



HRVATSKI ZAVOD
ZA ZAPOSŁJAVANJE

Preventing and Educating NEETs

Croatia Experience

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Croatian Employment Service

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Croatian Employment Service



Organisation:

Central office
22 Regional centres and offices
99 Local offices
17 CISOK (Lifelong Career Guidance Centre)



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About Croatia

Active population and Employment, *August 2023*

- Active population (labour force): 1.785.229
- Number of employed persons: 1.677.842
- Registered unemployment rate: 6.0%

Registered unemployment (CES), *September 2023*

- Number of unemployed persons: **103.617**
- Youth unemployment:
15-24 → **14.580 (14,1%)**
15-29 → **25.175 (24,3%)**
- Long-term unemployed persons (12+ months):
40.866 (39,4%)
15-29 → 10%
- Unemployment benefit beneficiaries: 21.563
(20,8%)
15-29 → 18,6%



Area of the Republic of Croatia
(56,594 km²)
Population: 3,871,833 (Census 2021)
21 counties, 127 cities
Capital: Zagreb
GDP per capita (2021): € 14,989

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

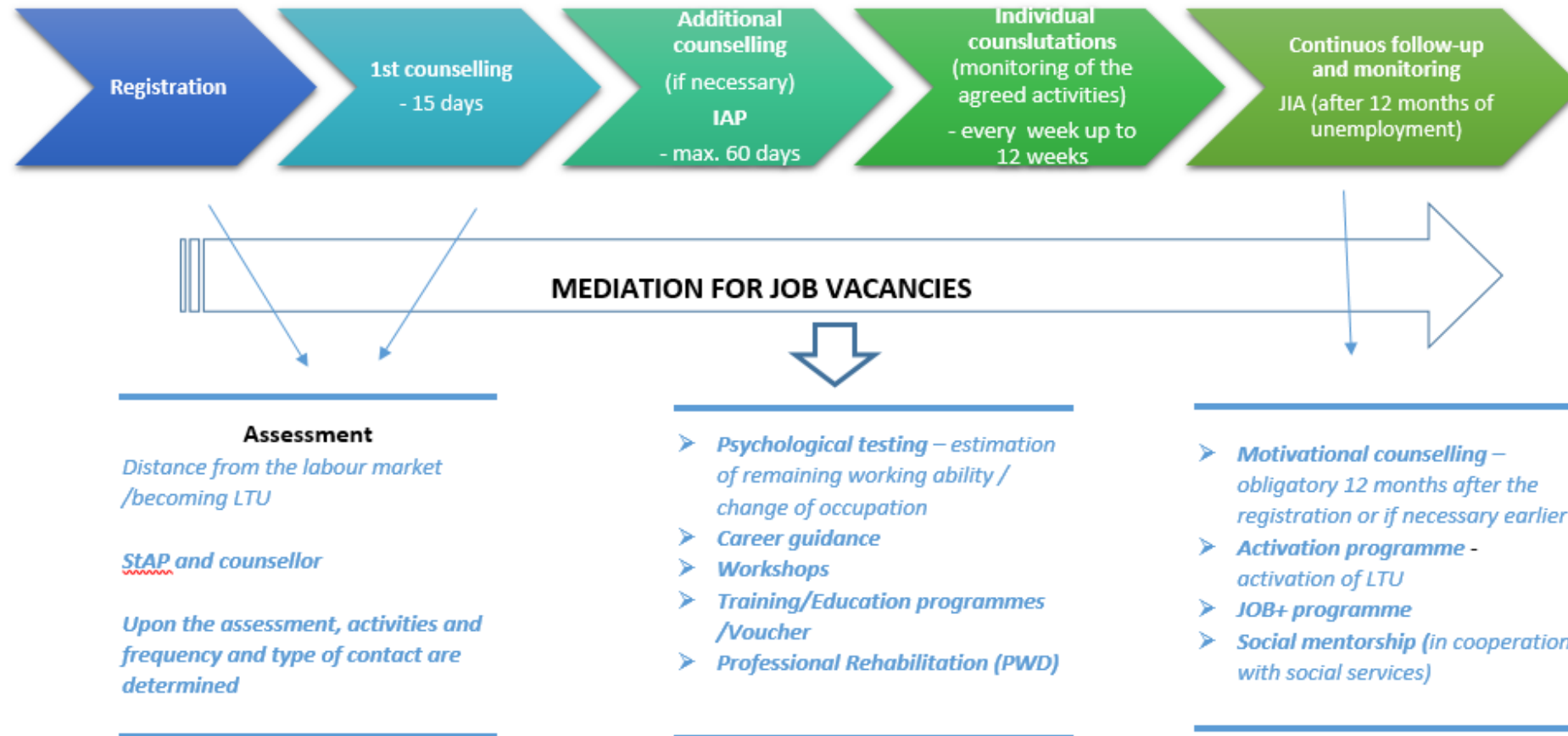
Preventive activities – early interventions

History: first Vocational Counselling Centre was established at the Employment Exchange Office in 1931

- **Career guidance** → part of HZZ services
 - Psychologist, pedagogues, social workers or related experts
 - Cooperation with schools
- **Recommendations for Enrolment Policies**
- **Lifelong Career Guidance Centers (CISOK)**
 - promotion of lifelong learning opportunities by informing and offering career guidance services to all citizens of any age
 - **Agreement on cooperation and data exchange between stakeholders** since 2015, tracking of NEETs
 - **Partnership agreements** between CISOK centres and local/regional stakeholders (463) – important for the NEET outreach
- Survey on vocational intentions of students
- Individual and group informing and counseling
- e-services (e.g. CISOK, e-Guidance), e-tools (e.g. My Choice)



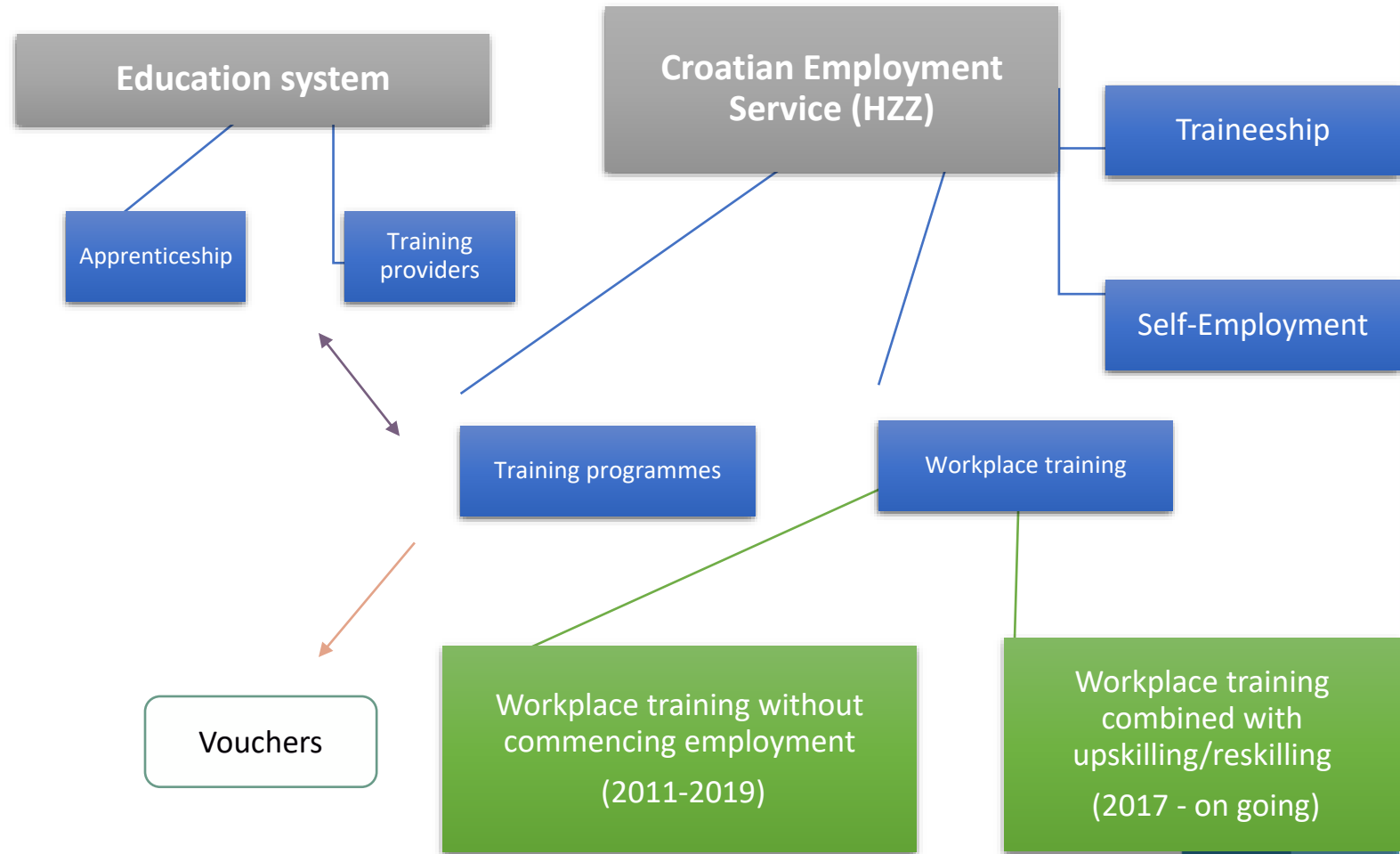
Customer Journey - NEETS



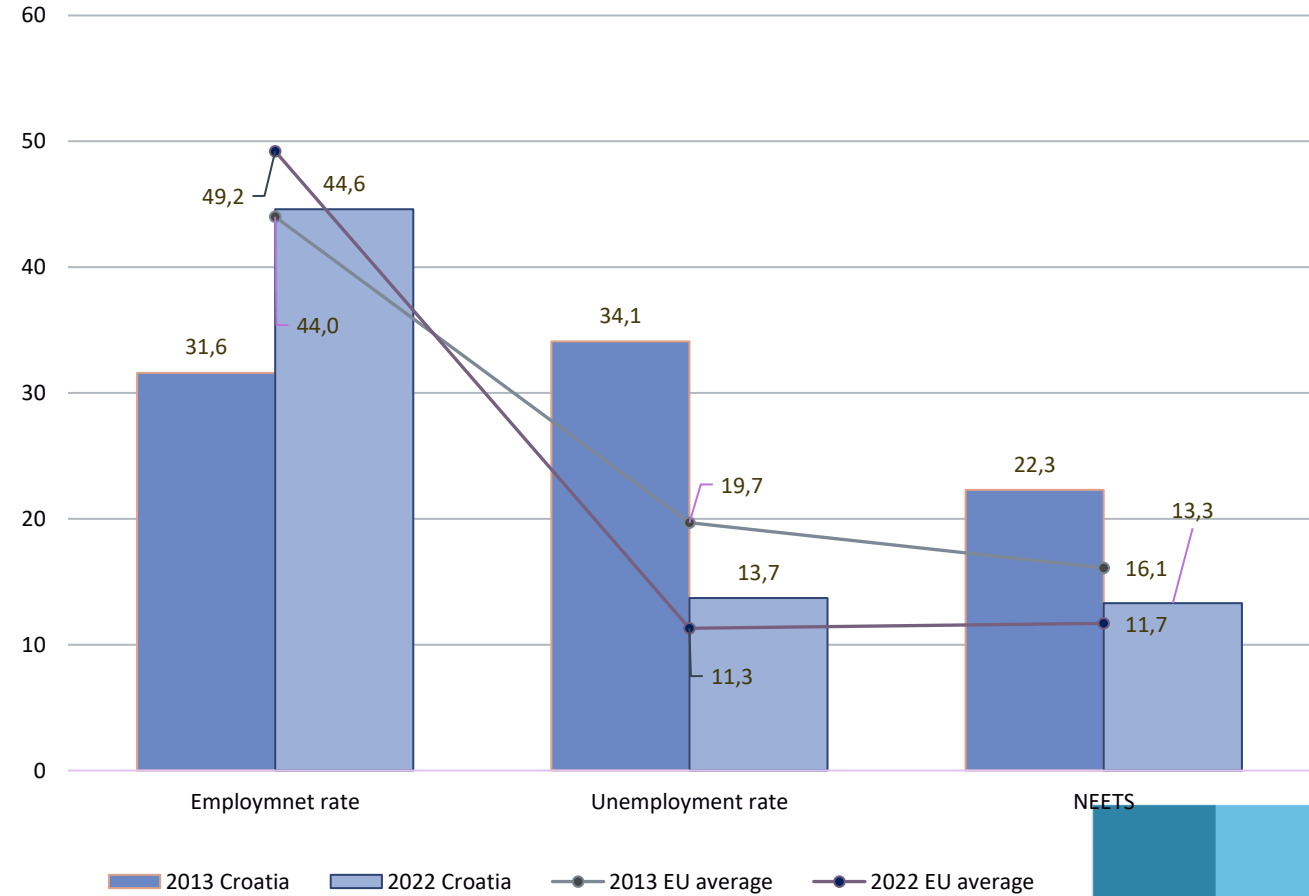
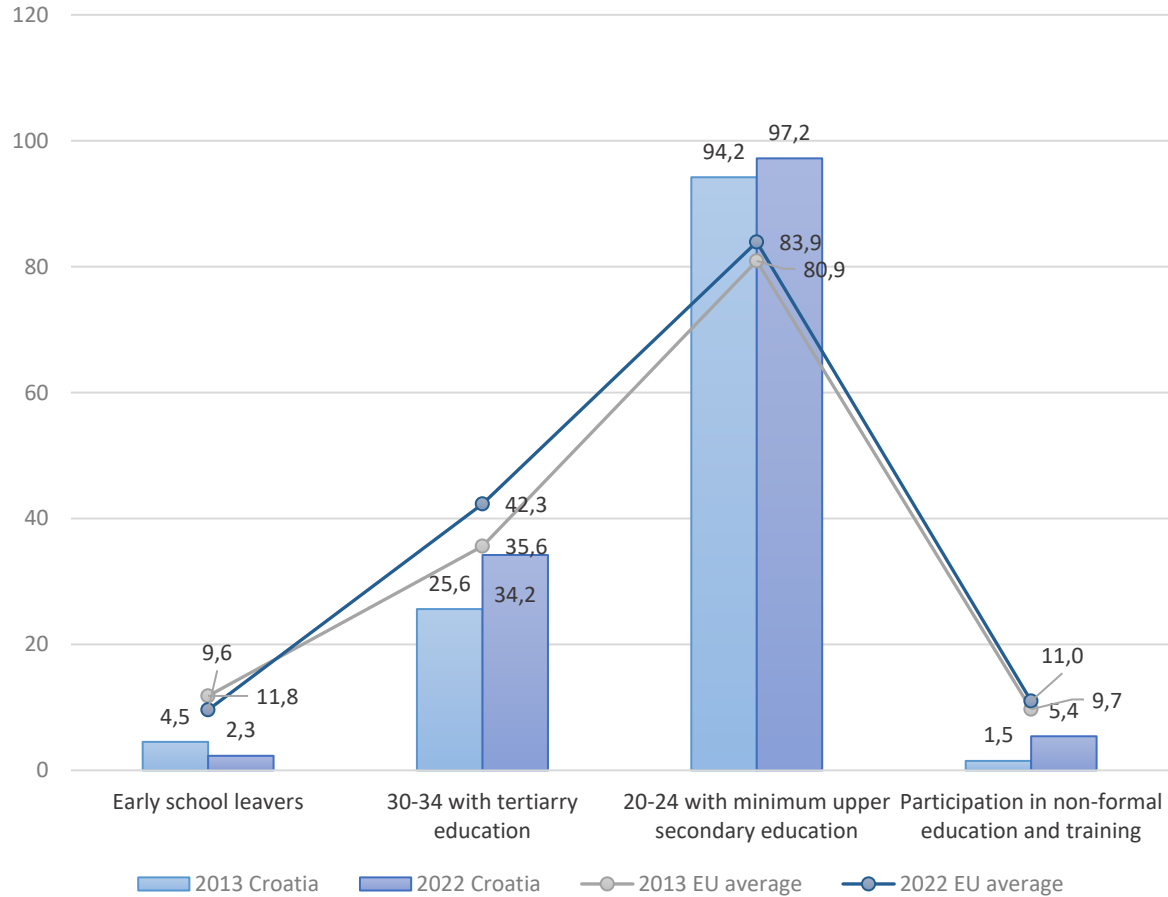
Measures for youth

VOUCHERS

- a financial instrument of allocation of public funds for adult learning
- **Goal:** to increase the rate of participation in adult education in Croatia (5,1 % in HR; 10,8% in the EU; 2021 data)
- It promotes flexible and tailor-made model
- Promotion and the acquisition of **digital** and **green skills** to foster technological, social and economic changes and improve long-term competitiveness and productivity of the workforce and Croatian economy
- Users independently choose the program and the education provider from the available programs and skills catalogue.
- The application is submitted through online platform mojvaucer.hzz.hr



Youth / NEETS Indicators



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Thank you for your attention!



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