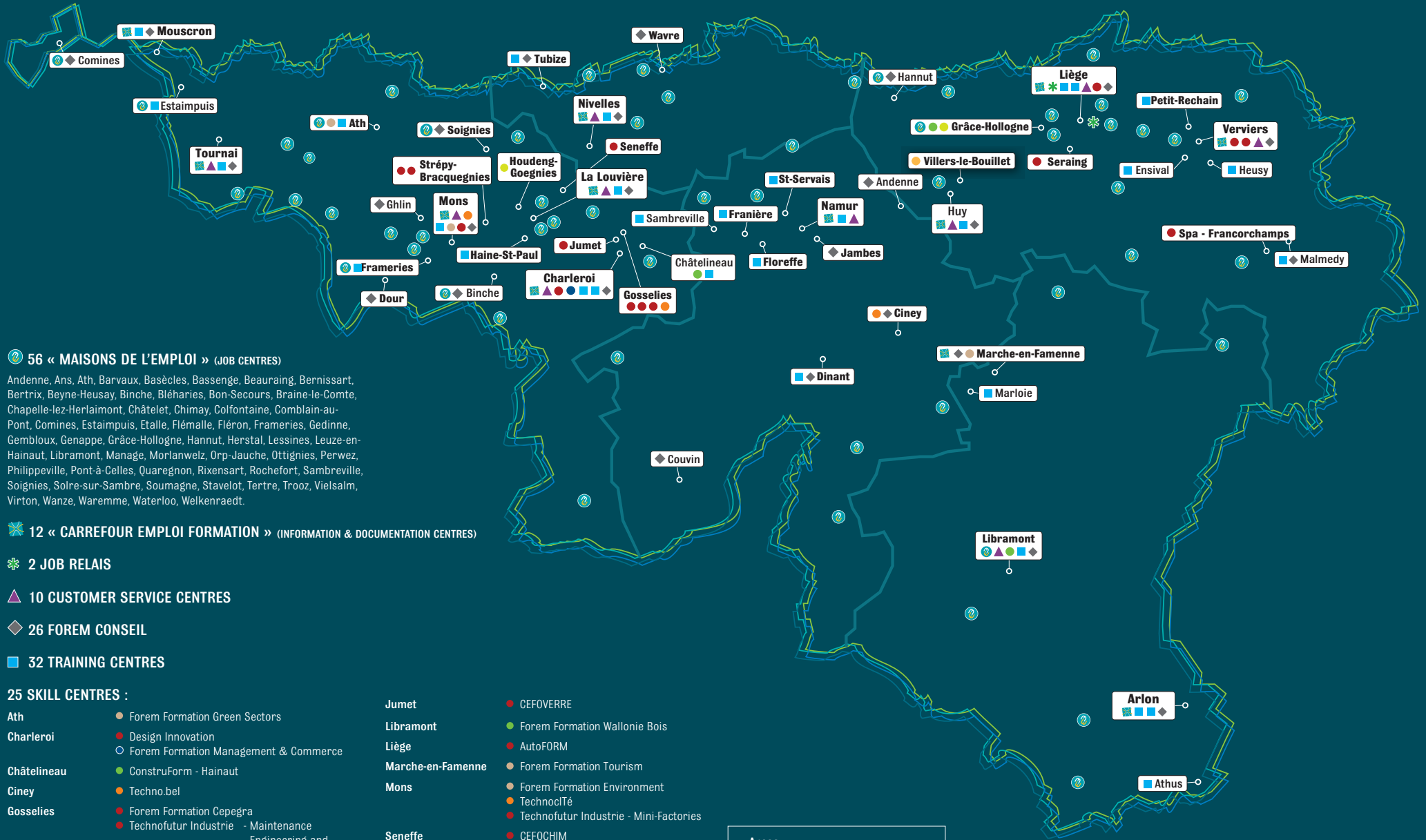




# ACTIVITY REPORT

2009

# POINTS OF CONTACT



## 56 « MAISONS DE L'EMPLOI » (JOB CENTRES)

Andenne, Ans, Ath, Barvaux, Basècles, Bassenge, Beauraing, Bernissart, Bertrix, Beyne-Heusay, Binche, Bléharies, Bon-Secours, Braine-le-Comte, Chapelle-lez-Herlaimont, Châtelet, Chimay, Colfontaine, Comblain-au-Pont, Comines, Estaimpuis, Etalle, Flémalle, Fléron, Frameries, Gedinne, Gembloux, Genappe, Grâce-Hollogne, Hannut, Herstal, Lessines, Leuze-en-Hainaut, Libramont, Manège, Morlanwelz, Orp-Jauche, Ottignies, Perwez, Philippeville, Pont-à-Celles, Quaregnon, Rixensart, Rochefort, Sambreville, Soignies, Solre-sur-Sambre, Soumagne, Stavelot, Tentre, Trooz, Vielsalm, Virton, Wanze, Waremme, Waterloo, Welkenraedt.

## 12 « CARREFOUR EMPLOI FORMATION » (INFORMATION & DOCUMENTATION CENTRES)

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  - Forem Formation Green Sectors
- Charleroi
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- Châtelineau
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  - Techno.bel
- Gosselies
  - Forem Formation Cepegra
  - Technofutur Industrie - Maintenance - Engineering and Materials
  - Technofutur TIC
  - WAN
- Grâce-Hollogne
  - ConstruForm - Liège
  - Forem Formation Logistics - Liège
- Houdeng-Goegnies
  - Forem Formation Logistics - La Louvière
  - Autotech Department - Cars & Trucks

- Jumet
  - CEFOVERRE
- Libramont
  - Forem Formation Wallonie Bois
- Liège
  - AutoFORM
- Marche-en-Famenne
  - Forem Formation Tourism
- Mons
  - Forem Formation Environment
  - Technocité
  - Technofutur Industrie - Mini-Factories
- Seneffe
  - CEFOCHIM
- Seraing
  - Technifutur
- Spa - Francorchamps
  - Automobile Campus
- Strépy-Bracquegnies
  - Forem Formation PIGMENTS
  - Technofutur Industrie - Metal
- Verviers
  - Forem Formation FormAlim
  - Forem Formation Polygone de l'Eau
- Villers-le-Bouillet
  - Epicuris

- Areas**
- Construction and wood
  - Horeca and cleaning
  - Industry
  - IT and telecommunications
  - Management and commerce
  - Quality, safety and environment
  - Transport and logistics

0800/93 947 - WWW.LEFOREM.BE

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Connections

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Alitalia

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Wie wil combi's vliegen naar de zon

Marina



# THE LABOUR MARKET

## REPORT ON THE LABOUR MARKET IN WALLONIA

### RETROSPECTIVE : 20 YEARS OF PROGRESS

The retrospective study of the Walloon labour market between 1988 and 2008, produced by Forem for its twentieth anniversary and published in October 2009, clearly shows the profound changes that have occurred in the region's economic fabric. Whereas thirty years ago manufacturing industry, – and in particular the metallurgical industry, – remained the engine of the Walloon economy, it now produces hardly any jobs, although 14 % of employees in the region continue to work in this sector. Nevertheless, this statement must be nuanced as certain sectors of industry, such as chemicals, food, wood and high added value technological industries continue to generate employment. On the other hand, since 2003, more than 40,000 jobs have been created in business services (mainly temporary positions) and IT activities, and almost 60,000 jobs in the healthcare and social action sector. According to the Forem study, the activities with potential for economic and employment growth in Wallonia, include the energy sector, which offers both highly-targeted positions and jobs open to people with few qualifications. The healthcare and social actions sector is also growing as a result of an ageing population and increasing life expectancy, as are transport and logistics.

Over the last two decades, several significant trends have changed the labour market in Wallonia. Firstly, the omnipresence of new technologies, the gradual integration of which has revolutionised the conception of work and methods of production, and accelerated the globalisation of the economy. Then, the growing importance of socio-relational skills as important employability factors. In addition to the technical skills and specific knowledge required for certain jobs, knowing how to communicate, negotiate, convince, manage conflicts and be independent is becoming essential, all while knowing how to work as part of a team. Finally, it is worth mentioning the progressive disappearance of the boundaries between jobs. The perimeter of technical skills is gradually growing, taking in skills associated with other sectors or professions. At the same time, companies with complementary activities are tending to organise themselves into networks and thus be integrated in chains of subcontractors. The Walloon economy's new competitive clusters have taken these major evolutions into account.

## THE WALLOON EMPLOYMENT SITUATION

According to federal demographic statistics, more than 3,450,000 people live in Wallonia. Of this total, 66% is of working age (15 to 64 years of age). However, not all of these people are actually available on the labour market for different reasons : educational obligations up to 18 years of age, charity work, early retirement, etc. More than 1,530,000 Walloons are active on the labour market, i.e. have or are looking for a job. A little more than 1,280,000 are employed, self-employed or are carers (active population in work).

In 2009, the employment rate (active population in work as compared with the population of working age) came to 56.2% in Wallonia, as against 61.6% for the country as a whole, according to statistics from SPF Economie. The female employment rate was 50.2%, as against 56% at national level.

More than  
**1,530,000** Walloons  
are active on the labour  
market.

Of the country's three regions, Wallonia has the largest proportion of young people of working age, with 19.3% of its inhabitants aged between 15 and 25. In years to come, these young people will be an important asset as they will increase the number of Walloon workers in age ranges with higher employment rates.

Of every 20 Walloon workers, 17 are employed and 3 are mainly self-employed. At the end of 2008, the ONSS counted 993,699 jobs in the south of the country, the main employment creating sectors being healthcare and social action (17% of jobs), manufacturing industry (13.9%), teaching (12.5%), trade (12.4%) and administration (12.3%). In total, these five sectors represent 70% of jobs in Wallonia. In 2009, the INASTI counted 261,786 self-employed workers (including carers) in the south of country. A little less than 40% of self-employed Walloons

(34.4%) work in the retail sector, a quarter are professionals (26.6%) and 20% work in industry or a craft industry (19.8%). More than one in ten (10.1%) of self-employed workers are involved in agriculture and fishing.

## THE IMPACT OF THE ECONOMIC CRISIS

The crisis' first effects on the labour market were felt at the end of 2008, and notably resulted in a slowdown in temporary employment and massive recourse to temporary unemployment. If there were any need, this situation confirms the regulating function of these measures.

According to Federgon, in 2009, temporary employment fell 22.1% in Wallonia compared to 23.1% in Flanders and 15.6% in Brussels. The manual worker segment has suffered the effects of the crisis more than the employed segment.

As regards temporary unemployment, a total of 64,802 temporary unemployed workers were registered by the ONEM in Wallonia in 2009 (of which 776 were crisis suspensions for employees). Three sectors amounted for more than 80% of temporary unemployed people : manufacturing industries, construction and services. In terms of evolution, the number of temporary unemployed people was systematically more than 50% higher in Wallonia in mid 2009 than in the previous year. The size of this increase had decreased by the last quarter of 2009. At the end of December 2009, Wallonia had a rate of 10% more temporary unemployed than in December 2008.

The evolution of job seeking has followed the economic trend with a delay of several months. From the month of March 2009, the number of DEDA (job seekers applying for benefits) and young people on combined work/job search placements began to rise again after two years of continuous falls. The upward trend continued until the end of the year, reaching an annual average of 3.9% compared to 2008.

The young, seniors and people unemployed for less than a year have been the first victims of the crisis. From a sectoral point of view, the activities most affected are business services (including temporary employment), construction, personal services and the transport of goods. The industries most affected were the production of metal work, construction of transport material and the base metal industry.

## SMALL- AND MEDIUM- SIZED COMPANIES

The economic fabric of Wallonia is mainly composed of small- and medium-sized companies. Of the 78,263 establishments counted by the ONSS in Wallonia at the end of 2008, 80% had less than 10 employees. Nevertheless, we should note that although only 2% of establishments employ more than 200 people, they account for almost 43% of all employees in Wallonia.

Close to four in ten establishments are involved in the wholesale or retail (25%) or construction (12%) sectors. Numerous sectors, such as the agri-food sector, the metallurgical industry, metal construction, the finance, aeronautic, chemical, pharmaceutical and logistics sectors, which are assets to the Walloon economy, have suffered from the globalisation of the economy. To differentiate themselves from potential competitors, companies have no choice but to resort to quality and innovation. Consequently, Wallonia has committed to several competitive clusters which allow companies, via research and development and thanks to a qualified labour force, to diversify, excel in the services or products offered, and encourage investment.

Between 2004 and 2008, the number of establishments has increased 7.4% in Wallonia, compared to 4.7% for the nation as a whole. The strongest relative increases were observed in establishments employing between 100 and 199 people (+23.7%) and between 20 and 49 people (+21.8%).

Nevertheless, 2009 will remain a particularly severe year as regards bankruptcies. Over the past year, 2,649 companies declared bankruptcy in Wallonia, according to SPF Economic statistics. That represents an increase of 10.8% compared to 2008, against 16.6% in Flanders and 1.4% in Brussels. More than 90% of bankruptcies affected companies with less than 10 employees. 70% were concentrated in three sectors : commerce (800 bankruptcies), construction (497) and hotel and catering (462).

Although Walloon GDP decreased by 2.8% in 2009, regional economic activity has shown a lower level of reaction to economic movement for several years now. The crisis has confirmed that the resistance of employment in Wallonia, in particular compared to in Flanders, can be attributed to the economy's sectoral structure.

Finally, it is worth remembering that the Belgium Attractiveness Survey 2009, conducted by Ernst & Young, ranks Belgium as the 6<sup>th</sup> most attractive European country for foreign investment. With 57 foreign investments in 2009, Wallonia is placed just below Flanders, – which received 64, – and thus achieved an historic score (+43% in one year).

During 2009,  
**2,649** companies  
filed for bankruptcy in  
Wallonia.

## THE STRUCTURE OF WALLOON EMPLOYMENT

Wallonia, a traditionally industrial region, is undergoing an economic change with the development of the tertiary and quaternary sectors, just as in many other regions of Europe. Today, 45 % of workers in Wallonia are employed in the quaternary sector and 33 % in the tertiary sector, compared to 22 % in the secondary and less than 1 % in the primary sectors.

In total, **20 %** of Walloons work outside of their region.

Between 2004 and 2008, the number of jobs increased by 7.1 % in Wallonia, compared to 6.1 % for the nation as a whole. Although the majority of jobs are held by men (52 %), it seems that the evolution of female employment has received more support than masculine employment (+ 11 % over the same period).

The sectors where the increase has been highest in terms of jobs are healthcare and social action (close to 7,000 extra jobs in 2008), administrative services, manufacturing industry, construction and public administration (more than 1,000 jobs each).

However, the crisis has put an end to this trend. Based on the ONSS's initial estimates, the fourth quarter of 2009 saw the number of jobs decrease by 4,500 units in Wallonia compared to the fourth quarter of 2008.

Between 2004 and 2008, the number of self-employed people increased by 4.9 % in Wallonia. This increase of 12,000 people was lower than for the country as a whole (+ 7.5 %).

Walloons are mobile and many work outside the region. Although the majority of Walloon commuters work in Brussels (more than 105,000 people), many also work in Flanders (42,000), and in the Grand Duchy of Luxembourg (34,000), Germany (4,850), France (4,800) and the Netherlands (1,400). In total, 20 % of Walloons work outside of their region. The attractiveness of Brussels, the heart of the economy, the jobs offered in Flanders and the attractive salaries on offer in Luxembourg's financial sector are all factors that explain this mobility.

## CHANGES IN EMPLOYMENT SUPPLY AND DEMAND

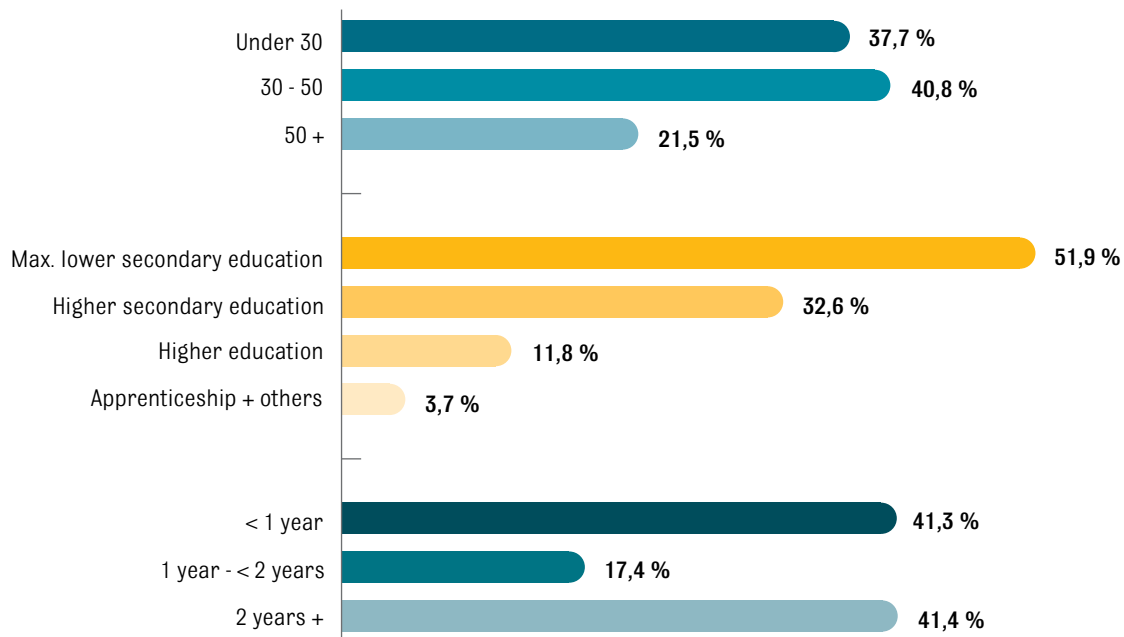
The harmonised European unemployment rate (EFT survey) enables international comparisons. The consolidated data for all of 2009 indicate an increase in unemployment in Wallonia, climbing from 10.1 % to 11.2 % in the space of a year. Across the country as a whole, the rate stands at 8 % and has increased by one percent compared to 2008. This is lower than the European average (an increase of 1.9 % reaching a rate of 9 % in 2009).

According to Forem's regional data, in 2009, Wallonia had an average of 223,784 job seekers applying for benefits (DEDA) and young people in the waiting period. Compared to 2008, the average increase was 8,360 units.

Although job opportunities exist for people with few qualifications, the importance of qualifications is indisputable when searching for a job. However, more than half of all Walloon job seekers have few or no qualifications (at least second level of secondary education). This explains why structural unemployment remains relatively high in Wallonia. 40 % of job seekers have been unemployed for more than two years.

Unemployment, as in several other regions across Europe, mainly affects young people and older people. In Wallonia, 20 % of job seekers are aged under 25. Regardless of the economic situation, young people have more difficulties getting onto the labour market, especially in a sustainable way. A lack of experience and less control of job seeking techniques are the factors that play against them. Periods of economic recession also affect this group more.

### Distribution of the demand for jobs according to age, level of studies and duration of inactivity - December 2009



Source and calculations : Forem

Because of the specific characteristics of the Walloon economy, getting onto the labour market is more difficult than in Flanders. Consequently, after their first year as a registered job seeker, less than 15 % of young Flemish people have not worked at all, compared to 30 % of young Walloons. As regards older job seekers, the difficulties related to returning to work are connected to low levels of qualifications in a now more demanding environment, to the age for more labour-intensive jobs (the older age group contains more manual workers) and/or to the obsolescence of their professional skills.

Therefore, despite the fact that there is a high potential workforce available, it is actually difficult to find candidates for certain professions. In 2009, Forem identified 41 critical functions and/or occupations – roofer, nurse, IT analyst, butcher, etc. – with recruitment difficulties. This situation is the result of a series of factors including structural inadequacies between the available jobs and the skills of those applying on the market. Nevertheless, we should not forget that this problem concerns less than one in five job opportunities and that 88 % of offers generated by Forem are met in 35 days, on average. In 2009, there were only 4,761 cases not met from the 24,666 offers regarding critical functions.

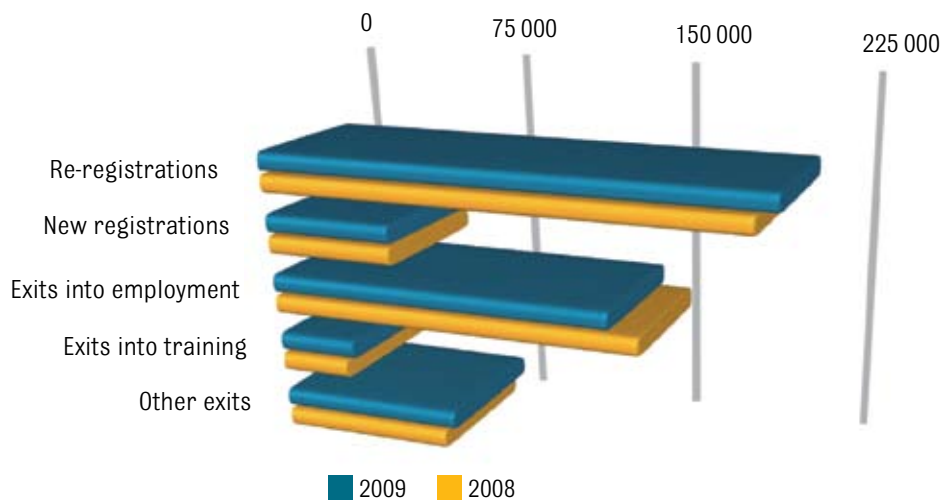
## MIDES : TO GET A BETTER GRASP OF THE REALITY OF THE LABOUR MARKET

In order to measure, day by day, the trends as regards entries and exits in the labour market, Forem has developed a statistical tool called MIDES. This tool allows us to more accurately decipher the reality of the labour market as, for every person registered as an unemployed job seeker for at least one day, MIDES creates three types of entries (initial registration after studies, initial registration outside waiting period and re-registration), as well as three types of exits (into work, into training or to another status).

For 2009, MIDES statistics show that 450,000 people were seeking jobs and that around 155,000 of them moved between the workforce reserve and employment. Therefore, even though the movements of people have slowed during the crisis, they have not stopped. It can therefore not be said that the labour market has clammed up.

A dynamic perception of these movements also explains other aspects of the labour market : some companies and sectors in decline close or make people redundant; some workers become job seekers, others go into training or retire; some growing companies and sectors hire more staff; young people enter the labour market, unemployed people go back to work, ...

Entries and exits from job seeking in 2008 and 2009



Source and calculations : Forem

In both 2009 and 2008, the volume of unemployed job seekers registered with Forem for the first time was 54,000 individuals, of which more than 60 % were young people leaving their studies (around 34,000 per year). The number of re-registrations in 2009, on the other hand, increased as regards 2008 and affected more than 207,000 people. A slight decrease (of around 2 %) was seen between 2008 and 2009 in the overall number of people leaving the job seekers register.

In fact, the main differences were as regards the types of exists, where exits into employment saw a sharp fall, compensated by an increase in people going into training and other exits (exits on health or family grounds, going back to study, retirement, etc.).

## OCCUPATIONS ACCESSIBLE TO THOSE WHO ARE LEAST LIKELY TO FIND WORK

Does the Walloon labour market still provides enough job opportunities to the many people with few qualifications registered on long term unemployment? This question is crucial if we remember that structural unemployment grew significantly following the crisis in the 1970s. By analysing the administrative data from 2009, we see that the proportion of job offers defined as « accessible » represented an average of 10 % of all job opportunities generated by Forem, or an average annual volume of 8,600 opportunities. In practice, these are job offers for which companies require few or no qualifications, experience, knowledge of languages, diplomas or certificates, or a driving license.

THE TOP 20 OCCUPATIONS WITH THE LARGEST VOLUME OF ACCESSIBLE OFFERS*	Home cleaning staff
	Premises and surface cleaners
	Restaurant staff
	Self-service employees
	Brick-layers
	Restaurant wait staff
	Fresh product sales person (detail)
	Seasonal agricultural workers
	Welcome'staff
	Door-to-door representative
	Merchandise stocking and delivery people
	Building assistants
	Security staff
	Kitchen hands
	Attraction'operators
	Collective service agents
	Loading agents
	Tele-salespeople
	Self-service checkout operators
	Cultural and liquid product salespeople
*opportunities which simultaneously meet the 5 accessibility criteria for those with least chance of finding work	
source and calculations : Forem, 2009	



# INDIVIDUALS

## FAST AND DIRECT CONTACT VIA MULTICHANNEL

In order to put job seekers into contact with the labour market quickly, Forem uses as many tools as possible : its own consultants, the website, the contact centre, the « Maisons de l'emploi » (Job Centres), the « Carrefours Emploi Formation », but also the press, billboards and its partners, ...

### JOB OFFERS

In 2009, Forem advertised 166,006 job offers, of which 69,982 via its institutional partners (VDAB, Actiris, ...).

These offers were advertised in different ways, using general channels, but mainly individualised and targeted means. In total, 326,648 individual job offers were sent by SMS, mailing and via interviews during 2009.

- 93,188 offers were made during interviews, 17 % more than in 2008.
- 63,027 SMS text messages and 170,433 e-mails were sent.

### THE WEBSITE WWW.LEFOREM.BE

The website leForem.be is an essential pillar of Forem's multichannel approach and aims to develop maximum closeness to job seekers and the different groups seeking advice, support or information on the labour market and training.

Finding job offers, registering as a job seeker, up-dating your file, publishing your CV, looking for training, finding out which occupations are buoyant and which sectors are growing, working abroad, ... Forem's website covers all aspects of offering and finding a job. Forms are also available on the website, simplifying the necessary bureaucratic steps. Thanks to the internet, everything is available from your own home. For example, with just a few clicks, job seekers can post their CV on the website and thus increase their chances of finding a job.

The website offers a complete range of information and targeted services (recruitment, training, financial aid, ...) to companies and operators active in the areas of employment and training.

The website also provides access to Horizon Emploi, an integrated platform on the labour market. This tool, created in partnership with teaching and training organisations, provides the keys to

Average number  
of daily visits :  
**33,799**  
(+ 23 % compared  
to 2008).

understanding the Walloon market : occupations, courses and training leading to those occupations and the sectors where they work. The main added value for internet users (295,902 in 2009) is the availability of integrated, up-to-date data in a single place. Transparent browsing among these different pillars makes this application one of the tools richest in information on the labour market.

The site leForem.be, which was entirely remodelled in spring 2008, continued to see its usage increase in 2009.

In 2009, Forem decided to increase its presence on the internet by preparing its entry into the world of social networking (via a page on Facebook). One of the reasons for this was to explore this new channel of communications, develop the Walloon public employment service's digital identity, attract new target groups and obtain feedback from users.

Average number CV  
available per day :

**14,682**

(+ 20.91% compared  
to 2008).

## MAISONS DE L'EMPLOI (JOB CENTRES)

The 56 Job  
Centres registered  
**449,838** visits  
in 2009.

The 56 « Maisons de l'emploi » (Job Centres) spread across Wallonia are the fruit of a partnership between Forem, the communes and the CPASs. During 2009, three new « Maisons de l'emploi » (Job Centres) (Binche, Namur and Tournai) were opened. Financed by the ESF's contribution, two Relay Centres, located in the Droixhe and Sainte-Marguerite neighbourhoods, were also added to strengthen these local structures. In particular, they give the public somewhere as close to their home as possible to begin registering as a job seeker. Consultants, technological equipment and the presence of partners is the support provided to job seekers to make progress towards returning to work or training.

Within these structures, job seekers can also find the active consultants within the context of individualised support.

## CARREFOUR EMPLOI FORMATION (INFORMATION & DOCUMENTATION CENTRES)

The « Carrefours Emploi Formation », of which there are 12 across Wallonia, are a veritable platform for information, advice about both jobs and training and guidance on the opportunities linked to the creation of activities.

A unique service in Wallonia, these centres are an essential recruitment tool characterised by open service (without appointment), to-the-point, individualised advice, group sessions and access to job, training and recruitment offers.

The « Carrefours Emploi Formation » are based on the basis of a strong partnership between Forem, the Walloon Agency for the Integration of Disabled People (AWIPH), Work-based Training Companies (EFT), Social Advancement Education (EPS), the Walloon Institute for Block Release Training for the Self-Employed and Small- and Medium-Sized Enterprises (IFAPME), Regional Missions for the Socio-

professional Integration Organisations (OSIP). The presence in a single place of consultants from all of these operators enables job seekers to benefit from a quality service adapted to their needs.

Over 2009, harmonisation work was carried out on the services offered to ensure that job seekers enjoy a sufficiently complete and diversified range of services. Likewise, individual attention has been given to the integration of the services offered in the Employment and Training Workshops and those offered by the active consultants in the framework of individualised support.

Within the framework of the Marshall Plan, the Employment and Training Workshops have organised 408 information sessions on in-demand occupations for 5,104 job seekers. The aim of these sessions was to present the occupation, the training on offer, the employment prospects and opportunities represented by the creation of activities.

In 2009,  
the Employment and  
Training Workshops  
registered  
**323,053** visits.

## TELEPHONE CONTACT CENTRES

Forem's telephone contact centres are now accessible via a single freephone number. Forem uses these centres to inform and advise people on an individual basis while gathering information that is useful to its activities. Since July 2009, the teams in the call centres in Mouscron, Liège and Charleroi have been re-organised around a single freephone number : **0800/93 947**. The services on offer are in phase with those on the website.

Thanks to the creation of a virtual network between different locations (voice over IP), all calls are coordinated and received in a single place at Charleroi. An intelligent routing system distributes the flows in a balanced manner among the different operators according to their availability and skills. This organisation has produced a net improvement in service quality : the rate of calls answered within 30 seconds has reached 72.37 % and the abandonment rate has been reduced to 9.42 %.

In 2009, the 47 operators answered 247,032 calls, ranging from requests for general information on Forem's services to re-registration as job seekers, and including registering for information sessions on training. They also made 62,529 calls, in particular, to do with updating job seekers' files, contact with young people (in the framework of Jobtonic), registering as job seekers or to do with surveys being carried out by Forem. In turn, Forem's Back Office, located in Charleroi, answers many calls, post and e-mails about the website, online services, the management of online registrations, etc. In 2009, this service received 28,367 requests by e-mail and received 19,506 calls, responding in 82.67 % of cases within 30 seconds.

In 2009,  
the 47 operators  
answered  
**247,032** calls.

# TRAINING FOR UNEMPLOYED WORKERS

31,794 hours  
of training were given  
as part of 829 actions.

Within the framework of the anti-crisis plan, unemployed workers (including temporary workers and those working on fixed-term contracts) have gained the possibility to increase their skills by taking part in the training offered by Forem Training. During the launch phase of this operation, around 100 workers, mainly from industrial companies, entered training to take modules such as preventative maintenance, electricity and mechanics, welding of coated electrodes, electro-mechanics, languages, VCA (basic certification in health and safety), machining systems, maintenance staff, ADR heater, first aid, etc.

In order to make employers aware of these training possibilities, 1,200 companies were contacted directly either by personalised mail or telephone, and 250 of these were visited by human resources consultants and/or by trainers from the Trainee

Recruitment Service. Catalogues of short courses, available immediately, were published by several Regional Directorates.

The Skill centres were especially involved in this operation. Our social partners were informed of these initiatives. In order to strengthen the effectiveness of this measure, plans have been made to extend it to people in employment, to open it up to other operators and to introduce new topics. The aim for 2009 was to give 32,000 hours of training to unemployed workers, basically provided by the Skill centres. Therefore, this aim was almost achieved as 31,794 hours were given to 599 workers as part of 829 training activities.

## VALIDATE YOUR SKILLS

You can learn a profession from on-the-job experience, through a hobby, charity work, human experience, etc. This measure, brought in by the 5 large Walloon and Brussels training operators, gives you the opportunity to receive formal recognition for skills you have acquired informally through certain professions. The new occupations introduced in 2009 are : industrial automation mechanic, industrial maintenance mechanic, machining system technician, industrial sheet iron worker, industrial pipe fitter, home help, food industry assistant, production operator, technical show assistant, tree pruner, residential electrician installer, repair mechanic for private and utility vehicles.

## TRAIN TO FIND A JOB

Training increases the chances for finding a job Several training options are available from Forem :

- Training at a centre or at a partner's premises : Forem has a network of training centres 25 Skill centres spread across Wallonia. Many of our partners also contribute to strengthening the training on offer;

- In-company training : it is possible to combine in-company training with training in a centre. This allows people to understand the realities of work and put into action the skills acquired during training;
- Self-training : open centres welcome anyone on a drop-in basis who wants to train themselves while benefiting from individualised support and a wide range of self-training products;
- Distance training : using any PC connected to the Internet, it is possible to take part in a distance learning module; coaches are available to help learners progress.

## THE SKILL CENTRES

The Skill centres offer a large range of professional training to be chosen from the catalogues or developed on an individual basis, depending on the needs of the labour market. The network is open to all workers, self-employed people, job seekers, teachers and students. The Centres have modern tools and cutting-edge teaching methods (distance training, supported self-learning).

The Skill centres are the fruit of partnerships between Forem, Wallonia, the professional sectors, research centres and the universities.

In 2009, the 25 Centres trained 116,524 people, of which 23,969 were job seekers, 36,565 workers, 8,333 teachers, 39,961 students, 2,003 trainees, 2,293 heads of companies and 3,400 other public sector employees (executives, pensioners, at-risk people, young people in after-school schemes or in training in the sectors concerned).

By virtue of an agreement between Wallonia and the French Community, 25 % of training hours given in the Skill centres are concentrated on education leading to qualifications, teaching for social advancement and non-university higher education. Four heads of mission have been appointed by the French Community to promote this measure among Schools and Skill centres.

In 2009, 802,000 hours were targeted at this group, representing 16 % of the total number of hours provided by the Centres.

In 2009,  
the 25 Skill centres  
trained  
**116,524** people.

### COLLABORATION SKILL CENTRES - APPROVED RESEARCH CENTRES

In 2009, the Skills Centre Network launched a project financed by the European Social Fund aiming to introduce an operation network designed to facilitate the transfer of technological knowledge between the Approved Research Centres and the Skill centres through synergies and collaborative action procedures. Specifically, this involves strengthening the monitoring activity of « occupations » carried out by Skill centres through the Approved Research Centres' different activities, in particular monitoring and technological guidance activities.

ON the occasion of the « Monitoring » seminar held on 23 October 2009, the Network officially launched this collaborative process which will ensure permanent updating of the training on offer and keep it at the level companies require.

### INAUGURATION OF AUTOTECH AT LA LOUVIÈRE

In 2009 the Forem Logistics Training Skill centres - La Louvière inaugurated a department dedicated to all maintenance professions : Autotech - Cars & Trucks offers practical training modules, which are flexible and adapted to individuals' specific needs and requirements. The aim is to train car or HGV repair workers and mechanics.

## A FOURTH DEPARTMENT AT TECHNOFUTUR INDUSTRIE

Since April 2009, Technofutur Industrie has a new department « Mini-Factories » (at Mons), a tool enabling learning and use of latest-generation automatic functioning. The aim of mini-factories is to establish an interface between school and companies, among other things, allowing students in technical and professional education to improve their knowledge in the high-technology fields used in automatic industrial functions and to monitor the continuous training of educational teams.

## LEARN ABOUT THREE OCCUPATIONS IN THREE WEEKS : JOB TRY-OUTS

Many young people, and less young people, find it difficult to choose an occupation appropriate for them. Certain among them, after completing general education, register as job seekers without us being able to clearly identify their professional skills. Face-to-face interviews are not enough to gain a realistic image of occupations and to encourage them to begin training for a specific profession. Given this reality, Forem Training has launched a new guidance method based on finding out about and trying out three occupations over three weeks. These are the job try-outs : a methodology based putting people in real-life professional situations, immersing them in the reality of the most buoyant occupations on the labour market.

Job try-outs are structured into three phases The first informs candidates of the general conditions of practising occupations in different sectors (working conditions, working hours, professional behaviour, salary, etc.), as well as the regional characteristics of the labour market. After a workshop visit, the candidates make their first forays into the occupations they wish to practise. This first two-day phase ends with an assessment interview and a decision as to continuing the try-out with a voluntary registration. The second phase, lasting 120 hours, mainly focuses on real-life case simulations in the training workshops, linked to management and process evaluation. This exercise gives candidates the chance to try out three occupations from the 11 training areas covered by the Forem. At the end of the three weeks, the candidate confirms their choice of occupation and a confirmation -management-assessment week closes the process.

The job try-outs allow candidates to choose a professional orientation (while sometimes avoiding certain pre-conceived ideas), to acquire basic skills for an occupation that can be used directly on the labour market and, potentially, to start building professional training. In this way, Forem adapts the training it offers to an indecisive group and guides it towards occupations with shortages, increasing their employment opportunities.

This package, financed by the Marshal Plan 2. pillar I, was successfully piloted in 2009 in Nivelles, Mons, Liège and Tournai. IN Technifutur (Liège), for example, 223 job seekers tried industrial occupations.

## AN INCUBATOR IN THE SPA-FRANCORCHAMPS AUTOMOBILE CAMPUS

In an endeavour to further socio-economic development in the Spa-Francorchamps region, the Automobile Campus has developed a business incubator project. This project aims to develop and support spin-offs and start-ups during their launch period. The project plans to provide young SMEs working in the private vehicles field a building of around 1,000m<sup>2</sup> composed of workshops and office space. Incubator occupants will be entitled to all the collective and technical resources offered by the Automobile Campus Skills Centre.

# THE PERMANENT RETRAINING PLATFORMS

Within the Retraining Units, workers made redundant as a result of bankruptcies, closures or restructuring processes, are provided support and advice in finding a new job or developing new skills. Activities are organised by a team composed of social support workers (former company union representatives) and Forem professionals.

Because of the Walloon Region's decree of 29 January 2004, these units were reserved for redundancies of more than 100 people. In order to also provide structures to workers affected by smaller closures or redundancies, the Walloon government modified the decree on 30 April 2009. This amendment introduced the notion of Permanent Retraining Platforms, assigned to redundancies of less than 100 workers and endowed with permanent and multisectoral social support workers. The aim is to open nine of these platforms throughout the Walloon region. In 2009, five structures became operational at Tournai, Mons, Charleroi, Nivelles and Liège. Other platforms have been created but, in 2009, continued to work as provisional or temporary measures. The programme offered by the Retraining Platforms is identical to the one offered by the Retraining Units. However, these structures are different to the units in that the social support workers designated by the union organisations are permanent (for an open-ended period) and no longer from a company's union delegation. These are people who were previously social support workers in certain Retraining Units. The workers they include are from different companies.

In 2009,  
**5 structures**  
became operational  
at Tournai, Mons,  
Charleroi, Nivelles  
and Liège.

During a restructuring process, if the employer engages an outplacement firm under its federal obligations and the union organisation asks for a Retraining Unit to be put in place, the company puts the services of the outplacement firm at the Retraining Unit's disposal. Work between operators is thus carried out in a collaborative and integrated manner : Forem conducts the general monitoring of workers' path, it informs them about employment and training measures available, about training possibilities, etc.; the social support workers deal with psycho-social and administrative aspects of the redundancy and the outplacement firm supports job seeking. It is this integrated mechanism that was put in place for the 336 Walloon workers (62 manual workers, 274 employees) involved in the Retraining Unit created within the context of the restructuring of the company UCB (519 workers made redundant in 2009).

## RETRAINING UNITS AND EMPLOYMENT UNITS

A distinction is made between Retraining Units and Platforms organised upon request by union organisations in virtue of the Walloon decree of 29 January 2004 and the Employment Units which are administrative bodies created by federal authority. The aim of the latter is to certify and follow workers aged over 45 on outplacements, and, since April 2009, those under 45 as well or at the end of their temporary contract after large-scale redundancies.

The outplacement itself can be provided by a Retraining Unit or by the private sector. In that case, Forem'S mission is to ensure the process runs smoothly. Any employer who so desires or must provide certain schemes (early retirements, for example) is required to create an Employment Unit.

**The Retraining Unit put in place in 2008 and continued in 2009 for the seasonal workers at Raffineries Tirmontoises de Brugelette and at Hollogne sur Geer is a unique creation as it enabled support to be given, among others, to seasonal workers whose contract would not be renewed.**

**This unit, which worked in collaboration with the company and the Sectoral Training Fund for the Food Industry produced excellent results.**

**Of the 179 people made redundant, 117 had found another job by the end of the unit's work (in 2009), 44 were looking for one and the 18 others had taken early retirement. For both production sites, the very high average re-employment level for seasonal workers reached 78.5%.**

# IN SHORT

## SERVICES FOR INDIVIDUALS

### JOB SEEKS SUPPORT PLAN 2009

Number of people receiving support	152,835
Number of people who used the services offered by Forem	111,188

### JOBTONIC IN 2009

Number of young people receiving support	34,819
Number of young people who used the services offered by Forem	23,990

### EMPLOYMENT OF YOUNG PEOPLE AND PEOPLE WHO ARE LEAST LIKELY TO FIND WORK (DIISP) IN 2009

Number of people who signed an employment credit contract	3,271
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### JOB FOCUS : FIGHTING AGAINST SHORTAGES / 4X10 PROFESSIONS PLAN 2009

Number of job seekers self-analysed	34,840
Number of job seekers screened	9,740
Number of job offers managed	23,128

### Additional training in 2009

Number of people trained	7,927
Number of hours given	1,615,546

### COMPETITIVE CLUSTERS IN 2009

1 <sup>st</sup> call : number of people trained	4,977
number of hours training given	142,811
2 <sup>nd</sup> call : number of people trained	2,438
number of hours training given	100,038
3 <sup>rd</sup> call : number of people trained	1,734
number of hours training given	52,262
4 <sup>th</sup> call : number of people trained	0
number of hours training given	0
5 <sup>th</sup> call : number of people trained	44
number of hours training given	1,104

**LANGUAGES PLAN 2009**

Number of job seekers trained in 2009 in intensive courses	<b>6,433</b>
Number of job seekers and workers trained in « immersion » courses	<b>1,076</b>
Number of teachers	<b>342</b>
Number of scholarships	<b>1,244</b>
Number of higher education-graduate students	<b>68</b>
Number of higher education-teachers	<b>39</b>
Number of company placements	<b>165</b>

**INTER-REGIONAL MOBILITY IN 2009**

Number of job offers received from other Belgian PES	<b>61,510</b>
Number of offers sent to other Belgian PES	<b>39,373</b>
Number of people made aware of inter-regional mobility	<b>130,116</b>
Number of people who participated in actions organised by mobility consultants	<b>7,041</b>
Number of people in the mobile workforce reserve	<b>10,437</b>

**INTERMEDIATION IN 2009**

Number of individual job offers sent	<b>326,648</b>
Number of job offers sent by mail	<b>170,433</b>
Number of job offers passed on at interview	<b>93,188</b>
Number of job offers sent by SMS	<b>63,027</b>
Average number of Forem job offers published online each day	<b>5,893</b>

**RECRUITMENT OF TRAINEES IN 2009**

Number of contacts initiated with companies	<b>10,023</b>
Number of job placements achieved after contacts	<b>4,435</b>
Number of immediate recruitments of trainees after training	<b>3,006</b>
Number of job offers passed on to trainees individually	<b>37,063</b>
Number of trainee CVs passed on to temporary employment agencies	<b>29,069</b>

**EMPLOYMENT WEEK 2009**

Number of visitors to the 7 shows organised	<b>23,409</b>
Number of companies present	<b>314</b>
Number of job offers available	<b>3,515</b>
Number of registrations for training made	<b>679</b>

**SKILLS APPRAISAL IN 2009**

Number of occupations possibly subject to appraisal	23
Number of tests carried out by Forem, 43% of the Consortium's total activity	592

**TRAIN TO FIND A JOB IN 2009**

Number of job seekers trained	43,950
Number of teachers and students trained	53,975
Number of hours of training taken by job seekers	8,333,014
Number of hours of training taken by teachers and students	802,684

**SELF-TRAINING IN 2009**

Number of job seekers registered for training sessions on self-training	5,614
Number of hours training taken	68,682
Total number of people who took self-training	6,155

**DISTANCE TRAINING IN 2009**

Number of job seekers registered for distance training sessions	1,699
Number of persons who completed at least one training module	2,207
Number of hours training taken	23,494

**RETRAINING UNITS**

Number of large-scale redundancies	41
Number of units created of which 9 had more than 100 employees	37
Number of people supported, 28.5 % more than in 2008	3,442
Employees who opted for a training course	33 %

**Employment rate (excluding groups eligible for early retirement and unable to work)  
in units closed in 2009 :**

Labourers (m)	68.8 %
Labourers (f)	44.1 %
Employees (m)	85.5 %
Employees (f)	67.9 %



# BUSINESSES

## TO MEET COMPANIES' NEEDS EFFECTIVELY

In order to quickly and appropriately link the skills required by employers to those available, Forem supports companies in several areas of human resources. To meet companies' needs effectively, the Public Employment Service offers consultancy, intermediation and training services, and operates mechanisms to support recruitment.

In order to link up supply and demand as effectively as possible, Forem offers companies various types of advice.

The role of **recruitment consultants** is to support companies when analysing and preparing their job offers so that it is done in a market-coherent manner. Each offer is advertised using multiple channels : Internet, SMS, mailings, Job Centres, Employment and Training Workshops, schools, Training Centres, CPAS, etc.

In 2009, recruitment consultants managed 166,066 job offers, of which 69,982 were via the partnerships established by Forem with the VDAB, Actiris and other recruitment professionals (Randstad, Alterjobs, ...). Managing a job offer requires a series of services : analysing supply and demand, preparing the offer, advertising strategy, individual contact, monitoring the offer, ...

The offers generated increased by 17.5 % compared to 2008. Although the volume of offers generated continued to increase in 2009, it was in part thanks to offers exchanged with VDAB and Actiris. In fact, 2009's unfavourable economic context led to a decreased volume of job offers and recruiting by Walloon companies.

In 2009, 20,088 companies benefited from recruitment consultants' services, compared to 22,070 in 2008.

The **human resources consultants** offer companies recruitment and training solutions as well as employment subsidies.

In 2009, 7,000 companies benefited from 10,001 missions carried out by Forem's human resource consultants.

In 2009,  
the recruitment  
consultants  
managed  
**166,006** job  
offers.

## EXAMPLE OF A RECRUITMENT CONSULTANCY MISSION

One of the most significant recruitment actions, quantitatively speaking, comes in the context of the opening, on 22 October 2009, of the commercial Mediacity complex in Liège.

Within this framework, 73 job offers were advertised to cover recruitment for 22 brands. For these offers, no less than 1,650 individualised adverts were made, generating around 1000 applications.

This recruitment mission culminated in the hiring of 250 people in total.

Among the brands who participated in the project, the company Saturn benefited from

6 information sessions organised by Forem, which advertised 35 job offers.

FOLLOWING these operations, more than 300 people applied. Of the 120 candidates short-listed, 42 people were hired (of which 12 via a Employment Training Plan).

For another brand, the company Primark, 11 job offers were advertised, these 11 profiles represented a total of 138 vacant posts. The mission for this client ended with 128 hirings under open-ended contracts.

Since the opening of the Mediacity, 25 additional job offers were advertised in 2009.

## EMPLOYMENT WEEK

In 2009,  
**314** companies were present and  
**3,515** job offers were available.

From this same perspective, the Public Employment Service provided an additional professional service to companies, allowing them to participate in the Employment week. There were 7 shows (Arlon, Charleroi, Frameries, La Louvière, Liège, Namur and Verviers) organised by Forem to accelerate putting companies in direct contact with job seekers.

The priority objectives of Employment week are to promote face to face encounters between the maximum number of job seekers and the maximum number of employers with specific vacancies, to engage people in an active approach to finding a job, to promote inter-regional mobility among job seekers corresponding to the profiles sought in Flanders and to encourage the recruitment of trainees undergoing training and whose profiles matched those sought by companies.

These objective where fully satisfied thanks to the companies' real engagement and thanks to the personal involvement of job seekers mobilised by Forem.

This is an entire week dedicated to employment and professional training. The companies can benefit from a wide range of advantages :

- Having the opportunity to immediately recruit their future employees;
- Meeting people with the profile that fits their expectations;

- Gathering numerous interesting CVs ;
- Making good use of their valuable time. In just a few hours, they speak to tens of motivated candidates ;
- Presenting their activity in a space reserved entirely for them ;
- Benefiting from the professional support of Forem consultants ;
- Benefiting from free services.

For the 2<sup>nd</sup> edition in 2009, the 7 shows organised by Forem met with clear success despite the fact that the week took place in a context of economic crisis.

- 23,409 people attended the 7 shows organised by Forem.
- 314 companies were present.
- 3,515 job offers were made.
- 679 registrations for training were made.
- 535 languages tests were administered.

## THE EMPLOYMENT MAINTENANCE UNIT

From the initial redundancy announcements at the end of 2008, Forem decided to create an internal Employment Maintenance Unit on using its human resources consultancy services, in cooperation with Forem Training's services. This unit began its work with economic and legal monitoring aimed at identifying all of the measures taken or that should be taken, in particular as regards the federal government, to support employment, but also to identify those companies that are in difficulty and/or potentially interested in Forem services. Technical sheets have been created and up-dated in line with multiple legal modifications for each topic, and sent to the Regional Directorates. Forem's objective is to assist companies facing (or going to face) restructuring (unemployment, disinvestment) and analysing the situation and to quickly implement positive measures.

Forem's consultants have prepared a crisis kit, containing all of the solutions that cushion and delay shocks while awaiting an improvement in the economy : unemployment, adjustments to working hours as an alternative to redundancies or temporary lay-offs, the option of using federal and regional measure for financing and liquidity, the terms and deadlines for the payment of social contributions, alternative remunerations, training options available during periods of unemployment and support for companies during redundancies.

This informative list was given to 1,913 companies. These contacts led to 412 consultancy missions and missions to set up training plans for staff temporarily laid off.

**1,913** companies  
have benefited from  
solutions presented by  
Forem consultants to  
maintain employment.

# THE JOB/OCCUPATION DATABASE

The job/occupation database (REM) is the descriptive index of occupations and jobs in Wallonia. Produced by Forem since 2005, it is based on the French ROME V2 (Operational Catalogue of Occupations and Jobs). The priority objectives set are as follows :

- operate matching ;
- facilitate the positioning of job seekers for an occupations ;
- support professional mobility ;
- exchange information relative to job offers and job seekers with our partners ;
- issue statistics based on a nomenclature.

The REM has  
**860** occupation  
sheets and **1,200**  
function sheets detailing  
the particularities of an  
occupation.

The REM classifies occupations using a tree diagram (professional categories, professional fields, job-occupation). job-occupation sheets describing the occupations (HGV driver) and their synonyms (truck driver, for example). They detail the basic and specific activities of each occupation and the skills required linked to the job (respecting hours agreed, being resistant to physical and nervous tiredness, ...). The REM has 860 occupation sheets and 1,200 function sheets detailing an occupation's specialities (driver of a vehicle of 15 tonnes or more).

ROME's structure is used in Belgium by the Public Employment Services and their partners (Forem, VDAB, Actiris, Skills Appraisal Consortium, ...) with highlights depending on the operator.

The job/occupation database (REM), in turn, constitutes a common database for Forem's different services. Introduced to provide the best possible response to the particularities of the Walloon market and add an additional level of accuracy to the ROME, the REM is used to :

- register job seekers and ascertain their profile (41 % of job seekers are placed in main profession in a validated REM) ;
- categorising job offers ;
- enable the identification of training needs ;
- the drafting of training references, etc.

The REM is also used by labour market analysts and Forem training to prepare their statistics.

The REM facilitates intermediation between employment supply and demand thanks to the use of a common language to designate occupations. A CNC milling covers the same qualifications and skills for employers and workers.

Forem's pedagogical unit's consultants, specialised by sector, create and draw up occupation sheets. They run sartoral monitoring so as to permanently adjust each occupation's characteristics. They work in liaison with the Regional Directorates' consultants to verify, with staff in the field, shortcomings, inadequacies, additions. These consultants also develop tools in line with knowledge of occupations such as self-placement questionnaires for job seekers (skills appraisals for an occupation) or occupation sheets that explain, in a synthetic manner, the differences between certain closely-related or complex occupations.

In 2009, the unit launched a newsletter entitled « Occupations-Skills » that has been subscribed to by more than 1,200 Forem agents. This letter, jointly written by the pedagogical unit, the competitive cluster and the shortages unit, informs subscribers of news related to REM evolutions, the validation of skills and screenings (position of skills as regards a specific occupation) and on in-demand occupations.

# IN SHORT

<b>COMPANY SERVICES</b>	<b>HUMAN RESOURCES CONSULTANCY</b>	
	Number of missions to companies	10,001
	Number of beneficiary companies	7,000
	<b>RECRUITMENT CONSULTANCY</b>	
	Number of job offers managed	166,006
	Number of job offers managed via partner institutions	69,982
	Number of companies having benefited from recruitment consultancy services	20,088
<b>PUBLIC MECHANISMS</b>	<b>EMPLOYMENT PROMOTION ASSISTANCE (APE)</b>	
	Number of workers benefiting from the APE measure	57,147
	Number of employers benefiting	5,276
	<b>PROFESSIONAL TRANSITION PROGRAMME (PTP)</b>	
	Number of workers benefiting from the PTP measure	5,822
	Number of employers benefiting	750
<b>TRAINING WORKERS</b>	<b>TRAINING-RECRUITMENT PLAN (PFI)</b>	
	Number of job seekers training in company placements	9,265
	Of which, young PFIs	1,498
	<b>TRAINING VOUCHER</b>	
	Number of training vouchers issued (classic, languages and eco-climate)	671,206
	Number of beneficiary companies	8,367
	<b>ADAPTATION CREDIT</b>	
	Number of beneficiary companies (number of applications)	388
	Number of workers trained	15,730
	Planned number of hours training	815,497
	<b>WORKER TRAINING IN THE CENTRES</b>	
	Number of workers trained (own management + Skill centres)	40,918
Number of hours of training given (own management + Skill centres)	748,844	



# PARTNERS

## PARTNERSHIP RELATIONS

In order to quantitatively and qualitatively increase the services on offer, Forem has set up partnerships within permanent structures, such as the Employment and Training Workshops, and aims to mobilise external operators according to different procedures with a view to completing and diversifying the services on offer, but also to coordinate and link up existing services with the aim of optimising job seekers' path to employment.

## MOBILISATION OF OPERATORS

### CALLS FOR INITIATIVES

Within the context of the Marshall Plan 1, which drew to a close in 2009, Forem introduced a pre-qualification shortages plan designed to lead people, who would otherwise previously not have had access, into qualifying training and/or employment.

The actions carried out in 2009 within the context of this measure targeted the linking up of pre-qualifying and qualifying partnerships, as well as the preparation of a joint training programme.

Moreover, credits were reserved so that partnerships could adjust their programmes, methods, calendar and other intervention methods. The aim was to shorten the path, increase fluidity and/or optimise the participants' chances of success.

The operation led to positive results as regards both recruitment (rates close to 100%) and participants' attentiveness (between 95% and 97%). An assessment of all of the editions of this measure is underway and is based, in particular, on access to qualifying training and/or employment.

### CALLS FOR PROPOSALS

Within the context of the Support Plan for the Unemployed, Forem has carried out an assessment of calls for proposals among its partners. Following this assessment, it has been decided to extend the agreements made within the context of the fifth request, which began in 2009, over a period of three years (by means of budget availability).

The objective of the request has always been to support projects conceived by training/recruitment operators within the given context, within certain pillars (« measures ») linked to local priorities, defined by region. Certain pillars were also reprofiled. For example, the pillar dedicated to the « Transition towards paid employment » links professional positioning, boosting dynamism and job hunting, whereas the pillar entitled « Socio-Professional Guidance and Mobilisation », which is intended for people who

**353** projects  
were subject to an  
agreement within the  
context of the fifth  
request for projects.

have no recent experience of employment, is targeted at actions combining guidance, mobilisation steps and a diagnostic of the skills acquired and to be acquired.

Any candidate registering for a training/recruitment action can be recruited by the partner operator or be sent to the latter by their Forem consultant within the context of an established path/action plan depending on their needs.

The « results » orientation of calls for projects has been refined in the sense that, beyond results in terms of candidate recruitment and their attentiveness during the action, the measure also takes into account impact results, differentiated based on the pillar in question.

353 projects were subject to an agreement within the context of the fifth request for projects.

## **PES AGREEMENT ON A DEFINITION OF GROUPS WITH LEAST CHANCE OF FINDING A JOB**

The Public Employment Services throughout the country (VDAB, Actiris, ADG, Forem) and the ONEM have agreed a definition of groups with least chance of finding a job. The aim is to identify the specific situation of a person and to create an adapted path from that basis. The definition sets out the medical, mental, psychological and psychiatric reasons, on the one hand, and the multi-factor causes (personal, social, cognitive difficulties, etc.) on the other.

## **CONCERT'ACTION**

Concert'action is a ESF project (European Social Fund) linking the Sub-Regional Committees for Employment and Training (CSEF) and Forem.

This project was conceived from a consensus on the need to be able to make reference to a shared territorial diagnostic and joint objectives as regards finding employment for those groups with least chance of finding a job. It aims to contribute to the introduction of the Socio-Professional Integrated Employment Mechanism (DIISP) by encouraging the Regional Directorates of Forem and the CSEFs to jointly define priority objectives towards which the training/recruitment initiatives taken in the sub-regions should converge. Within this perspective, each region must draw up a guidance note setting out the priority objectives in its area. This note should be prepared jointly by Forem and the CSEF and is issued in cooperation with the partners.

## **INTERNATIONAL RELATIONS**

### **EURES CELEBRATES ITS 15<sup>TH</sup> ANNIVERSARY**

The European network EURES (EUROpean Employment Services) celebrated its 15<sup>th</sup> anniversary in 2009. It was created to support the free movement of people. Its mission is to provide information, advice and support to European citizens who wish to work in another country and to employers

who wish to recruit staff abroad. The European Commission is responsible for its coordination. Belgium's Public Employment Services celebrated this event together by jointly organising a seminar in Brussels on the 15th of December with the objective of showing, via different presentations and workshops, the mobility possibilities, both interregional and international, offered to everyone by the public employment and training services. Emphasis was placed on strengthening cooperation between the different partners in this mobility so that it may be proposed as a possible option in the path towards employment.

## INTERNATIONAL PARTNERS

Forem conducts actions at international level and cooperates with many partners. Its expertise is used within the European Union and throughout the rest of the world. Two examples :

Forem is the basis of the **Employers New Approach** (ENA) project, co-financed by the European programme PROGRESS - Modernisation of the Public Employment Services (SPE). This project, which included seven partner countries (Germany, Belgium, Estonia, France, Italy, Lithuania and Portugal), aimed to contribute towards the reciprocal relationship between the PES and employers. The partners set the objective of providing a better service to employers by developing a training manual for the consultants in contact with companies.

The project included two parts : an exchange of best practices and the writing of a manual. The work was based on the skills required by consultants rather than on the contents of training, to the extent that they vary based on the particularities of individual countries and the needs of permanent updating. The modules cover the ways of exploring the labour market, communicating, consolidating relations between the PES and employers, and to ensure monitoring of the action. The manual, translated into seven languages, was presented at a seminar in Brussels in October 2009.

Within the context of these missions, Forem also hosted study visits from foreign delegations. In 2009, Forem received a delegation from Australia, Algeria, South Korea, France, Poland and Hungary.

Within the context of cooperation between Wallonia-Brussels and the Democratic Republic of Congo, the partnership **project between Forem and the Congo's public employment service** continued. In 2009, the training actions in Kinshasa involved strengthening the skills of consultants for individuals and companies, around 30 people.

Finally, foreign partners involved in the partner project training process were welcomed to Forem from Quebec, Morocco and Tunisia.

## PROJECTS FUNDED BY THE EUROPEAN STRUCTURAL FUND

In 2009, Forem obtained European funding for around one hundred projects in the context of calls for projects relating to « Convergence and Competitiveness 2007-2013 » Operational Programs.

## COMPANY PLACEMENTS ABROAD

Via placements in companies abroad, Forem aims to make every participant as competitive as possible in the labour market, leading in the end, to them finding a suitable employment contract in Belgium or abroad. In 2009, Forem supervised 348 placements in companies abroad.





# ORGANISATION

Forem is a type B para-regional organisation. The Management Committee has managed it on a joint basis since its creation. The Walloon Government (via its supervisory minister for training and employment) exercises supervisory control.

The Executive Committee manages Forem'S various strategic projects. The Chief Executive Officer is responsible for the day to day management of the institution.

## THE MANAGEMENT COMMITTEE

### Position on 31/12/2009

**PRESIDENT** : Jean-Pascal LABILLE

**VICE-PRESIDENT** : Thérèse-Marie BOUCHAT

#### COMMISSIONERS :

Valérie BAESCH

Bernadette LAMBRECHTS

#### EMPLOYERS' REPRESENTATIVES :

Laura BELTRAME (Walloon Union of Companies)

Nathalie BERGERET (Walloon Construction Confederation)

André COCHAUX (FEDUSTRIA)

Thierry DEVILLEZ (Walloon Union of Companies)

Charles ISTASSE (Union of the Middle Classes)

Anne REUL (Fevia Wallonie)

Eric ROBERT (Agoria Wallonie)

Fabian SCUVIE (ESSENSCIA)

#### WORKERS' REPRESENTATIVES :

C.S.C.

Marc BECKER (Federal Secretary)

Anh THUONG HUYNH (Employment-Training Consultant)

Paul LIAKOS (General Secretary)

Jean-Marc SENGLER (Federal Secretary)

#### F.G.T.B.

Thierry BODSON (General Secretary)

Jean-François RAMQUET (Regional Secretary)

Anne-Marie ROBERT (Consultant)

Annick THYRE (Deputy General Secretary)

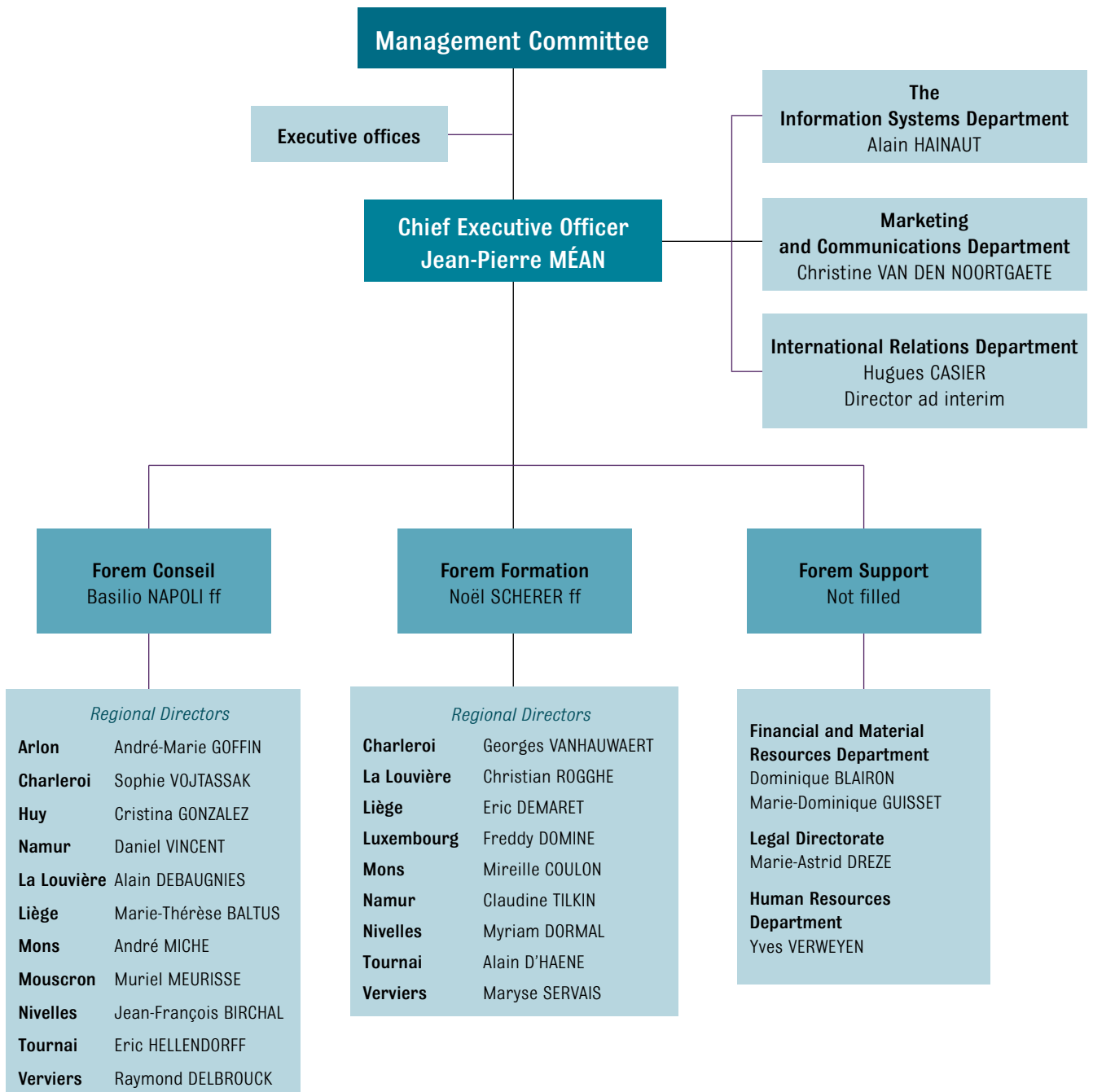
# THE EXECUTIVE COMMITTEE

## Position on 31/12/2009

Jean-Pierre MÉAN	Chief Executive Officer
Basilio NAPOLI	Acting Managing Director of Forem Conseil
Noël SCHERER	Acting Managing Director of Forem Formation
François PAPY	Inter-Regional Coordinator Central South
Yves MORTIER	Inter-Regional Coordinator West
Yves VERWEYEN	Manager of the Human Resources Department
Christine VAN DEN NOORTGAETE	Director of the Marketing and Communication Department
Alain HAINAUT	Director of the Information Systems Department
Marie-Astrid DREZE	Director of the Legal Directorate
Michaël RAPONI	Consulting and Analysis Management Manager

# FOREM

Position on 31/12/2009



# 2009

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Bd Tirou 104, B-6000 Charleroi - Tel. : 071 20 67 08 - Editor-in-chief : Jean-Pierre Méan - July 2010  
Photos : © Sarah Eckaut

The European Union and the Walloon Region  
are investing in your future



Wallonie

The Walloon Region Ombudsman  
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