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NEWSLETTER

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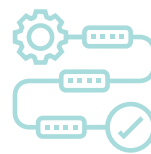


Swiss Diplomatic Corps visits EYE's partners



We were delighted to welcome the Swiss Development Cooperation delegation from Bern to Kosovo to see up close EYE's contribution in skills development and collaboration with the private sector!

In the presence of his excellency Mr. Thomas Kolly, Ambassador of Switzerland to Kosovo, and together with the Swiss delegation from SDC, we visited two top-tier training centers supported by EYE; SPEEEX Education center and Korabi Innovation Center, that are both contributing to skills development through their unique approach and business models.



The innovative methodology of SPEEEX Education

allows job applicants to improve soft skills, language skills, and technical skills necessary to reach the required threshold for employment in Speeex or elsewhere in BPO sector.



Whereas Korabi Innovation Center

is a new state-of-the-art pastry training center that is providing hundreds of people with the full toolbox of pastry/bakery techniques impacting the whole market of the bakery and pastry industry in Kosovo.





EYE and MESTI sign MOU on VET Schools

EYE and MESTI (Ministry of Education, Science, Technology and Innovation) sign Memorandum of Understanding for developing and integrating the career guidance services into Vocational Education and Training (VET) programs, which is very important because of improving the efficiency of the education and training system and managing its interface with the labour market, thus adequately preparing youngsters for the digital and social transformations of the economy.

Through this agreement, 10 new career centers in VET schools will be established and capacitated, to facilitate and better prepare VET students for dynamic societal changes and career transitions, developing skills for jobs and competitiveness, and reducing skills mismatches (bringing closer education and labor market).

Other agreement points include:



Standardization and institutionalization of the career center model into IVETs in Kosovo



Establishment of relevant secondary legislation to regulate all aspects related to the establishment, capacity, and sustainable functioning of career centers in IVETs



Coordination of all relevant stakeholders to ensure full implementation of the legislation in force regarding career centers in IVETs in Kosovo





EYE Presents the Survey for Non-Formal Training Providers

During the month of September, EYE project presented the main findings from the report on tracing system of non-formal training providers, in the presence of 30 training providers. EYE had the pleasure to organize a presentation for the main data findings from the "Survey on tracing system of non-formal training providers in Kosovo". The goal of this event was to understand the main findings and discuss the importance of adopting a tracing system and further investments needed to reach a sufficient quality of training since only 45% of the surveyed partners have stated they have a tracing system in place.



Following the findings, Visar Jasiqi (author of the tracing system manual) presented the potential uses of the tracing system with examples from the tracing manual developed by EYE. In addition, our partner Jungle (training provider) showcased their own tracing system and gave exceptional examples of the impact their tracing system had on their success as a new training center.

Moving forward, EYE will explore the possibilities of working with non-formal training providers interested in developing or advancing a tracing system in order to improve the quality and relevance of their training packages.



For more details, **download the report [here!](#)**



Workshop on Enhancing the Cooperation Between Public and Private Employment Agencies

Employment services play a critical role in achieving more effective and efficient outcomes in the labor market. They are provided both by governments through Public Employment Agencies within Ministries responsible for Labour and by private employment agencies.

While the design of labour market policies rests within the Ministry responsible for Labour, the role of the Private Employment Agencies is to execute these policies through:



Providing accurate information about the labour market



Assisting with job search, career guidance and job placement services



Administering a wide range of active labour market programmes (Active Labour Market Programmes) such as employment subsidies, vocational training, public works etc



Private Employment Agencies, on the other hand, are also important stakeholders in the job matching system, contributing to improved labour market efficiency through offering vacancy announcements, job placement and recruitment services, head hunting and temporary employment.

As a result of the workshop, EYE organized a 2-days training event on public-private partnership with the participation of the Ministry of Finance, Labour and Transfers, Employment Agency of the Republic of Kosovo and private job matching service providers, including one from Čaglavica, serving the Serbian-speaking population.

Areas that the training was focused on entailed:

- Legal framework for PPP in Kosovo

- Examples of PPPs in Kosovo

- Discussion amongst participants about potential opportunities for PPPs in job matching services.

EYE will continue to entice and support such cooperation during the next year as well, since there are a number of recommendations which derived from the workshop and training.



You can read **the full report** **here!**



Dekoriti opens the doors for their training center for youth interested in wood processing

“ We are excited to witness the launching of the newest state-of-the-art Dekoriti Training Center in Kosovo!
- Albina Berisha, EYE Project Manager

The main goal of the center is to create an educated and skilled workforce that is in total coherence with the market demand, namely wood processors demand in Kosovo while simultaneously increasing the employability of the youth and contributing to the overall growth of the wood processing industry.

Dekoriti training center will be offering to young men and women the following professional trainings



Digitized Furniture Production



Furniture Construction and Interior Design



Carpentry - Wood processing



Industrial Painting



Through our support within one year, Dekoriti training center will aim to train up to 40 individuals including employed workers as well as out-of-work youth and create up to 30 jobs over the project lifetime while in the years to come Dekoriti Training Center aims to train around 110 individuals per year as well as provide employment opportunities for 40 trainees per year.

The wood processing sector provides a huge range of economic and social benefits to Kosovo society. As such, we believe that it is imperative to have cooperation between the private sector and Dekoriti in order to provide jobs, generate skilled workers, increase income and investment.





"Training that Guarantees Employment" by Retail Association in Kosovo

Meet the next generation of managers!

Based on "Retail Industry Skills Gap Analysis" developed in November 2020 by the Retail Network with support from the Swiss Agency for Development and Cooperation through the Youth Employment Growth project (Enhancing Youth's Employment) findings exemplify that four out of five businesses have difficulty finding qualified staff, as such employing less qualified workforce to fill vacancies.



Therefore, the need to master customer service and sales skills, including understanding the customer purchasing cycle, developing effective customer engagement strategies, assessing customer needs, marketing, store operation, loss prevention and workplace safety are already essential for the retail sector.

Kosovo Retail Association with the support of EYE project has implemented the RISE UP training of the US National Retail Federation Foundation in Kosovo to improve and enhance the skills of 100 entry-level managers through the provision of training modules on:



1. **Customer Service & Sales**



2. **Business of Retail: Operations and Profit**

These modules have provided the determining skills required to work in a customer-facing role in the retail industry and help entry-level managers understand how business is run from the management level, thus boosting their career prospects.





Korabi Training program now available in Serbian language



For the first time, Korabi Corporation (Innovation Center) is now offering pastry chef training in the Serbian language.

With the help of EYE Korabi has a Training Center for the Bakery/Pastry industry, the first of its kind in Kosovo. The training center has provided training in specific skills that are currently lacking in the labor market and are being demanded by the growing bakery and pastry industry in Kosovo.



After successfully training more than 400 people during the last year, Korabi has seen great potential in further investing in their trainings by making them accessible to a wider audience. As such, with the support of EYE, Korabi training center is starting its first pastry training in the Serbian language, in order to promote inclusiveness and provide more training opportunities to minority communities.

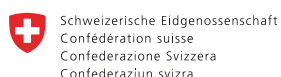
Providing training in the native language allows participants to understand the essential points of the training, increasing trainee success, and confidence once they are out in the labor market.

Enhancing Youth Employment (EYE) is a project of the Swiss Development & Cooperation Office in Kosovo and implemented by the consortium Helvetas Swiss Intercooperation Kosovo and MDA - Management Development Associates

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