



**"EURES Charter" within
the meaning of Article 10 of Commission
Decision 2012/733/EU**

**Guidance and technical standards for the EURES
network when implementing provisions of Regulation
492/2011 and Commission Decision 2012/733/EU**

I. INTRODUCTION

The EURES Charter is a guidance document addressed to Member States on the implementation of Decision 2012/733/EU. The Charter was endorsed by the EURES High level Strategy Group in its 22nd meeting on 16 December 2013 in Vilnius. It is a non-binding document setting out advisory operational and technical standards to be applied by EURES partner organisations. Member States will start putting in place the elements of the Charter in 2014 with the aim to achieve in the future a full implementation and as a means to coordinate the reform of the EURES network.

1.1. The need for guidance on the implementation of Regulation 492/2011

In accordance with Chapter II of Regulation 492/2011¹ (hereafter "the Regulation"), EURES gives access to employment opportunities across Europe to all interested job seekers. It provides transparency and clearance of job vacancies and applications for employment and mobility services to both job seekers and employers.

Decision 2012/733/EU² (hereafter "the Decision") aims to reorient the activities of the network from its primary purpose, the provision of information and virtual transparency of the job vacancy market in Europe, towards its resulting purpose: more job matching, placement and recruitment.

This document provides guidance on how to support this process at national and regional/local level in the Member States in accordance with the provisions of the Regulation and the Decision. It identifies operational and technical standards for the EURES network to be applied, on the basis of the principle that all vacancies and applications for employment that are made public by any of the EURES Members must be accessible throughout the Union. It is applicable to All EURES partner organisations: EURES Members/ National Coordination Offices, EURES partners, EURES associated partners and other partners, working under the supervision and responsibility of such organisations but not as such formally participating in the network.

The guidance equally applies to cross border partnerships established in accordance with the Regulation and to cross-border cooperation.

¹ Regulation (EU) No 492/2011 of the European Parliament and of the Council of 5 April 2011 on freedom of movement for workers within the Union, OJEU L 141, 27.5.2011, p.1

² Commission Implementing Decision of 26 November 2012 implementing Regulation (EU) No 492/2011 of the European Parliament and of the Council as regards the clearance of vacancies and applications for employment and the re-establishment of EURES, OJEU, L328, 28.11.2012, p.21

1.2. Guidance on five elements in particular

The following five elements identified in Article 10 of the Decision will contribute to the process of increasing the capacity of the EURES network to do more and better matching between jobseekers and jobs, bearing in mind the recruitment needs of employers:

1. framework for encouraging the introduction of new partner organisations within the network and common criteria for the selection at national level of EURES partners as specified in Article 5(3) (a) of the Decision;
2. A programming and reporting cycle, as specified in Article 5(5) of the Decision, to reinforce information exchange at EU level on national labour market needs, events, tools and cooperation projects, developed to address those needs ;
3. A EURES service catalogue, identifying the services to be provided by EURES partner organisations in accordance with the Regulation ("universal services") and the services which are not obligatory and promote important labour market needs ("complementary services"), as specified in Article 7 of the Decision;
4. A common understanding of the role played by staff within the different EURES partner organisations across the network, through the definition of the mandate of the National Coordination Office and its staff, the description of tasks, profiles and activities of EURES advisers, EURES assistants and other staff involved in EURES activities, including for cross border activities, as specified in Articles 5 and 6 of the Decision;
5. Procedures to set up a uniform system and common models for the exchange of labour market and mobility-related information within the EURES network, in accordance with Article 13(2) of the Regulation.

1.3. Preparation for the revision in the composition of the network

The Decision re-establishes the network, in accordance with the new composition and functions of the different categories of actors. As soon as possible after the entry into force of the Decision, the European Coordination Office and the Member States will take the actions listed below to ensure that the different actors in the network are operating transparently.

1.3.1. Designation of National Coordination Offices

Each Member State will designate special services as provided for in Article 11(2) of Regulation to organise the work of the EURES network. These services will be the "National Co-ordination Office" within the meaning of the Decision.

The term "specialist services" has in practice been interpreted as the Public Employment Services at national level. The specialist services should have the necessary experience with implementing the principle of free movement for workers and supporting intra-EU labour mobility policies. Designating (a department of) the Public Employment Services (PES) at national level as the National Co-ordination Office could reinforce the conductor role of the

PES and its ability to mainstream mobility activities into its services as key implementers of activation policies that contribute to smooth labour market transitions. However, the decision on the designation is with the Member State and depends on the national institutional set-up and the distribution of competences.

Each designation will be communicated to the European Coordination Office for publication on the EURES portal.

The National Coordination Office will supervise and report on the activities of the national EURES network (composed of all EURES partners, Associated EURES partners and other partners working under the supervision and responsibilities of such organisations but not as such formally participating in the network).

1.3.2. Designation of EURES partners

As indicated in the Decision, EURES partners may include public and private service providers active in the relevant field of job placement and employment, and trade unions and employer organisations.

Member States will ensure that at national level EURES Partners are designated in accordance with the common criteria listed in section 2.3.

Each designation will be communicated to the European Coordination Office. The latter will publish the list of EURES partners on the EURES portal.

1.3.3. Identification of Associated EURES partners

National Coordination Offices will register the Associated EURES partners working with the designated EURES partners and communicate the information to the European Coordination Office, which will publish the list of Associated EURES partners on the EURES portal.

1.3.4. Changes

Changes related to the information referred to in sections 1.3.1- 1.3.3 will be communicated to the European Coordination Office without delay so that lists on the EURES portal are duly updated.

1.3.5 National methods for selection and appointments of EURES partners

In accordance with the reflection process referred to in section 2.1, Member States will develop means and methods for the selection and appointment of EURES Partners that enable the National Coordination Office (a) to appoint EURES partners on the basis of criteria relating to the capacity of the partners listed in section 2.3 and (b) to monitor the participation of appointed partners in EURES in accordance with these criteria.

1.3.6 Re-appointment of existing specialist services as EURES partners

Member States may choose to re-appoint the bodies which have exercised the functions of specialist services in accordance with Chapter II of Regulation till 31.12.2013 under the assumption that the criteria listed in section 2.3 are fulfilled *prima facie* and may do so without prejudice to section 2.1.

1.3.7. Cross-border partnerships and cross-border cooperation

In accordance with Article 5(5) of the Decision, EURES partners can develop cross-border activities which should be organised in the framework of the "cooperation and service structures" within the meaning of Article 15(1)(b) of the Regulation ("crossborder partnerships") and/or cross-border cooperation. National Coordination Offices will communicate information on the (re-) establishment of cross-border partnerships and cross-border cooperation to the European Coordination Office, which will publish the information on the EURES portal.

1.4. Promotion of the network and use of the EURES logo

Pursuant to Article 11 of the Decision, all EURES partner organisations will ensure that the information and promotional material they provide are coherent with the overall communication strategy and with the information coming from the European Co-ordination Office.

The EURES service mark, as well as the logo characterising it, is the property of the Commission. All EURES partner organisations will use the EURES logo in all their activities related to EURES.

Only the European Co-ordination Office may grant third parties permission to use the EURES logo, after consultation of the relevant National Coordination Office. EURES partner organisations will inform the European Co-ordination Office without delay of any abuse of the logo by third parties.

II. A FRAMEWORK FOR ENCOURAGING NEW PARTNER ORGANISATIONS AND COMMON CRITERIA FOR SELECTION EURES PARTNERS

2.1. Obligation to review the options for opening up EURES

New actors may extend the scope of EURES and create new opportunities, improving the geographical outreach, labour market coverage, scope and quality of the service offer available to client groups.

In the course of 2014 each Member State will examine how, in accordance with national practices and procedures, it can improve the service delivery towards the client groups under

the service catalogue. It could thus proactively and progressively steer the overall quantity and quality of inputs (i.e. services to client groups) of EURES at national level to enhance the employment potential for the national labour force (i.e. using recruitment opportunities in other Member States) and/or the national labour demand (i.e. by placing nationals from other Member States in jobs). Member States are invited to consult organisations not taking part in EURES but involved with activities of the national EURES network and/or supporting intra-EU labour mobility at national level, such as the social partners.

As a result of this reflection process, each individual EURES Member will develop a national framework for opening up EURES to new partner organisations (hereafter “national framework for a wider network”) for the coming years at national level and communicate to the European Coordination Office a description of this national framework, in particular the methods chosen with respect to the development of this framework and the time frame proposed for action.

To support mutual learning between Member States as regards the opening up of the network, the European Coordination Office will gather the information on the methods chosen by the Member States and organise meetings to review the state of play and examine best practices.

2.2. Development of options for opening up EURES

The national frameworks for a wider network may consist of one or more of the following options as regards the selection and appointment of new EURES partners:

1. The introduction of a specific national system for selection and appointment of EURES Partners, consisting particularly of the nomination of a body responsible for assessing requests on the basis of a document describing the selection process and ensuring the principle of equal treatment and transparency, the formalisation of the selection criteria, the conditions governing the status of EURES partners and an approach to assessing the performance of appointed EURES partners;
2. The extension or adjustment of existing national processes applying to registration, licencing, certification, other ways of authorization and/or monitoring of public and private organisations offering employment, placement or recruitment services, so as to include the selection and appointment of such organisations as EURES partners;
3. The introduction of the possibility to negotiate agreements between such organisations and the Ministry of Labour and/or the Public Employment Services under the terms of which an organisation commits itself to provide EURES services in accordance with the criteria listed in section 2.3 and to cooperate with the National Coordination Office;
4. The extension to EURES services of existing agreements or contracting-out arrangements between the Ministry of Labour and/or Public Employment Services and such organisations for the delivery of job placement services by such organisations, either on the basis of a specific project / need or for a longer duration.

The options may also be extended to other partner organisations than EURES partners, notably to the associated EURES partners.

National frameworks for a wider network may also consist of a regular review of the activities which can be developed at national level, in the context of the programming and reporting cycle referred to in Chapter 3, in order to take into account the situation in the country concerned and develop ways and means to address through new specific (temporary) arrangements, including with new organisations or public private partnerships, the challenges the country faces to make a more optimal use of the opportunities that intra-EU labour mobility offers. Depending on the nature of the activity to be undertaken by such organisations, the National Coordination Office can, where appropriate for a particular duration, either recognise the organisations as EURES partners or accept the organisation as Associated EURES partners.

For instance, in case of a country with high level of unemployment, the National Coordination Office concerned could analyse the overall capacity of the EURES network in the Member State to reach those unemployed jobseekers that have both an interest to work outside the country and the right qualification to apply successfully for vacancies offered there. To reinforce existing links or build up new links with certain client groups the National Coordination Office could develop options to seek suitable partner organisations, such as professional organisations, to facilitate the access to these target groups. Alternatively, in case of a country with a specific high demand for skilled workforce absent in the country concerned, the National Coordination Office could analyse the overall capacity of the EURES network in its territory to reach those employers willing to contract workforce from other EU countries. To reach employers in the specific sectors or branches concerned, cooperation with suitable partner organizations could be the solution.

The review could cover all aspects of the implementation of the service catalogue as referred to in Chapter 3, pre-recruitment, matching and recruitment and post-recruitment. In the latter case, co-operation could extend for instance to embassy, trade union or career services and welcome centres of cities and universities.

2.3. The common criteria for selecting and appointing EURES Partners

The following criteria should be taken into account by the Member States when selecting and appointing EURES partners.

2.3.1. Contents and nature of the service delivery

1. Demonstrated capacity to offer all services necessary to ensure the clearance of vacancies and applications for employment and the resultant placing of workers in employment as laid down in Article 11 of Regulation 492/2011 defined as "universal services" in the Service catalogue in Annex 4;

2. Commitment to the implementation of national employment policies and the European Employment Strategy;
3. Ability to provide EURES services through multi channelling facilities, of which at least internet/ the website of the organisation is accessible at all time;
4. Ability to give access to EURES services during the matching process, in line with generally accepted principles and arrangements for effective service delivery and efficient caseload management appropriate to different client groups and in accordance with Article 6(2) and (3) of the Decision;
5. Existence of adequate referral mechanisms, i.e. capacity to ensure that clients such as jobseekers and employers are referred to other EURES Partners and/or EURES Associated Partners if a) specific requested universal services are temporarily not available at a specific location or b) complementary services cannot be delivered;
6. Existence of adequate mechanisms and procedures to verify and ensure full respect for applicable labour standards and legal requirements when delivering the services³ and
7. Application of the principles on the levying of fees in accordance with Article 7(4) of the Decision.

2.3.2. Organisational capacity and quality standards

1. Capacity to participate fully in the exchange of vacancies and applications for employment by jobseekers interested in working in another Member State, according to Article 13(a) and (b) of the Regulation, meaning the ability to ensure a timely and reliable delivery of the data in accordance with agreed exchange protocols, and subject to appropriate verification, to the EURES portal;
2. Financial and administrative capacity to implement the guidance in this document;
3. Commitment to comply with the standards under the uniform system and common models for the exchange of information and to collaborate in the network with a view to develop tools and methodologies for the improvement of the services and information systems, inter alia by the use of new information technologies;
4. Ability and commitment to provide information to the National Coordination Office on the service delivery and the performance, in accordance with the conditions governing the status of appointed EURES Partner, as laid down in arrangements or agreements made between the EURES Partners and National Coordination Office in this regard;
5. Ability and commitment to provide a contribution describing the own activities as part of the planning and reporting to the National Co-ordination Office on EURES activity in accordance with the templates on the programming and reporting cycle in Annexes 1 and 2;

³*Comment: this concerns notably applicable national rules relating to matching and placement services, but could also cover rules applicable to the operation of temporary work agencies and other non-public mediation services in the national territory (which could be based on EU law).*

6. Existence or commitment to securing appropriate human resources in light of the geographical or institutional mandate of the EURES Partner concerned, as laid down in the arrangements or agreement made with the National Coordination Office ;
7. Commitment to ensuring quality standards as regards staff delivering EURES services, in accordance with Chapter 5, including a commitment to register staff for training at EU level, taking into account the needs of the organisation on the one hand and the selection criteria and offer under the common EURES training programme on the other hand;

The common criteria are without prejudice to the application of specific criteria in the framework of national licensing and authorisation systems for employment and placement actors. Member States may choose to establish the fulfilling of such criteria as a pre-condition for a request as a EURES partner to be admissible.

Member States may consider inadmissible or reject requests for appointment as EURES partners from organisations that are subject to the jurisdiction of another country in the sense that the organisation concerned is either formed under the law of another country or has its registered office in such a country and has no real and continuous link with the economy of the Member State concerned.

2.4. Selection of EURES Associated Partners

Member States will decide themselves whether to apply criteria for the selection of associated EURES partners.

2.5. Conditions for delegation and/or partnerships

A EURES Partner may involve other partner organisations to strengthen its capacity to deliver EURES services, be they universal or complementary. Accordingly, it may offer the provision of EURES services through different entities, i.e. by delegation, outsourcing or in co-operation with other organisations.

These other organisations may be a) EURES partners; b) associated EURES partners, pursuant to Article 6(6) of the Decision, or c) any another organisation that is working under the supervision and responsibility of either a EURES partner or an associated EURES partner but that is not as such formally participating in the network.

Moreover, EURES partners may also involve EURES partners in other Member States, as indicated in Article 6(7) of the Decision.

III. A PROGRAMMING, MONITORING AND REPORTING CYCLE

3.1. Objectives of the programming, monitoring and reporting cycle

A common strategic and evidence-based framework for the programming, monitoring and reporting Cycle (hereafter “programming cycle”) is set up for steering national EURES

activities, taking into account both specific national objectives and objectives relating to the European labour market.

The process should enable EURES Members to plan and report on the contribution towards a more demand-driven and result-oriented EURES in a dynamic European labour market, and in particular help identify the tangible results made towards the reduction of imbalances on the European labour markets and towards the 75% employment target of Europe 2020.

It should strengthen the effectiveness of the whole EURES network and its members. It will not only facilitate the reporting exercise under Article 17 (1) of the Regulation but also make information of national EURES networks easier to compare and more conducive to mutual learning. It may reinforce exchanges, synergies and knowledge management.

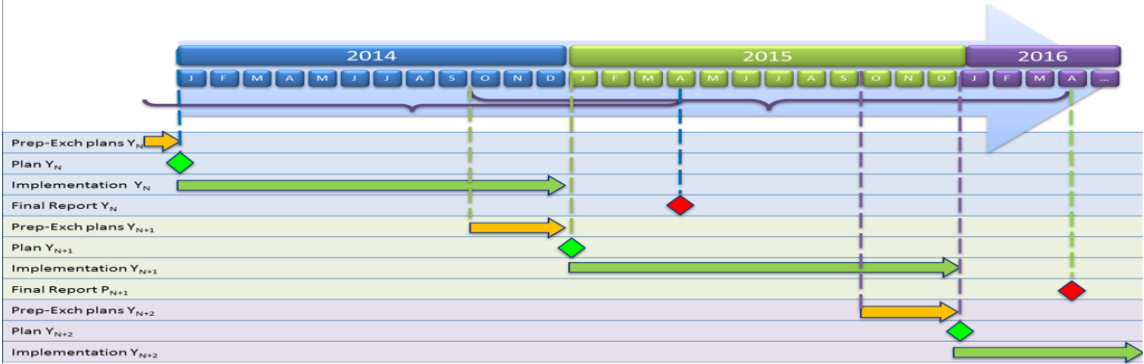
To assist the National Coordination Offices in this activity an annual procedure is set up and facilitated by the European Coordination Office and common templates will describe the work programmes (Activity Plan, Annex 1) and the results and outcomes (Activity Report, Annex 2). The European Coordination Office will compile information and present the national EURES networks' organisation according to the information provided (EURES Country Fiche, Annex 3).

3.2. The time schedule for each programming cycle

A full programming cycle covers 19 months, comprising 3 months to prepare and finalise the work programme, 12 months aligned with the calendar year to implement the activities described in the work programme and 4 months to finalise the reporting of the activities.

2014 being a transition year, the Programming cycle will be introduced from 2015 onwards, when the activities implemented during a calendar year shall cover the Activity Report of the previous year, the implementation of the activities of the current year and the preparation of the Activity Plan for the following year.

Graph 1 - indicative timetable



3.3. The launching of the programming cycle: the definition of operational objectives

Each programming cycle will be preceded by a dialogue between the European Coordination Office and the individual EURES Members in order to agree on operational objectives for the next EURES activity year including measurable quantitative and qualitative targets. Operational objectives consist of the common operational objectives applicable to all EURES Members but may also include specific operational objectives tailor-made and applicable only to individual EURES Members.

The common operational objectives applicable to all EURES Members are those identified in Article 2 of the Decision. Where appropriate, they can be completed with objectives agreed in the framework of a consultation with EURES Management Board, in accordance with the procedure established in Article 8(7) of the Decision.

Individual EURES Members, on the basis of labour market intelligence⁴ on their national labour market trends and needs at national and regional level can set specific national objectives, such as for example targeted activities related to hard to fill vacancies and/or bottleneck vacancies, bearing in mind the potential available in other EURES Members for matching activities.

The set of common operational objectives shall be set by the European Coordination Office in consultation with the EURES Management Board in accordance with Article 8.7(b) of the Decision, while the set of specific operational objectives shall be either drawn up by EURES Members themselves or suggested by the European Coordination Office.

Furthermore, the European Coordination Office may make recommendations for specific objectives for certain individual EURES Members in relation to the European labour market and the European Employment Strategy. It would in particular base its recommendations upon (a) the National Reform Programmes of Member States and the Country-Specific Recommendations within the framework of the European Semester, and (b) labour market intelligence found in European reports such as the Job Vacancy Monitor, identifying the different categories of unfilled vacancies and bottleneck vacancies. For example, in light of this information, the Commission may provide guidance to a EURES member on specific objectives about specific sectors and/or occupations.

3.4. The activity plan

From the launching date of the programming cycle, and in accordance with commonly agreed operational objectives and lessons learned from the previous programming cycles, each

⁴ *Labour market intelligence refers to labour market information that has been analysed and interpreted in order to support strategic decisions.*

National Coordination Office will draw up its work programme for its national EURES network and make it available for consultation and potential interaction with the other National Coordination Offices and the European Coordination Office who all may provide for example comments and/or suggestions for bilateral activities. The Activity Plan will include a description of the national context in which EURES operates.

According to Article 5(5) of the Decision, the work programmes planned will specify (a) the main activities to be undertaken by the National Coordination Office and the EURES Partners (...) including the transnational, cross-border and sectoral activities provided for in Article 15 of the Regulation, (b) the human and financial resources allocated and (c) the arrangements for the implementation of Chapter II of the Regulation.

In line with Article 5(5) of the Decision, the representatives at EU level of the social partners will be consulted on the draft work programmes.

The European Coordination Office will facilitate the consultation process and the interaction between the National Coordination Offices.

The European Coordination Office will organise the consultation process in such a way and period of time that all EURES Members can start implementing the activities from the beginning of the following calendar year. Once a work programme has been finalised and approved by the National Coordination Office, it will be made available to all other EURES Members in its final version.

As the programming cycle must allow for flexibility to take into account new developments impacting on the activities to be undertaken ("new or changed" EU objective setting, sectoral and/or regional cooperation with EURES, organisational changes etc.), changes to the Activity Plan will be reported at the latest in the related Activity Report introduced below.

3.5. The activity report

The reports will be due 4 months after the end of the cycle so that there is sufficient time for EURES Members to collect and analyse the appropriate information.

The Activity Report will describe results on the basis of indicators and provide an indication of the performance of the respective national EURES network by assessing the extent to which the agreed operational objectives and work programme were achieved by the implementation of the planned activities.

As part of their Activity Report, EURES Members should provide information on the indicators related to the following 1) information and guidance activities, 2) placements and filled vacancies and 3) customer satisfaction. However, the level of detail of the information provided per category of indicator will depend on available national data collection methods and tools.

To contribute to this assessment, the European Coordination Office will provide to the EURES Members the statistics available from the EURES portal as well as from the EURES intranet monitoring tool. (This may include for example the numbers of CVs or the number of employers registered on the portal per country and reports data from EURES advisers' monthly reports).

1. The indicators for information, guidance and advice activities will be directly related to EURES staff activities at transnational and at cross border level as follows:

1. Number of individual contacts with jobseekers/workers,
of which customers from:
 - a) own country;
 - b) another EURES Member country.

Broken down by i) general information and ii) assistance with matching & recruitment

2. Number of individual contacts with employers,
of which:
 - a) own country employers;
 - b) another EURES Member country employers.

Broken down by i) general information and ii) assistance with matching & recruitment

3. Number of group contacts other than recruitment and placement events and number of individuals in these groups.
4. Number of contacts concerning EURES (activities, information or training) with staff from own national EURES network partner's organisations.

2. The indicator for placements and filled vacancies will be described through the results of the following parameters:

1. Number of CVs handled in EURES matching and placement process,
of which:
 - a) Number of CVs handled of jobseekers from own country;
 - b) Number of CVs handled of jobseekers from another EURES Member country.

2. Number of vacancies handled in EURES matching and recruitment process,
of which:
 - a) Number of vacancies handled from employers from own country;
 - b) Number of vacancies handled from employers from another EURES Member country.

3. Number of individuals resident in own country and employed abroad in another EURES Member country as a result of EURES activity.
4. Number of individuals resident in another EURES Member country and employed by an employer from own country as a result of EURES activity.

5. Number of recruitment events, such as job fairs, European Job Days, or similar events (number of participants, number of EURES employers, number of interviews conducted).

3. The indicator for customer satisfaction will be described using any results obtained from existing satisfaction surveys, acquired and/or conducted during the reporting period. The information can be obtained from various (national) sources, including online collection of customers' feedback or specific focused surveys outsourced to domain experts. EURES Members are strongly recommended to integrate a EURES part in the existing or on-going customer satisfaction activities implemented in their organisations and/or implement such a mechanism for EURES services.

Specific customer satisfaction surveys may also be planned in the respective work programme to support the evaluation of the achievements of the national EURES network regarding key EURES activities under the EURES service catalogue and in line with agreed operational objectives.

To set the overall context on EURES activity within which the surveys took place,, it will be useful to report upon statistical results regarding key EURES activities such as:

1. General information , communication and promotion of EURES and mobility
2. Studies on labour market and mobility flows
3. EURES services to Jobseekers/job changers/mobile workers including advisory activities
4. EURES services to employers
5. Specific awareness and communication campaign towards employers and jobseekers
6. Organisation and participation at European Job Days or job fairs organised by the EURES network
7. Participation at job fairs not organised by the EURES network but by other domestic stakeholders
8. Development of new mobility projects and products (e.g. bilateral recruitment projects and strategic development of initiatives)
9. Training and support for non-EURES staff
10. Training to EURES staff

EURES Members may use additional indicators. Such indicators could be those which measure the share of hard-to-fill vacancies among the number of vacancies filled, the share of placements among the number of jobseekers/ job changers/mobile workers participating in a targeted recruitment project and the share of vacancies filled among the number of vacancies presented in a targeted recruitment project.

On the basis of their national framework for evidence requirements and assessment tools, EURES Members will specify their national limitations and qualify the results with reference to "metadata". Metadata relate to the methodology, the definitions, the concepts and the principles which are used for data collection and analysis of inputs, outputs and outcomes resulting from the activities of public employment services at national level. This includes information on the methods of data collection (direct questionnaires, sample survey, etc.), the

priorities and grouping of items and any limitations that come with the collection of the information due to such aspects as the nature of the data source and the frequency.

The Activity Report will include a description or an update of the description made in the activity plan of the national situation which is useful to explain the context in which the results were achieved and thus describe the actual performance.

The Activity Report will be shared with Social Partners.

3.6. Common Data base – Cooperation - Country Fiche

The European Coordination Office will organise regular exchanges and consultations between the National Coordination Offices on the programmes.

The European Coordination Office will set up a repository containing all Activity Plans and Activity Reports of the EURES Members. The repository will be available for all National Coordination Offices. This will reinforce the mutual learning and common planning possibilities inside EURES.

Furthermore, in order to facilitate exchange and publication of information about EURES and the activities of its members, the Activity Reports received annually will be compiled. This compilation will be complemented with outputs from European Coordination Office's monitoring and assessment tools such as statistical data from the portal (e.g. numbers of CVs, job offers, employers per country or per sector, etc. and their respective mode of abstractions and calculation) so as to produce analytical papers on EURES activities and performance of the clearance of vacancies machinery and to create country description notes, the Country Fiches.

Country Fiches will provide short and clear information on the structure of the national EURES networks, the overall national situation and the mobility activities and results in each country. This information will be made publicly available upon validation by the EURES Member concerned.

3.7. Complementarity with the ESF and EaSI

The information to be gathered and analysed during the programming cycles will be separate from and complementary to any programming and reporting requirements related to selected requests for EU funding. Activity plans and reports should, where appropriate, make reference to such funding and the results achieved through the funding. .

The activity plans and report will include at least information on EU financial support as follows:

- A reference to the agreed European Social Fund (ESF) Partnership Agreement and the Operational Programmes approved by the Commission, and to the Investment Priority under which EURES activities are supported.
- A short description of any applications for and selected projects in targeted mobility schemes under the EU Programme for Employment and Social Innovation (EaSI).
- Where appropriate, a short description of other grants under EaSI.

IV. THE EURES SERVICE CATALOGUE

The full range of services provided by the EURES network will comprise recruitment, job matching and placement, covering all phases of placement from pre-recruitment preparation to posts-placement assistance, and related information and advice.

The EURES Service Catalogue in Annex 4 gives a list of the standard services that EURES partners will provide to their customers, to other partners of the network and within their own organisation.

In accordance with the Decision, the Service Catalogue distinguishes between universal and complementary services. All EURES partners will include all EURES universal services as part of their organisation's overall service offer and endeavour to provide, by themselves or together with Associated EURES partners, other EURES partners or other EURES partner organisations, the complementary services for which there is a labour market need.

The channels through which a EURES partner provides its EURES services to their customers and the quantitative levels may vary depending on several factors, such as the current labour market situation at regional, national and European level, common national practices for the provision of this kind of services, accessibility to IT and other tools by the clients etc.

All EURES partners will, however, undertake to, in a fully transparent manner, indicate:

- the range of EURES services they provide;
- where and how these services can be accessed; and
- the level of service their customers can expect.

This information will be published on the EURES portal in a common format agreed between the European and the National Coordination Offices. .

In addition, all EURES partners will provide the same information through all their channels used to reach their customers, such as websites and other self-service tools, regional and local offices etc.

The European and the National Coordination Offices will agree on common minimum quality standards for each of/or group of the universal services. These standards will be published on the EURES portal and will be adhered to by all EURES partners.

V. NETWORK COORDINATION, THE ROLE OF EURES STAFF AND THE EU TRAINING PROGRAMME

5.1. The coordination of EURES and the role of National Coordination Offices

Article 5(7) of the Decision provides that the National Coordination Office should have the staff and other resources necessary to carry out its task in order to ensure that all contributions of the actors in its national network are coherent, reliable, and adequate and delivered on time.

For that purpose, and in order to comply with the provisions of the Regulation and the Decision the Member State should ensure that the National Coordination Office can fulfil at least the following functions:

- *Management function:* in line with Articles 5(1), (2) and (3) of the Decision the National Coordination Office should animate, organise and coordinate all national efforts for EURES to ensure a result-oriented and demand driven service delivery on intra-EU mobility in accordance with the operational objectives set out in Article 2 of the Decision. It must be able to exercise its supervisory and steering authority on other actors of the national network, in regards to any arrangements or agreements it has made with them to ensure their contribution, including to the provision, collection and analysis of data on vacancies and CVs, the provision of labour market information, living and working conditions to the EU level in accordance with the Regulation and the Decision, where appropriate and to the degree agreed with each individual actor. It is called upon to coordinate and have the overview of the situation in the Member State as regards other activities related to intra-EU labour mobility, such as the objectives and participation of EURES staff in training and communication activities at EU level, the participation of national organisations in targeted mobility schemes, the organisation and participation in European Job Days, etc.
- *Appointment function:* in line with Article 5(3) of the Decision, National Coordination Office will need to appoint EURES Partners in the national network, monitor their activities within the national network in accordance with the criteria set for adequate implementation, and in case the EURES partner in the network doesn't comply with national or EU requirements or shows weaknesses, where applicable review the appointment, and, where necessary, take appropriate corrective measures.

This means that the entity should have the power to:

- (a) (re)appoint EURES Partners, following an assessment of the capabilities of the applicants to carry out all the activities necessary to fulfil the role of a EURES Partner;
 - (b) oblige appointed EURES Partners to participate in planning and reporting activities and to provide information to allow it to review their compliance; and
 - (c) support them in carrying out actions necessary to maintain their status as EURES Partner.
- *Infrastructure management function:* as stated in Article 5(2)(a) of the Decision, National Coordination Office is responsible for ensuring the existence of all technical and functional infrastructure and systems necessary to allow EURES partner organisations to participate in the exchange system as set out in Article 5(2)(a) of the Decision. This means that it is either responsible itself for the management of the infrastructure and systems or that it has delegated this role to another entity and supervises the implementation by that entity.
 - *Reporting function:* in line with Article 5(3)(b) of the Decision the National Coordination Office will be responsible for the overall planning, programming and reporting on the delivery of the EURES objectives by its national network both at national level and towards the European Coordination Office. Article 5(5) of the Decision provides that the National Coordination Office draws up programmes for the national network which in particular specify the main activities and include an assessment of the activities and results achieved. It will spearhead the efforts by the concerned Member State to operate the transition from EURES activity essentially based on running a transparency mechanism (provide information and facilitate free movement of workers) towards a more result-oriented activity based on the labour market needs. It may use indicators to measure the performance of the different EURES partner organisations in the network.
 - *Representation function:* in line with Article 9 of the Decision National Coordination Office will represent its country in the EURES Coordination Group in order to adequately assist in the overall development, implementation and monitoring of EURES activities. This means that National Coordination Office must be able to require the other EURES partner organisations to provide contributions.

5.2. The profiles of EURES personnel and their qualifications

In accordance with Article 10(d) iii of the Decision, guidance on the task description and criteria for the appointment of national coordinators, EURES advisers and other key personnel at national level is set out in the following.

5.2.1. The National Coordinator

Each National Coordination Office will be headed by the National Coordinator.

As the main coordination and contact point for all parties involved in implementation, management and/or delivery of EURES services within the national EURES network, the National Coordinator is called upon to perform comprehensive strategic, executive and representative functions. The National Coordinator, being an actor both at the national and the European level, needs to have appropriate skills and competencies to comply with the role, notably relevant professional experience, managerial skills, communication and language skills and intercultural competencies.

The National Coordinator will steer the delivery of EURES operational objectives as set out in Article 2 of the Decision. (S)he will ensure that all roles and responsibilities of the National Coordination Office as set out in Article 5 of the Decision are fulfilled, especially that:

- all technical and functional infrastructure and systems necessary to allow EURES partner organisations to participate in the exchange system are set up and maintained;
- the required information is provided, in particular those laid down in Articles 12, 13 and 14 of the Regulation;
- one or several EURES partners, based on the system for selection provided for in Article 10(2)(d)(vii) of the Decision, are appointed and their activities are supervised;
- the activities and results of the national EURES network are planned and regularly reported on to the European Coordination Office;
- EURES national participation in relevant targeted mobility activities at the EU level is coordinated.

The National Coordinator will represent the EURES national network at the EURES Coordination Group by sharing best practices, raising problems and providing analysis, opinions, solutions and suggestions based on their expertise and national insight. To this end, (s)he will have a good overview as to how the National Coordination Office, EURES partners, Associated EURES partners and other national EURES partner organisations:

- Carry out the EURES activities at national level ;
- Deliver on the EURES Service Catalogue ;
- Operate the technical and functional infrastructure and systems necessary national level to participate in the exchange system as set out in Article 5(2)(a) of the Decision;
- Implement the national EURES work programme, as set out in Article 5(5) of the Decision.

The National Coordinator will ensure and coordinate participation in meetings and activities organised by the European Coordination Office.

5.2.2. Line Managers of EURES staff (EURES Line Managers)

For an appropriate implementation of the Decision, the line managers of the

- EURES Advisers,
 - EURES Assistants, and
 - other staff involved in the provision of EURES services,
- will be actively involved in management, coordination and, whenever required, in implementation of EURES activities.

EURES Line Managers should be in a position to:

- support mainstreaming of EURES into strategic and operational activity of their organisation;
- oversee implementation of EURES activities and delivery of EURES services and contribute to their programming, planning, monitoring and reporting;
- support staff involved in provision of EURES services in executing their EURES-related tasks. To this end, EURES Line Managers, together with the National Coordinator, should develop guidelines specifying function, time allocation to EURES activities and job descriptions for EURES Advisers and for EURES Assistants (if applicable) for implementation in their respective organisations;
- take joint decisions with the National Coordinator on applications of staff involved in provision of EURES services within their organisations for the EURES training programme.

In this respect, efficient cooperation between EURES Line Managers and the National Coordinator is essential for the success of EURES. Therefore, EURES Line Managers should systematically participate in strategic meetings of EURES network at national level.

The same principles apply to the manager of the National Coordinator.

5.2.3. EURES Advisers

EURES Advisers are experts on transnational and/or cross-border mobility issues identified by and working for a EURES Partner or Associated EURES Partner organisation.

They provide – in line with the aim of EURES - job matching, placement and recruitment activities as well as information, guidance and assistance to employers, job-seekers, job-changers and mobile workers (cross-border workers, migrant workers⁵ and posted workers), other individuals and institutions interested in mobility.

⁵ Third-country nationals can be covered as long as they have the right to work in another EU/EEA country (and Switzerland).

EURES Advisers will support the exchange of information on the outcomes of the network by contributing to the programming, monitoring and reporting cycle and filling in the monthly EURES Adviser reports.

In order to qualify, EURES Advisers should have professional experience related to labour market and mobility issues relevant to the nature of their duties as described in the job description, interpersonal and intercultural competencies, very good communication skills and computer skills. They must be able to speak English, French or German. If English, French or German is his/her primary working language, the EURES Adviser should have a good oral and written knowledge of a second EU language. Knowledge of all languages used in cross-border region is highly recommended for EURES Advisers working in cross-border regions.

Minimum required work experience and the necessary qualifications of its EURES Advisers will be defined by the National Coordination Office, reflecting the recommendations made in this respect by the European Coordination Office.

In order to ensure actual provision of EURES service as outlined in the EURES Service Catalogue:

- EURES Partners will identify EURES Advisers;
- Associated EURES Partners will identify EURES Advisers if so agreed with the National Coordination Office.

In practice, the scope of tasks to be performed by the EURES Advisers will be decided by the National Coordination Office, the EURES Partner, and, where applicable, the Associated EURES Partner employing each EURES Adviser, in light of the specific demands of the organisations concerned and the needs on the labour market. While in some organisations a range of rather general tasks may be expected from the EURES Advisers, other organisations may prefer to assign their EURES Adviser to specific processes/structures requiring a degree of specialisation (e.g. Employers' Service, In-coming/Out-going Mobility Service, Specific placement project, etc.).

To this end, for each appointed EURES Adviser, a job description specifying their function and time allocation to EURES activities will be developed and kept regularly updated. It will be agreed by all the involved parties. The job descriptions should serve as a basis for the identification of the training needs and learning path for the EURES Advisers, which will clearly differ depending on their core tasks.

The National Coordination Office, EURES Partners and, where applicable, Associated EURES Partners will provide their EURES Advisers with the necessary resources for carrying out their tasks.

This concerns in particular:

- the authorisation to be available for EURES tasks, preferably on a full-time basis, but at least for half the time of a regular full-time equivalent,
- workplace equipment, in particular the means for transnational/cross-border contacts, i.e. international phone lines, web conferencing facilities, stand-alone computers allowing for use of communication tools and technologies provided/promoted by the Commission,
- tools necessary for information, guidance, counselling, job-matching and placement - including tools provided/promoted by the Commission,
- the participation in initial and advanced (classroom/e-learning) training sessions (based on the identified training needs and the agreed learning path).

In order to achieve greater access and efficiency in the delivery of EURES services, EURES partners, Associated EURES partners and other national EURES partner organisations may also appoint EURES Assistants.

Their role is to assist EURES Advisers in the delivery of tasks or to provide EURES services in organisations or geographical areas where no EURES Adviser is assigned.

In order to qualify, EURES Assistants should have at least basic professional experience related to labour market and mobility issues and other skills relevant to nature of their duties. Minimum required work experience and the necessary qualifications for the EURES Assistant profile can be defined by the National Coordination Office.

The pool of appointed EURES Advisers, EURES Assistants and other EURES personnel within the national network must be in a position to provide all universal services and complementary services to which the EURES partner organisations in the national network are jointly committed, as a combination of self- service and face-to-face service.

5.3. The development of mutual learning activities and a common training programme

Besides appropriate coordination of activities of all EURES partner organisations, the success of EURES also depends on an efficient technical network and a qualified staff, able and willing to cooperate across borders on cross border and transnational level.

To that end, the Commission has established a common training programme for EURES staff and supports the development of mutual learning activities at EU and national level.

Mutual learning based on real case studies and best practices coming from the EURES network and voiced by experienced EURES actors is the key component of the whole EURES training programme.

EURES partner organisations are called upon to actively contribute to the delivery of all kinds of training activities for the network by, for example, cooperating with the European

Coordination Office in organising visits, seminars and conferences, providing experienced EURES staff as training experts, ensuring that EURES staff at national level have the means to follow on-line activities, etc.

EURES partner organisations will ensure that all relevant personnel under their responsibility likely to be involved in management, coordination and delivery of EURES services are suitably qualified and trained to perform their tasks.

This is applicable in particular for the following categories of EURES staff:

- a) The National Coordinator,
- b) EURES Line Managers
- c) EURES Advisers,
- d) EURES Assistants and
- e) other relevant personnel involved in management, coordination and delivery of EURES services.

This will be achieved by organisation of training activities at both national/regional level and by participation of concerned staff in training offered at European level.

When organising national activities, the National Coordination Offices might occasionally be assisted by the European Coordination Office with the provision of specific training expertise for certain topics, whenever this is not available at the national level.

In line with Article 10(2)(d)(iv) of the Decision, the training programme for EURES staff aims to secure a certain level of common quality standards regarding EURES service delivery, complying to the following principles:

1. All National Coordinators, EURES Line Managers, EURES Advisers, EURES Assistants and other actors involved in the management, coordination and delivery of EURES services will be given an opportunity to benefit from the EURES training programme through participation in training activities organised at national/regional or European level, in accordance with their specific individual needs and the needs of the whole national network);
2. All candidates for EURES Advisers will follow the initial training programme organised at European level by the European Coordination Office, after having followed the pre-initial training programme organised under the responsibility of the National Coordination Office,
3. All appointed EURES Advisers, in accordance with their specific individual needs and the needs of the national network, are strongly encouraged to participate on a regular basis in advanced training sessions and workshops organised at European level;
4. All personnel involved in management, coordination and delivery of EURES services are strongly encouraged to participate on a regular basis in virtual/e-learning training sessions;

5. The National Coordination Office will provide an appropriate overall organisation and coordination of the EURES training activities at national/regional level, bearing in mind needs of the national network. The National Coordination Office, together with the EURES Partners and, where applicable, Associated EURES Partners, will in particular:
- ensure that EURES Advisers and all personnel involved in management, coordination and delivery of EURES services are regularly informed about current EURES training offer available at regional/national and European level to different groups of EURES personnel;
 - ensure that candidate EURES Advisers, appointed EURES Advisers and other personnel involved in management, coordination and delivery of EURES services, in accordance with their specific individual needs and the needs of the national network, are enrolled in training activities organised at European level, and rank nominations if applicable;
 - ensure that EURES personnel enrolled in training activities organised at European level are granted time and dispose of workplace equipment needed for proper training participation;
 - coordinate and deliver pre-initial training at regional/national level, following recommendations made in this respect by the European Coordination Office, and if needed support delivery of European-level initial, advanced and specialised training sessions foreseen on their territory by organising study visits, ensuring relevant speakers, etc.;
 - develop, coordinate and organise training activities at national/regional level in reaction to the situation on the labour market requiring new knowledge and skills from EURES personnel;
 - actively cooperate with the European Coordination Office and its training providers in development and update of EURES training programme by identifying new training needs and signalling obstacles to training participation.

To this end a EURES Training Coordinator should be appointed at the national level within the National Coordination Office.

Pre-initial training organised under the responsibility of the National Coordination Office should serve as an introduction to EURES, clarifying history and aims of EURES, role of EURES Advisers, use of EURES portal and other tools and resources made available to EURES network to carry out their tasks, and information about organisation and position of EURES in the national context.

The initial training programme organised at European level as a mix of e-learning/virtual and classroom courses, building on common knowledge base established thanks to pre-initial training, provides potential EURES Advisers with more practical skills and competencies needed to perform their daily tasks, in particular transnational/cross-border matching and placement activities. In this respect the agenda of initial training will touch upon basics of

project management in international context, communication in multicultural environment, use of social media, marketing skills, social security and taxation and others, while stressing the importance of transnational cooperation of the EURES network in achieving the EURES objectives and value of every EURES actor within human network.

Advanced and virtual training sessions organised at European level are designed to develop or deepen particular knowledge and skills essential to carry out specific tasks required from EURES personnel.

Given the important role and functions of National Coordinators and EURES Line Managers, specific tailor-made workshops will be organised regularly to meet the training needs of these target groups.

VI UNIFORM SYSTEM AND COMMON MODELS FOR THE EXCHANGE OF INFORMATION

The systems and procedures for the exchange of information are essential for the functioning of the EURES network. All EURES partner organisations will comply with the uniform system and common models for exchange of labour market and mobility-related information that are established by the European Coordination Office in close cooperation with the National Coordination Offices.

The uniform system describes the general framework for the data exchange such as:

- The nature of the information to be exchanged,
- The frequency of the data exchange,
- Means of providing accessibility to other EURES partner organisations

EURES members will cooperate with other relevant services in their Member State to ensure complementarity and uniformity in respect of the information provided.

EURES members will collaborate with each other to develop tools and methodologies for the improvement of their services and information systems, inter alia by the use of new information technologies.

ANNEX 1 - Template Activity Plan

Administrative details	
Identification of the EURES Member - National Coordination Office contact person - Reference Period	
<u>A) Internal organisation</u>	
<p><i>This chapter shall highlight the structure of EURES in the country. Specific attention should be paid to the division of labour between EURES National Coordination Office, EURES Partners and Associated EURES Partners, plans for the implementation of the universal and complementary services, plans for participation in parallel schemes (targeted mobility schemes, sectorial and /or geographical cooperation). The information shall also outline the situation and activities as regards the cross-border activities and co-operation, where appropriate. The information provided in this chapter shall be compiled once (for the first Activity Plan) and updated regularly in the course of subsequent Activity Reports. The European Commission shall use the information provided in this section to maintain a database containing key information about the national EURES networks (see template Country Fiche).</i></p>	
<p>1. Institutional Set up</p> <p>2. Mandate of the organisation</p> <p>3. List of complementary services provided</p> <p>4. Job description of the main national EURES partner organisations</p> <p>5. Partner Participation</p> <p>6. Cross-border co-operation</p>	<p><i>1) Describe the overall structure of the national EURES network in the EURES Member State, the organisation of the National Coordination Office, the relations with Public Employment Services, the state of play on the selection process for EURES partners and on the national framework for a wider EURES network.</i></p> <p><i>2) Define the mandate of the national EURES network and the division of labour between the EURES Partner(s) and Associated EURES Partner(s) in the delivery of universal and complementary services</i></p> <p><i>3) Define the list of complementary services, in relation to the list described in this document</i></p> <p><i>4) Describe the general approach on the job description of the main actors (EURES advisers, assistants, coordinators etc), in relation to the profiles described in this document where appropriate</i></p> <p><i>5) List of EURES Partner(s) and Associated EURES Partner(s) (Name of the organisations and description of their role within the national network)</i></p> <p><i>6) Describe the cross border co-operation, activities and/or cross border partnerships</i></p>
<u>B) Resources</u>	
<p><i>This chapter shall highlight the resources which are made available by the EURES Member State within the framework of the national EURES activities, including, where appropriate for cross-border activities. The plan shall clarify the coherence between resources made available and the EURES member's Operational objectives for the reference period</i></p>	
<p>1. Administrative resources</p> <p>a. Staff available</p> <p>b. IT/Infrastructure available</p> <p>2. Financial resources</p>	<p><i>1a) Provide estimated plans on staff including the number of Full Time Equivalent (FTE) EURES Advisers and EURES Assistant, as well as other staff planned to be involved in EURES related activities.</i></p> <p><i>1b) Define IT tools and infrastructure to be made available</i></p> <p><i>2) Describe the planned resource allocation in the national budget and the available EU budget, including ESF, in addition to the national budget. .</i></p>
<u>C) Operational objectives and activities</u>	
<p><i>This chapter shall describe the EURES Member's Operational objectives agreed for the reference period concerned, the targets in relation to each objective and the indicators to measure the progress to be made in achieving the target, including, where appropriate for cross-border activities.</i></p>	
<p>1. Common operational objectives</p> <p>2. Specific operational objectives and targets</p>	<p><i>1) List the common objectives of the EURES Member</i></p> <p><i>2) List the specific operational objectives with measurable quantitative and qualitative targets (set in dialogue between National Coordination Office and European Coordination Office)</i></p>

ANNEX 2 - Template Activity Report

Administrative details	
Identification of the EURES Member – National Coordination Office contact person – Reference period.	
<u>A) Internal organisation</u>	
<i>This chapter shall update any information provided in the previous Activity Plan.</i>	
1. Institutional Set up 2. Mandate of the organisation 3. List of complementary services provided 4. Job description of the main national EURES Partner organisations 5. Partner Participation 6. Cross-border co-operation	Confirm information provided in the activity plan or update
<u>B) Resources and context</u>	
<i>This chapter shall highlight the resources which were effectively made available by the EURES Member within the framework of the EURES activities, including, where appropriate for cross border activities. The chapter shall clarify any change with the original Activity Plan, and define obstacles and challenges to the implementation of the Plan. It shall also clarify the coherence between resources made available and the objectives (in terms of political and operational priorities) for the reference period. The information provided in this chapter shall be complementary to the requirements of the ESF , EaSI and/or other relevant schemes</i>	
1. Administrative resources a. Staff available b. IT/Infrastructure available 2. Financial resources	Provide and estimation of the resources effectively made available and spent
<u>C) Results and Performance</u>	
<i>This chapter shall highlight the results achieved in terms of output and shall analyse the performance of the National EURES Network, including where appropriate for cross border activities. Outputs shall be displayed using the indicators set in this document. Performance appraisal shall be obtained from the analysis of the outcome in comparison to the initial EURES Member's Operational Objectives and the quantitative and qualitative targets which were set in the corresponding Activity Plan.</i>	
1. Data collection methodology 2. Results in relation to Common operational objectives 3. Results in relation to Specific operational objectives and activities 4. Performance analysis 5. Conclusions and recommendations	1)description on process for data collection 2, 3) provide output results using indicators described in this document 4) Analyse performance in view of initial targets and difficulties described in chapter B above. 5) Actions for follow up in the next programming cycle

ANNEX 3 – COUNTRY FICHE

1. Overall mobility strategy, policies and related measures in the country
 - Summary of key facts and figures (employment rate, proportion of EU, Third Country nationals and own nationals, mobility flows)
 - Overall government strategy regarding mobility
2. Organisational and management model of the national EURES network
 - Structure and organisational levels, competences and mandates of the organisations involved
 - Management structures
 - National Coordination Office: organisation and mandate
 - Monitoring logic and performance measurement and assessment process
3. Cooperation and partnership model inside the National EURES Network
 - Collaboration model, including organisational, IT and logistic support to the data exchange, communication and reporting
 - Service Delivery model, including the integration of EURES activities into the Public Employment Services service delivery, the role of EURES Partners and Associated EURES Partners and EURES Advisers and EURES Assistants)
4. Human and Financial Resources
 - EURES Advisors, EURES Assistants
 - Financial sources EU: ESF, EaSI, other, or national
 - Estimated financial resources:
5. Type of service provision
 - Clients and customers
 - Services for Jobseekers
 - Services for Employers
6. Overall performance
 - Guidance and advice (indicators)
 - Job matching/recruitment and placement (indicators)
 - Key activities and budget
 - Budget consumption and execution

ANNEX 4 – EURES CATALOGUE OF SERVICES PROVIDED BY EURES PARTNERS

Section A - JOBSEEKERS⁶		
Information and advice		
	<i>Universal</i>	<i>Complementary</i>
Information and awareness raising on EURES services available for incoming and outgoing jobseekers in own and other EURES countries	X	
General information on living and working conditions in own and other EURES countries with direct relevance for jobseekers ⁷ mobility decisions, such as: <ul style="list-style-type: none"> - how to search and apply for jobs - information on national systems for traineeships and apprenticeships, where applicable; - administrative procedures related to moving and settling; - equivalence and recognition of diplomas and professional qualifications; - working conditions and legal aspects, e.g. working hours, remuneration, contract types, self-employment, cross-border workers⁷, seasonal workers, posted workers etc.; - social security and insurance, taxes, healthcare; - living conditions, such as finding accommodation, school and education systems, cost of living etc. 	X	

⁶ Jobseekers include all citizens of countries participating in EURES and other persons subject to the free movement of workers in EU/EEA who want to find a job regardless they are unemployed or workers.

⁷ Applies only to EURES partners present in a cross-border region

<p>Refer or signpost to other competent services or organisations for more specialised information and advice including legal advice on the above topics.</p> <p>Specific information on working conditions of particular interest to cross-border workers.</p> <p>Tailored information and advice for individual or specific groups of jobseekers, e.g. returning migrants, graduates, young people and students, people in specific professions, people with disabilities.</p>	<p>X</p> <p>X⁸</p>	<p>X</p>
<p>General information on labour markets in own and other EURES countries, in particular sectors with "hard to fill" vacancies and sectors with surpluses of workers.</p> <p>Refer or signpost to other competent services or organisations for more specialised labour market information.</p> <p>Tailored labour market related information and advice for individual jobseekers including career guidance and information on learning opportunities.</p>	<p>X</p> <p>X</p>	<p>X</p>
<p>Information about EURES events for jobseekers including European Job Days and other job fairs, information sessions, recruitment events, etc.</p>	<p>X</p>	
<p>Information about targeted job mobility schemes and other similar programmes for assistance and/or financial support.</p>	<p>X</p>	
<p>Information about available training supporting mobility in own and other EURES countries, e.g. language, vocational or professional trainings</p>	<p>X</p>	

⁸ Applies only to EURES partners present in a cross-border region

Pre-recruitment		
	<i>Universal</i>	<i>Complementary</i>
<p>General information and help for preparing jobseekers actively looking for a job in another EURES country, including:</p> <ul style="list-style-type: none"> - recruitment procedures; - how to write effective application letters and CVs adapted to the target country; - how to prepare for a job interview <p>Tailored information and advice for individual jobseekers to support job applications, including</p> <ul style="list-style-type: none"> - reviewing application letters, CVs and other relevant documents; - translation of application letters, CVs and other relevant documents; - preparation for matching procedures and job interviews 	X	X
<p>Registration⁹ and dissemination¹⁰ of CVs of those jobseekers who have expressed the wish to work in another European country to all EURES partners and employers in the EURES countries through the EURES portal.</p>	X	
<p>Provision of training supporting mobility, e.g. language or professional trainings.</p>		X

⁹ Essentially through online self-services but personal assistance should be provided to those who cannot access such services.

¹⁰ By using automated exchange systems or by facilitating access to the online tools on the EURES portal.

Recruitment / Matching / Job placement		
	<i>Universal</i>	<i>Complementary</i>
Facilitation¹¹ of access to job¹² vacancies from all EURES partners, via the EURES Portal or other on-line matching tools.	X	
Translation of and clarifications on specific job vacancies;		X
Pre-selection and matching candidates with suitable job vacancies, in particular those job vacancies from employers specifically interested in recruiting from another EURES country.	X	
In the frame of recruitment projects for specific employers ,	X	
<ul style="list-style-type: none"> - matching jobseekers with job vacancies - information about the employer, working conditions, employment contract etc. - submission of application letters, CVs and other required documents to the employer - preparation for job interviews - other relevant services. 		
Application handling for targeted job mobility schemes and other similar programmes for assistance and/or financial support.	X ¹³	

¹¹ Essentially through online self-services but personal assistance should be provided to those who cannot access such services.

¹² Including traineeships and internships apprenticeships and traineeships insofar as they are considered as jobs (applicable once the necessary framework on apprenticeships and traineeships is in place)

¹³ Applies only to EURES partners involved in the concerned mobility scheme.

Post-recruitment		
	<i>Universal</i>	<i>Complementary</i>
<p>General information to recruited workers e.g. on relevant administrative procedure required in the country of employment, how to resolve conflicts.</p> <p>Specific information of particular interest to cross-border workers.</p> <p>Information about available training and services supporting integration of recruited foreign workers, e.g. language or professional training.</p> <p>Refer or signpost to other competent services or organisations for more specialised information and advice including legal advice on the above topics.</p>	<p>X</p> <p>X¹⁴</p> <p>X</p> <p>X</p>	
Relocation services to recruited foreign workers, including support in travel and accommodation arrangements and others.		X
Provision of training supporting integration in the country of employment, e.g. language or professional training.		X

¹⁴ Applies only to EURES partners present in a cross-border region

General information on labour markets in EURES countries, including shortages and surpluses of workers and opportunities for recruitment, in particular for filling bottleneck professions.	X	
Refer or signpost to other competent services or organisations for more specialised information.	X	
Tailored labour market related information and advice for individual employers including labour market intelligence ¹⁶ and guidance.		X
Information about EURES events for employers including European Job Days and other job fairs, information sessions, recruitment events, etc.	X	
Information about targeted job mobility schemes and other similar programmes for assistance and/or financial support.	X	

Pre-recruitment		
	<i>Universal</i>	<i>Complementary</i>
<p>General information and help for preparing employers actively looking to recruit from another EURES country, including:</p> <ul style="list-style-type: none"> - awareness check of special requirements and challenges, including need for feedback on recruitment results; - how to write job descriptions for a European audience; - how to publish vacancies <p>awareness raising about the need for feedback on recruitment results.</p> <p>Tailored information and advice for individual employers to support recruitment, including</p> <ul style="list-style-type: none"> - reviewing job descriptions; - translation of job vacancies; - preparation for matching procedures. 	X	X

¹⁶ Labour market intelligence refers to labour market information that has been analysed and interpreted in order to support strategic decisions.

Registration and dissemination of job¹⁷ vacancies to all EURES partners and jobseekers in the EURES countries through the EURES portal and other communication channels.	X	
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Recruitment / Matching / Job placement		
	<i>Universal</i>	<i>Complementary</i>
Access to CVs of jobseekers having expressed the wish to work in another EURES country by publishing their CV on the EURES Portal or through a EURES partner.	X	X
Translation of and clarifications on specific CVs.		X
Provision of video/web conferencing facilities for interviews.		X

¹⁷ Including apprenticeships and traineeships insofar as they are considered as jobs (applicable once the necessary framework on apprenticeships and traineeships is in place)

<p>Matching and pre-selection of suitable candidates for job interviews through the EURES Portal, other online matching tools, cooperation with other EURES partners, job fairs and other recruitment events, etc.</p>	X	
<p>Carrying out small or large scale recruitment projects for specific employers or niche sectors, including</p> <ul style="list-style-type: none"> - identification of potential recruitment sources; - cooperation with other EURES partners for finding matching opportunities; - pre-selection and pre-interviewing of candidates; - information about administrative procedures. 	X	
<p>Organisation of and/or participation in recruitment events, such as European Job Days, in cooperation with other EURES partners and other organisations, such as universities and education institutions etc., including</p> <ul style="list-style-type: none"> - registration of employers and their vacancies; - enable company presentations; - invitation, gathering of CVs and pre-selection of relevant jobseekers. 	X	
<p>Application handling for targeted job mobility schemes and other similar programmes for assistance and/or financial support.</p>	X ¹⁸	

¹⁸ Applies only to EURES partners participating in the concerned mobility scheme.

Post-recruitment		
	<i>Universal</i>	<i>Complementary</i>
General information to employers about integration of recruited workers into work environment and social life, cultural differences, how to resolve conflicts, etc.	X	
Specific information of particular interest for cross-border employment.	X ¹⁹	
General information about available training and services supporting integration of recruited foreign workers, e.g. language or professional training.	X	
Refer or signpost to other competent services and organisations for more specialised information and advice.	X	
Relocation services to recruited foreign workers, including support in travel and accommodation arrangements and others.		X

¹⁹ Applies only to EURES partners present in a cross-border region

SECTION C - INTRA-NETWORK SERVICES TO OTHER EURES PARTNERS

All intra-network services are Universal

Information and awareness raising on **EURES services** provided by the own organisation.

Provision of vacancies which could be filled²⁰ by nationals of other EURES countries and **CVs** of those who have expressed a wish to work in another EURES country and to have their CVs exposed²¹ to other EURES partners, **through the EURES portal**.

Provision of information concerning **living and working conditions** and the state of the **labour market**, including statistics on job vacancies and jobseekers, with the aim of building a common knowledge base, where appropriate (to be coordinated by the National Coordination Office)

- To contribute to the programming and reporting by the National Coordination Office, where appropriate
- To provide specific information on request from other EURES Partners, to complete the information available on the EURES portal

Collaboration in relevant recruitment projects and events, such as European Job Days, organised by other EURES partner organisations, by attracting targeted employers and jobseekers to participate and contribution to the reporting on the results of the job matching, recruitment and placement activities.

Provision of recruitment and job placement support in cooperation with other EURES partners.

Participation in relevant **targeted job mobility schemes** and other similar programmes for assistance and/or financial support.

²⁰ All vacancies made public by the EURES partner, including traineeships and apprenticeships insofar as they are considered as jobs (and once the necessary framework is in place), with the sole exception of vacancies for positions that can only be filled by nationals of the own country.

²¹ All exchange of personal data must be fully compliant with relevant legislation on personal data protection at European and national level.

Provision of information and advice in case of complaints related to a EURES recruitment, and where appropriate, referring to **other organisations** for more specialised information and advice in this field.

Sharing of best practices with other EURES partners, e.g. successful recruitments and events, innovative initiatives, targeted mobility schemes.

SECTION D - INTERNAL SERVICES WITHIN THE OWN ORGANISATION

All internal services are Universal

Information and awareness raising on **EURES services** available for jobseekers employers in own and other EURES countries, including **targeted job mobility schemes** and other similar programmes for assistance and/or financial support.

Facilitation of access of own organisation staff to relevant EURES services, including **contacts and networking** with other EURES partners.

SECTION E – CROSS BORDER COOPERATION

All services are Complementary

To monitor obstacles in the cross-border region and propose suitable solutions on how to remove them to regional, national and European decision makers