



Ministry of Labour and Social Welfare  
Network of Public Employment Services



International Labour  
Organization

## Prizren Employment Services

### Services for job seekers

Employment counsellors are available to help job seekers define their career goals and provide information to make realistic career decisions, to upgrade qualifications or to acquire new ones and, most importantly, they help individuals find employment. Employment counsellors, through the electronic database, match job seekers profiles with the requirements of available job vacancies and refer suitable workers to companies for interviewing and recruitment. Experts assist job seekers with techniques and tools for an effective job-search campaign and in identifying occupational training needs and developing training plans addressing the job seeker's capabilities. Vocational Training advisors are available to provide job seekers with information on relevant opportunities for education, training and work for facilitating their career planning. They provide guidance and information on vocational training and retraining courses offered by public and private training providers, as well as information on self-employment and small business development opportunities. The service includes assessment of self-employment potential, training opportunities for small business management and information on micro-credits available. Vocational guidance services are available for special categories of job seekers to determine the most suitable occupations and enable them to choose an occupation according to their knowledge and abilities. It includes assessment of impairments, educational, occupational and social situation and it offers vocational training for skills upgrading for wage and self-employment.

### Services for employers

The employment office provides a registration and pre-selection service to companies to find qualified employees and make informed decisions on hiring. It provides short-listing of job seekers matching the professional profile required by companies. By carrying out a job analysis to determine job requirements, the employment office can help employers in identifying job profiles and in formulating job descriptions. The employment office can also assist in the design of objective selection criteria to help employers in selecting the best-qualified applicant for a specific work position. Guidance to identify vocational training courses to meet the skills upgrading requirements of employed workers is also offered.

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Prizren  
Vocational Training Centre

Training offerings comprise labour market training programmes aimed to persons who are unemployed as well as to persons already in employment.

The Vocational Training Centre adopts a modern systems approach to employment oriented training delivery, based on the principle of taking into consideration the demands for skills on the labour market and the real training needs of the individual job seekers.

It facilitates the acquisition, by the job seeker, of work skills and related knowledge needed to perform to the required standard in a given employment or self-employment situation.

Training takes place in modernly equipped workshops under the guidance of expert technical trainers. Learning relies also on in-company experiences, offering job seekers the possibility of practicing the work skills acquired in a real-life work environment.

The Vocational Training Centre in Prizren offers competency-based courses on:

**Pneumatics and Hydraulics**

Designing and reading schemes, checking compressors, hydraulic and pneumatic valves equipment for proper performance and inspecting equipment to detect faults and malfunctions; diagnose faults or malfunctions using computerized and other testing equipment; adjust equipment and repair or replace defective parts, components or systems, using hand and power tools; test repaired equipment for proper performance; clean, lubricate and perform other routine maintenance work on equipment, PLC.

**Business Administration**

Managerial methods and organization of a public or private sector establishment; research to determine efficiency and effectiveness of managerial policies and programs; plan the re-organization of the operations of an establishment; assessments and proposal of improvements to methods, systems and procedures (operations, human resources, records management and communications); quality audits, management and assurance standards

**Auto-electrics**

Inspecting and testing vehicle electrical system and components (alternators, starters, battery ignition system, headlights) using computerized diagnostic and other testing devices to diagnose and isolate faults; adjusting, repairing or replacing parts and components of electrical systems using hand tools and other specialized automotive repair equipment; testing and adjusting repaired systems to manufacturer's performance specifications; performing scheduled maintenance service.

**Welding**

Reading and interpreting blueprints or welding process specifications; operating manual or semi-automatic welding equipment to fuse metal segments using arc welding processes; operating manual or semi-automatic flame-cutting equipment; operating brazing and soldering equipment; operating metal shaping machines such as brakes, shears and other metal straightening and bending machines.

**Cook and Waiter**

Preparing, cooking and handling foods, preparing complete meals or individual dishes, including special meals; plan menus, determine size of food portions, estimate food requirements and costs; maintenance and care of culinary facilities, equipment, supplies, and materials; detecting and ensuring disposition of spoiled food, food preparation and presentation methods, techniques, and quality standards; preparing and serving mixed drinks, wine, draft or bottled beer and non-alcoholic beverages; maintaining inventory and control of bar stock and order supplies; cleaning bar area and wash glassware.

**Repair and Maintenance of household equipment**

Inspecting products (switches, thermostats and hydrostats, motors and rotors, pumps, boilers and heaters) to determine the requirement for repair; repairing or replacing defective or worn out parts and components using hand, power or specially designed tools; testing and adjusting repaired products for proper functioning; routine maintenance.

**Self-employment/business start-up training**

The Vocational Training Centre in Prizren provides perspective self-employed persons with market research skills, sales techniques, basic accounting and marketing and planning skills. In particular the topic address during the training course comprise feasibility study and business ideas, market research and product promotion, start-up capital and micro-credit providers, business plan design and implementation.



For further information  
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