Digitalization of career guidance, training and employment services in Kazakhstan

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Towards flexible learning and working. New approaches in definition and delivery of Active Labour Market Policies
KAZAKHSTAN: LABOUR MARKET AND EMPLOYMENT CENTERS

- 19.8 million people live in Kazakhstan
- The workforce is 9.4 million people
- In the structure of the workforce:
  - the share of employed is 95.2% or 8.9 million people.
  - of these, 76% (6.8 million people) are employees, 24% (2.1 million people) are self-employed
- 16.6% of the employed have a school education, 43% have a secondary vocational education
- Unemployment rate - 4.8% (Q4, 2022)

There are 207 employment centers in cities and district centers in Kazakhstan

For job seekers
- Registration of the unemployed
- Assistance in employment
- Provision of active labour market policy measures
- Receiving applications for social benefits for job loss
- Receiving documents and providing assistance for the purpose of targeted social support
- Voluntary resettlement of citizens to labor-deficient regions

For employers
- Recruitment of personnel for registered vacancies
- Vocational training upon employer’s request
- Subsidizing jobs
- Receiving information from employers about the dismissal of employees
KAZAKHSTAN: ACTIVE LABOUR MARKET POLICY MEASURES

Approached the employment centers (2022)

- 8,277 thousand jobseekers
- 9% as percentage of total labour force
- 62% rural residents
- 42% placed into permanent jobs
- 42% provided with active labour market policy measures

Wage subsidy programs (temporary jobs)

- 3.5% youth internship
- 0.5% the first workplace
- 1.8% jobs for socially vulnerable groups
- 15% public works
- 0.1% Generation Contract
- 0.4% Silver Age

Short-term vocational training

- 1.4% upon employer’s request
- 0.3% at the workplace

Supporting entrepreneurship

- 17% training in the basics of entrepreneurship
- 2.6% gratuitous grants to start a business

Assistance in voluntary resettlement

- 0.2% from the southern regions of the country to the northern
SHORT-TERM VOCATIONAL TRAINING

- **Dual training** with mentoring
- Participation of the employer in the final certification of the participant
- Strengthening requirements for training organizations

**Target group**

- Unemployed without vocational education: 13% (60 thousand)
- Employees without vocational education: 4,2% (285 thousand)
- Self-employed without vocational education: 14% (298 thousand)
- The NEET youth: 11% as percentage of labour force (15-28 years old)

**Training upon employer’s request**

- Automation of the process of organizing vocational training on Enbek.kz (2023)

**Training at the workplace**

- Employer-based training
- Securing a mentor
- Subsidizing the participant’s salary during the training period

**Rapid response** of the labor market to the needs of employers in personnel

**Employment** after training for at least 12 months

**Issuance of a certificate**

**Acquisition or improvement of professional skills**

Practical training in real production conditions

Inclusion of the training period in the work experience
DIGITAL EMPLOYMENT ECOSYSTEM:
ONLINE SUPERMARKET OF SERVICES FOR THE POPULATION

Occupational guidance
Acquiring skills
Providing employment
Registration of labor relations

Platform of the National qualifications system Career.enbek.kz
Online educational platform Skills.enbek.kz
Digital employment platform Enbek.kz
“Work without borders” for the EAEU member states
Starting a business on the Business.enbek.kz
Online registration of labour relations HR.enbek.kz

2023
2021
2018
2021
2022
2022
DIGITAL EMPLOYMENT CENTER BASED ON ENBEK.KZ

DIGITAL PLATFORM FOR EMPLOYMENT AND EMPLOYMENT MEASURES (ENBEK.KZ)

Integration with 18 information systems of government agencies
- individuals and legal entities
- national educational base
- the database of mobile citizens of the portal of "electronic government"
- others

Integration with the information system of employment centers – "Labor Market"

Integration with the international system of job search and recruitment in the territory of the EAEU countries: Armenia, Belarus, Kazakhstan, Kyrgyzstan and Russia

Integration with the personnel management information system of the Agency of the Republic of Kazakhstan for Civil Service Affairs

Registration on the portal:
jobseeker using electronic digital signature, QR code, mobile phone number
employer using electronic digital signature

Mobile Application Enbek.kz (2022)
DIGITAL EMPLOYMENT CENTER BASED ON ENBEK.KZ

EMPLOYMENT PLATFORM (2018)

- **connected** 207 employment centers, private employment agencies, 5 Internet sites
- submitting offers of employment by employers
- the largest database of resumes and vacancies
- job search and selection of workers by profession and skills (Skills Bank)
- the process of job search (employees) and employment in electronic format on the basis of self-service via the Internet
- for free for those who are looking for work, and for employers
DIGITAL EMPLOYMENT CENTER BASED ON ENBEK.KZ

PUBLIC EMPLOYMENT SERVICES FOR JOB SEEKERS
Stage I (2020-2021)

For jobseeker:
• registration at the employment center
• automatic registration as an unemployed person
• filing an application for social benefits for job loss job
• selection and employment in jobs subsidized by the state

Automatic verification of the jobseeker for registration in the employment center
Automatic registration as an unemployed person
An electronic digital signature is required to receive public services

The share of recipients of social benefits for job loss who applied through the portal Enbek.kz

Registration of the jobseeker in the employment center
The business process of organizing state-subsidized jobs by employers has been transformed into an online format on Enbek.kz:

- Digitally via the portal Enbek.kz:
  - submission of an application by the employer to the employment center
  - signing of contracts
  - automatic verification of the employer's terms of participation
  - placement of the unemployed
  - provision by the employer of information about workplace attendance
  - monitoring of the process by employment centers and management bodies

- The business process was shortened by 10 working days, paper documents that were sent by employers to the employment center were completely excluded

- Vacancies from employers are automatically posted on the portal Enbek.kz without the participation of an employment center specialist

- Conducting on Enbek.kz online job fairs on a regular basis across the country

- Automation of the process of organizing short-term vocational training upon employer's request and at the workplace, getting unemployed online directions for training

- Provision via Enbek.kz video consultations for employers and job seekers by specialists of employment centers
ONLINE LEARNING PLATFORM FOR NEW SKILLS

Skill selection

Automatic identification of skills demanded by employers

Learning

Online training on Skills.Enbek

Job selection

Displaying the certificate in the resume. Finding desired employment

01

02

Choosing a course of study from certified providers

03

04

Confirmation of the acquired knowledge and obtaining a certificate

05

Getting a certificate

www.skills.enbek.kz
SINGLE WINDOW FOR SUPPORTING BUSINESS INITIATIVES

Gratuitous grants to start a business

**Monitoring**
Monitoring of intended use of grant funds

**Submission of an application**
Displaying the certificate. Submission of an online application

**Verification of conditions**
Automatic verification of the applicant for compliance with the conditions for obtaining a grant

1. Training in the entrepreneurship basics. Obtaining a certificate.
2. Online signing of the contract
3. Displaying the certificate. Submission of an online application
4. Transfer of grant funds to the recipient
5. Monitoring of intended use of grant funds

**www.business.enbek.kz**
Registration of employment contracts **online**

Electronic HR **record keeping**

Online labour **consultant**

**Electronic workbook** of an employee

**Employee’s personal file**

**Proactive employment services**
DEVELOPMENT OF NATIONAL QUALIFICATIONS SYSTEM (NQS)
Linking the labour market and the training system

Labour market

1. Development and application of National and Sectoral Qualifications Frameworks
   - How to streamline all qualifications in education?

2. FORECASTING the need for labour force
   - What professions are and will be on the labour market?

3. Development of PROFESSIONAL STANDARDS
   - What skills should employees of these professions have?

Training of personnel

4. Development of MODULAR training programs
   - How can they be taught these skills quickly?

5. Short-term skills TRAINING

Labour market

6. CERTIFICATION and job placement
   - How to evaluate and effectively apply the acquired skills?

- Creation of conditions for the activity of Qualification Recognition Centers
- Certification of qualifications according to uniform standards by business
- Digital platform

The Law “On Professional Qualifications”

Launch of the unified Digital platform of the NQS

Establishment of the National Qualifications Body
MULTI-CHANNEL CUSTOMER SERVICE

State services
- registration at the employment center
- choosing a vacancy for a subsidized job
- certificate of registration as unemployed (automatically)
- assignment of social benefits for job loss (proactively)

Provision of services

Employment Services
- SMS notification

Training
- SMS notification

Starting business
- SMS notification

Labor Relations

Qualification confirmation

Databases of government bodies
- single login
- initial registration on one of the portals

LMIS
INCLUSIVE EMPLOYMENT CENTERS IN THE CONTEXT OF THE USE OF DIGITAL TECHNOLOGIES FOR THE PROVISION OF SERVICES

THE SHARE OF RECIPIENTS OF THE SERVICE "REGISTRATION IN THE EMPLOYMENT CENTER OF A JOB SEEKER" IN ELECTRONIC FORMAT IN THE TARGET GROUPS

- Rural residents: 34.2%
- Youth under 29: 20.9%
- People over 50: 9.7%
- Women: 34.5%

KAZAKHSTAN: DIGITAL SERVICES FOR EVERYONE

- 95.8% of public services can be obtained online
- 52 million services received through the eGov portal (2021)
- 28th place in the e-government development rating (2022)

86% of citizens have access to the Internet
85.3% is the level of digital literacy of the population,
82.2% - in rural areas

The telecom operator of the country has been installing open access points in rural settlements since 2021. Providing the opportunity to receive services in electronic format.

SELF-SERVICE AREAS IN EMPLOYMENT CENTERS

- availability of computers
- free Internet
- assistance of employment center consultants
- group and individual quick training
1. DIGITALIZATION: A LEAP INTO A NEW REALITY

2. LABOR MARKET: WILL ROBOTS REPLACE US?

3. E-COMMERCE: ASSESSMENT AND OUTLOOKS

4. IT GENERATION: NUMBER, PROFESSIONS, SKILLS

5. FREELANCE: NEW OPPORTUNITIES

6. HUMAN CAPITAL DEVELOPMENT: LIFELONG LEARNING

7. DIGITAL EMPLOYMENT ECOSYSTEM
Thank You
For Your Attention

Questions & Commentaries