



WORKFORCE
DEVELOPMENT CENTRE

Digitalization of career guidance, training and employment services in Kazakhstan

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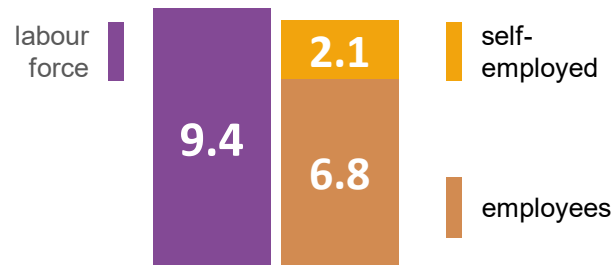
8-9 March 2023

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**

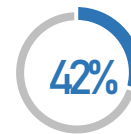
KAZAKHSTAN: ACTIVE LABOUR MARKET POLICY MEASURES

Approached the
employment centers
(2022)

827
thousand jobseekers



as percentage of
total labour force



Placed into permanent jobs

62%
rural
residents



Provided with active labour
market policy measures



Wage subsidy programs (temporary jobs)



youth
internship



the first
workplace



jobs for socially
vulnerable groups



public
works



Generation
Contract



Silver
Age



Short-term vocational training



upon employer's
request



at the workplace



Supporting entrepreneurship



training in the basics of
entrepreneurship



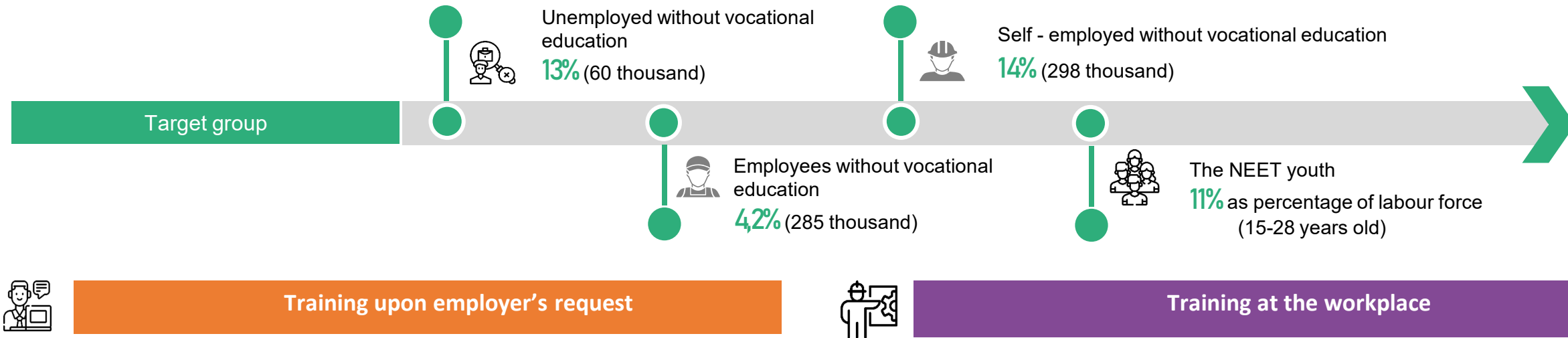
gratuitous grants to start
a business

Assistance in voluntary resettlement



from the southern regions of
the country to the northern

SHORT-TERM VOCATIONAL TRAINING



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

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

- **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

2023



Online educational
platform
Skills.enbek.kz

2021



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

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

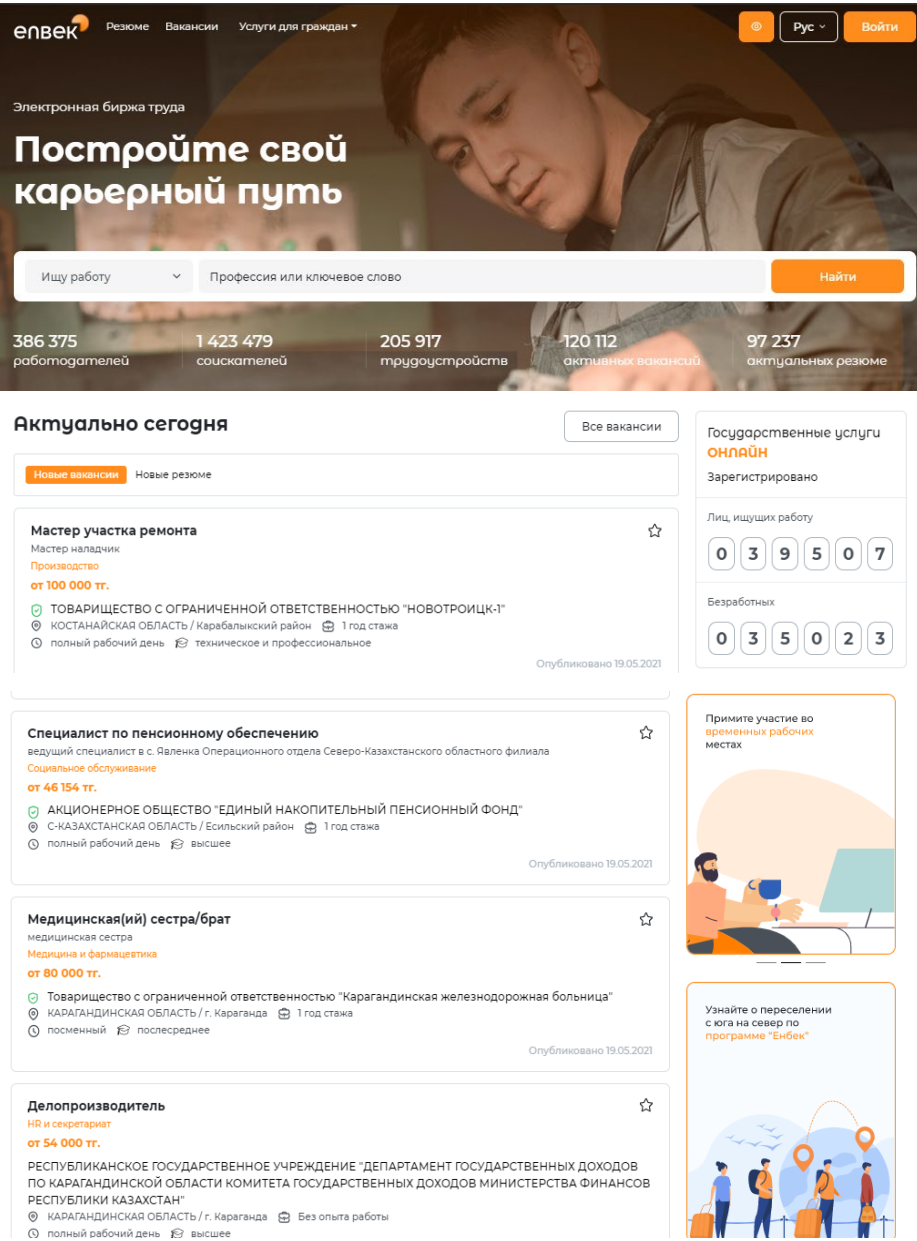
Integration with the personnel management information system of the Agency of the Republic of Kazakhstan for Civil Service Affairs

Registration on the portal:

jobseeker using electronic digital signature, QR code, mobile phone number

employer using electronic digital signature

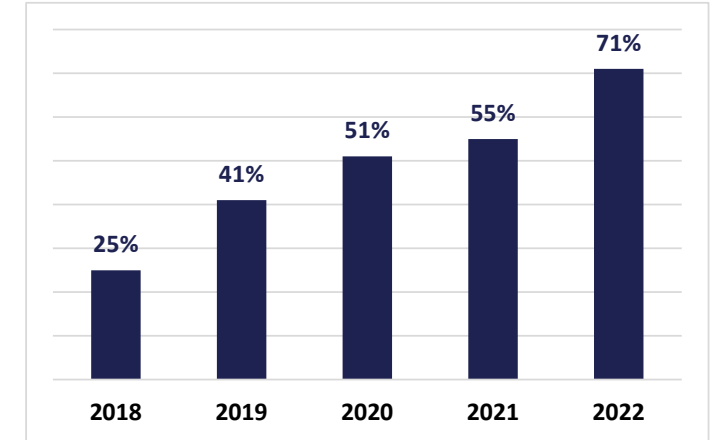
Mobile Application Enbek.kz (2022)



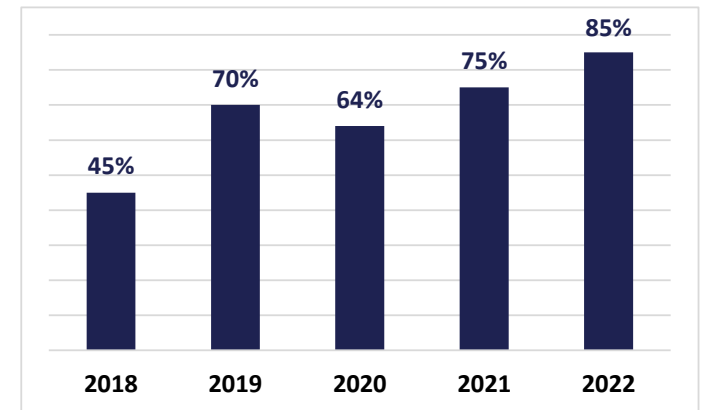
EMPLOYMENT PLATFORM (2018)

- **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

The proportion of employers who register vacancies through the portal Enbek.kz



Registration of vacancies by employers through the portal 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**

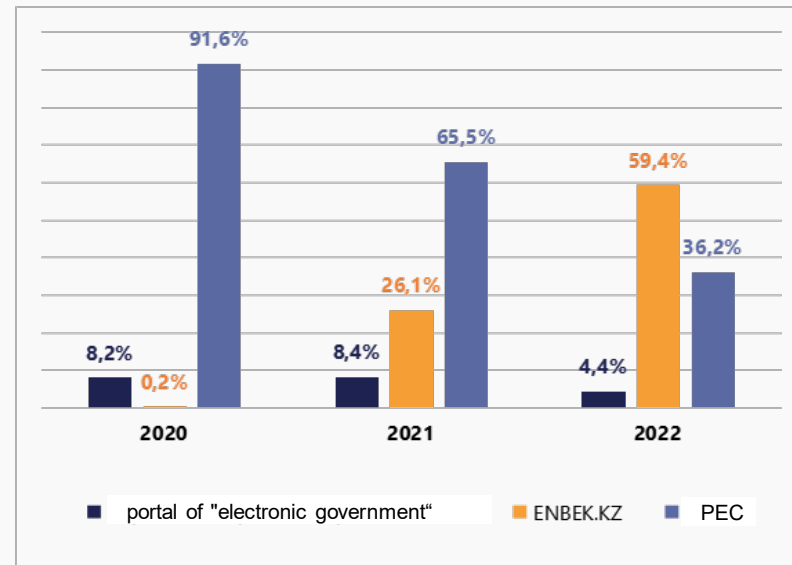


Automatic verification of the jobseeker for registration in the employment center

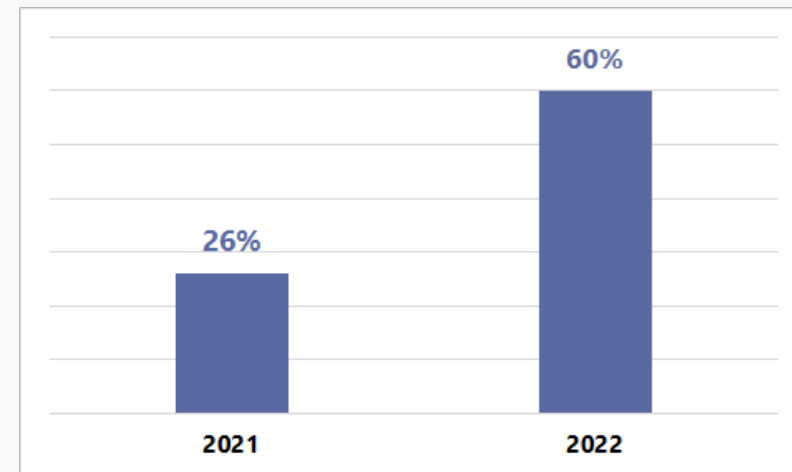
Automatic registration as an unemployed person

An electronic digital signature is required to receive public services

Registration of the jobseeker in the employment center



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



Stage II (2022-2023)



2022

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

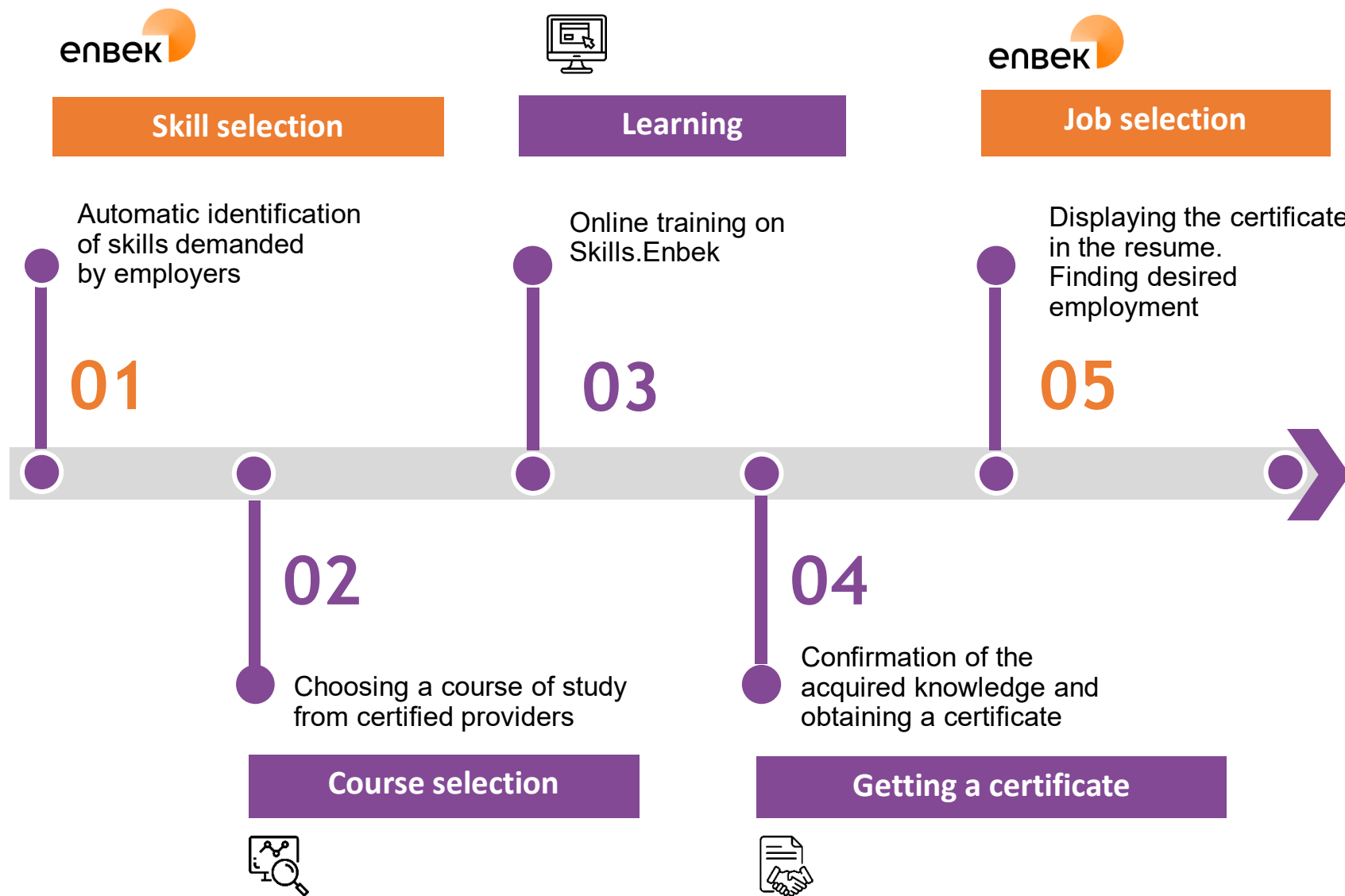
2023



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

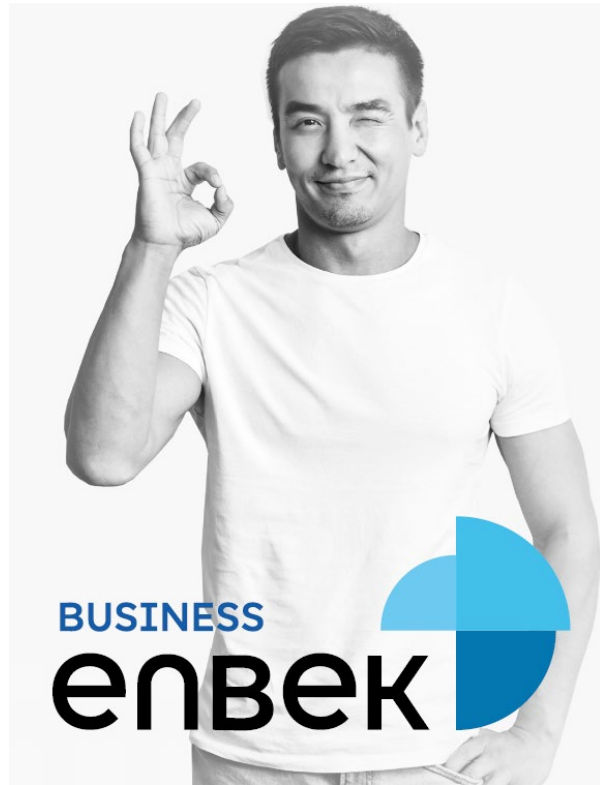
- Automation of the process of organizing short-term vocational training upon employer's request and at the workplace, getting unemployed online directions for training
- Provision via Enbek.kz video consultations for employers and job seekers by specialists of employment centers

ONLINE LEARNING PLATFORM FOR NEW SKILLS

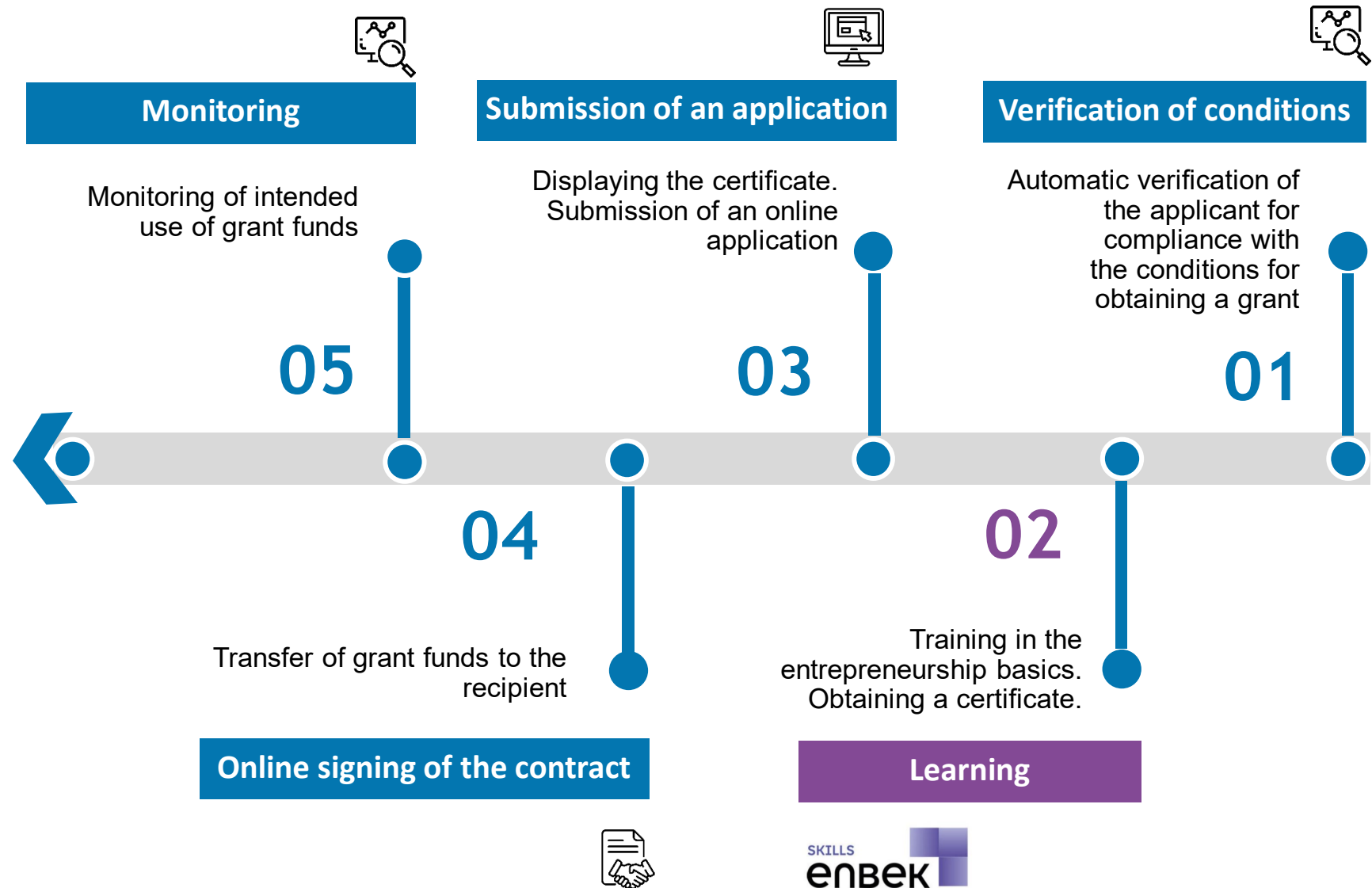


SINGLE WINDOW FOR SUPPORTING BUSINESS INITIATIVES

Gratuitous grants to start a business



www.business.enbek.kz





www.hr.enbek.kz



Registration of employment contracts **online**



Electronic workbook of an employee



Electronic HR **record keeping**



Employee's **personal file**



Online labour consultant



Proactive employment services

DEVELOPMENT OF NATIONAL QUALIFICATIONS SYSTEM (NQS)

Linking the labour market and the training system

Labour market

▪ How to **streamline all qualifications** in education?

1

Development and application of
National and Sectoral Qualifications Frameworks

2

▪ What **professions** are and will be on the labour market?

FORECASTING
the need for labour force

3

▪ What **skills** should employees of these professions have?

Development of
PROFESSIONAL STANDARDS

Training of personnel

▪ How can they **be taught** these skills quickly?

4

Development of **MODULAR**
training programs

5

Short-term skills TRAINING



Labour market

▪ How to evaluate and **effectively apply** the acquired skills?

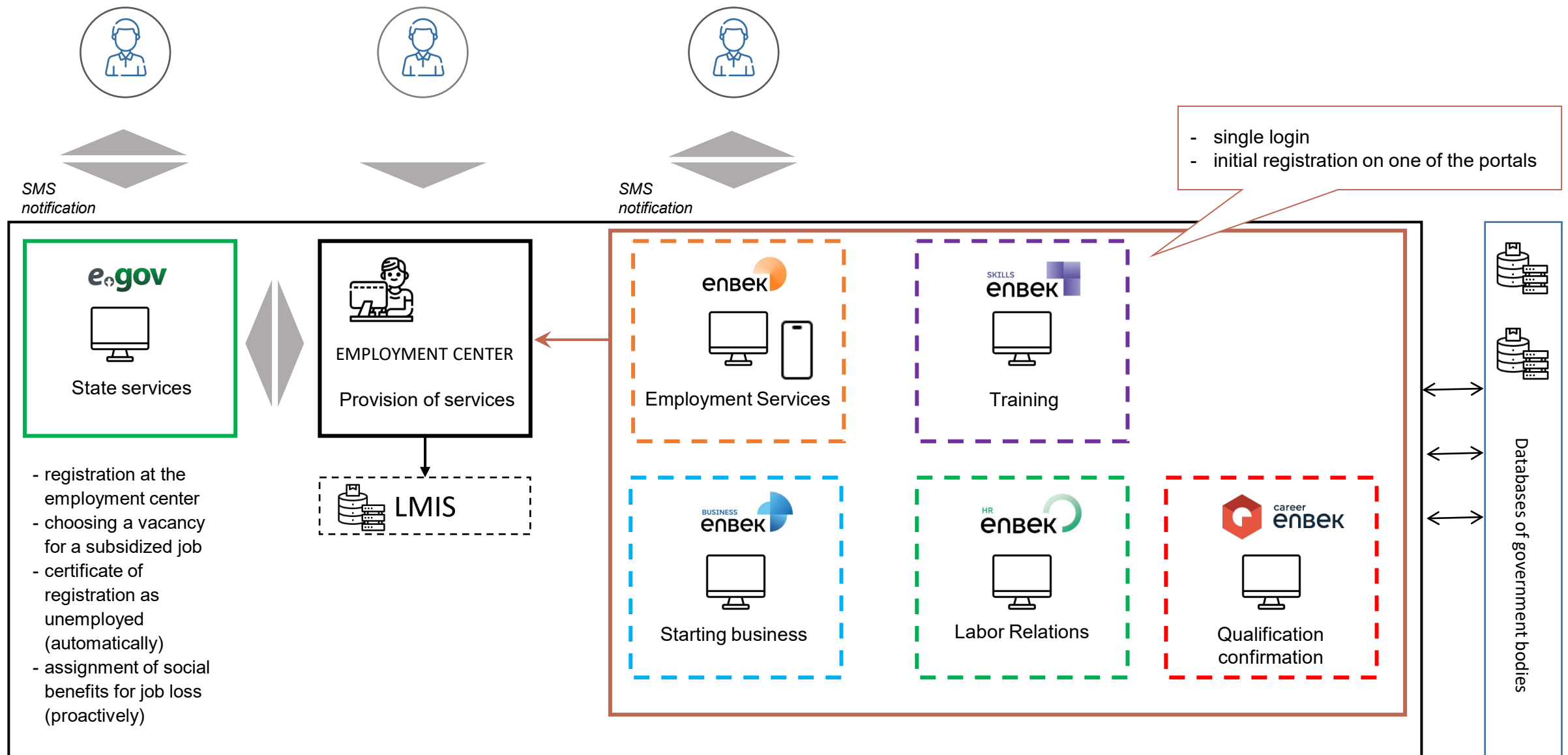
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CERTIFICATION and job placement

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

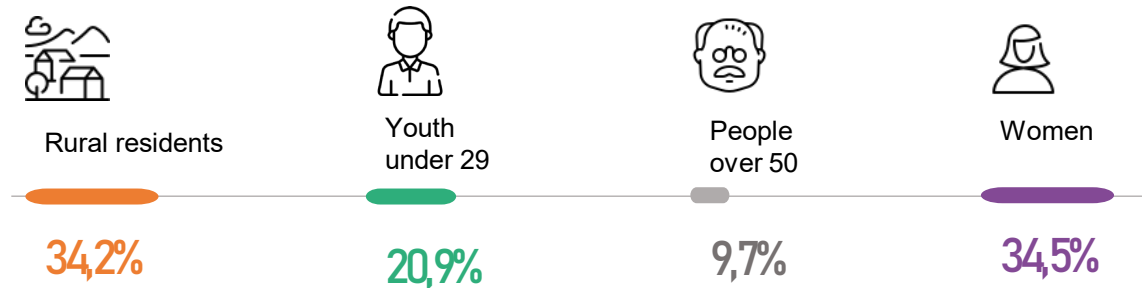


MULTI-CHANNEL CUSTOMER SERVICE



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



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.

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



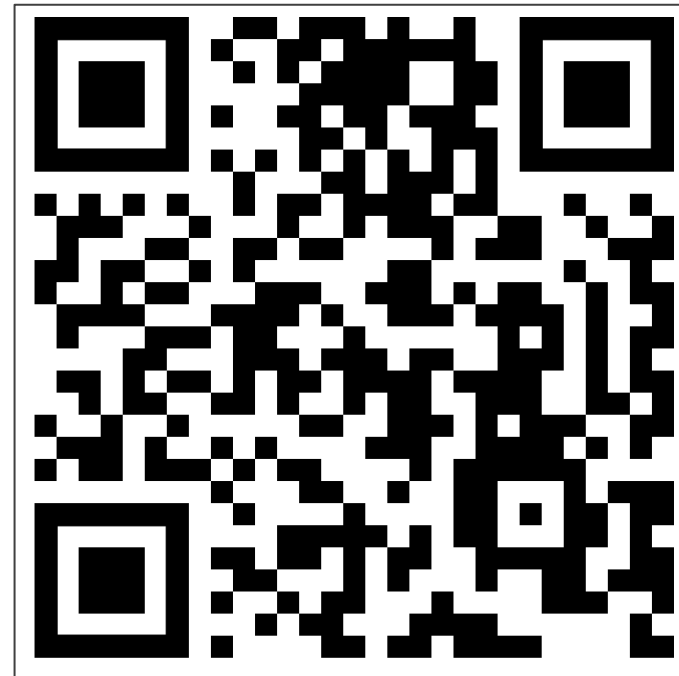
SELF-SERVICE AREAS IN EMPLOYMENT CENTERS

- availability of computers
- free Internet
- assistance of employment center consultants
- group and individual quick training

ANNUAL **NATIONAL REPORT** ON THE LABOR MARKET OF KAZAKHSTAN



iac.enbek.kz



QR code for getting information on the report

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



Up-to-date resumes, vacancies and online employment services



Learning new skills and career development opportunities



Business start-up or expansion support



Registration of employment contracts and organization of the employment process online



Workforce Development Centre –
labor market publications