



FMM West Africa

Support to Free Movement of Persons & Migration in West Africa

SUPPORT TO FREE MOVEMENT OF PERSONS AND MIGRATION IN WEST AFRICA

TECHNICAL WORKSHOP ON STRENGTHENING EMPLOYMENT SERVICES THROUGH JOB MATCHING TOOLS IN ECOWAS MEMBER STATES AND MAURITANIA

Dakar, Senegal, February 09-10th, 2016

1. Background

Promoting employment and improving labour market outcomes are key priorities for ECOWAS Member States, as recently reaffirmed by the ECOWAS Labour and Employment Policy (2009) and the Youth Employment Action Plan (2012). Effective public employment services (PES) can play a determinant role in implementing employment and labour market policies, in addressing skill mismatches, enhancing labour mobility, and providing greater information on the job market to employers, workers and policymakers.

In an effort to strengthen their national employment services, several countries in West Africa have implemented a job matching database known as “Accueil-Emploi” to connect jobseekers with national and international employment offers. The database, when linked to wider capacity-building initiatives, can contribute to the broader objectives of promoting greater efficiency and transparency in labour markets and renewing interest in public employment services. On a regional level, strengthened job matching capacities can facilitate mobility in the ECOWAS space, and the integration of the labour market.

First developed in 2008 under an ILO technical cooperation project, Accueil Emploi was specifically designed for use by West African employment services. The database was further



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This project is jointly funded by the European Union and the ECOWAS Commission

developed by associating new partners starting in 2009, including the French public employment service *Pôle Emploi*, GIP International, and the International Organization for Migration (IOM). It is currently implemented in five ECOWAS countries (Benin, Cape Verde, Ghana, Mali and Senegal) and in Mauritania

With the aim of capitalising on these experiences, the ILO conducted a feasibility study¹ to assess the outcomes of implementing *Accueil Emploi* in these countries and identify how the tool can be further used to advance labour mobility and employment services in the region.

The study recommended three main areas for action:

- 1) Develop an ECOWAS coordination network of public employment services and information portal at a regional level;
- 2) Provide support to countries where *Accueil Emploi* or similar job-matching software are currently used to improve their effectiveness and harmonize systems;
- 3) Extend the use of *Accueil Emploi* to additional countries in the ECOWAS area.

The findings of the study were presented to the ECOWAS Commission during a technical workshop held in Abuja, Nigeria in April 2015. The workshop resulted in the adoption of an action plan, which had among its priority activities to hold a meeting with the public employment services (PES) of ECOWAS Member States and Mauritania to discuss the way forward in regard to supporting job placement services and more effective use of *Accueil Emploi* based on countries' experiences to date. The workshop is also intended to lay the groundwork for the establishment of a sub-regional job matching system and information portal. Once these actions are more specifically defined and validated, they can be the subject of a request for technical support to be submitted to the FMM West Africa project's Demand Driven Facility.

The workshop for PES will be held in Senegal, the first country to have implemented *Accueil Emploi*, and which continues to use the tool within the framework of its labour market and employment services. Participants will also have the opportunity to take a study tour of the Senegalese National Employment Agency to better understand the operation and functions of *Accueil Emploi* within job placement services in practice.

¹The study was conducted by the ILO under the technical assistance project "Support to free movement of persons and migration in West Africa", (FMM West Africa) funded by the European Union and the ECOWAS Commission and implemented by IOM, ILO and ICMPD

2. Objectives

1. Share the results of the study on the Accueil-Emploi experience at the level of the public employment services of ECOWAS Member States and Mauritania;
2. Adopt an action plan for building capacity of public employment services using Accueil Emploi or other existing operational databases
3. Generate interest among additional ECOWAS countries for the deployment of Accueil Emploi
4. Validate a strategy for a regional approach to improving PES and employment promotion.

3. Expected outcomes

- The action plan for capacity building is adopted, based on shared understanding of strengths and weaknesses in PES.
- Two new countries are identified for the implementation of Accueil Emploi in their PES
- The “Request for Technical Support for the extension of the Accueil Emploi Job Matching Network” is validated for submission to the FMM West Africa Demand Driven Facility.

4. Methodology

- Information session on the functions and uses of of the Accueil-Emploi database for greater appropriation of the tool;
- Experience sharing and active discussion on Accueil-Emploi and other job matching databases in practice;
- Study tour of Senegalese job placement services using Accueil-Emploi;
- Review and adoption of proposals for strengthening PES nationally and improving regional coordination of employment promotion.

5. Organization

The workshop is organized by the ILO, in partnership with the ECOWAS Commission, and the Senegalese National Agency for Employment (ANPE) and Directorate for Employment.

6. Participants The workshop is intended for heads of public employment services, representatives of employers’ organizations and trade unions, and private recruitment agencies from ECOWAS Member States and Mauritania.

The ECOWAS Commission will be invited to share its experience in regional employment promotion. Technical experts from the ILO, Pôle Emploi France, the IOM and ICMPD will support the workshop.