------------------------------|----------------------------------|----------------------------------|---------------------------------|----------------------------------|----------------------------------|---------------------------------|----------------------------------|----------------------------------|
| | Industrial Enterprises (Number) | Persons Engaged - Total (Number) | Turnover - Total (Euro Thousand) | Industrial Enterprises (Number) | Persons Engaged - Total (Number) | Turnover - Total (Euro Thousand) | Industrial Enterprises (Number) | Persons Engaged - Total (Number) | Turnover - Total (Euro Thousand) | Industrial Enterprises (Number) | Persons Engaged - Total (Number) | Turnover - Total (Euro Thousand) |
| Basic metals (24) | 148 | 2,792 | 836,536 | 130 | 2,192 | 444,795 | 122 | 2,244 | 625,867 | 122 | 1,962 | 626,713 |
| Fabricated metal products, except machinery and equipment (25) | 746 | 13,265 | 2,134,265 | 643 | 11,040 | 1,491,942 | 611 | 9,384 | 1,253,250 | 659 | 10,010 | 1,300,218 |
| Electrical equipment (27) | 127 | 5,335 | 1,086,662 | 113 | 4,087 | 650,164 | 94 | 2,676 | 560,812 | ** | ** | ** |
| Machinery and equipment n.e.c. (28) | 339 | 11,663 | 2,701,134 | 313 | 10,454 | 2,365,354 | 292 | 9,283 | 2,027,030 | 304 | 10,371 | 2,332,659 |
| Motor vehicles, trailers and semi-trailers (29) | 58 | 3,020 | 646,304 | 48 | 2,577 | 553,730 | 51 | 2,835 | 570,572 | 57 | 2,945 | 633,868 |
| Repair and installation of machinery and equipment (33) | 171 | 2,639 | 370,855 | 144 | 2,422 | 322,274 | 148 | 3,056 | 448,433 | 210 | 4,009 | 593,378 |
| Electricity, gas, steam and air conditioning supply (35) | 139 | 9,258 | 6,771,786 | 147 | 9,354 | 6,464,285 | 236 | 9,172 | 6,706,739 | 191 | 9,407 | 7,279,092 |
| TOTAL | 1,728 | 47,972 | 14,547,542 | 1,538 | 42,126 | 12,292,544 | 1,554 | 38,650 | 12,192,703 | 1,543 | 38,704 | 12,765,928 |

³⁴Source: Business Demo cited in IEEF economic review 8 April 2014.



New technologies Sector

Ireland is the second largest exporter of computer and IT services in the world. With a highly creative and talented workforce, an open economy and a competitive corporate tax environment, Ireland has successfully attracted eight of the top 10 global information technology companies to establish a significant presence here.

The sector's traditional players with long-established operations – such as Intel, HP, IBM, Microsoft and Apple – have now been joined by newer firms at the vanguard of the internet and social media revolution, including Google, Facebook, LinkedIn, Amazon, PayPal, eBay and most recently Twitter. Their arrival has firmly positioned Ireland as the internet capital of Europe.

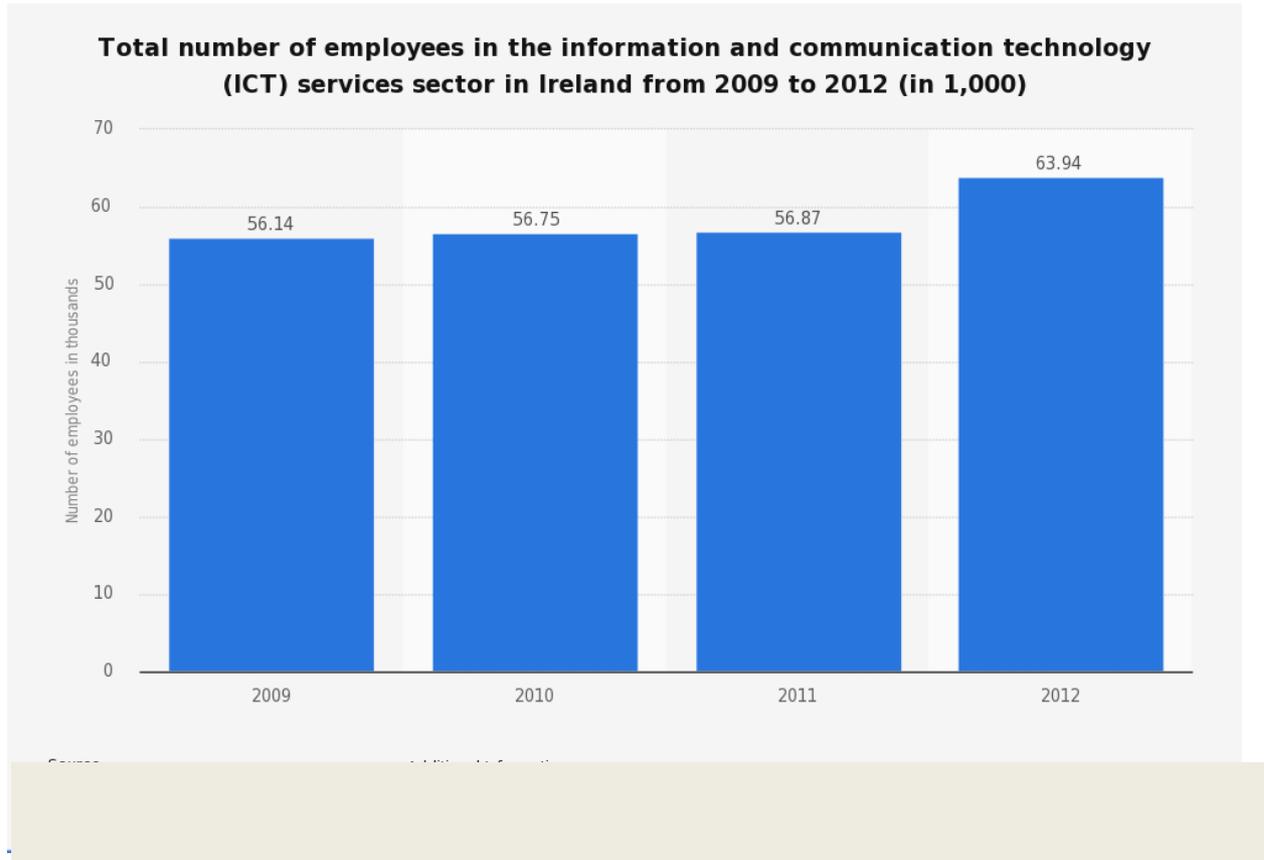
Ireland is also the European data centre location of choice for world leaders including IBM, Microsoft, Google, Yahoo, MSN and Adobe and is now poised to become a global cloud centre of excellence.

1. Ireland is the second largest exporter of computer and IT services in the world.
2. Global leaders such as Intel, HP, IBM, Microsoft and Apple have long-established operations in Ireland.
3. They have been joined by newer leading-edge giants such as Google, Facebook, LinkedIn, Amazon, PayPal, eBay and Twitter.
4. Dublin is Europe's leading hub of innovative games companies with Big Fish, EA, Havok, DemonWare, PopCap, Zynga, Riot Games and Jolt all having a significant presence here.
5. The sector accounts for more than €50 billion of exports from Ireland per annum.

"Ireland has made a good job of building a proto-Silicon Valley. By attracting global high-tech names to the country, it provides a high-tech hinterland in which smaller companies can grow"³⁵.

Furthermore, the figure below shows the total number of employees in the information and communication technology services sector in Ireland from 2009 to 2012. In 2012, the ICT services sector employed a total number of approximately 63,940 people.

³⁵ <https://www.enterprise-ireland.com/en/Start-a-Business-in-Ireland/Startups-from-Outside-Ireland/Key-Sectors-and-Companies-in-Ireland/ICT-sector-profile.html>.



Source:³⁶

Furthermore, in Ireland apprenticeship agencies have developed detailed curricula for different occupations – both for the school-based (off-the-job) phases and the work-based (on-the-job) phases with information on aims, objectives, learning outcomes, assessment, quality assurance, duties and responsibilities of apprentices, employers, occupational profiles (core skills, specialist skills, common skills, personal skills), modular plans, personal protection equipment, equipment and tools, training aids and resources.

The Electricity Supply Board, for example, has produced an Apprentice Logbook which provides a detailed catalogue of what an apprentice is required to learn in the on-job training, forms for apprentice records of experience, technical and behavioural assessment forms and apprentice supervisor and technical review sheets. These form part of the formal assessment process³⁷.

³⁶ <http://www.statista.com/statistics/419559/number-of-employees-ict-services-sector-ireland/>.

³⁷ ETUC & Unionlearn, 2016. A European Quality Framework For Apprenticeships: A European Trade Union Proposal, Ireland.

2. Overview on the challenges for recruitment of NEETs

Based on the interviews with several companies and social actorsⁱ the main challenges for the companies to recruit NEETs are divided in four categories.

1. Educational and professional challenges:

- The NEETs may have a very low level of education and difficulties in understanding and in expressing themselves, which remains a barrier for many applicants
- The NEETs may lack practical work experience
- The symbolic importance of having a formal degree is still strong in the public representation in Belgium, in France and in Spain. A positive evaluation of professional apprenticeship is necessary to bring motivation to the NEETs
- The NEETs with the lowest level of education tend to be those for whom the lapse of time between the drop out and the start of a social / professional support is the longest. Ironically, these young people are the most difficult to source after they have dropped out. This is problematic because it is well acknowledged that the longest the lapse of time between drop-out and the entry into a social / professional support programme, the most difficult it is to integrate the youth back into any integration programme; For instance, from the experience of the French local missions, the “dropout lapse” is about 3 months for a drop-out at the level of baccalaureate, but of 24 months for a drop-out young with no qualification.

2. Behavioural challenges:

- The capabilities and interpersonal skills of the NEETs are often problematic and may change only with difficulty;
- The NEETs may have difficulties in accepting the disciplines and the structures of the workplace and may lack motivation;
- Because of the fragile situation the young needs a period of adaptation in order to respond to the demands of the job market
- The NEETs generally lack self-esteem, which is necessary in order for them to be able to picture themselves as competent skilled worker and to be inspired by the job offer.
- The NEETs may lack motivation to integrate a professional programme and some candidates may state that they are applying only to avoid losing their benefits.

3. Administrative and logistical challenges :

- The administration requirements of subsidized contracts are not always adapted to the recruitment needs of the companies, yet these contracts are often the best suited in order to provide a first work experience for NEETs;
- Providing public transport membership card is expensive as well as getting a driving license which is a challenge for NEETs who often come from disadvantaged social background. Mobility and transport from work may pose challenges.

4. Sector specific difficulties:

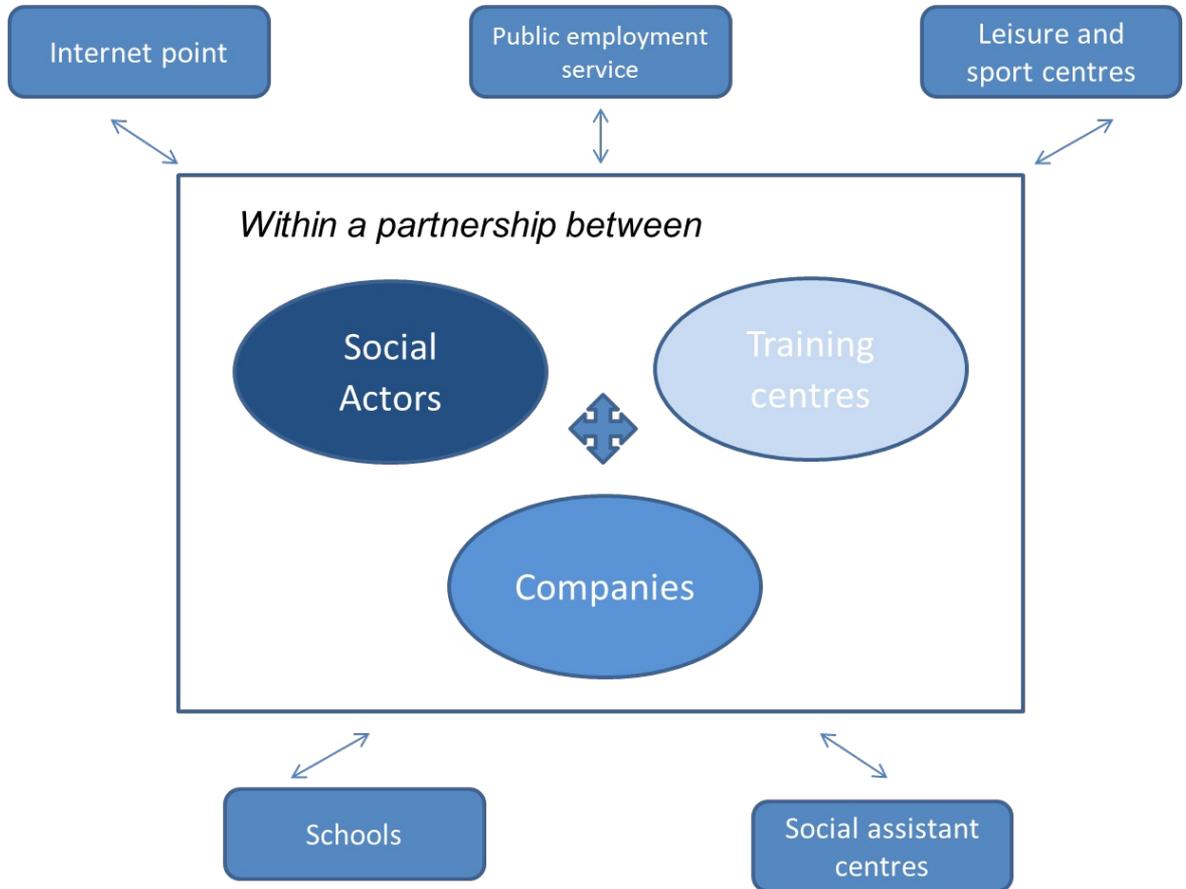
- Some of the companies' representatives, especially in the technology sector explained it could be complicated to integrate NEETs in a company with very high quality standard and with tasks that might need some specialization.
- The integration of NEETs can also be complicated when there is a risk associated to the professional environment (e.g. in the metallurgy and in the hospitality sectors). It is not easy to introduce a NEET where insurance prices are high and security equipment is expensive. This feature has been underlined by the companies working with expensive material.

3. Recommendations from social actors and from training centres

Our practical research and the interviews we have conducted have identified the following recommendations.

Sourcing and identification of NEETs

- Companies generally lack the time and motivation necessary to source the NEETs themselves. Hence, the sourcing of the NEETs must be done primarily with social inclusion actors working toward the integration of NEETs.
- The actors involved in the sourcing of NEETs must work in close relationships with companies and training centres in order to receive available job offers and be aware of recruitment opportunities for NEETs in their territory. It is important that companies are involved in the whole process toward the recruitment of NEETs and not only during the integration phase. It is important that social inclusion actors work with the NEETs on the basis of the needs of companies.
- Set up both information sessions and guidance centres. An outreach team put in place is useful to drive information sessions that allow the training centres to inform and educate candidates for training. A guidance centre can be put in place to make available a series of tests for different types of audiences and approaches.
- In order to source young NEETs, the creation of a shared data base between schools and social actors regarding young drop-out is useful.
- Outreaching activities must be put in place specifically towards the NEETs in relevant sourcing places (cf. schema below). Having a person dedicated to the sourcing of NEET is crucial for the process. It is also useful to put in place partnerships with organisations where the NEETs can be found in order to ensure systematic orientation to social actors





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Integration of NEETs

- The person in charge of the recruitment has to be sensitive to vulnerable people in order to develop his own network of actors engaged in professional inclusion
- Recruit the young NEETs by a professional person trained about NEETs, by using vulnerable people's appropriate tests. Recruitment based on a technical test and a motivation interview conducted by the coordinator may increase the chances to select suitable and motivated candidates.
- Monitoring the skills of the NEETs before and during the contract. It is essential to conduct regular evaluation with the professional tutor. During the process, is essential to put a specific focus on: motivation, interpersonal skills, technical skills, as well as adequacy meeting the needs of the company and the candidate's own professional development.
- It is suggested to create a real interactive dynamics between the world of business and training, so that feedbacks can be brought to the training centres, and so that centres can then respond to work on the practical difficulties encountered during the process. For instance, it is important to hold regular evaluations work on the progress and to have regular meetings between the social worker and the professional tutor.

4. Conclusion

The research based study and the benchmark study conducted, as part of the ANEETs project, underlines 3 main conclusions:

1. Starting from the needs of the companies in shortage occupations facilitates a durable inclusion of NEETs. The study demonstrates that a relevant amount of employability skills required in the three sectors can meet the features of the low-medium skilled young searching for a first job or an apprenticeship.
2. The social actors, the training centres and the companies are the leading actors of the professional inclusion of the NEETs: they should work together in synergy and maintain a good communication throughout the recruitment and the integration process.
3. This is a "win-win" game because on one hand companies find fresh workforce for their shortage occupations and the NEETs find suitable skilled employment stage. Integrating this process at national level contributes to the fight against the unemployment in the EU countries.



