



International  
Labour  
Organization

# Capacity Development Training on Employment Services

14 to 17 March 2016  
Kathmandu, Nepal



LABOUR MARKET INFORMATION AND EMPLOYMENT SERVICE PROJECT  
**INTERNATIONAL LABOUR ORGANIZATION**  
Kathmandu, Nepal

## COURSE OUTLINE

<b>Title :</b>	<b>Capacity Development Training on Employment Services (CDT-ES)</b>
<b>Purpose:</b>	The purpose of CDT-ES is to enhance knowledge on Labour Market Information and Employment Services and strengthen capacity on the operations and functioning of Employment Services to provide jobseekers and employers with better match of the competencies and interests.
<b>Target Groups:</b>	The target group of this CDT-ES are officials/staff of Employment Service Centres (ESCs) and officials from the Government, Employers and Workers organisations and few key trainers from reputed Capacity Development Training Institutions.
<b>Structure:</b>	The duration of CDT-ES is four days from 14 to 17 March 2016. The training programme requires full time attendance and active involvement of all the participants.
<b>Goals:</b>	At the end of the training course, the participants will be able to: <ul style="list-style-type: none"> <li>• Define various terminologies related to Employment Services</li> <li>• Describe operations and functioning of ESC</li> <li>• Use tools in Employment Services Delivery; Employers' Relations and ESC operations</li> <li>• Provide better employment services to clients</li> </ul>
<b>Methodology:</b>	Due to an intensive nature, the training will utilize a wide variety of training techniques such as brainstorming, case studies, simulations, role plays and group discussions.
<b>Modular Content List:</b>	This training module contents are as follows: <ol style="list-style-type: none"> <li>1. Overview of Employment Services</li> <li>2. Essential Logistical Elements of ESC</li> <li>3. Initial intake process at ESC</li> <li>4. Service Needs Determination: Employability Dimensions Model</li> <li>5. Services to Employers</li> <li>6. Occupational Code and its use in employment services</li> <li>7. Overview of LMI and its importance in employment services</li> <li>8. Labour Market mapping</li> <li>9. Reaching out to beneficiaries of employment services</li> <li>10. Managing Performance of ESC</li> <li>11. ESC action plan and reporting</li> </ol>
<b>Certification:</b>	ILO/Department of Labour will provide the certificates in completion of the course.

## Capacity Development Training – Employment Services

### TRAINING SCHEDULE

Time / Day	Day – 1 Monday 14 March	Day -2 Tuesday 15 March	Day- 3 Wednesday 16 March	Day- 4 Thursday 17 March
9:00 - 9:30	Registration	Recap of Day-1 <b>Course Coordinator</b>	Recap of Day-2 <b>Course Coordinator</b>	Recap of Day-3 <b>Course Coordinator</b>
9:30 - 11:00	<b>D1S1</b> Opening, Programme review, Ice break/ Introduction Meeting Arrangements/ Ground rules... <b>Course Coordinator</b>	<b>D2S1</b> Service Needs Determination: Introducing the Employability Dimensions Model <b>Quick Quiz</b> <b>DK</b>	<b>D3S1</b> Challenges in providing Employment Services (will include a <b>SWOT analysis</b> by participants) <b>DK</b>	<b>D4S1</b> Managing Performance of ESC <b>DK</b>
<b>11:00 - 11:15</b>	<b>BREAK</b>			
11:15 - 12:45	<b>D1S2</b> Overview of Employment Services <b>DK</b>	<b>D2S2</b> Services to Employers <b>Job Vacancy Notice Task</b> <b>DK</b>	<b>D3S2</b> Delivery models: Identifying and collaborating with other service providers <b>Mapping Exercise</b> <b>DK</b>	<b>D4S2</b> ESC action plan and reporting <b>Focus on Individual staff training and development plan</b> <b>DK/SRJ</b>
<b>12:45 - 13:45</b>	<b>LUNCH</b>			
13:45 - 15:15	<b>D1S3</b> Essential Logistical Elements <b>SRJ/DK</b>	<b>D2S3</b> Introduction to Occupational Classification Codes and their use in Employment Services <b>Short Coding Exercise</b> <b>DK/SRJ</b>	<b>D3S3</b> Reaching out to Beneficiaries of Employment Services <b>Website Exercise</b> <b>DK</b>	<b>D4S3</b> Debriefing of the course Course evaluation Closing Session <b>Course Coordinator</b>
<b>15:15 - 15:30</b>	<b>BREAK</b>			
15:30 - 17:00	<b>D1S4</b> Initial Intake Process <b>Role Play</b> <b>DK</b>	<b>D2S4</b> Overview of Labour Market Information and its importance in Employment Services <b>DK</b>	<b>D3S4</b> Sharing of best practices and experiences <b>Resource Person</b> (DOL / Employers Organization/...)	

**NOTE:** This schedule is only to be used as a guide. The schedule may be changed based on the needs of the participants or other variables.

**DK-** Donna Koeltz ; **SRJ-** Saurav Ram Joshi