



HRVATSKI ZAVOD  
ZA ZAPOSŁJAVANJE

# VOUCHERS FOR ADULT EDUCATION

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# Content

- Croatian Labour Market
- Lifelong learning in CES
- Education and training measures of ALMP
- Vouchers for adult education
- Lessons learned and future plans



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# About Croatia

## Active population and Employment (CBS), January 2023

- Active population (labour force): 1,708,807
- Number of employed persons: 1,586,438
- Registered unemployment rate: 7.2%

## Registered unemployment (CES), January 2023

- Number of unemployed persons: 122,369
- Number and share in total unemployment of unemployed young people:  
15-24 → 17,079 (14.0%)  
15-29 → 31,182 (25.5%)
- Number and share of long-term unemployed persons (12+ months): 45,927 (37.5%)
- Number and share of unemployment benefit beneficiaries: 28,985 (23.7%)

## Labour Force Survey (CBS), III quarter 2022

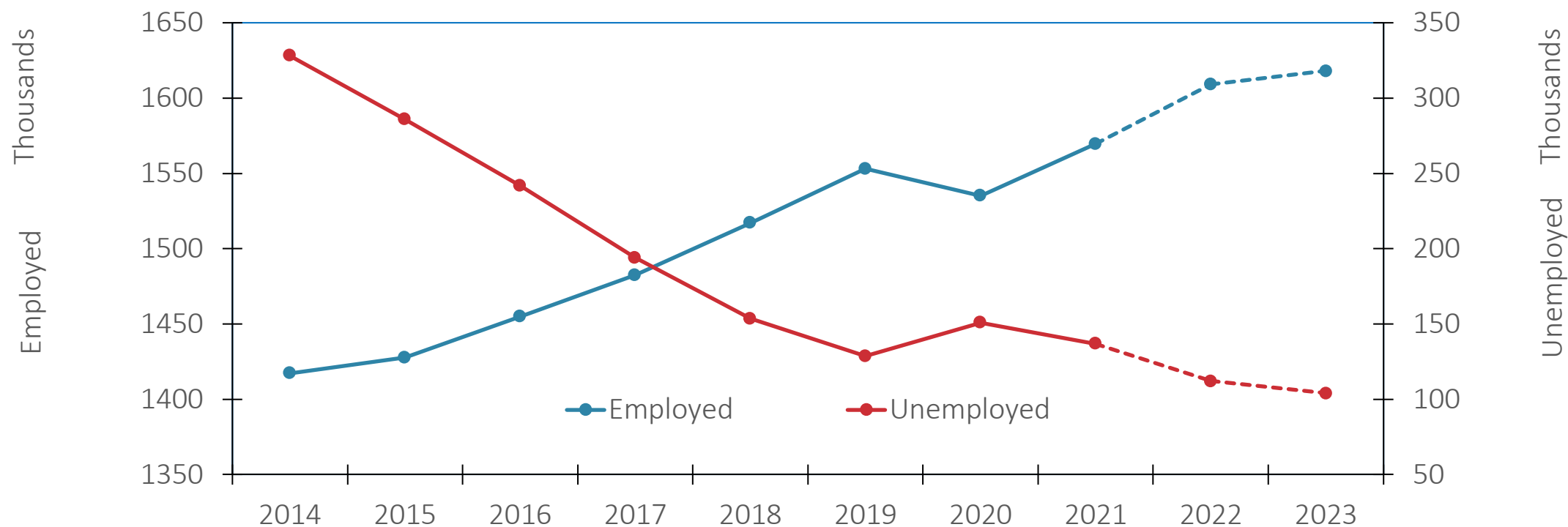
- Active population: 1,833,000
- Number of persons in employment: 1,710,000
- Employment rate: 65.1% (15-64)
- Number of unemployed persons: 123,000
- Unemployment rate: 6.7%
- Unemployment rate of young people:  
15-24 → 21.5%  
15-29 → 14.4%



Area of the Republic of Croatia (56,594 km<sup>2</sup>)  
Population: 3,871,833 inhabitants (Census 2021)  
21 counties, 127 cities  
Capital: Zagreb  
GDP per capita (2021): € 14,989

Sources: Croatian Bureau of Statistics (CBS), [www.dzs.hr](http://www.dzs.hr)  
Croatian Employment Service (HZZ), [www.hzz.hr](http://www.hzz.hr)

# Trends in registered employment and unemployment and forecasts



Source: HZMO, HZZ



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# Organization of the Croatian Employment Service



## Organization:

Central office

22 Regional centres and offices

99 Local offices

16 CISOK (Lifelong Career Guidance Centre)

## Legislation:

- Labour Market Act (Official Gazette, No. 118/18, 32/20)
- Labour Act (Official Gazette, No. 93/14, 127/17, 98/19)
- State Aid Act (Official Gazette No. 47/14, 69/17)
- Statute of the Croatian Employment Service (Official Gazette, No. 18/20)
- Programme of the Government of the Republic of Croatia for the Period 2020 – 2024
- CES Business Strategy 2022 – 2025
- National Resilience and Recovery Programme 2021 - 2026
- Operational Programme - Efficient Human Resources from 2021 to 2027
- Work Plan of the European Network of Public Employment Services 2023
- Europe 2020, Europe 2030



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# Lifelong Learning in Croatian Employment Service

One of the key organisational goals  
(CES Business Strategy 2022 - 2025)

- ❖ Education and training measures of ALMP
- ❖ Vouchers for education (green and digital programmes)
- ❖ Informing and counselling

Lifelong Career Guidance Centres (CISOK)

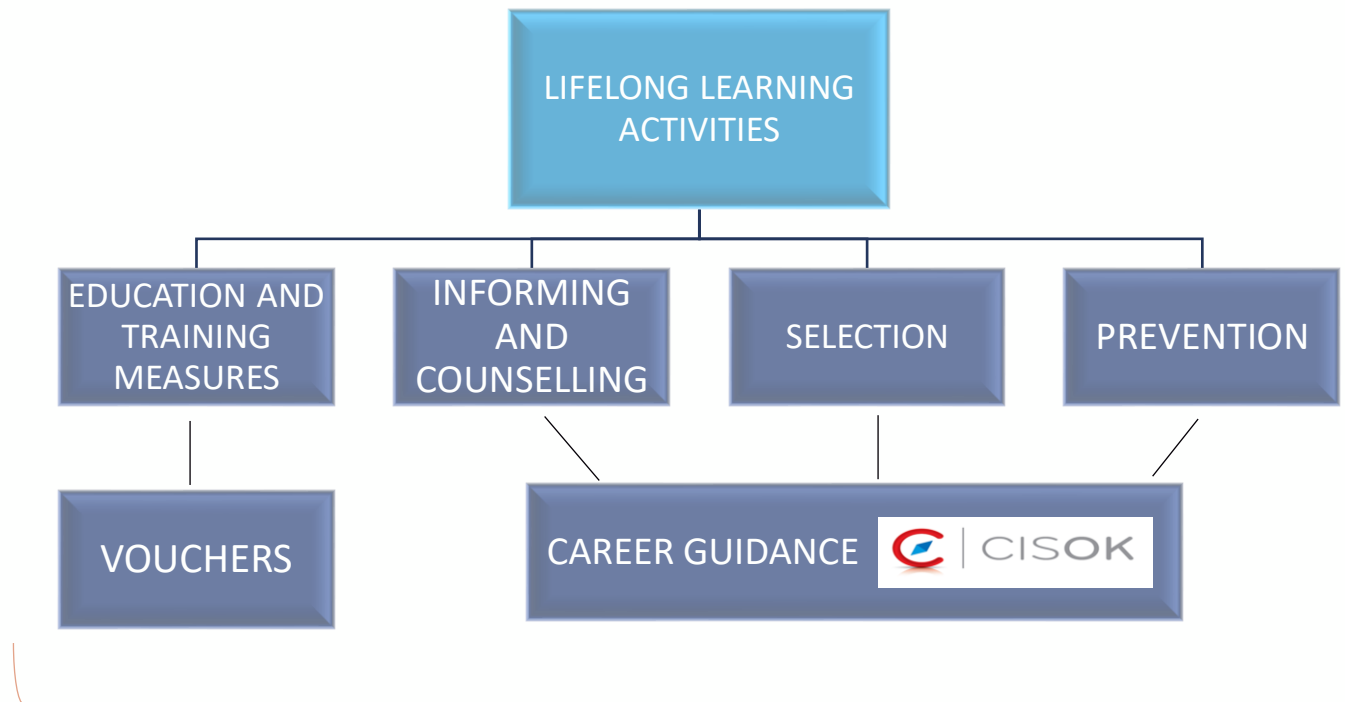
Example of good practice, promotion of lifelong learning opportunities by informing and offering career guidance services to all citizens of any age

Current project *Expansion and reorganization of the CISOK network with an emphasis on the role in attracting NEETs* (National Resilience and Recovery Plan 2021 - 2026); by 2026 22 Centres (now 16); Project budget of 2.589.600,000 EUR

- ❖ **Selection** (for education; psychological testing, interviewing, medical examination funding)
- ❖ **Prevention activities** (early school leavers 2.4% (2021), tertiary enrollment 68% (2020))
- ❖ **Online services and tools** (web portals; e-usmjeravanje.hzz.hr)



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## ONLINE SERVICES AND TOOLS

web portals, e-Guidance, self-help tools („My choice”, Career plan, Interests and competencies questionnaire)

**Target groups in career guidance and lifelong learning system:**

Pupils/students (on all education levels), unemployed, employed, NEETs, vulnerable groups (longterm unemployed, inactive), employers and stakeholders (partnerships)



Financira  
Europska unija  
NextGenerationEU

# Active labour market policy measures

- The Croatian Employment Service programme of Active Labour Market Policy for 2023 includes the following education and training measures:
  - education of the unemployed and employed,
  - education for acquiring work competences through vouchers
  - workplace training,
  - workplace training in adult training institutions
  - training subsidies
  - Activation programme Job+ (education for acquiring core skills and professional development)

Year 2022	No of participants in ALMP	Amount (EUR)
Education of employed and unemployed	3446	4.368.376,59
Education for acquiring work competences through vouchers	4529	2.340.423,37
Workplace training	881	2.346.679,91
Workplace training in adult institutions	133	813.184,22
Training subsidies	2186	3.702.002,09

Source of funding: ESF +, National Recovery and Resilience Plan 2021-2026, State Budget

[www.mjere.hr](http://www.mjere.hr)



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Projekt je sufinanciran Europska unija iz Europskog socijalnog fonda.





# VOUCHER-BASED ADULT EDUCATION SCHEME

- Introduced with aim:

- to **increase the rate of participation in adult education** in Croatia (5,1 % in HR; 10,8% in the EU; *2021 data*)
- **promote the acquisition of digital and green skills** to foster better coping with technological, social and economic changes and improve long-term competitiveness and productivity of the workforce and Croatian economy

Concept – European Skills Agenda

Regulation - Ministry of Labour, Pension System, Family and Social Policy, Ministry of Science and Education

Implementory body – CES with adult education providers



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# VOUCHER-BASED ADULT EDUCATION SCHEME

The voucher = a **financial instrument** of allocation of public funds for adult learning

It promotes **flexible and tailor-made model**

Micro and partial **digital and green** qualifications

Eligible **programmes** must be formal and **in accordance with CROQF** (Croatian Qualifications Framework)

The **catalogue of eligible educational programmes** and certified educational institutions available through voucher system

Legal framework - Labour Market Act, Adult Education Act (2021); Ordinance on the criteria, Conditions on using funds for vouchers

The project is financed through the **National Recovery and Resilience Plan** (300 million HRK ~ 39.9 million €) and is in force since 1st April 2022 (till 2026)

## TARGETS:

- 30.000 users (unemployed and employed)
- 40% from vulnerable groups (LTU, NEET, inactive)
- 70% green : 30% digital

# MODEL AND CRITERIA

Users independently choose the programme and the education provider from the available programmes and skills catalogue. The application is submitted through online platform *mojvauzer.hzz.hr*

Granted voucher can be activated within 6 months from the date of approval of the application

Education programme can last up to 6 months for unemployed person and up to 10 months for employed person



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- Unemployed and employed persons over the age of 15
- Skills needed for career development, employment or job retention
- Voucher can't be granted to a person:
  - Currently in a regular education system
  - In higher education and science system (students)
  - Beneficiary of a pension under the general legislation governing pension insurance



Browse the skills/programme catalogue



Request career guidance and informing



Contact education provider for an offer



Submit the application online → contract signing

# FINANCING A VOUCHER

The cost of the education programme in the amount of the approved voucher is paid directly to the selected education provider by CES

If the cost of education is higher than the granted voucher, the difference in the amount can be settled by the user himself (beneficiary) or user's employer

Financial aid and reimbursement of travel costs (for the unemployed)

The average amount of a voucher is 1.098,23 €

The granted amount depends on:

- education sector or sub-sector of the programme
- Total workload for obtaining a qualification and hours of the programme (hours of guided learning and teaching process, hours based on work and on independent activities)



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# SKILLS CATALOGUE

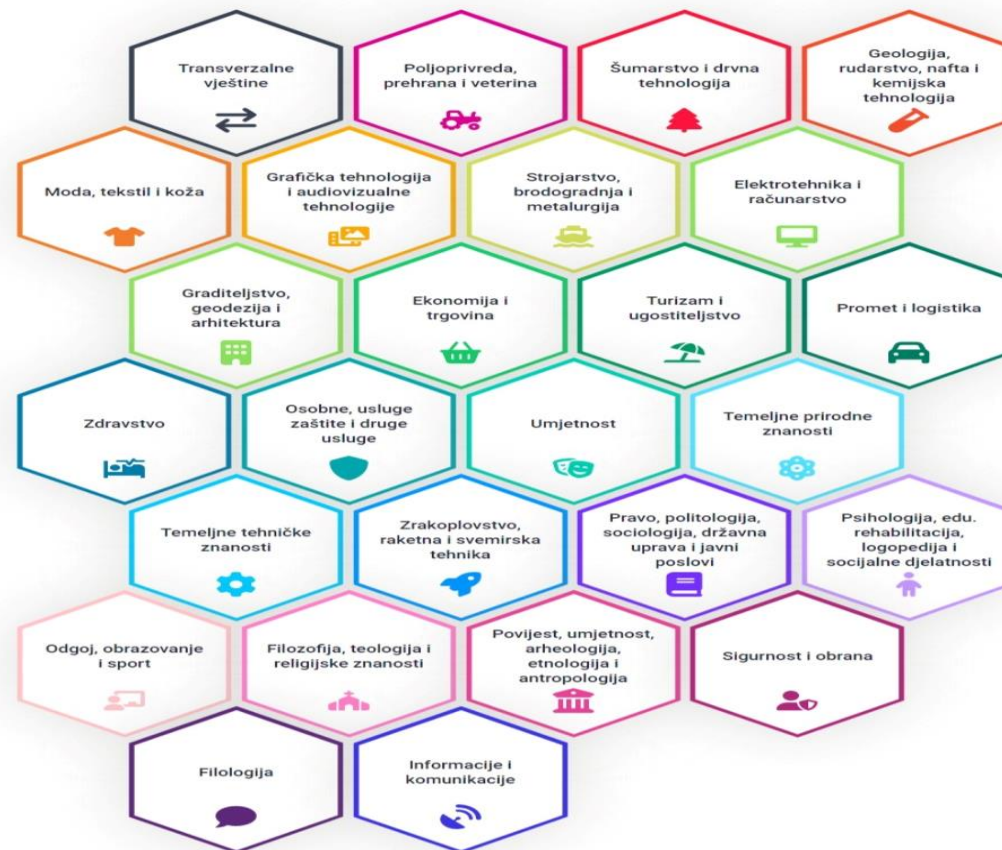


POČETNA VIŠE O PROJEKTU

## Katalog digitalnih i zelenih vještina

Prikaži izdvojeno: Digitalne vještine Zelene vještine

**Vještine** predstavljaju primjenu znanja i upotrebu propisanih načina rada u izvršenju zadataka i rješavanju problema. U Hrvatskome kvalifikacijskom okviru vještine se dijele na kognitivne (logičko, intuitivno i kreativno razmišljanje) i psihomotoričke (fizička spretnost te upotreba metoda, instrumenata, alata i materijala). Standardi zanimanja, skupovi kompetencija, standardi kvalifikacija, skupovi ishodi učenja i obrazovni programi svrstavaju se u sektore utvrđene za potrebe provedbe Hrvatskoga kvalifikacijskog okvira.



CROATIAN EMPLOYMENT  
SERVICE



REPUBLIKA HRVATSKA  
Ministarstvo rada, mirovinskoga  
sustava, obitelji i socijalne politike

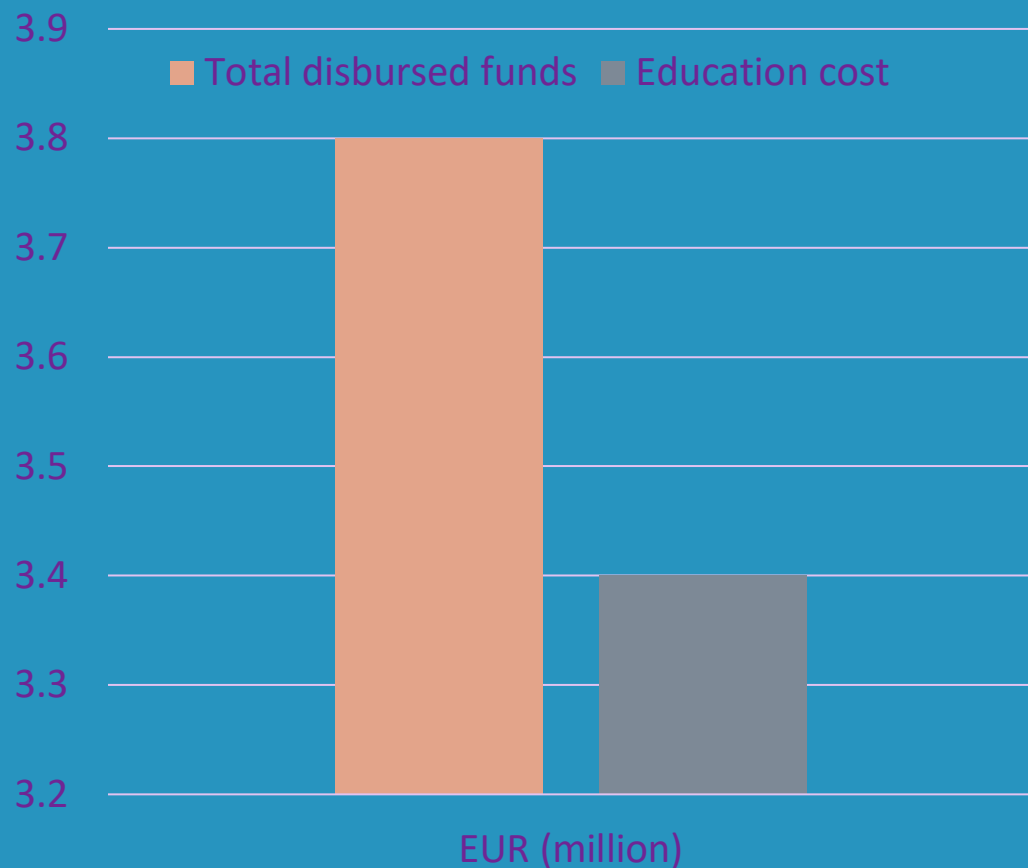


ESF+  
Učinkoviti ljudski  
potencijali



Sufinancira  
Europska unija

# CURRENT STATISTICS (1 April 2022 - February 2023)



## Applications for vouchers:

DIGITAL		Under review	Declined	Approved
	EMPLOYED	618	885	6643
	UNEMPLOYED	336	495	2183
SUM		954	1380	8826
GREEN		Under review	Declined	Approved
	EMPLOYED	171	164	756
	UNEMPLOYED	42	67	124
SUM		213	231	880
TOTAL		1167	1611	9706



# Programmes and users

- Currently available **599** programmes in the catalogue (**70** different types); **112** education providers

74% users are employed

89% applications for digital skills

5.058 currently in programme

965 finished the programme

9.8% users of vulnerable groups:

NEET 6.3%

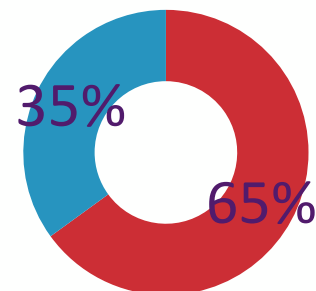
Longterm unemployed 2.3%

Inactive 1.2%



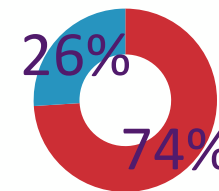
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## Available programmes



■ DIGITAL ■ GREEN

## Users



■ EMPLOYED  
■ UNEMPLOYED

## Most popular programmes



□ Internet Marketing and Branding

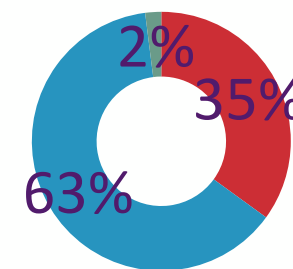
□ Python developer

□ Bookkeeper

□ Project Management Assistant

□ Front-End Developer

## Users' age



■ 15-29 ■ 30-54 ■ 55+



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## LESSONS LEARNED AND FUTURE PLANS

From 13 February 2023 submitting applications for digital programmes for employed persons has been temporarily suspended – in view of the dynamics of the quota and programmed funds

Need for better promotion of green skills and programmes

Activities for attracting and including vulnerable groups

Strengthening evaluation methodology and capacities

Envisaged continuation and expansion through ESF+

Individual learning accounts

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Thank you for your attention!



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