Issue No 52

NEA
Weekly e-SHOT

31st Oct -4th Nov 2022

Self-Assessment Method for Public Employment Services (SamPES)
Expert training held in Nairobi-Kenya



The World Association of Public Employment Services (WAPES) together with the National Employment Authority (NEA) organized a three days expert training 'What do employers need from an employment service' between 11th and 13th October 2022 at Marcure Hotel, Nairobi-Kenya. This came at the backdrop of the changing labour market needs where most Public Employment Service (PES) in the region have an urgent need to manage their job seekers profile and match their skills, since unemployment is high and skills match persistent.



In her opening remarks, the Ag. Director General, National Employment Authority (NEA), Mrs. Edith Okoki3 took the opportunity to welcome the participants from the 14 African countries and thanked the WAPES officials for organizing the much needed training. The Director General underscored the importance of the training to the participating countries and urged the participants to endeavor to become good ambassadors of employer engagement in Pubic Employment Service (PES by treating clients well and upholding values of integrity, openness, equity and fairness when delivering services to all members of the public. The DG further noted the importance of the topics in the curriculum and noted that these would be invaluable to PES work and will be tapped on to enrich implementation of relevant activities at country levels. She concluded by re-affirming NEA's commitment to the implementation of any recommendations that would arise from the training

The World Association of Public Employment Services (WAPES) is the facilitator of exchange and knowledge transfer between public employment services globally and has developed the Self-Assessment Method for Public Employment Services (SamPES) to quality assess employment service delivery and prepare a mutual learning program between peer PES in the world. The Objective of the training therefore was to enable the 24 participants drawn from 16 countries across Africa to understand and include importance of employer engagement in Pubic Employment Service (PES) strategy as well as discuss and try different service components for employers and consider change steps to implement employer service in own PES.



The training comprised of open and group discussions ,presentations as well as practical approaches in which various issues in

the Public Employment Services (PES) were discussed. The issues touched on good cases of employer service strategy, skills requirements of PES staff working with employers and how to improve their relationship , preparing for a visit to the employer and follow-up after the visit, account management, international best practices and an update of the SamPES action plans and a presentation of the new platform that makes it possible to start with the formation of communities of practices about certain topics.

At the end of the training, the participants found some other urgent challenges that needed to be tackled including the informal market and the relation with employers. Participating countries also initiated action planning for a change process following the insights of the self-assessment.





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"To formulate and implement employment policies and programmes for creation of sustainable employment for all Kenyans"

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