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## Employability profiling toolbox

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# *Why one single employability profiling toolbox?*

The development of a common employability profiling toolbox is an important step on the way to a more coherent employment policy and a single-tier system.

The ambition is to assess both insured and non-insured people according to the same principles. Both weakly and strongly placed people. In order to support this assessment, a common employability profiling model has been developed as well as common tools and a common digitisation of the efforts.

About 1.3 million people experience a period of unemployment each year. The employability profiling toolbox will help ensure that resources are used in a targeted and efficient manner. This means that the local authority and the Public Employment Service (PES) should not use unnecessary resources on jobseekers who appear to be capable of finding a new job on their own. Instead, the resources should be used on jobseekers who actually need them.

Thus, the employability profiling tools should help make employment measures flexible and targeted to the jobseeker. At the same time, the tools can be used in the ongoing assessment of the jobseeker's employment opportunities.

## **Common language, framework, and system**

The employability profiling toolbox makes it possible for organisations and employees to use common tools and concepts.

This means that:

- it can become easier to understand the information received from colleagues and other cooperation partners,
- a uniform practice is developed as to the assessment of the jobseeker's employability potential across organisations,
- the jobseeker experiences cohesive efforts and recognises the concepts used.

## **Reuse of information**

The tools make it possible for organisations and employees to use the same system. This applies both when information about the jobseeker is documented and when it is systematised.

By systematising in the same way, it becomes easier to get an overview of cases received from colleagues and cooperation partners. Moreover, it becomes easier to reuse information, and this is a pivotal element of efficient and cohesive measures in relation to the jobseeker during the entire contact.

A systematic collection of information will also ensure that resources are used more efficiently internally as well as with other authorities and actors. In addition, this gives a better possibility of evaluating the employment efforts both internally and in relation to other actors.

## **Tools and specialist assessment**

The different tools may also help in the collection of information as part of the assessment of the jobseeker. Moreover, they can support uniform and systematic documentation and ensure that information is reused. *However, the tools cannot make a specialist assessment.*

In the end, it is always the specialist assessment by the employment officer that, in consultation with the jobseeker, determines the measures required.

# *How is employability profiling defined?*

## *The concept of employability profiling*

With regard to public employment services, employability profiling has at least three different meanings:

Firstly, it may cover *initial employability profiling*. This is the initial examination and assessment of whether the jobseekers are capable of getting a new job on their own or if there is a need for special measures. This phase seeks to identify people who need more frequent contact.<sup>1</sup> For these people, a passive process would, in itself, increase the risk of long-term unemployment. Therefore, it is important that they are identified early in their unemployment period. On the other hand, people who are able to find new jobs for themselves should not receive excess assistance. This helps avoid clientising and unnecessary use of resources.

The initial employability profiling also constitutes the basis for assessing the extent and planning of the initiatives required for the jobseeker to become employed or closer to the labour market.

Secondly, employability profiling may cover the *ongoing assessment of the jobseeker's employability potential*. This entails an examination and reassessment of the jobseeker's prospects of getting a job as part of the individual contact (employability reprofiling). This means that, in the contact process, the initiatives are followed up so that they may be adjusted and reassessed. In this way, ongoing employability reprofiling is a central part of the contact process.

Finally, employability profiling may also be *the specific measures*. This includes the decision as to which active measures are to be implemented for the individual jobseeker. Here, employability profiling thus covers individually planned efforts which are typically included in a job plan.

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<sup>1</sup>Jobseekers needing assistance at an early stage are people at the risk of becoming long-term unemployed. This covers people who need intensive contact and possibly active measures that are more comprehensive than regular assistance and support when looking for work.

*This toolbox includes tools that support tasks in the initial employability profiling as well as in the ongoing assessment as part of the individual contact process.*

### ***The purpose of the initial employability profiling and the ongoing assessment***

The purpose of the initial employability profiling and the ongoing assessment of the jobseeker's employability potential is to ensure:

- that a systematic and qualified assessment is made of the jobseeker's distance from the labour market and of the need for early supporting measures,
- that resources are prioritised and targeted in relation to jobseekers needing early supporting measures,
- that jobseekers needing early supporting measures can have a more intensive, targeted and individually tailored contact process, and
- that the jobseeker's distance to the labour market is assessed systematically and in a professional manner so that initiatives can be adjusted on an ongoing basis.

### ***The jobseeker's employability potential - degree of labour market match***

The jobseeker's employability potential is an assessment of the jobseeker's distance from the labour market. This can be expressed as the degree of match between the jobseeker's resources and the requirements of the labour market. The employability potential is thus not only attached to the jobseeker's resources or the requirements of the labour market, but also to the dynamic interplay between the two.

The matching concept maintains the labour market perspective in relation to assessments and categorisations. The matching concept also creates coherence in the assessment basis in relation to assessments of employability profiling and ability to work.

Differentiation is made between five degrees of labour market match, which are described further in the section about the use of the tools:

1. Full match
2. High degree of match
3. Partial match
4. Low degree of match
5. No match

### **The jobseeker's resources**

The jobseeker's resources in relation to the assessment of the jobseeker's employability potential can be described and assessed in relation to five attention areas forming a dynamic whole:

- Own labour market perspective
- Vocational and practical qualifications
- Personal skills
- Financial situation and network
- Health

The description and assessment of the jobseeker's resources in relation to the five attention areas are supported by a dialogue guide - one of the tools in the toolbox. The dialogue guide is described further in the section about the individual tools and in the section about the use of the tools.

### **Labour market requirements**

The labour market requirements are the requirements at any given time for qualifications, skills, and resources in order to be able to carry out a number of job functions. This entails job functions commonly found in the normal Danish labour market when the degree of match is assessed. The Danish labour market is characterised by a high degree of variation in job functions and thus also in the requirements for qualifications, skills and resources. This means that the labour market is diverse and flexible. Thus, there are several opportunities to match the individual jobseeker's background with a job.

If the jobseeker matches the requirements for the normal labour market, this may result in a "full match", "high degree of match" or

"partial match". Special initiatives may be required if the jobseeker's qualifications or employability perspective does not immediately match the requirements or the need for labour within a particular vocational or geographical area. However, this can never, in itself, justify an assessment as "low degree of match" or "no match" when the jobseeker otherwise has the qualifications to match the labour market requirements in a number of other areas.

The assessment of the degree of match between the jobseeker's resources and the labour market requirements is described in further detail in the section about the use of the tools.



# *The employability profiling tools*

## *The individual tools*

The employability profiling toolbox contains four tools:

- A preparation leaflet for the jobseeker, supporting the jobseeker's preparation for the employability profiling interview.
- A public assistance record giving an overview of the jobseeker's previous periods on public assistance.
- A job barometer giving an indication as to the jobseeker's prospects of getting a job within the next six months.
- A dialogue guide supporting the areas needing special attention by the employment officer in his dialogue with the jobseeker.

The public assistance record and the job barometer can be found as digital tools on the labour market portal. The labour market portal is a web-based database that can be used in connection with preparation, administration, and follow-up to employment initiatives at state level as well as in local authorities and unemployment insurance funds.

The individual tools are described in further detail later in this chapter.

# *The preparation leaflet*

Before the interview, the jobseeker will receive a preparation leaflet. The purpose of this leaflet is:

- to make it clear to the jobseeker that he needs to be active himself,
- to give the jobseeker an understanding of the purpose of the employability profiling interview,
- to direct the jobseeker's mind towards an attachment to the labour market,
- to turn focus onto resources and future perspectives, and
- to give the jobseeker a better opportunity to prepare for the employability profiling interview.

The preparation leaflet contains questions that the jobseeker is asked to consider before the interview. These questions help elucidate how the jobseeker assesses his own chances of getting a job. The leaflet also contains a brief description of the purpose of the employability profiling interview.

The preparation leaflet supplements the employability profiling interview with the individual characteristics of the jobseeker that the public assistance record (overview of the unemployment period) and the job barometer cannot say anything about.

# ***The public assistance record***

A record shows the history of a process. The public assistance record thus shows the benefits the jobseeker has received as public assistance through the last five years. This information is available on the labour market portal. Here, the employment officer can obtain a monthly overview of the jobseeker's public assistance benefits. The public assistance record builds on data from 1994 and after.

The public assistance record can thus be used in the preparation of the interview as well as in the dialogue with the jobseeker. In this way, the public assistance record may help improve the measures.

## ***The design of the public assistance record***

The employment officer needs to type in the personal identification number of the jobseeker in order to get a summary of the public assistance record. The first screen overview shows the jobseeker's public assistance record on a monthly basis over the past five years. The different types of benefit each have their own colour.

# *The job barometer*

The job barometer is available on the labour market portal. This is a tool that gives the employment officer an indication of the jobseeker's prospects of getting a job within the next six months.

The job barometer is mainly to be used when the employment officer prepares for the initial employability profiling interview. However, the job barometer can also be used in the subsequent contact process.

## *The basis of the job barometer*

The assessments in the job barometer are based on a so-called duration model. This is a statistical model developed in cooperation with labour market researchers at Aarhus University. The duration model has been developed in order to predict as exactly as possible when a given unemployment period will end, ie. when the jobseeker can expect to get a job.

The duration model's predictions as to the jobseeker's job prospects are based on previous periods of unemployment experienced by people with similar characteristics. This information originates from people who received public assistance from the PES or local authorities between 1999 and 2003. Thus, the assessments of the job barometer are based on historical facts on 1.2 million people and all their periods on public assistance over five years.

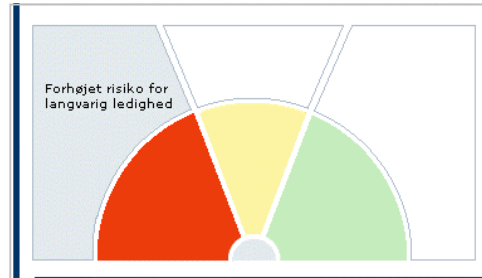
The course of the individual jobseeker's unemployment is compared to that of other jobseekers with similar characteristics and attachment to the labour market. In this way, the job barometer can be used to assess the prospects of the jobseeker of getting a job within the next six months.

In its current form, the job barometer is merely applicable for predicting the job prospects of "recently unemployed" people. For recipients of unemployment benefits, this means people that have been unemployed for between one and seven months. For recipients of social benefits, this means people that have been unemployed for a total of six months.

The background data for the job barometer originate from a number of different sources. These include a number of personal data and information regarding previous labour market

attachment. Various parameters in relation to the tool will be explained below.

## **1. Job barometer**



Translation of figure: Increased risk of long-term unemployment

The jobseeker's job prospects are highlighted in red, yellow, or green.

The job barometer itself thus consists of three coloured fields and a related text:

- A green field: Shows that the jobseeker is at low risk of long-term unemployment.
- A yellow field: Shows that the jobseeker is at medium risk of long-term unemployment.
- A red field: Shows that the jobseeker is at high risk of long-term unemployment.

## **2. Historical data of the proportion of jobseekers that have a job within six months**

Next to the job barometer, a text shows the historical job prospects in the jobseeker's region.

The description of the jobseeker's job prospects is divided into two parts:

In the first part, the jobseeker's job prospects are compared with other jobseekers in the same group. This assessment builds on a number of historical data on the proportion of jobseekers in the group that achieved at least four consecutive weeks of non-subsidised employment within six months. The six months are measured from the time the individual became unemployed. A jobseeker can belong to one of eight groups divided according to gender, type of public assistance and age.

The other part describes how many jobseekers in the region have achieved four consecutive weeks of non-subsidised employment within the first six months.

This division is based on historical data and indicates the actual distribution as opposed to the job barometer, which is a prediction of the jobseeker's job prospects. The historical data within a region gives an insight into the job prospects of the jobseeker's group compared to the remaining jobseekers in the region.

### ***3. How does the job barometer work?***

The job barometer gives a statistical view of the jobseeker's prospects of getting a job within the next six months. This is done by making a statement of the experience of other jobseekers with the same characteristics. The application of the job barometer is a part of the analysis of the jobseeker's employability potential and should be seen as a supplement to the personal interview.

The statement includes a number of factors that are significant to the jobseeker's job prospects. These factors include the general unemployment trend and the jobseeker's vocational and/or geographical mobility. If these factors change, it may affect the jobseeker's real job prospects. There are, however, other factors that cannot be changed, such as age and gender.

#### **What is employment according to the job barometer?**

According to the job barometer, the jobseeker is regarded as employed within six months from the time of the employability profiling when he or she does not receive public assistance for at least four consecutive weeks. This employment definition does not mean that the individual is necessarily employed exactly six months from the time of the employability profiling. The criterion is merely that the jobseeker has been employed for at least four consecutive weeks at any time between the time of the employability profiling and the 26th week after the time of the employability profiling.

#### **One job barometer for each region**

In its assessment of the job prospects, the job barometer considers the time when the jobseeker is profiled as to employability. If the jobseeker is profiled as to employability after one month of unemployment, the job barometer will assess the job prospects

based on the knowledge that the jobseeker has been unemployed for one month. If the jobseeker is profiled as to employability after six months of unemployment, the probability of getting a job within the next six months is calculated on the basis of the knowledge that the jobseeker has been unemployed for six months. In general, the job prospects deteriorate as the unemployment period becomes longer. The prospects will therefore deteriorate each time the jobseeker is profiled as to employability as long as the other factors are unchanged.

The jobseeker's job prospects depend on a number of factors that may vary between regions and different groups of jobseekers. Apart from the regional factors, these factors include age, gender, and insurance category. The job barometer has been developed on the basis of these factors. This should also be seen in relation to the fact that legislative requirements and opportunities are different for recipients of unemployment benefits over and under the age of 25 and for recipients of social benefits over and under the age of 30.<sup>2</sup>

Therefore, eight separate job barometers have been developed in each of the 14 PES regions. This means that throughout Denmark there are 112 different job barometers. One job barometer in each region for each of the eight groups below:

- Female recipients of unemployment benefits under the age of 25
- Male recipients of unemployment benefits under the age of 25
- Female recipients of unemployment benefits over the age of 24
- Male recipients of unemployment benefits over the age of 24
- Female recipients of social benefits under the age of 30
- Male recipients of social benefits under the age of 30
- Female recipients of social benefits over the age of 29
- Male recipients of social benefits over the age of 29

The job barometer itself determines which of the 112 job barometers is to be applied for the assessment of the job prospects of the individual jobseeker. This depends on the jobseeker's region, gender, age and insurance category. The employment officer will not notice that there are 112 different job barometers.

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<sup>2</sup> This age division is based on legislation from before 1 July 2003.

## **The job barometer's ability to assess job prospects**

The job barometer's ability to assess whether the jobseeker will become employed within six months is not perfect. Tests on historical data show that the job barometer assesses the jobseeker's job prospects correctly in an average of seven out of ten cases (70 per cent).

The job barometer's ability to predict does, however, to a certain extent depend on the group of jobseekers being assessed. The job barometer is thus generally better at predicting the job prospects correctly:

- for men than for women
- for younger than for older insured jobseekers
- for insured than for non-insured jobseekers.

The job barometer thus assesses the jobseeker's job prospects correctly in more than eight out of ten cases when it comes to insured men under the age of 25.

The job barometer is an aid when the employment officer prepares for the employability profiling interview. The employability profiling cannot merely be based on the job barometer, because it sometimes makes erroneous assessments of the jobseeker's job prospects. The employability profiling must always be complemented by individual information collected through the dialogue with the jobseeker in order to discover other factors of importance for the jobseeker's job prospects.

Therefore, it is important to stress that the job barometer cannot stand on its own in the assessment of the jobseeker and should always be supported by the specialist assessment of the employment officer.

## ***4. What is of significance?***

The basis for the job barometer's assessment also includes information about the jobseeker significant for the prospects of getting a job within six months.

This information is described below:



## Labour market attachment

Labour market attachment is typically very important for the statistical probability of getting a job within the next six months. Previous labour market attachment is made up of a number of factors:

- Number of periods on public assistance.
- Number of times the jobseeker has been able to find a job after a period of unemployment.
- The background for the most recent unemployment period (periods on unemployment benefits, social benefits, holiday benefits, sickness benefits, maternity leave benefits, leave benefits and state educational grant (SU)).

The trend is that the job prospects are better the fewer and shorter the periods on public assistance and the more often the jobseeker has been able to find a job.

The jobseeker's previous labour market history turns out to be of crucial importance for the jobseeker's opportunities of getting a job (again). This information is therefore also important in the assessment of which jobseekers will get a job within six months.

The jobseeker's labour market attachment is based on an analysis of public assistance data from unemployment insurance funds and local authorities' registrations of benefits paid out. This includes periods on:

- Unemployment benefits (including periods in employability enhancement programmes on unemployment benefits)
- Social benefits (including periods in employability enhancement programmes on social benefits)
- Holiday benefits
- Sickness benefits
- Maternity leave benefits
- Leave benefits (childcare leave and training leave from unemployment).

The jobseeker's labour market attachment can be summarised as four parameters. These are all included in the model the job barometer is based on. Historically, the four parameters have proved to be significant for jobseekers' job opportunities, albeit to different extents. However, the job barometer ensures that the greater the significance of a parameter for job prospects, the greater the weight in the assessment.

The four parameters are:

#### **The extent of public assistance**

The extent of public assistance is measured over the past two years for young people. For older people, the extent is measured over the past five years. The model shows that the longer the time the jobseeker has been on public assistance in the period, the smaller the chance - all else being equal - of getting a job within six months.

#### **The extent of sickness periods**

The extent of sickness periods is measured over the past two years for young people and five years for older people. The model shows that the longer the time the jobseeker has been sick, the smaller the chance - all else being equal - of getting a job within six months.

#### **The number of unemployment periods in the past two years that have ended with the jobseeker getting a job**

The model shows that the jobseeker has better chances of getting a job within six months - all else being equal - if he or she has been able to find a job again relatively quickly in the past two years.

#### **The background for the most recent unemployment period**

The background for the most recent unemployment period is defined as the most recent unemployment period or the most recent period on public assistance due to sickness, holiday, maternity leave, etc. This also includes unemployment benefits, social benefits, leave, etc. The model shows that jobseekers have smaller chances of getting a job within six months - all else being equal - if the most recent period on public assistance was due to maternity leave or sickness. This should be compared to people who started receiving public assistance in the form of holiday benefits or unemployment/social benefits.

The data mentioned above contributes to the job barometer's total assessment of the jobseeker's job prospects. Some parameters will - all else being equal - improve the jobseeker's job prospects compared to what the same parameters mean to other jobseekers. Other parameters will deteriorate the job prospects.

### **Age**

Age is typically relatively important for the statistical probability of getting a job within six months. In general, lower age means higher statistical probability of getting a job. Therefore, age is decisive in the assessment of which jobseekers will get a job within

six months. Generally, the model shows that the higher the age, the smaller the chance - all else being equal - of getting a job within six months.

Age is determined on the basis of the jobseeker's personal identification number (CPR number).

### **Area of residence**

Municipality of residence and regional unemployment rates reflect economic trends and the conditions in the local labour market.

The jobseeker's municipality of residence within a specific region is generally not very significant for the jobseeker's opportunities of getting a job. As a rule, this is thus not so important in the assessment of which jobseekers will get a job within six months. In some regions and for some groups of jobseekers, the municipality of residence may, however, be relatively important for their job prospects. This particularly applies to regional/local areas where there are relatively few jobs.

### **Unemployment insurance fund**

The type of unemployment insurance fund that a jobseeker belongs to generally gives an indication about the jobseeker's educational background. The choice of unemployment insurance fund can have great significance for the job opportunities of the recipient of unemployment benefits. However, it is difficult to give a clear assessment of the role of the different unemployment insurance funds in this connection.

### **Country of origin**

The country of origin of the jobseeker is very important for the statistical probability of getting a job within six months. People of Danish origin typically have greater chances of getting a job than immigrants and their descendants. Moreover, immigrants and their descendants from western countries have greater chances of finding a job than people from non-western countries.

In the model, the jobseeker's country of origin is divided into five categories according to which the job opportunities are also assessed.

- People of Danish origin

- Immigrants from western countries<sup>3</sup>
- Immigrants from non-western countries
- Descendants from western countries
- Descendants from non-western countries.

In this respect, the jobseeker's country of origin refers to whether the jobseeker is an immigrant or a descendant of an immigrant from another country than Denmark and whether the country of origin is a western or a non-western country. This has proved to be significant for jobseekers' job opportunities. Therefore, the country of origin of the jobseekers is very important in the assessment of which jobseekers will get a job within six months.

The model shows that immigrants from non-western countries - all else being equal - have a harder time finding a job within six months than do immigrants from western countries and even more so relative to jobseekers of Danish origin. Furthermore - all else being equal - immigrants generally have a harder time finding a job within six months than do their descendants and even more so relative to jobseekers of Danish origin.

## **Marital status**

The jobseeker's marital status is determined on the basis of the most recent marital status data from the unemployment insurance funds' registrations of benefits paid out. These registrations are transferred once a month to the labour market portal from the National Directorate of Labour and others. The jobseeker's marital status will therefore not be correct on the labour market portal if the jobseeker has changed marital status after the most recent benefit registration. Marital status is not available for jobseekers on social benefits, sickness benefits, etc. that have not previously received unemployment benefits, maternity leave benefits, leave benefits, etc. In this model, these jobseekers will be regarded as being married.

"Cohabiting" will be registered as "unmarried".

Generally, the marital status of the jobseeker is of limited significance for the jobseeker's opportunities of getting a job. However, the model shows that unmarried jobseekers generally - all else being equal - have a slightly harder time finding a job within six months than do jobseekers who are married.

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<sup>3</sup> Western countries include Australia, Austria, Belgium, Canada, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Japan, Luxembourg, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Slovakia, South Korea, Spain, Sweden, Switzerland, United Kingdom, and the USA.

## **Economic trends in the jobseeker's municipality of residence**

Economic trends in the jobseeker's municipality of residence are also included in the job barometer. This means that the current and most recent unemployment rates in the municipality are included.

Data about the economic trends in the jobseeker's municipality is transferred from Statistics Denmark. The data is calculated on the basis of the number of recipients of unemployment benefits and social benefits that are registered with the PES, and the data comes from CRAM (central register for labour market statistics).

Economic trends in the jobseeker's municipality of residence are used to reflect the current unemployment situation and are of great significance for the jobseeker's job opportunities. Generally, the model shows that the higher the local unemployment rate, the more difficult it becomes for the jobseeker to find a job within 26 weeks.

# *Dialogue guide*

The dialogue guide is a tool to support the dialogue with the jobseeker.

This means that in the dialogue with the jobseeker, attention is directed towards some areas that may be important for the jobseeker's job opportunities. At the same time, it may help structure the information needed for an assessment of the opportunities.

The dialogue guide emphasises that dialogue is important and that the jobseeker should also be allowed to speak. It is always important to elucidate how the jobseeker can find a job - irrespective of what other tools may show. The information from the other tools may, however, complement the dialogue with the jobseeker. In this way, it is possible to create a subtle basis for a specialist assessment of the jobseeker's employability potential.

The dialogue guide contains five attention areas:

- Own labour market perspective
- Vocational and practical qualifications
- Personal skills
- Financial situation and network
- Health

The five attention areas can be illustrated by means of a puzzle where the pieces are interconnected and affect each other.

These five areas have been selected because they could all be essential for the jobseeker's opportunities of getting a job.

The dialogue guide can therefore be used as a kind of "checklist" indicating which areas need attention during the interview with the jobseeker.

As a rule, focus should be on the jobseeker's own labour market perspective and on vocational and practical qualifications. This means that it is only relevant to touch upon the other areas if it is assessed to be of importance for the jobseeker's opportunities of getting a job.

In the preparation leaflet, the jobseeker is asked to consider a series of questions before the interview. However, a question in the preparation leaflet does not correspond to a particular attention area in the dialogue guide. The questions should instead provide information for all five attention areas, depending on the dialogue between the jobseeker and the employment officer that forms on the basis of the questions.

Thus, the purpose is to support the balance between only elucidating what is required and at the same time identifying possible barriers to getting a job. This should be done as early as possible in the process.

The five attention areas are described below.

## **Own labour market perspective**

The jobseeker's own labour market perspective deals with how the jobseeker sees himself in relation to the labour market. This may include the jobseeker's ambitions for a job, where the jobseeker sees himself in six months, and how realistic these ambitions are. This may also include the extent to which the jobseeker is actively applying for jobs, and the jobseeker's expectations of his own performance in the labour market or in specific jobs.

## **Vocational and practical qualifications**

Vocational and practical qualifications include the jobseeker's work experience, schooling, courses, education, linguistic skills, and interests (eg. leisure activities), which might be relevant for a job. This normally corresponds to the information provided on a CV.

## **Personal skills**

Personal skills include the jobseeker's ability to participate in professional and social relationships. This could include the ability to socialise with colleagues at a workplace. It could also include the jobseeker's feelings about changing to another job or another job function, ie. how mobile the jobseeker is in relation to the labour market. Finally, it could include the jobseeker's ability to learn and how the jobseeker likes to acquire new skills.

## **Financial situation and network**

Financial situation and network could include several aspects. It might include clarifying whether the jobseeker has a network that could help him get in touch with specific employers. It might also include the extent of support and backup he gets from his family and friends with regard to finding a job. It could also include the jobseeker's housing situation.

## **Health**

Health primarily includes the jobseeker's own understanding of his health in relation to taking a job. This includes both physical and mental aspects. This attention area also covers potential drug abuse that may influence the jobseeker's ability to work.



# *Use of the tools*

## *Use of tools in connection with preparation, dialogue, and assessment of employability potential*

The central basis for assessment of the jobseeker's employability potential is the information basis created through the dialogue with the jobseeker. This applies to the assessment in the initial employability profiling as well as to the ongoing assessments in the individual contact.

As mentioned, the dialogue is supported by the dialogue guide. It helps maintain the attention on the areas that may be relevant in assessing the jobseeker's employability potential.

At the same time, the dialogue guide is a tool and a framework for describing and assessing the jobseeker's employability potential. This means that the descriptions and assessments are systematised and documented in relation to the dialogue guide's five attention areas.

The dialogue guide thus constitutes the hub of the entire unemployment period. The other three tools - the preparation leaflet, the public assistance record, and the job barometer - are supporting tools that assist the jobseeker and the employment officer in their preparation for an interview. However, they may also be used in the dialogue with the jobseeker.

In this way, the public assistance record can form a basis for a discussion of the causes for previous periods on public assistance. Also, using the job barometer as a basis, it is possible to discuss whether there is a need for special attention with regard to forward-looking activities.

The three tools should be a particularly good help in the preparation for the initial employability profiling interview. In his preparation for subsequent interviews throughout the contact, the employment officer can use the information and assessments already registered.

The process in connection with the individual interview and assessment of the jobseeker's employability potential can be divided into a number of phases:

- Preparation for the interview for both the employment officer and the jobseeker.

- Dialogue with the jobseeker on the basis of the preparation and the dialogue guide.
- An overall assessment, where the employment officer makes an overall specialist assessment of the jobseeker's distance from the labour market using the preparation and the dialogue.
- An assessment of the jobseeker's employability potential in relation to the five categories of labour market match.
- Possible indication of attention areas with no match.
- Involvement of the jobseeker in relation to the overall assessment and in the assessment of the jobseeker's employability potential.

In principle, the process is the same irrespective of whether we are looking at an initial employability profiling or ongoing assessment in the individual contact. There will, however, be some differences between the initial employability profiling and the ongoing assessments during the contact - both as regards preparation and the information basis that supports the assessments.

The figure below shows how the employability profiling tools can be incorporated in the process:

1 PREPARATION	
Employment officer's preparation	The jobseeker's preparation
PUBLIC ASSISTANCE RECORD JOB BAROMETER Possible CV Possible previous information	PREPARATION LEAFLET Possible CV

2 INTERVIEW WITH THE JOBSEEKER
DIALOGUE GUIDE: The five attention areas
<ol style="list-style-type: none"> <li>1. Own labour market perspective</li> <li>2. Vocational and practical qualifications</li> <li>3. Personal skills</li> <li>4. Financial situation and network</li> <li>5. Health</li> </ol>

3 ASSESSMENT	
Overall assessment	
Assessment of employability potential	
1 <input type="checkbox"/> Full match	2 <input type="checkbox"/> High degree of match
3 <input type="checkbox"/> Partial match	4 <input type="checkbox"/> Low degree of match
5 <input type="checkbox"/> No match	

So, there are three overall steps: preparation, interview with the jobseeker and overall assessment.

The following describes how the tools are used in relation to the three steps:

## ***Preparation (initial employability profiling)***

### **The employment officer's preparation for the employability profiling interview**

The employment officer can use two tools from the employability profiling toolbox in his preparation for the employability profiling interview. These tools are the public assistance record and the job barometer.

In addition, the employment officer may have further information available in the form of the jobseeker's CV and/or information from previous unemployment periods.

By means of the employability profiling tools, the employment officer can form a picture of the jobseeker's distance to the labour market before the interview.

An extract of the public assistance record gives the employment officer an overview of the jobseeker's previous periods on public assistance. This may form the basis for a general impression of the jobseeker's labour market attachment thus far. It may also be a cause for reflection on specific aspects of the public assistance record that need to be clarified in the subsequent dialogue with the jobseeker. At the same time, the public assistance record can complement the information available in the CV and/or from previous unemployment periods.

The job barometer indicates the jobseeker's prospects of returning to the labour market within six months. This prediction is based on statistical information. Thus, the job barometer builds on general knowledge about a number of characteristics that have a positive or negative influence on the chances of getting a job.

However, not all characteristics that have an influence on the chances of getting a job are included in the statistical model. A general statistical model would not be able to consider individual aspects relevant for the individual jobseeker. These qualitative aspects may be of decisive importance - positive or negative - to the jobseeker actually getting a job.

In his preparation, the employment officer can use the job barometer as an indication of the jobseeker's job prospects. However, this is merely an indication that cannot automatically be transferred to the jobseeker's situation. In some situations, the employment officer may need more insight into some of the information forming the basis of the job barometer's indication in the specific situation.

Based on the public assistance record, the job barometer, and other relevant information in the form of a CV, etc., the employment officer can make a specialist advance assessment. This is an assessment of whether the jobseeker is deemed immediately ready for a job or if early supporting measures seem to be required. In general, this assessment should be a consideration of whether the public assistance record and other factual information point in the same direction as the job barometer.

At the same time, the public assistance record and the job barometer can make the employment officer aware of aspects that need clarification during the interview with the jobseeker. Perhaps the job barometer indicates good job prospects while the public assistance record shows that the jobseeker has had many brief periods on sickness benefits in the past two years. In this case, it may be important to pay particular attention to health aspects in the interview with the jobseeker.

It should be emphasised that an advance assessment on the basis of the public assistance record and the job barometer cannot stand alone. They should always be compared and considered in relation to the jobseeker's individual conditions. Therefore, the dialogue with the jobseeker plays a central role. In this connection, it is important for the employment officer to meet the jobseeker in an open dialogue that is not inhibited by the advance assessment. This systematic preparation for the interview using the public assistance record and the job barometer helps the employment officer to consider his advance assessment in an open manner.

### **The jobseeker's preparation for the employability profiling interview**

Before the employability profiling interview, the jobseeker can consult the preparation leaflet. The leaflet explains the purpose of the employability profiling interview. The preparation leaflet can either be sent to the jobseeker or be given to the jobseeker immediately before the interview.

The preparation leaflet can form a basis for the jobseeker's influence and active participation in the employability profiling

interview. The purpose is that the jobseeker should think ahead as regards his labour market attachment before the interview. In this way, the jobseeker will be required to think about how to get a job. Therefore, the purpose is also to make the jobseeker responsible for making an active effort to get a job.

Moreover, some jobseekers will have prepared a CV for the interview - depending on when the interview takes place.

### ***Interview with the jobseeker (employability profiling interview)***

The employability profiling interview should show whether the jobseeker is capable of getting a job on his own or if there is a need for early supporting measures and more frequent contact.

The basis for the interview is the information the employment officer has gathered from the public assistance record and the job barometer as well as the jobseeker's own preparation. In some cases, it will also be possible to use the jobseeker's CV and information from previous unemployment periods.

However, the dialogue guide will be the primary support for the interview.

#### **Focus on the jobseeker's abilities**

The employability profiling will be a balance between a realistic assessment of the jobseeker's risk of long-term unemployment and an assessment of the jobseeker's resources and opportunities.

Despite the fact that the public assistance record and the job barometer may give indications of the jobseeker's risk of long-term unemployment, it is important to maintain focus on the resources of the jobseeker that may be useful in a job.

It is also important that the employment officer's advance assessment is presented to the jobseeker so that it does not, in itself, have a negative influence on the jobseeker's own assessment of his job prospects.

#### **The jobseeker's own labour market perspective should be at the core**

The questions in the preparation leaflet help direct focus on the jobseeker's own labour market perspective. In this way, the employment officer can get an insight into the jobseeker's own

view of his job opportunities. The jobseeker's positive or negative expectations constitute an extremely significant factor in relation to the jobseeker's job prospects.

The questions in the preparation leaflet may also indirectly help elucidate other significant areas. This also applies in relation to the five attention areas in the dialogue guide. Apart from the jobseeker's own labour market perspective, these areas include vocational and practical qualifications, personal skills, financial situation and network and health.

However, the questions are not related in a way that a question in the preparation leaflet corresponds to a particular attention area in the dialogue guide. On the contrary, the questions in the preparation leaflet can provide information for all five attention areas, depending on the dialogue between the jobseeker and the employment officer on the basis of the questions.

### **Using the dialogue guide**

The employment officer will ask about the five attention areas in order to assess whether there is a need for early supporting measures. When meeting the individual jobseeker, it is important to consider how many - or perhaps how few - questions are needed.

In many cases, it will be sufficient to cover the jobseeker's own labour market perspective and his vocational and practical qualifications. The jobseeker's own labour market perspective may, as mentioned before, be elucidated through the jobseeker's own preparation. If the jobseeker has not prepared for the interview, the questions from the preparation leaflet may be used as a starting point for the interview.

There is no need for further elucidation if the employment officer has already assessed that the jobseeker has the resources to get a job on his own, and the jobseeker's preparation/own labour market perspective point in the same direction.

There will also be situations where the employment officer has already assessed that the jobseeker needs early supporting measures. In this case, the results of the other employability profiling tools should point in the same direction. This may mean that there is a need to consider more closely the other attention areas in the dialogue guide.

Finally, there will be instances where the public assistance record, the job barometer and the jobseeker's preparation/own labour market perspective do not agree. In such instances, the employment officer's specific specialist assessment will decide the

need for elaboration. In this connection, it is important to be aware that the jobseeker's own assessment should normally have more weight than the result of the job barometer.

Ultimately, the employment officer's specialist assessment will decide the "depth" of the dialogue. This should be assessed during the interview. The starting point will, particularly, be the jobseeker's own description of his labour market perspective when it comes to assessing the need for elaboration as regards personal skills, financial situation and network and health.

### ***The ongoing assessment in the individual contact***

In principle, the process is the same, irrespective of whether we are looking at the initial employability profiling or the ongoing assessment in the individual contact. As regards contents, though, there are differences in the preparation as well as in the information basis supporting the assessments.

The dialogue guide is the hub of the entire process. However, the information basis will normally be more extensive during the general contact than in the initial employability profiling.

### **Interviews during the contact**

The purpose of the interview during the contact is to carry out ongoing follow-up to the jobseeker's job application process and job opportunities. In this way, the jobseeker's employment situation will be continuously reassessed in relation to the measures. It is therefore central to these interviews to evaluate the jobseeker's current employment situation and plan future activities that can get the jobseeker a job or bring him closer to the labour market.

The ongoing dialogue based on the dialogue guide and the assessment of the jobseeker's employability potential constitute an important basis for the other elements of the contact. For example, this applies to the assessment of whether there is a need for employment promotion measures for the jobseeker as well as to the preparation of a job plan. At the same time, the follow-up to such a job plan and to employment promotion measures will contribute new information for a subsequent interview and reassessment during the contact.

Also, the follow-up to the jobseeker's CV and job application activities will form a natural part of the dialogue with the



jobseeker, which will form the basis for an assessment of the employability potential. This assessment of the jobseeker's employability potential will also form the basis for the mandatory holistic assessment that local authorities must carry out in connection with the first interview in the contact.

### ***Conclusions and assessment of the jobseeker's employability potential (overall assessment)***

As completion of an interview, an overall specialist assessment of the jobseeker's distance from the labour market is carried out. This may both take place as part of the employability profiling and in the subsequent contact.

The basis for the specialist assessment is the total information basis gathered by means of the tools. This includes the public assistance record, job barometer, dialogue, and possibly information from CV, etc.

The information from the interview and the employment officer's overall specialist assessment can be documented in the digital registration tool. This tool is available at the labour market portal and is intended to support a systematic and structured summary of the interview. The digital registration tool is designed to follow the five attention areas in the dialogue guide. In this way, it is possible to reuse information later on in the process. Moreover, the overall qualitative assessment and the assessment of the jobseeker's employability potential are documented.

### **Assessment of the jobseeker's employability potential (labour market match assessment)**

The basis for assessing the jobseeker's employability potential is a qualitative conclusion. This builds on the information documented in relation to the five attention areas in the dialogue guide.

The assessment of the degree of match between the jobseeker's resources and the labour market requirements must be made in relation to a holistic assessment. This entails that the employment officer make a specific assessment of the significance of the individual attention areas in relation to the labour market.

The match assessment is to show a "here and now" picture, ie. a picture of the situation at the time the match assessment is made. This means that the match assessment does not, in itself, say anything forward-looking about the jobseeker's development potential and prospects of getting a job. The match assessment

should be related to the specific labour market requirements in relation to the individual jobseeker's skills and resources. Generalised knowledge about certain characteristics of the jobseeker alone can never, in itself, justify a match assessment of "low degree of match" or "no match". This may be age, country of origin or other conditions that might involve a risk of long-term unemployment.

The jobseeker's employability potential may, as mentioned before, be shown in the five categories of labour market match. The categories of labour market match are intended to help maintain the jobseeker's labour market perspective. This also applies to jobseekers with other problems than unemployment. The five categories of labour market match can be described as follows:

- **Full match:** The jobseeker has skills and resources that immediately match the labour market requirements. The jobseeker's skills and resources are compatible with the performance of job functions widely existing in the ordinary labour market. The jobseeker may have qualifications and skills within bottleneck areas of the labour market.
- **High degree of match:** The jobseeker has skills and resources that immediately match the labour market requirements to a significant extent. The jobseeker's skills and resources are highly compatible with the performance of job functions widely existing in the ordinary labour market. There may, however, be a slight lack of match, such as specific qualifications or similar.
- **Partial match:** The jobseeker has skills and resources that immediately only partially match the labour market requirements. However, the jobseeker will be able to perform job functions existing to a certain extent on the ordinary labour market.
- **Low degree of match:** The jobseeker has limitations in skills and resources that are so significant that he will not be immediately able to perform job functions on the ordinary labour market. The jobseeker's ability to work is currently so reduced that job functions compatible with his skills and resources will only be found to a very limited extent on the ordinary labour market.
- **No match:** The jobseeker has limitations in skills and resources that are so extensive that he does not currently have the ability to perform job functions on the ordinary labour market.

## **Specification of attention areas with lack of match**

For jobseekers whose resources are not assessed to match labour market requirements and who are thus not placed in the category "full match", attention areas with lack of match must be specified in connection with the match assessment. Several attention areas may be specified in this connection. The attention areas correspond to the five attention areas in the dialogue guide:

- Own labour market perspective
- Vocational and practical qualifications
- Personal competencies
- Financial situation and network
- Health, including addictions, etc.

By indicating attention areas with lack of match, all areas of the assessment are indicated as problematic, irrespective of the causal relationships between them. Example: if a jobseeker is assessed to have problems in respect of his financial situation and network, lack of practical skills, limitations in personal skills and substance abuse problems (health), all these areas are indicated as problematic, irrespective of whether the abuse problems are assessed to be the common underlying reason for all the other problems. However, only attention areas that currently constitute a barrier in relation to the jobseeker's opportunities of matching labour market requirements should be indicated.