



Annual Report 2023

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Foreword

In 2023, Synerjob vzw again proved how Belgian public employment and vocational training services, while respecting each other's competences and uniqueness, can unite around shared challenges.

In a society affected by increasingly rapid technological, regulatory, environmental and organisational changes, the labour market is also affected at the same pace. We need to respond quickly and efficiently to companies' labour needs. We need to mobilise our fellow citizens more and better to raise their skill levels and support them in finding jobs. The skills needed in the labour market are constantly changing and we need to respond to this challenge. Much is expected from our public services, whether at federal, regional or European level, but also from the social partners, our companies and jobseekers. Once again, Actiris, ADG, Forem, VDAB and Bruxelles Formation have mobilised and pooled their resources and expertise to find together and with determination constructive and effective solutions to the labour market challenges we face today, but also to the challenges of tomorrow.

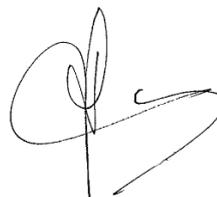
Mutual agreements were developed to strengthen interregional mobility. Synerjob highlighted the expertise and added value of Belgian public employment and vocational training services at European level. Work was done on the challenge of persons non-eligible for employment on the labour market, and much more.

Regarding federal competences that have an impact on employment and vocational training services, coordination was organised within the inter-federal platform. The recommendations of this platform take into account the specificities of the federated states: a common solution is proposed when possible, and an asymmetric approach is adopted when most appropriate.

In 2023, Raymonde Yerna, who replaced Marie-Kristine Vanboeckstal as General Manager of Forem, joined the Synerjob Board of Directors. The members of the Board of Directors underline Marie-Kristine Vanboeckstal's long-standing commitment to Forem and Synerjob and welcome the constructive cooperation with Raymonde Yerna within Synerjob.



Wim Adriaens
President Synerjob



Raymonde Yerna
Vice-president Synerjob

Context

24 February 2005: signing of an inter-regional cooperation agreement

The Brussels-Capital Region, Wallonia, Flanders, the Flemish Community, the German-speaking Community and the French Community Commission sign an inter-regional cooperation agreement. Its aim is to promote greater inter-regional mobility in terms of jobs and training.

Since then, ACTIRIS, Arbeitsamt der Deutschsprachigen Gemeinschaft (ADG), Bruxelles Formation, Forem and VDAB work in close collaboration, with the aim of integrating as many jobseekers as possible into the labour market and to encourage their mobility.

Various measures are considered and encourage the services to:

- exchange job offers more intensively;
- make jobseekers and employers aware of inter-regional mobility;
- promote and organise language courses and training activities in terms of inter-regional mobility;
- ensure that the names of professions and occupations are consistent, with a view to improving the exchange of information and guaranteeing more transparency in the labour market;
- cooperate in the reintegration of workers who are affected by collective redundancies;
- start specific initiatives between Brussels and the surrounding area;
- encourage the inter-regional mobility of jobseekers and workers;
- step up collaboration between Forem and ADG and strengthen the cooperation agreement between the two organisations, which was signed on 27 May 2004;
- strengthen collaboration in terms of language learning and access to skills centres.

3 July 2007: creation of the non-profit organisation Synerjob

ACTIRIS, ADG, Bruxelles Formation, Forem and VDAB created the non-profit organisation Synerjob, which deals in depth with the themes addressed, in order to adapt to changes in the labour market.

The Board of Directors, which includes the directors of Synerjob members, meets several times a year to discuss new projects, support current initiatives and to monitor the progress of working groups, to which it entrusts specific themes, such as the Youth Guarantee or the digitisation of the job market. The members of this Board of Directors are listed in the annexes.

On 1 July 2016, Forem took over from VDAB as Chair of the non-profit organisation Synerjob. A permanent secretariat, which is linked to this presidency, has from then on managed interactions between the members of Synerjob.

Since July 1, 2022, VDAB has again taken over the presidency from Forem.

Missions

Synerjob aims to combine the efforts of Belgian public employment and vocational training services, in order to face the challenges of the labour market, in keeping with the missions, tasks and remits of each member and the decisions of the Board of Directors.

In particular, this involves:

- analysing and taking charge of problems within the Belgian labour market;
- considering the challenges together;
- pooling knowledge and exchanging best practices;
- buying and/or developing tools and methodologies;
- taking collaborative action;
- signing partnerships, within the framework of European or other projects;
- organising a rotation between the members, in order to offer a single point of contact for the Public Employment and Professional Training Services, within the framework of European projects: EURES (EUROpean Employment Services), Youth Guarantee and the European Network of Public Employment Services (ENPES);
- taking common positions, in accordance with the rules for international representation.

The aim of all the initiatives is to collaboratively construct or undertake initiatives on common project(s) (with at least two Synerjob partners per project). Each partner deploys its own resources to achieve the targeted results.

With Synerjob members facing significant challenges, a strategic working group was created in 2013. Its composition was revised in 2020, in order to add participants who, as top managers, have decision-making authority.

"Rolling Agenda"

A "Rolling Agenda" was implemented in 2018, with a view to substantial knowledge sharing on themes relating to the job market in the broadest sense, or on matters that are likely to be of interest to Synerjob members.

At each meeting of the Board of Directors, a member gives a brief presentation on the current projects that are ongoing in his/her organisation, which are likely to be of interest to the other Synerjob members.

At the end of the presentation, the members choose the theme they would like more information about at the next meeting. At this meeting, a more in-depth presentation is given on the selected theme and another member briefly presents the projects that are likely to be of interest to the other members. This continues in this manner.

Here are the themes presented during the meetings in 2023:

- Board of directors of 14-03-2023: "Diversity plans" presented by Actiris;
- Board of directors of 24-05-2023: "Coordinated employment" presented by ADG;
- Board of directors of 18-10-2023: "Capacity building - new cooperation with local authorities around jobseekers and people of working age not active on the labour market with multiple problems" presented by VDAB.

The main themes covered

Based on the current events and the problems that are encountered, the Synerjob Board of Directors has created specific working groups for certain themes. These working groups are made up of experts from each member of the non-profit organisation. They may be permanent or temporary, depending on the themes covered and the continuity of these themes over time.

The themes covered by the working groups in 2023 are presented below.

The contact details of Synerjob's permanent Secretariat, where you can obtain more information about the topics that are presented, are provided at the end of the report.

I. Inter-regional mobility

The job market differs from one region to another. Greater inter-regional mobility alleviates the imbalance between job supply and demand. The partnerships created between VDAB and ACTIRIS, between VDAB and Forem, and between Forem and ADG, aim to strengthen inter-regional mobility for trainees and jobseekers from Wallonia, Brussels and the German-speaking Community.

a) Forem – VDAB collaboration

Since 2008, Forem has been actively working with VDAB to meet the labour needs of Flemish companies by actively managing Flemish job offers. Forem also organises specific actions to inform Walloon jobseekers about vacancies in Flanders and to guide and coach them in their job applications. Every year, Forem organises a 'Working Week' with numerous activities focused on working in Flanders and Dutch language training. In 2023, two work weeks were organised in which 940 Walloon jobseekers participated.

A cooperation agreement between Flanders and Wallonia and a cooperation agreement between Forem and VDAB were drawn up in 2023.

These agreements have a threefold objective:

- Aiming for a smoother functioning of the labour market;
- realising greater mobility of jobseekers between regions;
- contributing to the achievement of an 80 % employment rate in Belgium.

Some outcomes in 2023:

Over 2,100 Walloon jobseekers received specific support to find a job in Flanders from Forem's mobility consultants. More than 500 Walloon jobseekers participated in an information session on working in Flanders. More than 900 Walloon jobseekers took part in the two 'Working Weeks' organised by Forem in cooperation with VDAB.

66 Walloon jobseekers followed an IBO (individual vocational training) in a Flemish company.

b) Forem – ADG collaboration

ADG and Forem have long been working together to promote interregional mobility, particularly in the areas of vocational training and job offer management.

Thus, in 2023, Forem managed 380 job offers for companies based in the German-speaking Community

(excluding temporary employment) and the ADG managed 48 job offers for companies based in the Walloon Region outside the German-speaking Community (excluding temporary employment).

Eight persons domiciled in the German-speaking Community completed a PFI (Plan Formation Insertion) in a Walloon company and 29 persons domiciled in the Walloon Region outside the German-speaking Community completed an IBU (PFI) in a German-speaking company.

63 jobseekers from the German-speaking Community attended training at a Forem training centre, while 13 Walloon jobseekers attended training at an ADG training centre.

c) ACTIRIS – VDAB collaboration

A (new) Flanders-Brussels cooperation agreement was concluded on 24/6/2021. This confirmed the existing cooperation, which had been greatly intensified since 2016, and also formulated new ambitions. This agreement was made concrete in the form of a multi-year cooperation agreement between Actiris and VDAB (of indefinite duration, with evaluation foreseen for the period 2023-2027) regarding the development of an additional offer of Dutch-language training and mediation programmes and the implementation of mandates and joint projects in the Brussels-Capital Region and Flanders.

The focus is on 2 central objectives: increasing the competences of Brussels jobseekers and achieving greater mobility of jobseekers between the two regions. Strategic indicators were agreed to better monitor results for both objectives.

A joint action plan is drawn up annually. Herewith some actions and realisations for 2023, regarding interregional mobility.

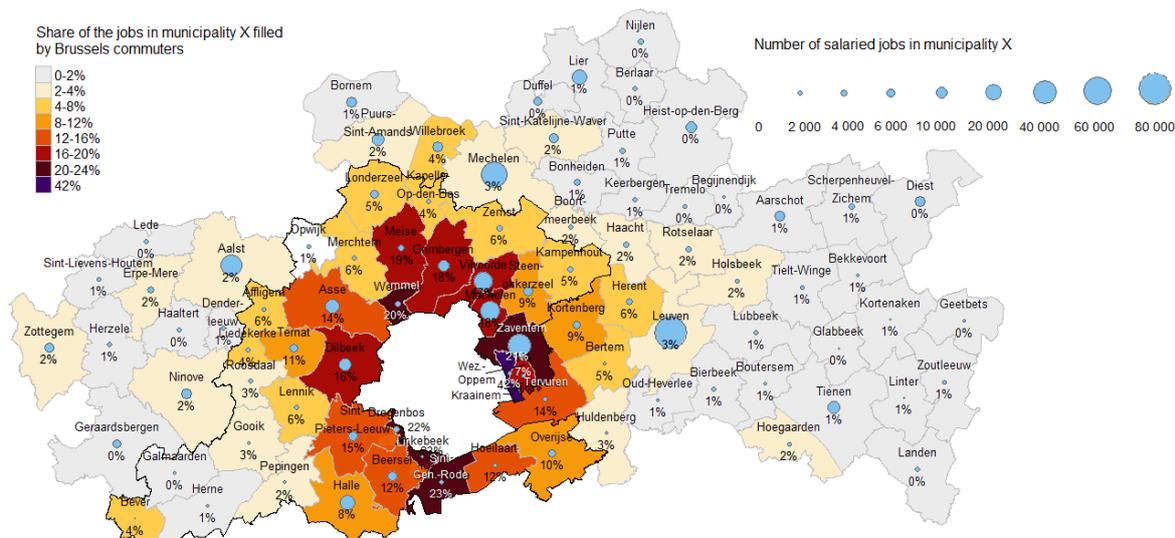
Annually communication campaigns were set up focusing on (a partial aspect of) interregional mobility. The autumn campaign for jobseekers 'Brussels moves', concluded with an event 'Working outside Brussels' on 16 November at the Beroepenpunt: a collaboration of VDAB (Brussels and Flemish Brabant), Aviato, Forem and The House of Dutch. A campaign for employers (from Flemish Brabant) took place during the same period.

Actiris also remains committed to informing and sensitising its own staff and those of partners.

In addition to the annual joint labour market analysis, the report of the Viona study 'Interregional employment zones based on a demand and supply analysis' was published. An additional study was realised specifically for Brussels.¹ The results of these studies provide new insights and inspiration for actions and awareness-raising for jobseekers and employers, as well as their own employees.

More and more Brussels residents are working in the periphery.

¹ 'Interregional job mobility for Brussels jobseekers in the Vlaamse Rand around Brussels'; IDEA-consult, KU LEUVEN HIVA, commissioned by VDAB and Actiris, June 2023.



d) Vocational training

	2023
From ADG to Forem	63
From Bruxelles Formation/Actiris to Forem	315
From VDAB to Forem	156
From Forem to ADG	13
From Forem to Bruxelles Formation	386
From Bruxelles Formation/Actiris to VDAB	1.272
From Forem to VDAB	29

II. Responsibilities transfer

Statute not applicable

The status of non-mobilisable person was defined as follows by the Royal Decree of 6 May 2019: the job seeker whom the competent employment service identifies using the internationally recognised screening instrument "ICF - International Classification of Functioning, Disability and Health" - and recognises that he is faced with a **combination of psycho-medico-social factors that have a lasting impact on his health and/or social or professional integration**, resulting in his inability to work in the normal economic circuit or in adapted or supported work, paid or unpaid. Non-mobilisable jobseeker status is granted for a period of two years and may be renewed after a new evaluation using the ICF screening tool.

The initial findings after three years of "Statute Not Employable" were presented in June 2022 and were as follows:

- Dual recognition
 - A status that makes unemployed people feel recognised for their difficulties,
 - However, the name is stigmatising, a source of stress (reassessment every 24 months) and a precarious status for a vulnerable group.
- Very similar unemployment profiles observed by the 4 PES:
 - Long-term inactive (+ 5 years), low level of education, little or no work experience,
 - Most recurrent difficulties, often combined:
 - Psychological stability
 - Self-confidence
 - Medical factors
 - Intellectual disadvantage
 - Combination of physical and mental health problems with associated social problems
 - Mobility problems
- After the first 24 months of unemployment, the status of +/- 90% of the public was renewed for the first time.

The procedures for analysis with a view to (non-)renewal of the status generate a considerable workload for public employment services, while these citizens are mainly supported by external psychosocial services and no longer by employment services.

In 2023, it was proposed that the following 3 themes should be examined by a **working group** (composed of representatives of the 4 PES, the Federal Public Service General Directorate of Persons with Disabilities of the Federal Public Service Employment, Training and Social Dialogue, RIZIV, RVA) to formulate proposals to the political level:

1. Consider establishing permanent status for situations that are renewed every 24 months, with no prospect of professional integration,
2. Find another "less stigmatising" name
3. Think about the "value" of this statute: if such permanent statute cannot be brought under the unemployment system; to what extent can it then be brought into line with another system outside unemployment (FOD social affairs or Iv. regulation disabled person or via OCMW or via RIZIV ...) - and what should this status look like (rights, remuneration, duration, etc.)?

The working group was established in late 2023. Its aim is to make proposals to simplify the regulations relating to the non-deployable status, while preserving the rights of the individuals concerned.

III. Synerjob and Europe

For a few years now, the European Commission requires that each Member State appoints a single point of contact for a series of matters dealt with at EU level. That is why, at the end of 2013, Synerjob designated a Single Point of Contact (SPOC) for ENPES (European Network of Public Employment Services), EURES (EUROpean Employment Services) and Youth Guarantee projects. In concrete terms, ACTIRIS, Forem and VDAB each coordinate one of these issues.

Bruxelles Formation dedicated an expert for the Refernet network (European network of reference

and expertise) of CEDEFOP (European centre for the development of vocational training), with financial support from other members of Synerjob.

a) European Network of Public Employment Services (ENPES)

In 2023, the European Public Employment Services Network (known as the "PES Network") once again demonstrated its continued commitment to improving public employment services in Europe. The Synerjob members involved have been particularly active.

They were involved in various initiatives and meetings throughout the year. These included the successful completion of the country scorecards for the Benchlearning evaluation report. An analysis of changes to the Benchlearning model was carried out in the background and a new Benchlearning manual was published in September 2023. In addition, important meetings were organised, such as those of the PES Board during the Czech and Spanish Presidencies of the Council of the European Union, enabling constructive exchanges on topics such as talent recruitment, refugee integration and the reform of public employment services in different European countries.

Synerjob made strategic decisions regarding the organisation of the PES Board (BoD of the PES Network) under the Belgian Presidency of the EU in 2024. In addition, efforts were made to support Actiris's candidacy for the presidency of the European PES Network, demonstrating Synerjob's commitment to promoting cooperation and leadership within the network. Finally, during the network's change of chair, tributes were paid to key figures such as Johannes Kopf, the former chairman of the PES Board, for his contribution to the network.

Synerjob members also participated in key events organised by the European network of PES, such as the Stakeholders conference and the Making Skills Count conference in Brussels, highlighting the essential role of promoting skills and employment in Europe.

The year 2023 was a dynamic and productive period for the network, which continues to play a central role in promoting policies and measures to improve employability and inclusion in the European labour market.

b) EURES (European Employment Service)

EURES is the European network of employment services. It aims to promote the free movement of workers in the European Economic Area (EEA - the 27 Member States of the European Union plus the United Kingdom, Norway, Liechtenstein and Iceland) and Switzerland. This network is governed by Regulation EU 2016/589, hereafter referred to as the EURES regulation.

- The role of the Synerjob EURES working group

The EURES regulation provides for the designation of a National Coordination Office ("NCO") for EURES for each member state. It was therefore necessary to find a solution for Belgium that would respect national competences. Synerjob was proposed as the single point of contact, without prejudice to the responsibilities of the NCOs (National Coordinator Office) of the regions and the German-speaking community. The Synerjob Board mandated one of the Belgian PES to manage the file together with its homologues and ensure communication with the European Coordination Office. Since then, Synerjob's EURES working group has been working intensively for the implementation of the EURES regulation and the preparation of the network's coordination meetings. The working group also follows very closely the legislative processes and the implementation of other regulations

involving the network and agrees on Belgian positions to be delivered to the European Coordination Office.

- Implementation of the EURES regulation

The regulation provides for the opening of the EURES network to other organisations, which requires an admission procedure. A procedure applicable to all regions was introduced in 2018, starting from Synerjob activities. In a first phase of the admission procedure, the ABVV (General Belgian Trade Union Confederation) and the ACV (General Christian Trade Union Confederation) were recognised as EURES partners. The procedure was evaluated, after which corrections and improvements were needed. In a second phase, the Official Chamber of Commerce of Spain in Belgium and Luxembourg and Unizo also joined the network as partners.

After further refinement of the admission procedure, a new call was launched in 2021. Two new partners were admitted to the network. Both partners focus on information provision. The partners are Jint vzw and Jacqglobal.

In 2023, Unizo decided to withdraw from the network.

- European Labour Authority ("ELA")

The European Agency officially started its operations in October 2019. The transfer of the European Coordination Office of EURES from the European Commission to ELA was gradual and was fully realised in 2021. The Synerjob working group continues to monitor this process and watch over the changes involved.

In preparation for the Belgian Presidency spring 2024 and the evaluation of the functioning of ELA, the Synerjob working group contributed to the elaboration of the ELA conference, in particular regarding the EURES workshop.

- Launch of "Data Process Agreement" project group

Synerjob has long been asking questions about monitoring and sanctioning in case of misuse or improper use of the CV data transferred to the EURES portal. We therefore welcome the initiative around this.

No new initiatives were taken in 2023 by ELA that could be submitted to the Data Process Agreement project group.

EU Talent Pool

The Synerjob Working Group is closely following DG Home's legislative initiative and have participated in the EU Talent Pool Working Group.

After delivering a regulatory proposal from the EU Commission, the Synerjob Working Group was involved in the technical working group preparing the council negotiation under the Belgian Presidency.

c) Youth Guarantee (YG)

A meeting of the members of the Youth Guarantee Working Group took place on 12/09/2023. The aim was to prepare for the biennial evaluation by the European Employment Committee (EMCO) of the implementation of the European Recommendation on a reinforced Youth Guarantee.

This evaluation took place in Brussels on 20 and 21 November 2023. Actiris, as pilot of the Youth Guarantee working group, coordinated and compiled the responses of VDAB, Forem, Bruxelles

Formation and Actiris into one evaluation questionnaire for Belgium. The main results of this questionnaire were presented at the meeting. In consultation with the members of the WG, Actiris also provided joint answers to the questions from Germany (the investigating country) and the Commission.

The conclusions of this evaluation, both horizontally (for all European countries) and for Belgium, were distributed to all members of the WG. In summary, the conclusions for Belgium note that Belgium is well advanced in the implementation of the enhanced youth guarantee. Coverage rates for young people in NEET situations are good, proving that the awareness-raising system works. With the support of ESF+ projects, integrated and coordinated services for young people in NEET situations have been strengthened. They could be more focused on outreach and enrolment of early school leavers from vulnerable groups, with a particular focus on young people born outside the EU and the most vulnerable NEETs.

One-stop shops enable beneficiaries of the Youth Guarantee to receive effective services in preparation for a subsequent offer. In this context, it is important to pay special attention to young people with disabilities. The cooperation of a wide range of stakeholders across regions and from one region to another is a plus. The Synerjob cooperation platform, in which public employment services play an active role, was explicitly mentioned. It was noted that the assessment of digital skills (either by the PES themselves or by self-assessment) is well established in all regions. However, some challenges remain, mainly related to the need to continue to focus on adequate coordination to ensure the same level of implementation in all regions. Belgium is also encouraged to continue its cooperation with education and training services to further reduce the declining number of young people leaving education and training early and to include this in its policies regarding young people in NEET situations. Further efforts are needed at both regional and central levels.

At the same time, the annual data collection on the implementation of the European recommendation on a reinforced Youth Guarantee was carried out in 2023.

In 2023, the thematic part of the PES Network's "PES Capacity" questionnaire focused on the Youth Guarantee. Each PES submitted its responses to this questionnaire individually.

d) [ReferNet](#)

A new cycle of European cooperation in VET began in 2020 with the Council Recommendation on VET for Sustainable Competitiveness, Social Equity and Resilience and the Osnabrück Declaration on VET as a catalyst for recovery and equitable transition to digital and green economies. Together with other strategic documents and policy measures, these two documents gave new impetus to the Copenhagen process and paved the way for further cooperation within the European Union.

Today, these political processes require not only regular monitoring and thematic reviews, but also increasingly systematic information and analysis specific to each country. ReferNet, as CEDEFOP's source of information, contributes to this process.

In Belgium, the ReferNet Belgium network brings together all public actors involved in employment, vocational education and training (or: vocational education and training - VET) and is responsible for various policy monitoring activities and the elaboration of reports, surveys and thematic articles for CEDEFOP, the European Agency for the Development of Vocational Training.

The year 2023 closed the 2021-2023 coordination mandate, which was implemented by Bruxelles Formation as part of the ReferNet Belgium network. National representation and coordination ensured the correct implementation of the action plan. As a reminder, to maintain community balance, these two functions are performed by different language communities (BE-NL and BE-FR respectively).

In 2023, ReferNet Belgium has been invited to:

a) Contribute to reporting on VET and new VET policies

- The network updated the **policy report** to report on VET policy and how (some of) the priorities from the Council Recommendation on VET and the Osnabrück Declaration are being implemented in Belgium. This annual update covers each Community (BE-NL, BE-FR, BE-DE). From the beginning, this reporting includes the measures of the [National Implementation Plans](#) (NIP), which are now a reference point for the work of Cedefop and the ReferNet coordination team.
To make the results of this reporting publicly available, the online tool [Timeline of VET policy developments](#) is available; an annual update is planned.
- The network has written 3 news items on EFP news in Belgium:
 - [Ukrainian refugees on the Brussels and Walloon labour markets: one year later](#)
 - [Training compass: find the path to your professional future](#)
 - [20 years of skills validation in the French speaking part of Belgium: an overview](#)

b) Contribute to reporting on vocational education and training systems in Europe

- The network has updated the data in the "VET in Europe database" ([available online](#), Cedefop will update the tool in June 2024). This important database presents 32 European VET systems.
- The network participated in the preparation of two deliverables directly related to the Belgian Presidency of the Council of the European Union in the 1st half of 2024:
 - [VET in Belgium – Short description](#)
 - [Spotlight on VET in Belgium](#)

c) Make a specific thematic contribution

- **Study on a better understanding of qualification requirements in online job vacancies:** this deliverable focused on the development of monitoring diplomas, certificates and the like in online job vacancies.
The aim of this activity was to contribute to Cedefop's analysis of the qualifications most in demand in online job ads, and to highlight the way qualification requirements are linked to different jobs and skill needs.
Cedefop has been analysing employers' skills needs in online job postings since 2015. The data collection, processing and analysis system has been developed since 2020 and is maintained in collaboration with Eurostat under the guidance of the Web Intelligence Hub. The results can be accessed via the [Skills OVATE](#) tool.
- **Study on skills anticipation targeting the impact of the green transition:** this exercise identified skills anticipation activities (at national, regional, local, sectoral or occupational level) that target or include the aspect of the green transition.

d) Implement activities to increase visibility

- Maintain and update the national ReferNet website: the coordination team carried out a project to completely revamp the [www.refernet.be](#), with the aim of revitalising the network and publicising its activities.

IV. Synerjob and WAPES (World Association of Public Employment Services)

The year 2023 was marked by a series of important events and successful activities for WAPES, which reinforced its commitment to its members and its mission to promote employment in the public sector.

Synerjob members were able to contribute to and learn from these events. Here is a summary of the association's key achievements, decisions and commitments during 2023:

Meetings and decision-making organs

Highlights of meetings of decision-making bodies include the Executive Committee meeting in Morocco in March 2023, an Extraordinary General Assembly in June 2023 in a hybrid format, and the Governing Council meeting in Antalya, Turkey, in November 2023. WAPES representatives attended key events such as the ILO Asia-Pacific Regional Meeting in Singapore as observers.

The Synerjob Board of Directors has mandated Actiris to provide a new executive secretary. Synerjob representatives participated in the final selection committee as part of the recruitment process carried out by Actiris, which resulted in the new executive secretary taking up her post in November 2023.

At its board meeting in October 2023, Synerjob appointed one representative for the Belgian PES in the WAPES Council, Executive Committee and General Assembly.

Activities and contributions

WAPES has also been active in producing content and implementing initiatives aimed at strengthening its members and exchanges among its members. These include, for 2023, the production of an informative video on the Mobile Unit to Improve Employability in Rural Areas (UMER) and the implementation of a strategic study on the challenges facing Public Employment Services (PES).

Decisions and structural changes

The June 2023 Extraordinary General Meeting marked a turning point for WAPES, with the approval of several important measures, including the change of the association's name to "WAPES" and the adoption of new statutes to comply with Belgian company law. Important decisions were also taken regarding the recruitment of staff for the executive secretariat, strengthening the organisation's operational capacities.

New WAPES members

The year 2023 also saw a significant expansion of the membership of WAPES, with countries such as Serbia re-joining the association and others such as Kazakhstan expressing interest in joining. Efforts were made to inform and involve these potential new members in the association's activities.

Through its various activities and contributions, the association has strengthened its role as a catalyst for cooperation and development in public employment on a global scale, a role that Synerjob in Belgium is pursuing on an interregional level. Building on this momentum, WAPES aims to continue playing a central role in promoting employment and social inclusion policies and practices around the world.

V. Cross-functional themes

Some working groups handle topics that cover several themes or more general topics. Here are a few examples of these groups:

a) Automatic flux vacancies

In 2023, the 'Flux' working group further optimised the exchange of vacancies between the various organisations. When bottlenecks were detected, the necessary steps were taken bilaterally. The technical problems in the exchange via SFTP server of VDAB vacancies to Forem, detected in 2022, were addressed. The technical problems in exchange via SFTP server of the Forem vacancies to VDAB and Actiris were addressed via a temporary solution. The solution is expected in 2024. VDAB and Forem, as part of their renewed cooperation, made the necessary adjustments to make vacancies requiring active management at Forem more visible.

The working group aims to get the necessary developments for the vacancy API started at VDAB and Forem as soon as possible. Actiris already uses VDAB's vacancy API to retrieve a large amount of VDAB vacancies. The validation process for the developments for using the vacancy API to retrieve each other's vacancies is still ongoing at Forem and VDAB. Approvals and start of developments are expected in 2024.

Pending the collection of Actiris vacancies via API, only a limited selection of Brussels vacancies are forwarded to VDAB and Forem via SFTP.

b) Competent 2.0

The Competent working group is a content-based working group where the partners semi-regularly discuss joint actions around the content management of the professions and competences database Competent and which is the Belgian contact point for ESCO themes.

Competent forms the standard language for occupations and competences in the labour market. In 2023, the focus was on:

- Keeping the professions and competences described in Competent up-to-date
- To this end, a workflow was set up that allows the working group members to collaborate not only around the translation of Competent but also around the evolution of the content of the professional profiles.
- Additional attention was paid to soft skills and digital skills (integration of the European DigComp framework) within Competent
- Competent's agility was enhanced by further focusing on making the database AI-driven, in addition to sectoral inputs
- In addition, 2023 also focused on user-friendly access to the Competent data by making it available not only via APIs but also via the [Competent data-archief](#) (developed in 2023, went live in early 2024)
- Finally, an additional communication layer was built into Competent, in the form of competence sets. Competences are grouped under short labels, in order to communicate about competences in a simpler way in the future.

c) Interregional Mobility

In 2022, this working group was revived. In 2023, the working group met four times. During the meetings, the progress of the drafting and approval process of the cooperation agreement between Flanders and Wallonia, with the accompanying action plan between VDAB and Forem, the implementation of the defined actions within the cooperation agreement VDAB-Actiris, etc. were monitored. The working group members keep each other informed of past and upcoming actions within the framework of interregional mobility.

In May 2023, at the request of the Synerjob Board of Directors, the working group drew up the note "Identification and analysis of 'good practices' of cooperation with one or more regions". The

working group therefore decided to continue a number of good practices within the (bilateral) cooperation, such as the communication for JOBOP Vilvoorde of 3 October 2023 and joint actions within the framework of the 2 Working Weeks led by Forem that took place in the week of 25 March and the week of 16 October 2023.

d) Individual training account

A federal working group led by Smals and the Dermagne cabinet was set up in 2021.

At its meeting on 21 November 2023, the scope of the individual learning account was redefined as follows:

- 1) overview of educational background:
Availability starts in the fourth quarter of 2024.
It was soon established that the various entities would only provide data for which they were the authentic source.
- 2) monitor training rights and credits:
For federal legislation (ILA-Individual Learning Accounts), training operators are not approached because the credit is calculated based on the statutory requirement for employers to declare training.
(It should be noted that public companies are not covered by this obligation).
For any regional rights, the regions will not be approached until the second half of 2025;
- 3) assessment of training needs:
This part is now suspended and out of scope;
- 4) links to training courses:
This part is no longer planned.

In 2021, Synerjob set up a project group to work on the 'Individual Learning Account'.

In 2023, the project group presented the Synerjob board with a summary of the contacts made by the federal government and the overall progress of the activities.

Annexes

Addresses

Addresses of the Institutional members of Synerjob as of 31/12/2023:

OFFICE REGIONAL BRUXELLOIS DE L'EMPLOI (ACTIRIS)

Public law institution B category

Head office at 1210-BRUXELLES, boulevard de l'Astronomie 14

Represented by Cristina AMBOLDI, Director General

ARBEITSAMT DER DEUTSCHSPRACHIGEN GEMEINSCHAFT (ADG)

Public law institution B category

Head office at 4780-SAINT-VITH, Vennbahnstrasse 4/2

Represented by Sabine HERZET, Executive director

BRUXELLES FORMATION

Public law institution B category

Head office at 1180-BRUXELLES, rue de Stalle, 67

Represented by Olivia P'TITO, Director general

OFFICE WALLON DE LA FORMATION PROFESSIONNELLE ET DE L'EMPLOI (Forem)

Public law institution B category

Head office at 6000-CHARLEROI, boulevard Tirou 104

Represented by Marie-Kristine VANBOCKESTAL, Administrator general until 30 November 2023.

Represented by Raymonde YERNA, Administrator general as of 1 December 2023.

VLAAMSE DIENST VOOR ARBEIDSBEMIDDELING EN BEROEPSOPLEIDING (VDAB)

Extern Verzelfstandigd Agentschap met rechtspersoonlijkheid (external autonomous agency with legal personality)

Head office at 1000 Brussel, Keizerslaan 11

Represented by Wim ADRIAENS, Managing director.

Address of the Presidency and the Permanent Secretariat of Synerjob:

Asbl Synerjob p/a VDAB

Keizerslaan 11

1000 BRUSSEL

Synerjob@vdab.be

Synerjob website:

www.Synerjob.be

Members of the Synerjob Board of Directors as of 31/12/2023

Forem	represented by Marie-Kristine VANBOCKESTAL until 30 November 2023 and Raymonde YERNA as of 1 December 2023
VDAB	represented by Wim ADRIAENS
Actiris	represented by Cristina AMBOLDI
ADG	represented by Sabine HERZET
BRUXELLES FORMATION	represented by Olivia P'TITO

Mandates

Wim ADRIAENS, President
Marie-Kristine VANBOCKESTAL, Vice President until 30 November 2023 and Raymonde YERNA as of 1 December 2023
Cristina AMBOLDI, Secretary
Sabine HERZET, Treasurer
Olivia P'TITO, Auditor
Caroline MANCEL, Auditor

Dates sessions 2023

Board of Directors

14 March 2023
24 May 2023
18 October 2023

General assembly

24 May 2023