



Temporary Work Agencies' contribution to transitions in the labour market: the example of vocational training

Final report

On behalf of:

Eurociett & UNI-Europa

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FOREWORD

This report is part of a Eurociett/UNI Europa joint project financed by the European Commission, whose main objective is to assess the role temporary work agencies may play in facilitating transitions in the EU labour market by promoting vocational training opportunities provided to temporary agency workers.

There is indeed a growing awareness that temporary work agencies play a role in the flexicurity debate. Temporary agency work is an increasingly significant form of employment in the European Union. In 2007, it accounted for around 2% of total employment in the EU 27 countries, involving 3.5 million agency workers (full time equivalent) and more than 9 million workers in total, employed by approximately 20,000 firms, in a sector with an annual turnover in excess of €75 billion.

Temporary agency work is heterogeneously regulated in most Member States through a mix of legislation, collective labour agreements and self-regulation. Temporary agency work fulfils specific needs for both companies and workers and aims at complementing other forms of employment.

Eurociett and UNI-Europa, the two recognised European sectoral social partners for temporary agency work, have joined forces to develop social dialogue at national and European level and to increase the job quality of temporary agency workers. Temporary agency workers need to be better qualified to gain more stable employment conditions and to contribute to ensuring their own health and safety at work. Therefore is access to vocational training one of the main objectives in their joint work programme for 2008-2009.

The temporary agency work industry can facilitate the matching of supply and demand on the labour market. Because of the nature of the temporary work agencies' business, it is in the interests of these agencies to facilitate transition between assignments or jobs. In addition, user companies look for skilled workers on the spot, who are able to meet the quality level required.

In several EU Member States (e.g. Belgium, France, Italy, the Netherlands and Spain), temporary work agencies and trade unions have established bi-partite training structures in order to face these challenges, and invest in agency workers' vocational training. These funds offer the possibility for temporary agency workers to improve the skills needed in the local economy.

In several other countries, little or no action has been taken in this field. Like other workers, temporary agency workers might have access to training, but frequently no specific programmes or initiatives have been established to promote the improvement of their skills. The 6 case studies identified in this report can help these countries to gain from successful experiences. Social dialogue has proved on many occasions to be one of the best means to ensure coherence between workers needs and the local economic environment.

Thanks to the research carried out by the expert team of IDEA Consult, UNI-Europa and Eurociett are in the position to continue their own work.

Brussels, December 4th, 2008

Bernadette Ségol
UNI-Europa Regional Secretary

Annemarie Muntz
Eurociett President

EXECUTIVE SUMMARY

On behalf of Eurociett and UNI-Europa, IDEA Consult carried out a study on vocational training initiatives for temporary agency workers. This research is part of a Eurociett/UNI-Europa joint project funded by the European Commission entitled “More training opportunities for more agency workers”. In a first step, a written survey was conducted amongst Eurociett and UNI-Europa members of 21 countries¹ in order to make a comparative research on the training opportunities provided to temporary agency workers as well as their profile characteristics. Secondly, an in-depth study of the best practices of 6 selected countries² was performed based on desk research and interviews.

General framework of training programmes for temporary agency workers

Temporary agency workers can participate in training programmes either because they have access to a standard training system in their country which is available for all workers (individuals) and/or they have access to a specific training system which is set up for temporary agency workers.

In all surveyed countries, temporary agency workers have access to the standard vocational training system that is made available to all workers. This general system is an important contextual element when analysing the training opportunities for temporary agency workers. Countries with a (well developed) general training system available to all workers might not feel the need to set up specific training programmes targeting temporary agency workers.

In six EU-countries (Austria, France, Belgium, Italy, the Netherlands and Spain), a specific training system for the temporary agency workers has been developed. In each of these countries a bipartite training body has been created with the aim to facilitate the access to training for temporary agency workers. The funds in France and Italy have been established for more than 10 years and can therefore be considered as more experienced systems compared to the more recent ones established like in Austria for instance.

The training provision for temporary agency workers can be regulated by law or by a collective labour agreement (see Table 1). In Belgium and the Netherlands, a specific training system for the temporary agency sector is set up by collective agreement, while in Italy this is regulated only by law. In France, Austria and Spain, access to training for agency workers is organised by a mix of legislation and collective bargaining. In most countries, training programmes for temporary agency workers may also be developed by temporary work agencies on a voluntary basis.

¹ 16 countries from the 21 in the target group responded to the survey (response rate of 76%).

² The selected countries were Austria, Belgium, France, Germany, the Netherlands and Spain.

Table 1: How is the specific training provision for temporary agency workers regulated?

		By collective labour agreement	
		Yes	No
By law	Yes	FR, AU, ES	IT
	No	BE, NL	DE, CZ, FI, GR, HU, IE, NO, PO, SE, UK

Source: IDEA Consult based on questionnaire

In half of the surveyed countries, the temporary agency work sector cooperates with the national public employment service in order to facilitate access to training for temporary agency workers. This is an example on how the temporary agency work sector can contribute to ease transition from unemployment to work.

Five countries (Belgium, France, Germany, Hungary and the UK) answered that the industry has developed cooperation programmes with other sectors with regards to training for agency workers.

Except in France, no evaluation system has been developed in the surveyed countries to assess the results of the training programmes. In France, the FAF.TT evaluates on its own initiative training programmes on a regular basis (yearly satisfaction survey). In Belgium, some evaluations of the training programmes are also performed (e.g. regular evaluation meetings with sectoral funds and the national employment services), but we cannot really talk about an evaluation system. Moreover, it is important to note that in no one of the countries a methodology has been developed to measure the long-term impact of training programmes for temporary agency workers on employment.

Financing training programmes for temporary agency workers

The main sources for the financing of training programmes for temporary agency workers are in a decreasing order: By temporary work agencies themselves, user companies, public employment services, a bi-partite training fund and by use of European funds.

From the 6 country cases, it can be learned that external financial resources (from European funds, other sectors, public employment services) are in most countries currently limited compared to the financial contributions of the temporary agency work sector itself. The UK is the only country that answered that training programmes are directly financed by temporary agency workers. It is important to note that even if the other countries did not mention this answer, temporary agency workers may also indirectly finance their training programme (e.g. through the social charges of their salary).

Looking now at the way specific training initiatives for temporary agency workers are funded, different systems (co-)exist. Agencies can (partially) finance training activities either through a voluntary system or compulsory contributions. In Germany, no law or sectoral agreement stipulate that contribution to training is compulsory, hence all training initiatives take place at company level on a voluntary basis. In the other case countries, temporary work agencies are obliged by law or by collective labour agreements to contribute to the training provision

for their workers (i.e. own staff as well as temporary agency workers). As it is clear from the table below, there are however large differences in the contribution rates and the instruments used to organise the compulsory funding. In practice, the following instruments are used: Individual use of the contribution (i.e. own choice of the agency), drawing rights (i.e. each agency can refund training investments up to a given quota) and a collective system (i.e. all contributions are collectivised and can be used by any agency). In practice, many countries use a combination of these different financial instruments to fund training activities.

Table 2: How is the training provision for temporary agency workers financed?

	AU	BE	FR	DE	NL	ES
Contribution rate	€2,2 per FTE ³ per month	0,5% ⁴ (of payroll)	0,55% - 2,15% (of payroll) ⁵	/	1,02% + 0,1% (of payroll)	1,25% (of payroll)
Individual use of contribution	Y	N	Y	N	Y	Y
Drawing rights	N	Y	Y	N	N	N
Collective system	Y (if no individual use)	Y	Y	N	Y	Y

Source: IDEA Consult based on case studies

³ FTE: full-time equivalents

⁴ 0,4% in the past, it has recently increased

⁵ The contribution of temporary work agencies in France depends on the size of the agency. The minimum contribution of temporary work agencies with more than 20 workers is 2% (1,2% for training plans, 0,5% for professionalization contracts and 0,3% for individual leave for training). In addition, agencies have to pay 0,15% of their payrolls to the FPE.TT. For temporary work agencies with less than 20 workers and more than 10 workers, the minimum contribution is 1,35% of total payroll, while agencies with less than 10 workers devote 0,55% of total payroll to training. Small agencies are generally exempted of the payment to the FPE.TT.

Training provision for temporary agency workers in Europe

The table below presents statistics on the training provision for temporary agency workers in 5 EU-countries. As of today, these are the only countries which can provide comprehensive figures on the training opportunities for agency workers.

Table 3: Statistics on the training provision for temporary agency workers (on yearly basis)

	FR	BE ⁶	NL	ES	IT
Penetration rate of TAW ⁷	2,5%	2,2%	2,8%	0,8%	0,7%
Number of trained TAW's (x 1.000)	270,0	19,6	138,7	10,9	204,2
% of trained TAW's ⁸	12,3%	3,6%	19,0%	1,4%	35,6%
Number of training hours (x 1.000)	10.110	303		760	1.221
Number of training hours per trained TAW	47,4	15,4		69,8	6,0
Amount invested in training by temporary work agencies (x 1.000.000 euro)	331	4,7	25	4,8	149
Amount invested per trained TAW (euro)	1.225,9	239,7	180,2	440,4	729,6
Amount invested in training in % of total wages (payroll)	2,15% ⁹	0,40% ¹⁰	1,02%	1,25%	

Source: IDEA Consult based on questionnaire

There are large differences between countries in the number of workers reached by the training programmes, the hours of training and the amount invested per worker. The share of trained temporary agency workers varies between 1,4% in Spain to 35,6% in Italy. Moreover, while Spanish trained temporary agency workers receive on average 69,8 hours of training per year, this number is only 6 hours in Italy. Finally, the invested amount per trained temporary agency worker varies from an average of 180,2 euro in the Netherlands to 1.225,9 euro in France.

Based on these different results, it seems that we observe a negative correlation between the number of training hours provided per trained agency workers and the share of trained temporary agency workers. Countries with more long-term

⁶ Based on figures Social Fund for temporary agency workers.

⁷ Penetration rate is the ratio between the total number of temporary agency workers (in full time equivalent) and the total working population in a country (source = Eurociett)

⁸ Number of trained temporary agency workers expressed as a percentage of the total number of temporary agency workers.

⁹ Maximum contribution rate.

¹⁰ Now 0,50%.

duration training programmes tend to train less temporary agency workers than countries with short-term duration training programmes (see table below). This reflects the fact that the TAW sector delivers very different schemes of training (short term, medium term, long term) to the agency workers, depending on the specific needs of the respective labour market.

Table 4: Relation between average number of training hours and % of trained TAW

		Average number of training hours	
		Low	High
% of trained TAW	Low	BE	ES
	High	IT	FR

Source: IDEA Consult based on questionnaire

There is also a close relationship between the duration of training programmes and the payment system of temporary agency workers during the training. In countries such as France, the Netherlands or Spain, temporary agency workers are only partially paid or paid under certain conditions while following a training session. In these countries, the average number of training hours tends to be high. On the contrary, in countries with more short-term trainings such as Austria, Finland, Poland or Belgium, temporary agency workers receive their normal salary when they are being trained. The only exception is Italy. In this country, the average duration of training tends to be short, but the workers on training are only partially paid or are paid under certain conditions. This may be related to the large number of temporary agency workers on training in this country.

In most countries, the training is delivered at a later stage during the execution of an assignment, while trainings prior to employment as a temporary agency worker are rather limited. In all countries, the initiative for the training is mostly taken by the temporary work agency. Finally, the training courses take place mostly at the user firm or at a training institute. Based on the information collected by the written survey, it was not possible to come up with comparable statistics concerning the type of training provided to temporary agency workers. Nevertheless, the survey indicated that in almost all countries, training programmes are in the field of technical skills, health and safety, ICT, use of PC and pre-requisite and compulsory training.

¹¹ Estimation based in distribution of duration of training.

Factors influencing training provision for temporary agency workers

As it can be observed from table 5, the training provision for temporary agency workers is influenced by different factors. We can distinguish factors that are general to all sectors and factors that are specific to the temporary agency work sector. These factors can also be classified according to different levels: the micro level (or individual level), the meso level (or level of the sector or the company) and the macro level (or national level).

Table 5: Factors influencing training provision for temporary agency workers

	General	TAW-specific
Micro	Educational background of the worker Previous situation of the worker	Motivations to work in TAW sector
Meso	Required competencies in the job Scale of the company	Triangular relationship Mobility of workers (working in different sectors, user firms, agencies,..) Average duration of assignment (related to strong mobility in/out work)
Macro	General vocational training system Legislation on training conditions Shortages in the labour market	Type of contract with agency

Source: IDEA Consult

General factors influencing training provision for temporary agency workers

For example, the educational background of the worker (e.g. low-educated, high-educated) is an individual characteristic which influences the training needs. There are large disparities between countries in the educational level of their temporary agency workers. In Poland, the Czech Republic and France, most agency workers are low educated, while they are mostly medium educated in the Netherlands, Belgium and Greece and highly educated in Norway.

Training needs are also influenced by the previous labour market situation of the agency worker. It is more likely that (re-)training is required when the person has been unemployed or inactive for a long time. Large differences between countries are observable when we compare the situation of the temporary agency worker prior working in the temporary agency work sector. In Germany, Hungary, Norway, France, Greece and Belgium the largest proportion of temporary agency workers were unemployed before starting agency work. In the Netherlands, Finland and Poland, most of them were student. In the Czech Republic and Poland many agency workers were also doing agency work before.

The concrete training requirements are however also determined by the required competences for the job(s) which the worker has to execute. We observed that in Belgium there is a need for more low-skilled agency workers than available (among current group of temporary agency workers), in France the demand for medium-skilled is higher than the supply, while in Norway there is a need for more low-skilled and medium skilled workers than available among the current pool of temporary agency workers.

Temporary agency work specific factors influencing training provision for temporary agency workers

Temporary agency workers have a variety of motivations why they are doing this type of temporary work. One motivation is to earn extra income (e.g. by working in the evenings or weekends) while studying. It can be expected that these agency workers might be less motivated to follow a training related to the TAW-assignment. On the contrary, some workers work as a temporary agency worker to find a permanent job. It will be less difficult to motivate these workers to follow a training as this may increase their employability and thus their chances to find a permanent job. If we are interested in the share of temporary agency workers that are not looking for a permanent job through agency work, we observe large differences between countries. While in Finland and the Netherlands, the majority of the agency workers are not looking for a permanent job, in Hungary, a very limited part of the agency workers is not interested in finding a permanent job through agency work. The results of Finland and the Netherlands may be explained by the fact that a large part of temporary agency workers in these countries are student.

The triangular relationship that involves the temporary work agency, the agency worker, and the user company where the temporary assignment takes place, makes it more complicated to organise a training course. This triangular relationship may lead to questions about who has to organise and finance the training (the agency, the user company or the worker?).

Despite this complication, the triangular relationship may also involve some advantages for the training provision. Temporary work agencies are an intermediate actor between the demand and supply in the labour market. As a result, they are in the best position to determine what are the 'real' training needs in the labour market, both from the companies' side and the workers'side.

In addition, developing training programmes within the triangular relationship creates benefits for the three parties involved. It benefits to the temporary agency workers by improving their employability and ensuring their own health and safety at work. It also benefits to user companies who are looking for workers who are able to meet the skills required. Finally, because of the nature of the temporary work business, it is in the interest of the temporary work agencies to quickly match the supply and demand on the labour market, taking into account the competences required by the user firms.

The strong mobility of temporary agency workers makes it difficult to bind the temporary agency workers to one agency. The agency is not ensured of its return on investment when financing a training programme for their temporary agency workers. However, there is some evidence that temporary agency workers tend to be connected with one agency (can be considered as some kind of 'loyalty' of the worker toward the agency). Furthermore, training is also used by agencies to develop a longer term relationship with its workers and to help them to build a career. Therefore, it is in the interest of the agencies to make sure that training delivered to workers fits their needs and expectations.

Next to that, there is also a strong mobility of the temporary agency worker between different sectors. Although the temporary work agencies are well-positioned to have a good view on the real training needs (they deliver services to a large number of user companies), the fact that they supply workers to many sectors makes it more complicated to define the type of training needed, to design the programmes and select the best suppliers.

The type of contract with the temporary work agency may bind the temporary agency worker to his agency. However, an open ended contract between the temporary agency worker and the agency exists only in a limited number of countries (e.g. Austria and Germany).

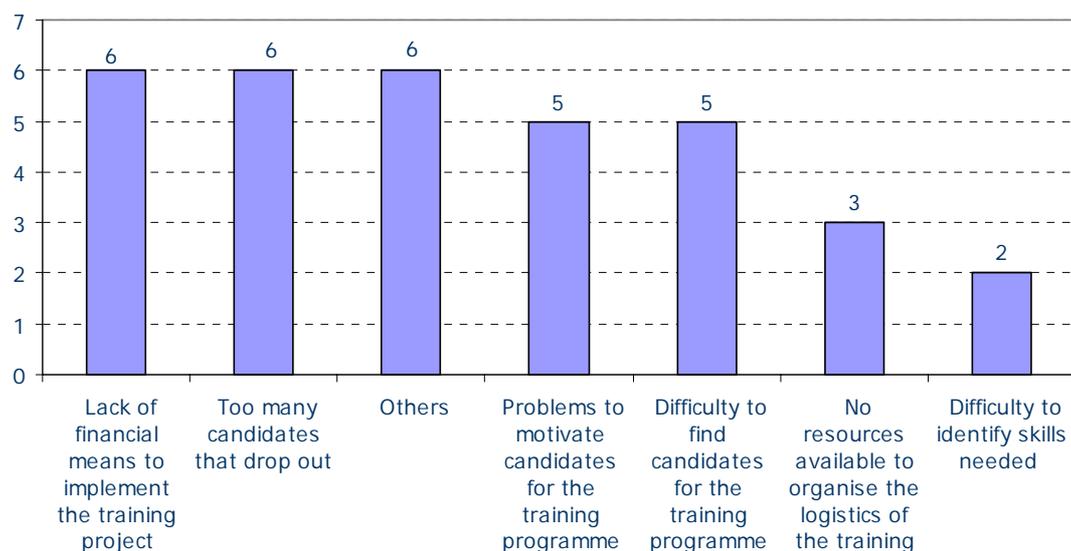
Finally, in most countries, the average duration of an assignment lasts for a couple of months. Therefore, the return on investment of long term training depends on the extent that temporary agency workers can be kept in the same agency.

From this, it can be concluded that training provision for temporary agency workers may be more complicated than in other sectors due to several TAW-specific factors. Many of these factors (e.g. triangular relationship, average short duration of an assignment, temporary contract between worker and agency, etc.) can be considered as barriers for the development, organisation and financing of training programmes for temporary agency workers.

The following graph informs us about the main difficulties faced when developing training programmes for temporary agency workers. According to the surveyed countries, the main difficulties seem to be related to the lack of financial means to implement the training project (6 countries) and to the difficulties to find and keep the candidates (6 countries answered that too many candidates drop out and 5 countries answered that they have problems to motivate and find candidates for the training programmes).

In some countries the training provision is hindered by the lack of resources available to organize the logistics of the training and the difficulty to identify skills needs.

Graph 1: What are the main difficulties being faced when developing training programmes for temporary agency workers? (N=13)



Source: IDEA Consult based on questionnaire

Critical success factors and challenges for the temporary agency sector

This study is the first to provide an EU-wide overview of the training provisions for temporary agency workers. Nowadays, several countries experience different systems to facilitate the access of training for temporary agency workers. Based on the analysis of 6 country cases, we can highlight some important success factors and future challenges for the temporary agency sector concerning the training provision for their workers.

Given the specificities of the temporary agency sector (e.g. short duration of assignments, triangular relationship, high mobility between different functions), it seems that the general system of vocational training needs to be adapted to match the training needs of agencies, user firms and temporary agency workers. Some common elements of the training systems set up in countries which developed a specific framework for temporary agency workers (namely AU, BE, FR, NL, ES, IT) are:

- Strong role of social dialogue and collective bargaining: A strong social dialogue in the temporary agency work sector is present in the best practice countries. Both employees and employers organisation observe a need for training and understand each other well on this theme. The sectoral social partners are also the best equipped to adapt the general/national training systems in place to the specificity of the TAW sector.
- Compulsory contributions of agencies: All best practice countries have introduced compulsory training contributions to be paid by the temporary work agencies, either by law or collective labour agreement, in order to guarantee financial investments in training.
- Development of a bipartite training fund: In the 6 pioneering countries national employer federations of temporary work agencies and trade unions set up bipartite bodies to facilitate the access to training. The role of the training fund is not limited to the provision of financial support for trainings. In most countries, the training funds also support the agencies (and the sector) in the development of training policies, selection of training providers, collaboration with other sectors, support to obtain ESF-financing, etc.

In the coming years it can be expected that more initiatives will be taken to increase the training opportunities for temporary agency workers (for instance, Luxembourg is to set up a bipartite sectoral training fund as of January 1st, 2009). Given the common interest to learn from the experiences of the pioneering countries, the analysis and dissemination of the good practices are of ultimate importance.

A second important challenge for the temporary agency sector is the collaboration with other stakeholders (e.g. other sectors, public employment services). In several countries, cooperation with the Public Employment Services already takes place. This form of private-public cooperation could be extended to other countries. On the other hand, collaborations with other sectors appear to be rather difficult to establish. It would be interesting to investigate the reasons for these difficulties in order to allow for stronger cooperation between the temporary agency work sector and some social/training funds from other sectors.

A third challenge is to ensure that the temporary agency work sector has full access to EU-funded or national programmes aimed at promoting vocational training for workers. In some cases, this includes the necessity to adapt the funds made available to the specificity of the triangular employment relationship.

Finally, given the growing importance of training (e.g. due to shortages of labour, flexicurity debate, etc.), it will be needed to monitor the future development of the training programmes specifically dedicated to temporary agency workers. This does not only require reliable statistics on output indicators (e.g. number of training hours, number of trained workers), but also comparable information regarding the long-term impact of the training programmes (e.g. effect on the employability of the workers).

Part 1: AIM AND APPROACH OF THE STUDY

1 AIM OF THE STUDY

The main objective of this study is to assess the role temporary work agencies may play in facilitating transitions in the EU labour market, with a special focus on promoting vocational training opportunities provided to temporary agency workers.

More concrete, the aims of this study are to:

- Conduct a comparative research work on the personal background, professional experience and motivations of the temporary agency workers and on training opportunities provided to them;
- Carry out an in-depth analysis of best practices in terms of training programmes targeted at temporary agency workers;
- Present the main findings of the overview report on a Pan-European conference;
- Draft a guideline explaining how to get support from the European Social Funds to develop training actions.

It is important to notice that temporary agency work and vocational training are defined in the following way:

Temporary agency work means that the worker is employed by the temporary work agency, and is then hired out to perform work assignments at the user company. The temporary agency worker performs his / her work under the supervision of the user company. There is no employment relationship between the temporary agency worker and the user company, although there could be legal obligations of the user company towards the temporary agency worker, especially with respect to health and safety.

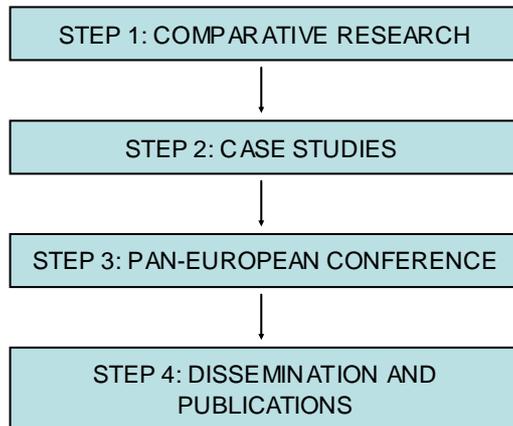
Vocational training is defined as training whose main objective is preparing people for work. For this study we focus on:

- Continuing vocational training for temporary agency workers
- Formal as well as non-formal training (off- and on-the-job). Work instructions are not considered as vocational training. On the contrary, a training preparing to fulfill the job (lasting few days to a couple of months) is an example of vocational training because it has the intention to learn.
- All training initiatives need to be at least partly financed by a company (user company or temporary work agency)

2 APPROACH AND STRUCTURE OF THE STUDY

To carry out this study, we used the following four-step approach:

Figure 1: Approach for the study



In the first step of the study we conducted a comparative research on the training opportunities provided to temporary agency workers and on their personal background, professional experience and motivations. This comparative research is based on the results of a written survey conducted amongst Eurociett and UNI-Europa members of 21 countries.

The survey results have also been used to identify 6 countries with one or more good practice examples regarding vocational training for temporary agency workers. In the second step of the study, we performed an in-depth study of the best practices of the 6 selected countries in terms of training initiatives targeted at temporary agency workers.

The structure of this report is thus as follows. Part 2 contains a comparative research of the training opportunities for temporary agency workers based on the results of the survey. In part 3, an in-depth analysis of the training provision in 6 countries is presented. Part 4 concludes this report by performing a horizontal analysis of the training systems for temporary agency workers in the 6 case studies.

Part 2: COMPARATIVE RESEARCH OF TRAINING OPPORTUNITIES FOR TEMPORARY AGENCY WORKERS

1 INTRODUCTION

1.1 Aim and structure of the survey

In order to collect information on the training programmes provided to temporary agency workers as well as some information related to the profile of temporary agency workers in Europe, a written survey has been sent by mail to 21 countries.

This survey included the 6 following topics of questions:

- a. General framework of training programmes being provided to temporary agency workers in your country
- b. Quantitative and qualitative information about training programmes being provided to temporary agency workers in your country
- c. Impact of training delivered to temporary agency workers on their professional life
- d. Good practices concerning training initiatives for temporary agency workers
- e. Profile of temporary agency workers
- f. Situation and motivations to work as a temporary agency worker

1.2 Target group

The target groups of the survey are Eurociett and UNI-Europa member of 21 countries (see table below). These countries have been selected by the steering committee. It has been asked to the Eurociett and UNI-Europa members to collaborate and answer jointly to the questionnaire.

Table 6: Overview of target group

Austria	Greece	Poland
Belgium	Hungary	Portugal
Czech Republic	Ireland	Spain
Denmark	Italy	Sweden
Finland	Luxembourg	Switzerland
France	Netherlands	Turkey
Germany	Norway	UK

1.3 Respons

As can be seen below, 16 countries from the 21 in the target group responded to the survey (response rate of 76%). It is important to note that these countries represent the majority of temporary agency workers in the European Union¹².

In 8 countries, Eurociett and UNI-Europa members send a joint filled-in questionnaire. In a few countries the questionnaire was only partially completed, mainly because these countries do not have a specific training system targeting agency workers (e.g. in Sweden, Ireland, UK, the Czech Republic).

Table 7: Overview of countries having answered (partially) the questionnaire

Country group	Country	Eurociett or UNI-Europa
Western and Central European countries	Belgium	Jointly
	France	Jointly
	The Netherlands	Jointly
	Austria	Jointly
	Germany	Jointly
Nordic countries	Norway	Eurociett
	Finland	Jointly
	Sweden	Eurociett
Liberal countries	United Kingdom	Jointly
	Ireland	UNI-Europa
Southern European countries	Spain	Jointly
	Italy	Eurociett
	Greece	Eurociett
Central and Eastern European countries	Czech Republic	Eurociett
	Hungary	Eurociett
	Poland	Eurociett

¹² Source: Eurociett "More work opportunities for more people".

2 RESULTS OF THE SURVEY

In this part, the results of the survey on training programmes provided to temporary agency workers are presented¹³. The different answers on the questionnaire have been structured in the following way:

First of all, based on the results of the surveyed countries, we will present the general framework of training programmes provided to temporary agency workers. In this section, the access to vocational training for TAW's, the organisation of vocational training for TAW's, the cooperation regarding training for TAW's, the financing of vocational training for TAW and the evaluation systems of training provisions will be discussed.

In a second section, the characteristics of temporary agency workers and their jobs will be described to put forward the needs for training for temporary agency workers. Finally, the training provision for temporary agency workers of each country will be presented by means of several indicators (e.g. the number of trainings, the duration of trainings, the type of trainings).

2.1 General framework of training programmes provided to temporary agency workers

2.1.1 Access to vocational training for TAW's

In this section we will take a closer look at the access to vocational training. Temporary agency workers can participate in training programmes either because they have access to a standard training system in their country which is available for all workers (individuals) and/or they have access to a specific training system which is set up for temporary agency workers.

(1) Access to standard vocational training systems

In all surveyed countries, temporary agency workers have access to the standard vocational training system that is made available to all workers.

Although it is not the purpose of the current study to analyse the standard vocational system in all EU-countries (which exists for all workers), it is important to note that this general system is an important contextual element when analysing the training opportunities for temporary agency workers. Countries with a (well developed) general training system available to all workers might not feel the need to set up specific training programmes targeting temporary agency workers. This could for example be the reason why Sweden did not develop a specific training system for TAW's.

¹³ Detailed results of the survey are reported in Annex.

(2) Specific training system developed for temporary agency workers

In six EU-countries (Austria, France, Belgium, Italy, the Netherlands and Spain), a specific training system for the temporary agency workers has been developed. In each of these countries a bipartite training body has been created with the aim to facilitate the access to training for temporary agency workers.

The following training funds have been created (in order of creation date):

- In France: The FAF.TT (the Fund for Training of Temporary agency workers) has been created in 1983 and the FPE TT (Professional Fund for employment in temporary agency work) has been created in 1996.
- In Italy: The training fund Formatemp was created in 1997.
- In Spain: SINDETT was set up in 2004 by the most representative trade unions and employers' organisations in the temporary work sector.
- In the Netherlands: STOOFF (Foundation Training and Development Flexbranche) was set up in 2004 with the aim to encourage training of temporary agency workers.
- In Belgium: In 2006, the social partners of the temporary agency work sector created the VFU (Training Fund for temporary agency workers).
- In Austria: The 'Branchen-Ausbildungsfonds' (trainingfund) was created in 2007, but started to work in 2008.

At the moment, these 6 countries are the pioneers regarding specific training facilities for temporary agency workers. This however, does not imply that temporary agency workers in other countries have less training opportunities. Their situation however depends on the general vocational training system (e.g. is there a general vocational training system open for all type of workers and how well developed is it?).

2.1.2 Organisation of vocational training for TAW's

The specific training provision for temporary agency workers can be regulated by law or by a collective labour agreement (see Table 8). In Belgium and the Netherlands, a specific training system for the temporary agency sector is set up by collective agreement, while in Italy this is regulated only by law. In France, Austria and Spain, access to training for agency workers is organised by a mix of legislation and collective bargaining. In most countries, training programmes for temporary agency workers may also be developed by temporary work agencies on a voluntary basis.

Table 8: How is the specific training provision for temporary agency workers regulated?

		By collective labour agreement	
		Yes	No
By law	Yes	FR, AU, ES	IT
	No	BE, NL	DE, CZ, FI, GR, HU, IE, NO, PO, SE, UK

Source: IDEA Consult based on questionnaire

2.1.3 Cooperation regarding training for TAW's

In half of the surveyed countries (Austria, Belgium, France, the Netherlands, Finland, Poland and the UK), the temporary agency work sector cooperates with the national public employment service in order to facilitate access to training for temporary agency workers. This is an example on how the temporary agency work sector can contribute to ease transition from unemployment to work.

- In Belgium: The public employment services in Flanders and Wallonia offer training to both temporary agency workers and candidate temporary agency workers (unemployed people).
- In the UK: REC works with Jobcentre Plus on delivering 'work-ready' candidates. This involves that agencies speak to their local Jobcentre Plus offices about what training is needed. Work-seekers will have accessing appropriate training as a condition of receiving benefits shortly.

Five countries (Belgium, France, Germany, Hungary and the UK) answered that the industry has developed cooperation programmes with other sectors with regards to training for agency workers.

- In France: Le Certificat de qualification Professionnelle.
- In Belgium: The VFU-FFI encourages cooperation with other actors (other sectoral funds, public training organisations, schools) around training of (candidate) temporary agency workers.
- In the UK: Cooperation is probably most highly developed in the social care and medical sectors where there are statutory duties to train staff and ensure that professionals remain up-to-date with their continuing professional development.

2.1.4 Financing vocational training for TAW's

The surveyed countries combine different possible sources for the financing of vocational training for temporary agency workers. The most important source of financing is coming from temporary work agencies. This is not the case in Greece and Ireland where the main financial sources for training programmes are coming from user companies.

Next to the temporary work agencies, the other important sources for the financing of training programmes are in a decreasing order: the user companies, public employment services, training funds and European funds. Trade unions and other sector organisations are rarely used as sources of financing. Belgium and the Netherlands answered also that the government could be a source of financing.

The UK is the only country that answered that training programmes are directly financed by temporary agency workers. It is important to note that even if the other countries did not mention this answer, temporary agency workers may also indirectly finance their training programme (e.g. through the social charges of their salary).

2.1.5 Evaluation systems of training provisions for TAW's

Except in France, no evaluation system has been developed in the surveyed countries to assess the results of the training programmes. In France, the FAF.TT evaluates on its own initiative training programmes on a regular basis (yearly satisfaction survey). In Belgium, some evaluations of the training programmes are also performed (e.g. regular evaluation meetings with sectoral funds and the national employment services), but we cannot really talk about an evaluation system.

Finally, it is important to note that in no one of the countries a methodology has been developed to measure the long-term impact of training programmes for temporary agency workers on employment.

2.2 Characteristics of temporary agency workers and their jobs: determinants of training needs

The characteristics of temporary agency workers and their jobs have an important influence on the training needs of temporary work agencies, user companies and temporary agency workers. We can expect that the following characteristics have an impact on the needs for training:

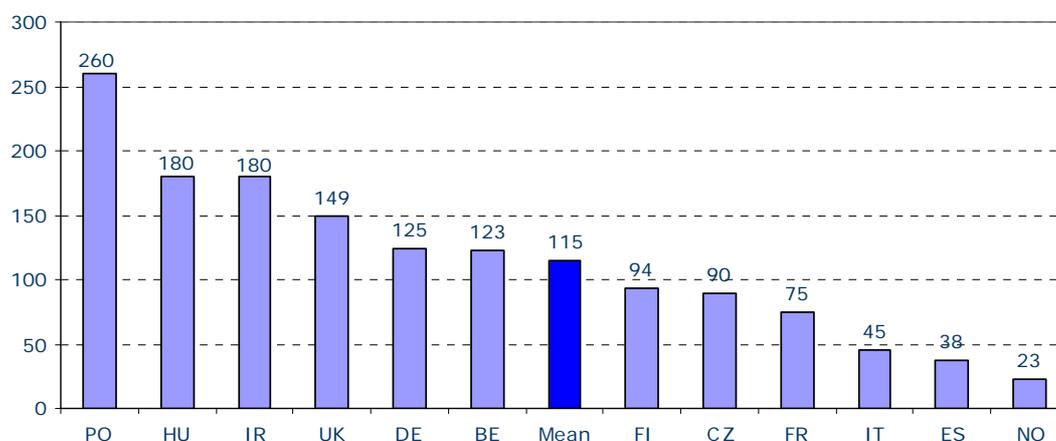
- Average duration of an assignment
- Average number of hours worked
- Sectoral distribution of temporary agency jobs
- Initial educational level of temporary agency workers
- Motivation of temporary agency workers
- The previous situation of temporary agency workers

To put forward the needs for training for temporary agency workers, these different elements will be analysed further in this section based on the results of the survey. The source used by each respondent is indicated in annex.

2.2.1 Duration of an assignment

On average, an assignment takes 115 days per year in all surveyed countries. However, there are very large differences between countries. While an assignment takes on average 260 days in Poland, and 180 in Hungary and Ireland, it takes less than 50 days in Italy, Spain and Norway.

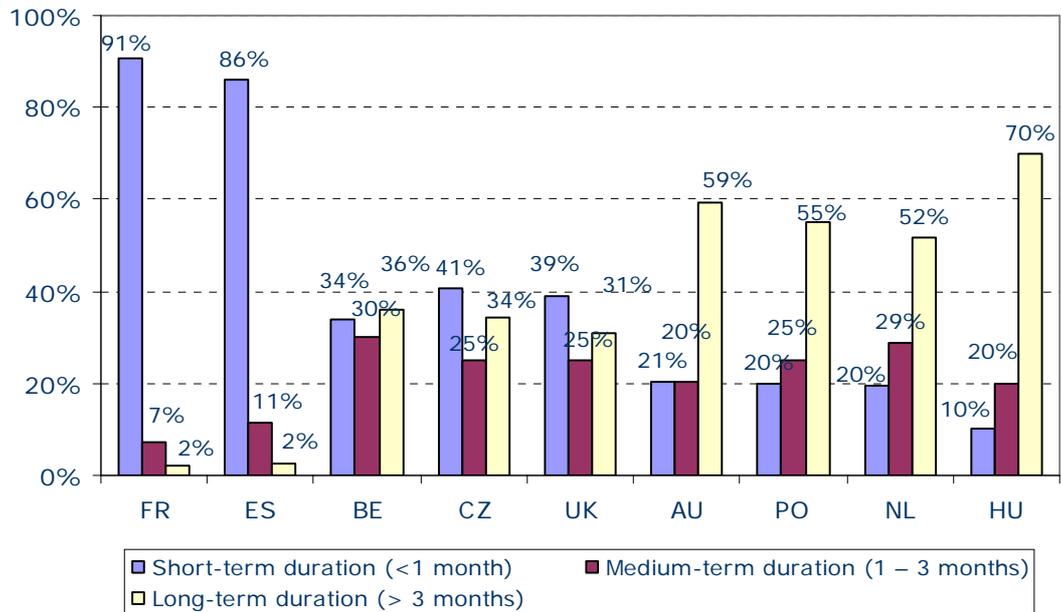
Graph 2: What is the average length of an assignment (contract renewals included) in days? (N=12)



Source: IDEA Consult based on questionnaire

Together with France, Spain is also the country which has the most short term assignments. On the contrary, in Hungary, the Netherlands, Poland and Austria long-term assignments are more common (see following graph).

Graph 3: Detailed distribution of the assignment duration (N=9)



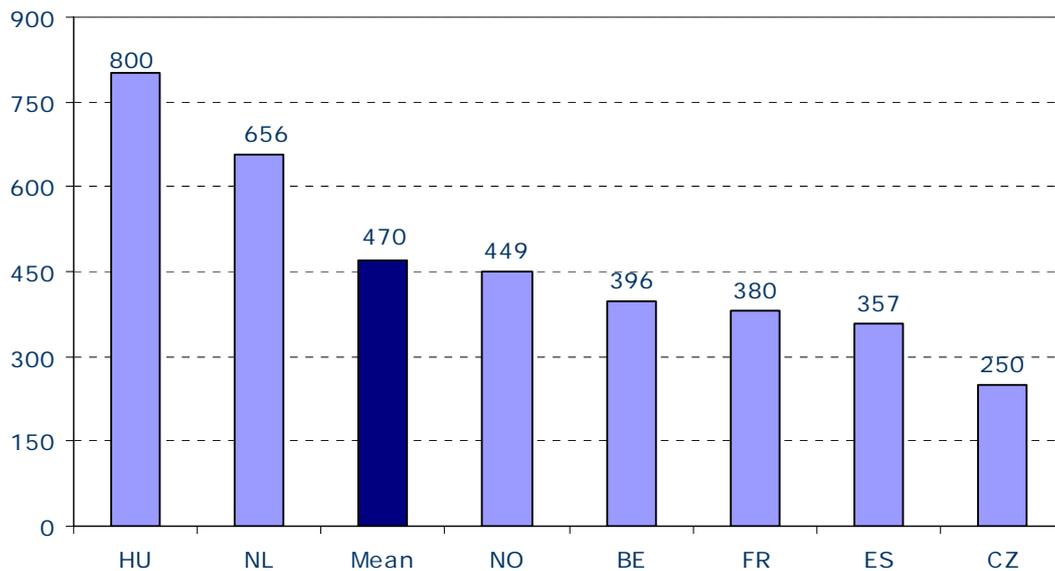
Source: IDEA Consult based on questionnaire

Note: For Belgium: Medium-term duration corresponds to 1-4 months and long-term duration to more than 4 months.

2.2.2 Number of hours worked

On average, a temporary agency worker works 470 hours during a year in the surveyed countries. However, there are large differences between the surveyed countries. While a temporary agency worker works 800 hours on average during a year in Hungary and 656 hours in the Netherlands, in the Czech Republic temporary agency workers work only 250 hours during a year on average.

Graph 4: What is the average number of hours worked by a temporary agency worker during a year? (N=7)

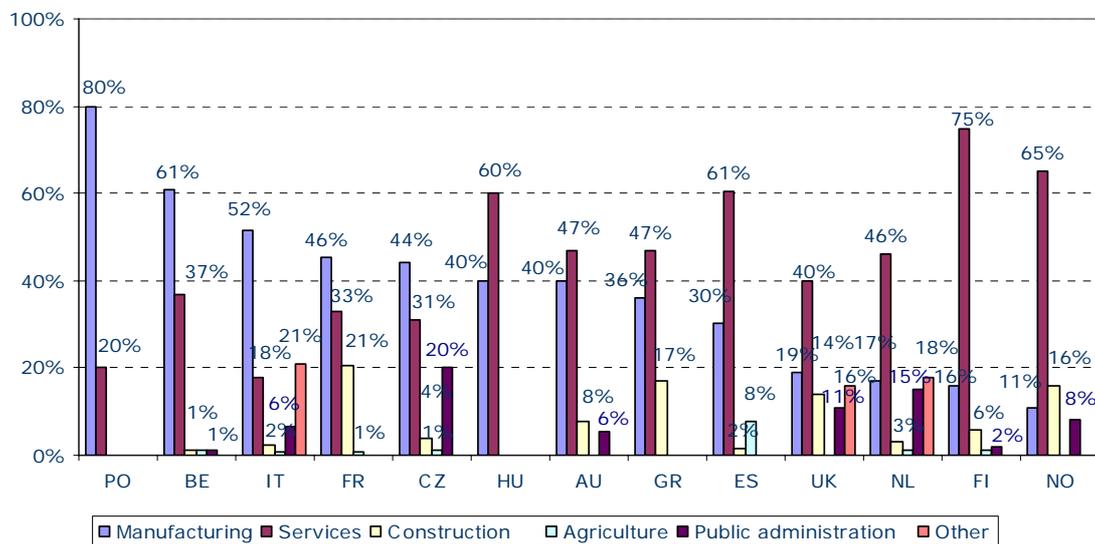


Source: IDEA Consult based on questionnaire

2.2.3 Sectoral distribution of temporary agency work

Large differences are also observable between countries in the sectoral distribution of temporary agency workers. In Poland, temporary agency workers are generally concentrated in the manufacturing (80%). This sector is also the most important sector for temporary agency work in Belgium, Italy, France and the Czech Republic. In the other surveyed countries, temporary agency workers are mostly present in the service sector (Finland (75%), Norway (65%), Spain (61%), Hungary (60%), Austria (47%), Greece (47%), the Netherlands (46%) and the UK (40%)). In all surveyed countries, the number of temporary agency workers in the sector of the construction, agriculture or the public administration is rather limited.

Graph 5: In which sector(s) are the temporary agency workers working in? (N=13)



Source: IDEA Consult based on questionnaire

2.2.4 Educational level

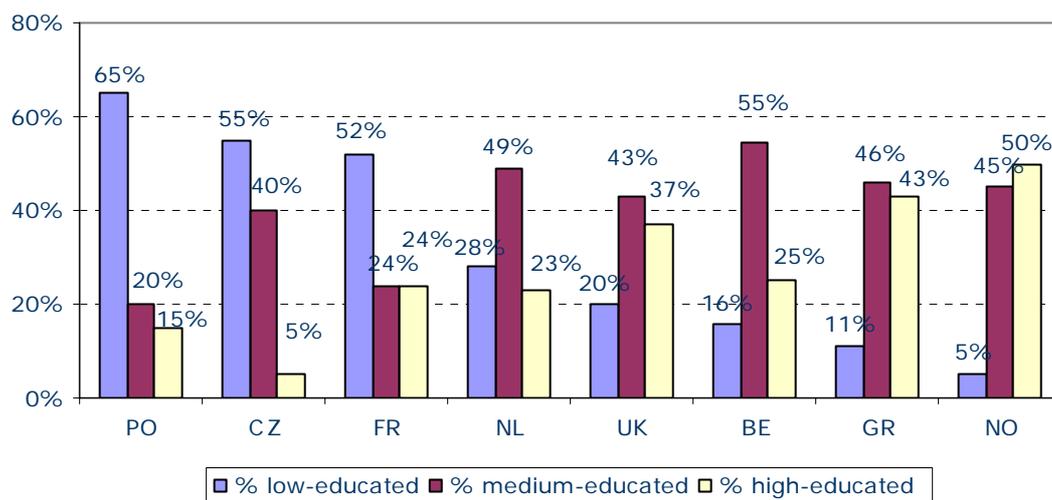
The educational level of the temporary agency worker is an important factor affecting the need of training for temporary work agencies.

To put forward this element, we analyse in this part the following elements:

- Educational level of temporary agency workers
- Educational level of trained temporary agency workers
- Level of skills required for the jobs executed

a) Educational level of temporary agency workers

Graph 6: What is the initial educational level of the temporary agency workers (N=7)



Source: IDEA Consult based on questionnaire

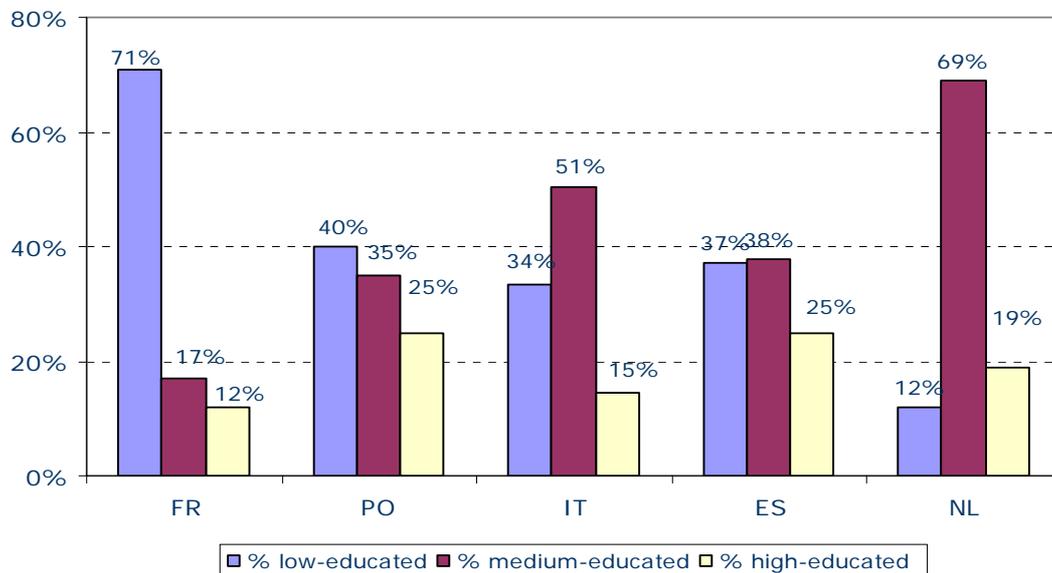
Important disparities within countries are observable concerning the initial educational level of temporary agency workers. In Poland (65%), Czech Republic (55%), and France (52%), most workers are low educated. In the Netherlands (49%), the UK (43%), Belgium (55%) and Greece (46%) they are mostly medium educated. In Norway, temporary agency workers are in majority high educated (50%).

b) Educational level of trained temporary agency workers

Only 5 countries of the surveyed countries reported the initial educational level of their trained temporary agency workers (France, Spain, Italy, the Netherlands and Poland).

As it can be seen in the table below, there are large disparities between countries in the educational level of trained temporary agency workers. It is so that the large majority of trained temporary agency workers are initially low-educated in France (71%), while in the Netherlands and in a more limited way in Italy, the majority is initially medium-educated (respectively 69% and 51%). In Spain and Poland, an important part of the trained temporary agency workers are also initially high-educated (25%).

Graph 7: What is the initial educational level of the trained temporary agency workers? (N=5)



Source: IDEA Consult based on questionnaire

For some countries, it is possible to compare the initial educational level of temporary agency workers with that of trained temporary agency workers. By doing so, we observe that for France and the Netherlands, trained temporary agency workers have initially a lower educational level compared to the total group of temporary agency workers.

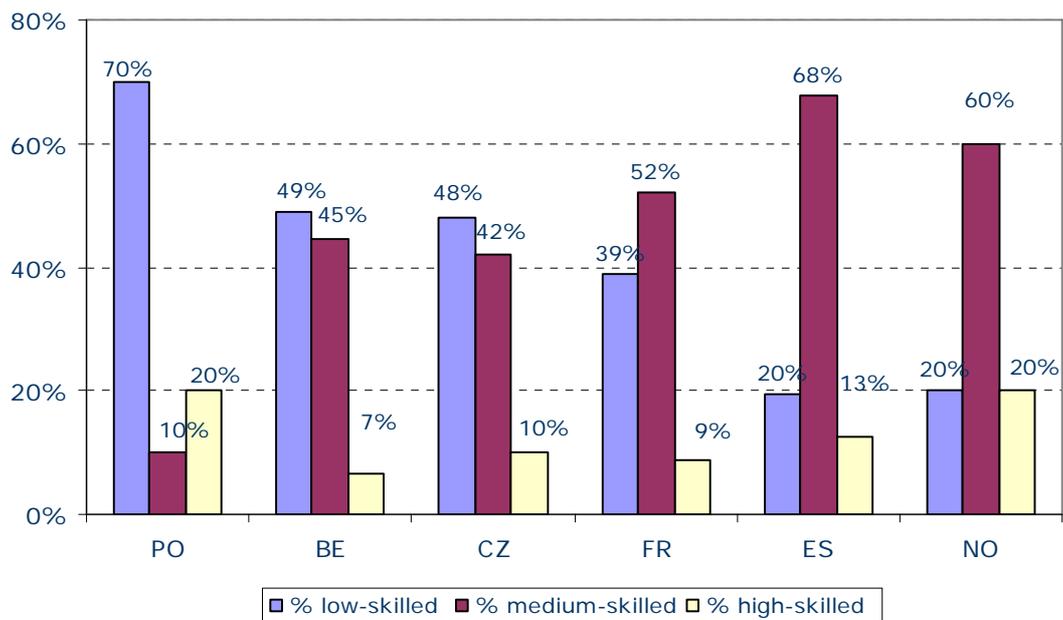
c) Level of skills required for the jobs executed

To show the needs in the temporary agency work sector, we can compare the initial educational level of temporary agency workers with the level of skills required for the jobs executed in the temporary agency work sector (Graph 8).

We observe that especially in Belgium and Norway, there is a need for more low-skilled workers than available (among current group of temporary agency workers). In France and Norway there is a need for more medium-skilled workers than available.

There is also a close relationship between the level of skills required for the jobs executed by temporary agency workers and the main sector in which temporary agency workers are working in. It is so that the predominance of the service sector induces a higher need for high-skilled workers (e.g. in Norway).

Graph 8: What is the level of skills required for the jobs executed by temporary agency workers (N=6)

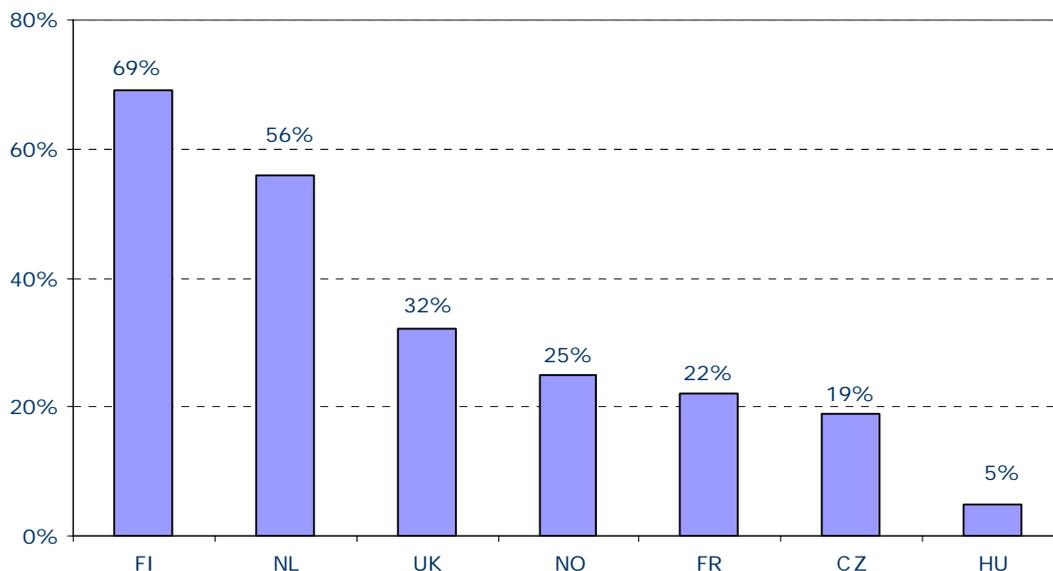


Source: IDEA Consult based on questionnaire

2.2.5 Motivations of temporary agency workers

If we are interested in the percentage of temporary agency workers that are not looking for a permanent job, we observe large differences between countries. In Finland (69%) and the Netherlands (56%), the majority of the workers are not looking for a permanent job. These results may be explained by the fact that a large part of temporary agency workers in these countries are student. In Hungary, a very limited part of the workers is not interested in a permanent job (5%).

Graph 9: What is the percentage of temporary agency workers who are not looking for a permanent job? (N=7)¹⁴



Source: IDEA Consult based on questionnaire

Even if in some countries, a large part of workers are not looking for a permanent job, 'to find a permanent job' seems to be an important reason for people to work as a temporary agency worker in each country¹⁵. 'To gain work experience' and 'to work in a flexible way' are also important reasons. On the contrary, 'to gain access to training' is not considered as an important reason for people to work as a temporary agency worker in all countries.

¹⁴ Source: see annex: Table 20: Overview of type of source and year on which statistics apply.

¹⁵ See annex: Table 30: What are the main reasons for people to work as a temporary agency worker in your country?

2.2.6 Previous situation of temporary agency workers

Large differences between countries are observable when we compare the situation of the temporary agency worker prior working as a temporary agency worker. In Germany (69%), Hungary (60%), Norway (50%), France (40%), Greece (40%) and Belgium (30%) most TAW's were unemployed before starting agency work. In the Netherlands (44%), Finland (43%) and Poland (25%), most of them were student. In the Czech Republic (32%) and Poland (25%) many agency workers were doing the same job before.

Table 9: What is the situation of the temporary agency worker prior working as a temporary agency worker?

	BE	FR	NL	DE	CZ	FI	GR	HU	NO	PO
Unemployed	30%	40%	16%	69%	22%	17%	40%	60%	50%	10%
Student	17%	32%	48%	3%	18%	43%		5%	20%	25%
Inactive	4%	13%				3%		20%		
Empl. with fixed-term contract	10%	4%		19%	19%	15%				15%
Empl. with open-ended contract	20%	2%			9%	15%		5%	0%	5%
Empl. as TAW	14%				32%	3%		10%	20%	25%
Following a training programme	2%			9%		2%				
Other	3%	8%	36%			2%				20%

Source: IDEA Consult based on questionnaire

2.3 Training provision

2.3.1 Number of trainings provided to temporary agency workers

The table below presents statistics on the training provision for temporary agency workers in 5 EU-countries. As of today, these are the only countries which can provide comprehensive figures on the training opportunities for agency workers.

Table 10: Quantitative information about training programmes provided to temporary agency workers on a yearly basis

	FR	BE ¹⁶	NL	ES	IT
Penetration rate of TAW ¹⁷	2,5%	2,2%	2,8%	0,8%	0,7%
Number of trained TAW's (x 1.000)	270,0	19,6	138,7	10,9	204,2
% of trained TAW's ¹⁸	12,3%	3,6%	19,0%	1,4%	35,6%
Number of training hours (x 1.000)	10.110	303		760	1.221
Number of training hours per trained TAW	47,4	15,4		69,8	6,0
Amount invested in training by temporary work agencies (x 1.000.000 euro)	331	4,7	25	4,8	149
Amount invested per trained TAW (euro)	1.225,9	239,7	180,2	440,4	729,6
Amount invested in training in % of total wages (payroll)	2,15% ¹⁹	0,40% ²⁰	1,02%	1,25%	

Source: IDEA Consult based on questionnaire

There are large differences between countries in the number of workers reached by the training programmes, the hours of training and the amount invested per worker. The share of trained temporary agency workers varies between 1,4% in Spain to 35,6% in Italy. Moreover, while Spanish trained temporary agency workers receive on average 69,8 hours of training per year, this number is only 6 hours in Italy. Finally, the invested amount per trained temporary agency worker

¹⁶ Based on figures Social Fund for temporary agency workers.

¹⁷ Penetration rate is the ratio between the total number of temporary agency workers (in full time equivalent) and the total working population in a country (source = Eurociett)

¹⁸ Number of trained temporary agency workers expressed as a percentage of the total number of temporary agency workers.

¹⁹ Maximum contribution rate.

²⁰ Now 0,50%.

varies from an average of 180,2 euro in the Netherlands to 1.225,9 euro in France.

Based on these different results, it seems that we observe a negative correlation between the number of training hours provided per trained agency workers and the share of trained temporary agency workers. Countries with more long-term duration training programmes tend to train less temporary agency workers than countries with short-term duration training programmes (see table below). This reflects the fact that the TAW sector delivers very different schemes of training (short term, medium term, long term) to the agency workers, depending on the specific needs of the respective labour market.

Table 11: Relation between average number of training hours and % of trained TAW

		Average number of training hours	
		Low	High
% of trained TAW	Low	BE	ES
	High	IT	FR

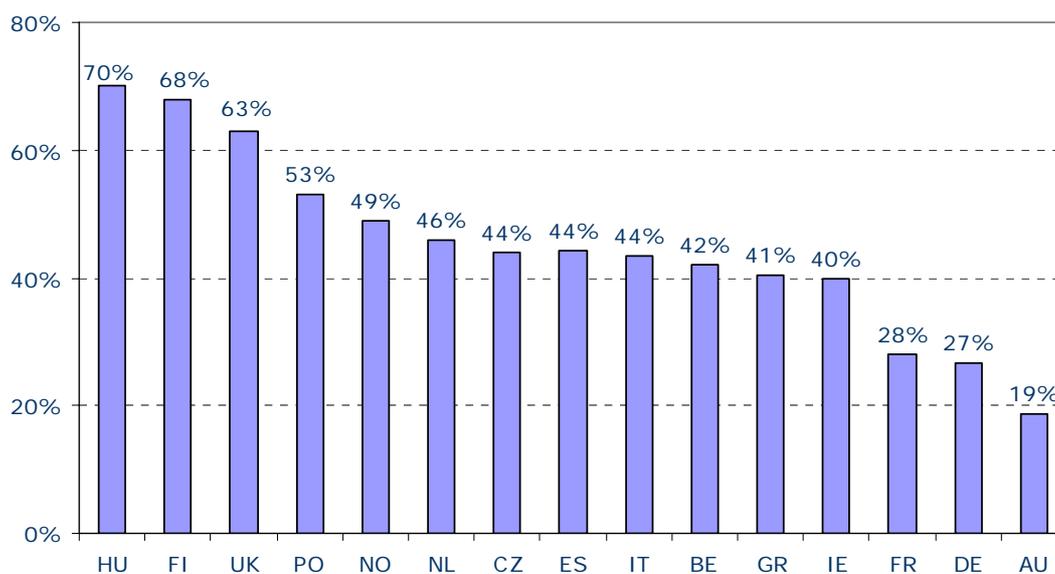
Source: IDEA Consult based on questionnaire

²¹ Estimation based in distribution of duration of training.

2.3.2 Gender distribution of trained temporary agency workers

Large differences between countries are observable concerning the percentage of women working as temporary agency workers. In Hungary, Finland, and the UK around 65% of all temporary agency workers are women. On the contrary, this percentage is only 19% in Austria, 27% in Germany and 28% in France. In the other countries, the gender distribution of temporary agency workers is better equilibrated.

Graph 10: The percentage of women working as temporary agency workers (N=15)



Source: IDEA Consult based on questionnaire

Only 4 countries know the gender distribution of trained temporary agency workers (France, Spain, Poland and Hungary). Table 12 shows us an under-representation of women in the training programmes for temporary agency workers in France and Poland. While women represent 28% of all temporary agency workers in France, they represent only 15% of trained workers. In Poland, women represent 53% of all temporary agency workers while they constitute only 35% of all trained workers. On the contrary, while 44% of temporary agency workers are women in Spain, they represent 55% of the trained temporary agency workers.

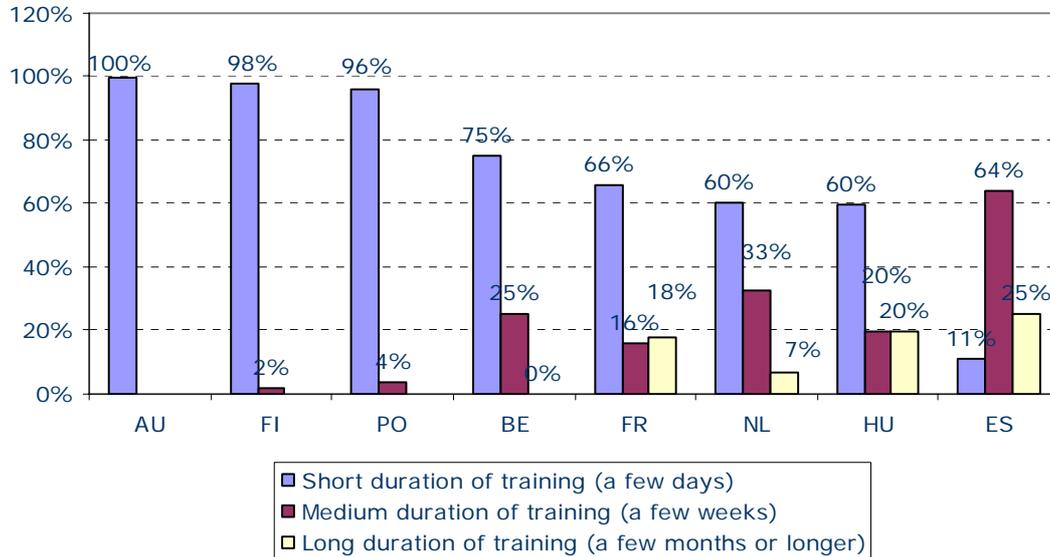
Table 12: Comparison of percentage of women working as temporary agency workers and percentage of women trained temporary agency workers

	FR	ES	PO	HU
% of women working as TAW	28%	44%	53%	70%
% of women trained TAW	15%	55%	35%	70%

Source: IDEA Consult based on questionnaire

2.3.3 Duration of training provided to temporary agency workers

Graph 11: What is the distribution of the duration of trainings being provided to temporary agency workers on a yearly basis? (N=8)



Source: IDEA Consult based on questionnaire

In the majority of the countries, the training provided to temporary agency workers are only of short duration (a few days). This is not the case in Spain, where most training programmes are of medium or long duration.

There is also a close relationship between the duration of training programmes and the payment system of temporary agency workers during the training. In countries such as France, the Netherlands or Spain, temporary agency workers are only partially paid or paid under certain conditions while following a training session. In these countries, the average number of training hours tends to be high. On the contrary, in countries with more short-term trainings such as Austria, Finland, Poland or Belgium, temporary agency workers receive their normal salary when they are being trained. The only exception is Italy. In this country, the average duration of training tends to be short, but the workers on training are only partially paid or are paid under certain conditions. This may be related to the large number of temporary agency workers on training in this country.

2.3.4 Type of training provided to temporary agency workers

Based on the information collected by the written survey, it is difficult to come up with comparable statistics concerning the type of training provided to temporary agency workers.

The only observations that can be made concerning the main fields of training delivered to temporary agency workers, are the following:

- In almost all countries, training programmes on technical skills, health and safety, ICT, use of PC and pre-requisite and compulsory training seem to be important.
- Almost 60% of the training programmes delivered in France are in the field of technical skills, while 70% delivered in Poland concern pre-requisite and compulsory training.
- Language training is largely delivered in Norway. It is so that 70% of the training programmes in Norway are delivered in this field.
- Some other training programmes are delivered in Belgium: social skills and introduction to the job; and in the Netherlands: logistic, communication and management.

2.3.5 Organisation of training provision

In order to analyse the organisation of the training provision, the following questions have been asked in the questionnaire:

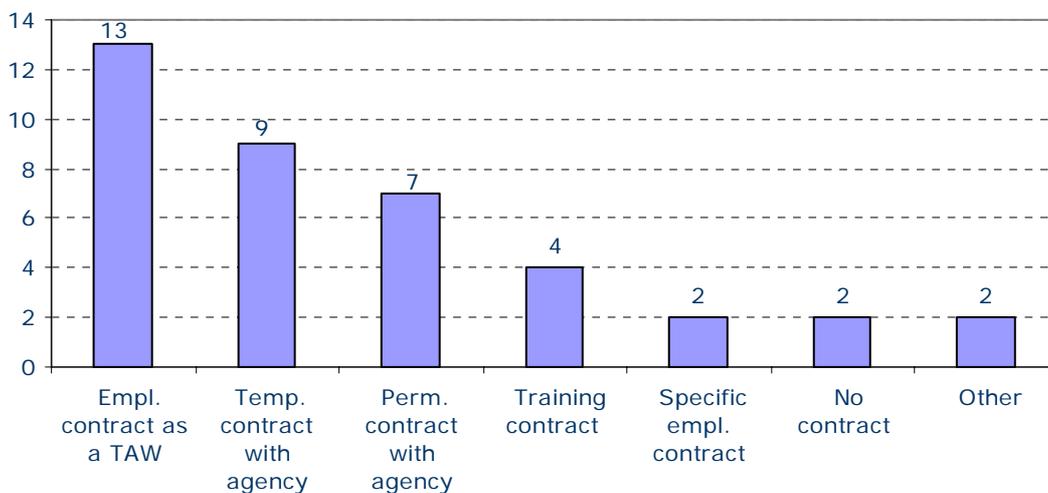
- What is the employment status/contract of the temporary agency workers when being trained?
- Are temporary agency workers being paid or do they receive some benefits when they are on a training programme?
- Who usually takes the initiative for the training?
- When is the training programme usually delivered to the temporary agency workers?
- Where does the training usually take place?

For each of these questions, multiple answers were possible.

a. What is the employment status/contract of the temporary agency workers when being trained?

In all surveyed countries that answered to this question, except in the UK, the temporary agency worker has an employment contract with the temporary work agency when being on training. This contract can be a permanent contract or a temporary contract. In 9 countries, temporary agency workers have a temporary contract with their agency when being on training, while they have a permanent contract in 7 countries. In some countries, both kind of contracts coexist (the Netherlands, Germany, Spain, Norway and Finland).

Graph 12: What is the employment status/contract of the temporary agency workers when being trained? (N=14)



Source: IDEA Consult based on questionnaire

In four countries (France, the Netherlands, Germany and Hungary), trained temporary agency workers have a training contract with their temporary work agency. In Finland and Ireland, the trained temporary agency workers may have a specific employment contract. Norway and Italy are the only countries that indicated that temporary agency workers may have no contract when being on training.

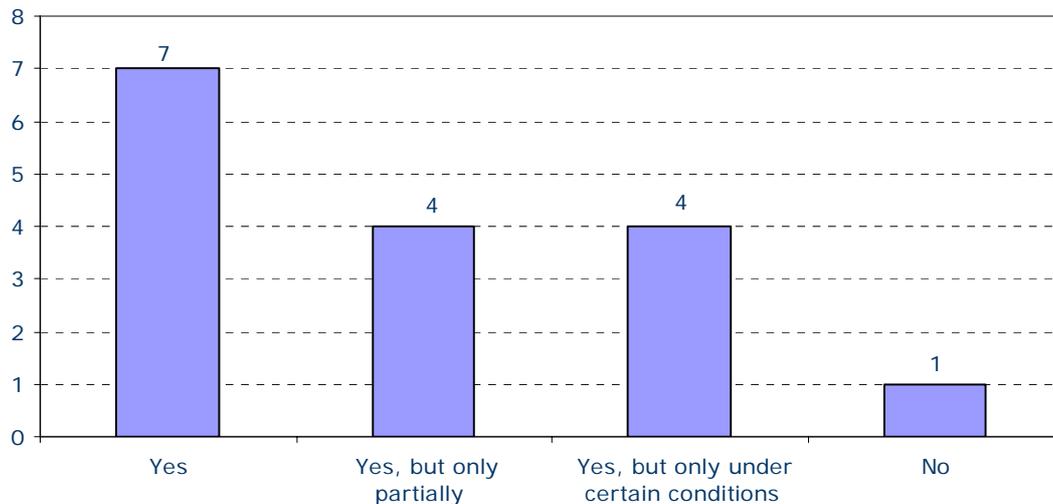
b. Are temporary agency workers being paid or do they receive some benefits when they are on a training programme?

In seven countries, temporary agency workers are paid when they are on a training programme.

In four countries, temporary agency workers are only partially paid when they are on training. This is the case in France, the Netherlands, Italy and Hungary. In four other countries (Spain, Italy, Norway and Finland) TAW's on training are paid only under certain conditions.

The United Kingdom is the only country that answered that temporary agency workers are not paid when they are on a training programme.

Graph 13: In general, are temporary agency workers being paid or do they receive some benefits when they are on a training programme? (N=14)



Source: IDEA Consult based on questionnaire

c. Who usually takes the initiative for the training?

In most countries, it is the temporary work agency that usually takes the initiative for training. The user firm is also an important actor to take the initiative for training.

Austria, Spain, Germany, Greece, Hungary and the United Kingdom indicated that temporary agency workers may also be at the initiative of the training.

Italy indicated that training companies are from time to time the initiator of the training.

d. When is the training programme usually delivered to the temporary agency workers?

The training programme for temporary agency workers is usually provided to the worker at a later stage during his/her assignment. Training programmes prior to the employment as a temporary agency worker occur less frequently.

e. Where does the training usually take place?

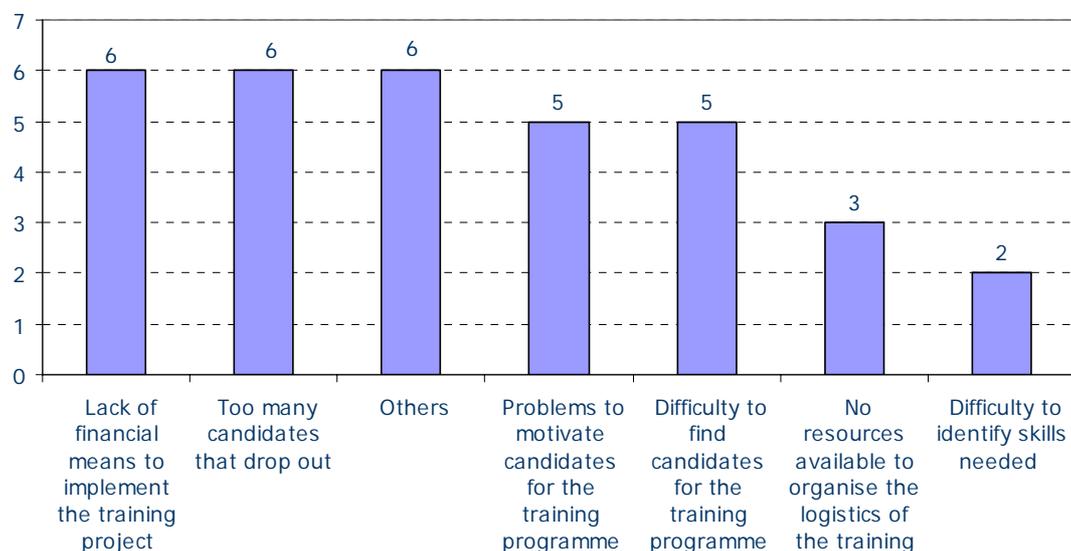
In most countries, the training programme usually takes place in the user firm or at a training institute. In practice, the premises of the temporary work agency are also used as a training location.

2.3.6 Main difficulties being faced when developing training programmes

According to the surveyed countries, the main difficulties faced when developing training programmes for temporary agency workers seem to be related to the lack of financial means to implement the training project (6 countries) and to the difficulties to find and keep the candidates (6 countries answered that too many candidates drop out and 5 countries answered that they have problems to motivate and find candidates for the training programmes).

In some countries the training provision is hindered by the lack of resources available to organize the logistics of the training and the difficulty to identify skills needs.

Graph 14: What are the main difficulties being faced when developing training programmes for temporary agency workers? (N=13)



Source: IDEA Consult based on questionnaire

Some countries give also other examples of difficulties faced when developing programmes for temporary agency workers:

- France: Despite the efforts of agencies in the sector, the financial needs remain high, particular for SME's.
- Belgium: Temporary agency workers want to work in the first place and not follow a training. Moreover, training is not the core business of temporary work agencies, they don't always have enough know-how.
- The Netherlands: Many TAW's are student who are not looking for a training but want to work next to their studies; Collaboration with other R&D funds hampers temporary work agencies to invest more in training of temporary agency workers; The rigidity and inflexibility in the educational system hinders temporary work agencies to train quickly, easily and directly agency staff; Training is still not enough considered as a strategic and commercial issue in temporary work agencies.
- Austria: Schedule problems with trainings when an assignment takes place.

3 CONCLUSIONS COMPARATIVE RESEARCH

Temporary agency workers can participate in training programmes either because they have access to a standard training system in their country which is available for all workers (individuals) and/or they have access to a specific training system which is set up for temporary agency workers.

In all surveyed countries, temporary agency workers have access to the standard vocational training system that is made available to all workers. This general system is an important contextual element when analysing the training opportunities for temporary agency workers. Countries with a (well developed) general training system available to all workers might not feel the need to set up specific training programmes targeting temporary agency workers.

In six EU-countries (Austria, France, Belgium, Italy, the Netherlands and Spain), a specific training system for the temporary agency workers has been developed. In each of these countries a bipartite training body has been created with the aim to facilitate the access to training for temporary agency workers. The funds in France and Italy have been established for more than 10 years and can therefore be considered as more experienced systems compared to the more recent ones established like in Austria for instance.

The training provision for temporary agency workers can be regulated by law or by a collective labour agreement. In Belgium and the Netherlands, a specific training system for the temporary agency sector is set up by collective agreement, while in Italy this is regulated only by law. In France, Austria and Spain, access to training for agency workers is organised by a mix of legislation and collective bargaining. In most countries, training programmes for temporary agency workers may also be developed by temporary work agencies on a voluntary basis.

The main sources for the financing of training programmes for temporary agency workers are in a decreasing order: By temporary work agencies themselves, user companies, public employment services, a bi-partite training fund and by use of European funds. In most countries, the training is delivered at a later stage during the execution of an assignment, while trainings prior to employment as a temporary agency worker are rather limited. In all countries, the initiative for the training is mostly taken by the temporary work agency. Finally, the training courses take place mostly at the user firm or at a training institute.

However, there are large differences between countries in the number of workers reached by the training programmes, the hours of training and the amount invested per worker. The share of trained temporary agency workers varies between 1,4% in Spain to 35,6% in Italy. Moreover, while Spanish trained temporary agency workers receive on average 69,8 hours of training per year, this number is only 6 hours in Italy. Finally, the invested amount per trained temporary agency worker varies from an average of 180,2 euro in the Netherlands to 1.225,9 euro in France.

It seems thus that we observe a negative correlation between the number of training hours provided per trained agency workers and the share of trained temporary agency workers. Countries with more long-term duration training programmes tend to train less temporary agency workers than countries with short-term duration training programmes.

There is also a close relationship between the duration of training programmes and the payment system of temporary agency workers during the training. In countries such as France, the Netherlands and Spain temporary agency workers are only partially paid or paid under certain conditions while following training. In these countries the average number of training hours tends to be high. On the contrary, in countries with more short-term trainings as Austria, Finland, Poland, and Belgium, temporary agency workers receive their normal salary when they are on training. The only exception is Italy. In this country, the average duration of training tends to be short, but the workers on training are only partially paid or are paid under certain conditions. This may be related to the large number of temporary agency workers on training in this country.

We observed also large differences between countries in the following elements: Average duration of an assignment, average number of hours worked, sectoral distribution of temporary agency workers, initial education level of temporary agency workers, motivation of temporary agency workers and the previous situation of temporary agency workers. Based on the information collected by the written survey, it was not possible to come up with comparable statistics concerning the type of training provided to temporary agency workers. Nevertheless, the survey indicated that in almost all countries, training programmes are in the field of technical skills, health and safety, ICT, use of PC and pre-requisite and compulsory training.

Part 3: COUNTRY CASES

1 INTRODUCTION

Based on the results of the survey, 6 countries with one or more good practice examples regarding vocational training for temporary agency workers have been selected.

- Austria
- Belgium
- France
- Germany
- The Netherlands
- Spain

To perform an in-depth analysis of these countries, important actors of each country have been interviewed:

Table 13: Overview of interviewed persons

Country	Contact	Organisation
Austria	Hermann Rantasa	VZA
	Rene Schindler	Gewerkschaft Metall, Textil und Nahrung
Belgium	Vincent Vandenameele	VFU - FFI
	André Leurs	ACV
	Yvan Nolmans	VDAB
	Danielle Verlaet	IPV
France	Jacques Solovieff	FAF.TT
	Jean-Michel Leblanc	Fédération des services CFDT
Germany	Alexander Spermann	Director Social Affairs and Randstad Academy
	Samuel Marseaut	BZA
The Netherlands	Marcel Nuyten	FNV
	Jurriën Koops	ABU
	Adriana Stel	STOOF
Spain	María Martin	Federacion de Servicios de UGT
	Isabel Estébanez	CC.OO Comfia
	Montse Bernad	AGETT

2 AUSTRIA

2.1 General framework

2.1.1 Main characteristics of the temporary work sector and training needs

In total 66.668 persons are active as a temporary agency worker on a yearly basis, with the vast majority being male (81%). The majority is active in industry (40%) and services (47%).

Most of the contracts have a long duration; 60% last more than 3 months. In principle, there are only contracts of unlimited duration. However, after an assignment the contract is mostly broken. It is quite easy to dismiss someone in Austria as the period of dismissal is short (14 days for blue collar workers) and often agencies insist with their employees to break the contract by mutual consent.

According to the union, most of the temporary agency workers are low qualified and have to work as a temp as they have no other choice. Only a minority (25-30%) prefers this flexibility.

2.1.2 Initiatives to facilitate access to training

2.1.2.1 Company level

Most temporary work agencies do not see the need for training. Only agencies active in very specialised segments want to invest in their employees.

The forerunner in facilitating access to training, is a non-profit temporary work agency, partly subsidized, that has as a target group employees with problems in finding a job on the labour market because of for example the lack of qualification. To fill in the time gaps between different assignments, training is offered to them. In that way their position on the labour market gets stronger.

2.1.2.2 Sectoral level

Unions used this last example as a starting point for the idea to create a fund that gives a financial incentive to employers for giving training between different assignments and not simply dismiss the employee after the end of an assignment. This was agreed with the employers in a collective labour agreement. We go deeper into this initiative in the next paragraph.

2.2 Fund for training for temporary agency workers

2.2.1 General characteristics of the fund

The 'Branchen-Ausbildungsfonds' was created in 2007 but really started to work in 2008 as in the beginning agencies still had to learn to know the new instrument and hence training only started in december 2007. Next to that some temporary work agencies used the subsidies to partly finance the period of notice instead of training.

There are three long term goals of the fund:

1. Giving a signal to the temporary agency workers that they are important and that they need training.
2. Making sure that the contracts of unlimited duration do not merely exist on paper but also in practice. Hence the employees have a more steady employment and financial means.
3. Raising the qualification level of temps ('specialising') so that their position on the labour market gets stronger and they get better jobs and higher pay.

For the moment its target group is blue collar workers as they have the largest need for training. If this proves to be succesfull, the instrument will be wided to white collar workers as well.

The fund is bi-partly governed but only one person is in charge of the practical follow-up of this fund, including the control over the spending for training. Next to that, there is hardly any information about the fund available until now, there is not yet a website.

2.2.1.1 Financing

In principle there is no practical contribution to the fund but the temporary work agencies have to spend a part of their loan mass on training. Till the end of 2008 this is a rato of €2,20 per fulltime and €1,10 a for part-time worker (up to 20 hours a week) per month. Agencies that do not spent this money, have to give their contribution to the fund to the benefit of those agencies that invested in training.

The negotiations for the new collective labour agreement are now running. The unions will try to negotiate a higher contribution for temporary work agencies, i.e. €3 for a fulltime equivalent because €2,2 is too little. Next to that, the employers would also like the temporary agency worker to co-finance with €1 per month but unions are opposing that idea as they think training is a task of their employer and they also encounter legal problems with the Austrian security and tax system. The Austrian Minister of Finance does not agree on deducting this €1 of the gross wage before the tax deduction. Therefore this idea has been set on hold temporarily.

There will be more financial resources from the beginning of 2009 if the negotiations lead to a rise in the contributionr rate. It is expected that the fund will then dispose of 4 million Euro of which most stays in hands of the individual temporary work agencies.

2.2.1.2 Partners

The 'AMS' (Arbeitsmarktservice), the public employment service of Austria, also provides resources to the fund in two ways:

1. Opening their offer of trainings to temporary agency workers. The AMS pays for the training and the employer is in charge of the labour costs, which can be partly recuperated by the fixed contribution.
2. It also gives extra financial resources to the fund. This means that temporary work agencies can get a higher amount of money back than the amount of their obligatory contribution. The idea was that the €2,2 would be used by the agency to pay the employee, and the PES would pay the trainer, room, etc. In 2007 this contribution of the PES amounted to €327.000.

2.2.2 Organisation of training

The temporary work agencies decide on how to spent the agreed amount, which is not connected to individual employees. Introduction to the job is not regarded as training. The fund wishes to stimulate demand-oriented technical trainings, pre-requisite and compulsory training (e.g. forklift or crane driving licences) and administrative training (e.g. pc) for blue collar workers.

Like in other countries there is a market for training and they can make use of the offer of training of the public employment service. Logically, temporary work agencies choose for demand oriented trainings that last only a few days and are very flexibly organised (when the demand is there to fill in the idle periods between different assignments). However, the market is not yet adapted to this demand. Therefore, the fund wishes to organise trainings themselves. Some intentions have been put forward but non of them has already been set up:

- Create a pool of trainers than can be mobilized on the request of a temporary work agency when the demand is there.
- Set up a cooperation with the PES to organise shorter trainings (e.g. 1 year) to train more skilled workers, as there is a big need for on the Austrian labour market.

2.2.3 Output and results of the fund

The fund has only started to be really active in 2008 and information on output and results are not yet available. The goal is to spent 1.000.000 Euro to training this year, the effective expenditures remain to be seen.

Unions try to convince the employees of asking for training if they are threatened to be dismissed but that is no big succes. Employees are not that interested in training and most of them are not a member of trade unions so they can not be reached. Next to that, the decision over training stays with their temporary work agency.

2.3 Learning effects

There are no much learning effects yet as the fund has only got really active this year.

Even in this premature phase, some strengths and weaknesses have been put forward:

- The fact that the contribution by the temporary work agencies is obligatory gives a financial incentive to agencies for organising training. If the amount is not spent, the agency has to transfer it to the fund.
- The market for training is not adapted to the needs of the temporary agency work sector. New initiatives have to be created that are more demand-oriented.

3 BELGIUM

3.1 General framework

3.1.1 Main characteristics of the temporary work sector and training needs

In the temporary work sector there is generally a demand for short trainings that could be organised quickly and that is adapted to the specific needs of the function. As there is no possibility for signing contracts of unlimited duration or to include an training condition in the contract, there is no guarantee on return on investment for long trainings. Therefore trainings last no more than a few days (75%) or weeks (25%), proportionally with the average duration of assignments (4 months).

Temporary work is an important mean for the recruitment of workers; one third of the temporary agency workers start working for the same company after their assignment, 65% of all temporary workers get a contract of unlimited duration / find a permanent job after their assignment as a temporary worker.

The majority of the temporary agency workers work in production, in contrary to the overall working population that often work in services. For blue collar workers there is mostly a need for technical trainings, introduction to the job and safety. White collar workers need more general skills like social skills, pc and language training.

Over 50% of temporary agency workers are 30 years or younger. A part of them is still student or recently graduated. This last group of workers needs training in a more limited way. About 25% of all temporary agency workers are higher educated. Some wish to work under their qualification level during the search for a permanent job or as a second job.

3.1.2 Initiatives to facilitate access to training

3.1.2.1 Company level

There is a clear dynamism within the temporary work agencies to organise training, especially among the large and medium players on the market. All leading temporary work agencies in Belgium have developed their own training programmes, sometimes focussed on a specific sector where they are specialised in. The focus is very function-oriented, trainings are of a short duration.

Some firms also directly cooperate with both private training centres and the public employment service to purchase training for their temporary agency workers.

3.1.2.2 Sectoral level

On a sectoral level, it has been agreed by the social partners in the collective labour agreements that temporary work agencies contribute 0.4% of their total wage mass to the sectoral social fund, and an extra of 0.1% for specific target groups²². This amount is collected by the sectoral social fund and redistributed over three measures:

The overall part of this contribution (0.4%) is used for other types of training

- A part flows to the VFU, the fund for training for temporary agency workers, and is there used for collective initiatives. In the period 2007-2008 this was €1.500.000.
- The remaining part is for individual firms by means of a 'drawing right' for two types of training:
 - Safety trainings. In the period 2007-2008, another €1.500.000 was reserved for this kind of training.
 - Other types of training. In 2007, €4.705.000 was reserved for this kind of training.

To make advantage of this drawing right, a well documented application is made with details about the executed training to the sectoral social fund. The training can have taken place on the job, in a training centre or within the temporary work agency. The training had to be executed during paid working hours. Both the cost of training and the (ceiled) wages of the temporary workers can be recuperated through this drawing right. The maximum recovery is €1.725 per temporary agency worker.

If there is money left because not all temporary work agencies have used their drawing right, the remaining amount is redistributed under the temporary work agencies based on their market share.

The advantages of the drawing right are the flexibility for the agency to answer their training needs, and that trainings can take place on the work floor. On the other hand the application means an administrative burden for the agency. Moreover, the registration of the training does not allow the social fund to draw far reaching conclusions about the use of the resources.

The next paragraph will go into more detail about the training fund for temporary agency workers in Belgium.

²² Long term unemployed (at least 6 months), low-qualified unemployed persons, disabled, students under 18 years in the part-time school system, returner (no unemployment or other benefits in the last 3 years), persons drawing subsistence level, older unemployed (at least 44 years of age, except those with a high qualification) and migrants.

3.2 Fund for training for temporary agency workers

3.2.1 General characteristics of the fund

3.2.1.1 Creation of the fund and organisation

The social partners of the temporary work sector (Federgon, ABVV/FGTB, ACLVB/CGSLB and ACV/CSC) have created the training fund for temporary agency workers (“Vormingsfonds voor Uitzendkrachten” or VFU / “Fonds de Formation pour les Intérimaires” or FFI) on the 1st January 2006.

The fund has a facilitating role for training in that way that it stimulates cooperation between different partners such as the public and other training organisations, schools and other sectoral funds. In that way the financing of training is divided between the partners involved, the user firm /sectoral fund of the user firm and the VFU-FFI. The social partners share the same vision on the cooperation with other sectoral funds: there is a shared responsibility for the training of temporary agency workers in terms of offering financial supports as all parties gain from better skilled workers.

The responsables for training of temporary work agencies have a meeting every three months to discuss and propose new projects.

The fund has a central management but some initiatives are created on a regional level (Flanders, Wallonia and Brussels) as the labour market policy is regionalized and each regio has its own institutions.

3.2.1.2 Financing

As mentioned before, the fund gets the largest part of its financing from the contribution of temporary work agencies to the social fund. In the period 2007-2008, this amount was 1.5 million Euro. The regional governments subsidize a part of the operational costs of the fund.

Next to that, the fund works together with different partners including the other sectoral funds and the public employment service. This is discussed in the next paragraph.

3.2.1.3 Partners

The fund has built up a vast network of partners, to enhance their work field and reach. As the fund is bipartially managed, it is regarded as a neutral partner for facilitating training for temporary workers.

1. Other sectoral funds

The Fund (VFU-FFI) tries to establish agreements with other *sectoral funds* so that active temporary agency workers have access to the offer of training in the sector in which they work, just like the employees with a permanent contract. The fact is that some sectors have a lot of expertise and offer to their permanent workers a wide range of trainings specifically oriented to the needs of the sector. These trainings should also be open for temporary agency workers of the sector.

The financing of the training is equally shared (50/50) between the two sector funds. The fund of the other sector can recover all or part of the training costs with its member companies. Often there is a financial incentive for the user firm to give the temporary agency worker a fixed contract after the training as they receive a return on the labour costs of the (former) temporary agency worker in order to reward the training efforts.

For the moment, agreements have been made with 5 sectors: metallurgic industry, food industry, construction, wood and decoration, and electricity. It is a step-by-step process to convince the social partners within these sectors of the importance of training of temporary agency workers. Sector Funds want to organise trainings for their own employees only (who also contribute to the fund). Temporary agency workers are not considered as their own employees, despite the large inflows to permanent jobs in the sector and the responsibility of the user companies for the security of the temporary agency workers. Without the fund, sectors would never want to be linked with one temporary work agency.

Even within the established agreements, the cooperation is better with one sector than the other depending on the conditions for training. For example in the wood and furniture sector, the worker has to get a fixed contract after following the training before the user firm gets a repayment of the training costs. This has a restraining influence on the demand for training by the user firms.

The most important dynamics can be identified in the food industry (see box).

Cooperation of Food industry with temporary work sector

Some companies in the food sector wanted to send their temporary agency workers together with their permanent workers to the trainings offered by the sectoral training fund. The food sector is the second greatest user of temporary agency workers (after the metal industry). Therefore, the sector sees the need for training of TAW's.

They have a 3-pillar cooperation with the temporary work sector:

1. Both open and tailor-made trainings are accessible to *temporary agency workers*, both blue- and white-collar workers. The user company has to contribute partially to the costs (50 to 65%²³ of the training costs, the rest is for VFU-FFI). Some open trainings are for free and the company can only send a maximum of 3 employees to one training. The duration varies between half a day (food safety), 3-4 days (logistics) to several weeks (languages, pc).
2. Tailor-made trainings are also organised for *unemployed people* who wish to work in the sector. There is a collaboration with the PES and the temporary work sector to lead people to these trainings. Companies that wish to make use of this measure have to offer minimum a contract of 3 months with the option of a permanent contract to the future employee.
3. *Consultants in temporary work agencies* are offered free access to sector-specific trainings to let them get familiar with the offer of training in the sector and specific measures within the food industry. The sector organisation of the employees of the agencies (services sector) intervenes in the costs of this training.

Presentation of this initiative has only been done so far on request of the individual temporary work agencies. In 2009 a round will be done with information sessions in every region where to all agencies and local office managers will be invited.

²³ This contribution rate depends on the groups at risks that are reached and degree of sector specificity of the training.

2. Public employment service

There is an agreement between the temporary work sector and the public employment service (PES) on cooperation in different fields for example the exchange of vacancies, training, etc. This is because the PES recognises temporary agency work as an activation instrument for unemployed people.

The public employment services in Flanders and Wallonia offer training to both temporary agency workers and candidate temporary agency workers (unemployed people). Next to several training centres of the PES, 'temporary work shops'²⁴, have been opened in Flanders to optimize the link between training and work.

The trainings can be focussed on a profession but also on a function (differences between regions), and are for both blue and white collar workers. There is a certificate issued after the training, but it has not the same value as an official school degree. Trainings for unemployed are financed by the PES, unless external training providers are needed. In this case, the costs are for the TWA. As far as workers are concerned in Flanders, TWA's get a reduction of 5% on normal prices.

In this way there is a very large offer of trainings available for temporary agency workers. However, there are some important disadvantages to a part of these standard trainings: waiting lists, the programme is too long and too elaborate, not enough demand oriented. Therefore, some pilot projects have been set up in Flanders where trainings are tailor-made to the needs of the sector followed by an apprenticeship with the company and employment via the agencies. In Flanders, there is no structural cooperation yet, the initiatives are taken on a regional level. In Wallonia, however, the collaboration with the PES is structural and tailor-made for the staffing industry.

3. Training centres

To create new training initiatives on demand of the sector, the fund works together with several training centres both public and private organisations.

²⁴ A temporary work shop is a rotation of half days where temporary agency consultants go to training centers of the VDAB to meet candidates, to publish vacancies, etc.

3.2.2 Other tasks of the fund

In Flanders, the fund is engaged with complementary tasks next to training, in the framework of a sectoral protocol²⁵ with the Flemish Government:

- Groups at risk and diversity e.g. mobilization of disabled persons via temporary work, diversity plans
- Matching education and labour market e.g. promoting trainee posts, revaluation of technical education
- Mobility e.g. carpool databank, organisation of bus services for temporary agency workers
- Positive actions in case of reorganisations e.g. info sessions about temporary work for dismissed employees

3.2.3 Output and results of the fund

The trainings are demand-oriented and adapted to the needs of the temporary work agencies and user companies. Hence the training is quite short (75% only has a duration of several days) and very much oriented towards the production environment and blue collar jobs: technical capacities (e.g. fork-lift truck, cleaning, joining), introduction to the job, safety and prevention and ICT skills. Only a minority is oriented for white collar jobs or socially oriented e.g. languages.

As many partnerships in Flanders (with the PES, with several sectors) only started in the beginning of 2008, most figures about the reach will only be available in 2009. A survey has been executed with the social partners in Flanders to get an idea of the total reach of all measures taken by the Fund (including training), which was 5.563 persons in the year 2007.

The food sector, the most active sector organisation so far concerning the collaboration with the Fund, has trained 143 temporary agency workers from 55 companies in 2007 by means of 206 trainings. The three most important types of training was logistics, languages, and food safety and quality.

In Wallonia there are already figures available for 2007. In total 973 temporary agency workers have been trained in 152 different training sessions. About 89% have flown to work after that; which means that they have been at work for at least 3 months during the 6 months after the end of the training.

²⁵ The Flemish government wishes to mobilize the different sectors to take actions in the field of diversity, matching education and labour market and life long learning. In a protocol the sector engages itself to take concrete actions, and gets a number of sector consultants for the execution of these actions on the field.

3.3 Learning effects and best practices

In Belgium, the fund does not merely give extra financial means to agencies for investing in training but it tries hard to optimize the offer of training for temporary work agencies. To achieve this, it is building an extensive network of partners that has as one of their core activities training and tries to organise cooperation between these partners and the temporary work sector. The sector needs a very flexible offer of training: only a few days long and demand-oriented. This needs quite an adaptation in the traditional supply of training.

The fund tries convincing other sectoral funds to open their sector-oriented demand of training for temporary agency workers active in their sector. However, this is not an easy process. Sometimes social partners are resilient to this cooperation.

There is also a strong cooperation between the public employment service and the temporary agency work sector. This works in two ways; te PES supplies unemployed people with the vacancies in the sector while the agencies find the way to the offer of training of the PES for unemployed (and sometimes TAW's).

4 FRANCE

4.1 General framework

4.1.1 Main characteristics of the temporary work sector and training needs

The temporary work sector in France is characterized by the predominance of the industry sector and the short duration of contracts. For each assignment, the temporary agency worker signs a specific assignment contract with the temporary work agency. This contract is a contract of limited duration and can not be longer than 18 months. Despite the fact that the duration of contracts in France is low, the density of employment of temporary agency workers is high. It is so that temporary agency workers cumulate a lot of contracts. This may explain that despite the short duration of contracts, the number of trainings of medium and long duration is relatively important in France (respectively 16% and 18% of trainings).

Another important characteristic of this sector is the importance of low-educated workers. While 52% of the temporary agency workers are low-educated, 52% of the jobs require medium-skilled workers. The lack of up-to-date qualification can partly be explained by the large number of unemployed in France. 40% of the temporary agency workers were unemployed before starting to work as a temporary agency worker. The need for qualified workers is also due to the ageing of the population and thus the release of experienced older workers.

Thus, a large part of the temporary agency workers do not have the necessary qualifications. This implies that there is an important need for training from the point of view of the employers. Moreover, the employers do not need training to adapt workers to their job but to improve the qualification of the workers. The aim of the training is to maintain temporary agency workers in employment and to enable their carrier advancement.

In the case of leave for individual training (see later), the demand for training can also be at the initiative of the worker. In this case, training programmes will be longer and have the objective to enable carrier evolution or change. This demand for training corresponds to the principal objective of temporary agency workers: "find a permanent job through the temporary work sector".

4.1.2 Characteristics of standard training systems

The law of 16 July 1971 established the right for training for all workers. The training can be:

- At the initiative of the company: through its training plan or alternating training programmes which combine training in a center and working in a company.
- At the initiative of the employee under its individual right for training. The employee can enjoy a long or short training in the context of the CIF (Leave for individual training), or various forms of leaves: leave for skill assessment or leave for the validation of acquired experience (VAE).

In both cases, French law establishes the principles according to which the employee remains contractually bounded to the company during the training and is paid by it during the time spent on training.

4.1.3 Initiatives to facilitate access to training of temporary agency workers

4.1.3.1 National level

The structure of vocational training for temporary agency workers in France is characterized by two important elements. Firstly, it is characterized by a strongly regulated structure of vocational training and secondly by the important collaboration and mobilization of social partners.

a) The strongly regulated structure of vocational training in France

The training system for temporary agency workers is organized by law and by collective labour agreements. The French government and the social partners have implemented a company-wide legal financing obligation for vocational training and created government-certified training funds charged with collecting contributions. Moreover, this financing requirement is more constraining for temporary work agencies than for "classic" companies. The minimum contribution of temporary work agencies is 2%²⁶, while it is 1,6% for other companies.

- 1,2% of total payroll is used to fund training plans for temporary agency workers.
- 0,5% is used to fund Professionalising contracts and specific contracts for temporary agency workers.
- 0,3% is used to fund individual leave for training (CIF).

This contribution is compulsory. If an agency does not respect it, it has to pay the contribution to the public treasure. Thus, the agency has to train or to pay.

Many regulations (e.g. by law, sector agreements, health insurance,...) define also some compulsory trainings (e.g. welding license, certificate of ability,...). In order

²⁶ For temporary work agencies with more than 20 workers. Agencies with less than 20 workers and more than 10 workers devote 1,35% of total payroll to training, while agencies with less than 10 workers devote 0,55% of total payroll to training.

to work for some user companies, the temporary agency worker has to possess some of these licenses.

b) The important collaboration and mobilization of social partners

There is a strong collaboration between social partners in the sector of vocational training for temporary agency workers. Vocational training is not a subject of tension between social partners of the sector in France. With life-long training, unions aim to secure the career path of temporary agency workers. On the side of the employer confederation, vocational training is an answer to the needs of employers for qualified workers. The cooperation between social partners ensures that the interests of each party are respected. This is an important strength of the French system of vocational training.

The vocational training system in France is also characterized by the important mobilization of social partners to develop the system. The social partners of the sector worked together to ensure that every temporary agency worker gain access to training. They are at the root of the whole system of training for temporary agency workers. In 1983 they signed a sectoral agreement which:

- Created the status of the temporary agency worker on training (training-assignment contract) and integrated it in the Labour Code
- Stipulated that companies have to devote part of their payroll to funding of training for temporary agency workers
- Created the Temporary Work Training Insurance Fund (FAF.TT or Fonds d'assurance formation du travail temporaire) who aims to manage the funds collected for vocational training

The system developed in 1983 by the unions and employers in the temporary work sector was based on the adaptation of the existing standard mechanisms for the ordinary worker.

- Alternating trainings: by the creation of the training-assignment contract
- Individual leave for training (CIF): by providing less strict eligibility requirements than those for ordinary workers. Moreover, in order to take into account the mobility of temporary workers, the sector introduced the transferability of the Individual leave for training. A leave accepted by a temporary work agency must be granted by another agency if the temporary worker must carry out a mission for this other agency.
- Training plan: by defining conditions for the organisation of trainings that take place at the user company. These conditions aim to ensure that the training conducted at the user company will bring a real additional expertise to the worker and not simply adapt him to his work.

Since 1994 and due to the mobilization of social partners, the temporary work sector set up its own specific mechanism.

- The professionalizing contract: which aims to promote employment or re-employment of young persons (< 26 years) without qualification or unemployed persons from 26 years or more through the acquisition of a recognized qualification.
- The CDPI (professional development contract for temporary agency workers or 'Contrat de Développement Professionnel Intérimaire'), is aimed for temporary agency workers in order to increase qualification or to obtain a different qualification and thus to improve employment opportunities.

- The CIPI (contract of employability for temporary agency workers or 'Contrat d'Insertion Professionnelle Intérimaire'), aims by alternating training of short duration and assignments to promote re-employment of unemployed persons experiencing difficulties of reintegration because of age, disability, professional, social or familial situation (e.g. unemployed older than 45 years, school leavers, long-term unemployed, people who stopped working to care for their children, temporary workers who worked less than 200 hours on the last 6 months,...).

France is thus considered as a mixed system, where the training for temporary agency workers is both a result of the adaptation of standard training mechanisms for all workers and the creation of specific mechanisms for temporary agency workers.

Vocational training is generally an initiative of the temporary work agency. It translates a need of user companies. The temporary agency worker can also take the initiative for training through his individual leave for training (CIF). In practice, it can be noticed that workers are sometimes pushed by the agency or by the user company to take their individual leave for training²⁷.

The training generally takes place in a training institute and is usually delivered at the very beginning of the assignment of the temporary agency worker. In all cases, the French law lays down the principles according to which the temporary worker on training remains contractually bound to his agency (training-assignment contract), has a peculiar employee status and is partially paid by his agency during all the period devoted to training.

4.1.3.2 *Company level*

In France, there are approximately 1.200 temporary work agencies. Some of them are very large. It is so that 80% of the activity is concentrated by less than 1% of the agencies. These leading temporary work agencies developed their own training service. So they select alone their training programmes and directly cooperate with training centres to purchase training for their employees.

²⁷ According to the labour union CFDT, this occurs in 40%-50% of the cases.

4.2 Fund for training for temporary agency workers

4.2.1 General characteristics of the funds

The FAF-TT (Fonds d'assurance formation du travail temporaire)

The FAF-TT was established by the national agreement of 22 March 1983. Its management is ensured by the social partners who are present on its various bodies (board of directors, offices, advisory committees).

- The employer confederation : PRISME
- The trade unions : CFDT, CFE-CGC-FNECS, CFTC, USI-CGT, CGT-FO

The board of directors is constituted of 20 administrators, of which 10 administrators of the employer confederation and 10 administrators of the trade unions.

The social partners establish the political guidelines and allocate the budgets. Once a month, a meeting is organized to examine the situation. Moreover, the social partners have also an advisory role. Before a project is submitted to the Board of Directors, it is discussed with social partners. Due to the global agreement on vocational training the decisions by the Board have always been taken unanimously.

The main missions of the FAF.TT are the following:

- Support temporary work agencies and their employees in their training activities: by informing and giving advise to temporary work agencies and their employees on legal and financial issues concerning training, by conducting studies, experiments, specific operations, by developing and promoting partnerships in the field of vocational training, by supporting temporary work agencies and their employees on a daily basis trough some actions (e.g. Build their training plans, deal with administrative documents, search and selecting training centers adapted to their needs, develop tender specifications, choose the contract adapted to the project of the agency and the worker, follow contracts,...).
- Favour partnerships and experiments at local scale to develop the skills and qualifications of temporary agency workers (OPAL): (see more detail later).
- Manage financial and administrative aspects: The FAF.TT collects and manages funds from the legal contributions for training of temporary work agencies:
 - At least 7% of the legal contribution for training plans²⁸.
 - All funds devoted to professionalizing contracts, specific contracts for temporary agency workers and to individual leave for training.

²⁸ Two options are possible: option 1: the agency pays minimum 50% of the legal contribution for training plans to the FAF.TT. Option 2: the agency pays at minimum 7% and at maximum 50% of the legal contribution for training plans to the FAF.TT.

Next to that, the FAF.TT deals with the administrative and financial aspects of training programmes and reimburse training actions of temporary work agencies, training centers and temporary agency workers.

In practice, the small temporary work agencies devote 100% of their legal contribution for training plans to the FAF.TT. The FAF.TT offers them support and assistance in the choice and selection of the training programmes and manages their fund.

Large temporary work agencies have their own training service and have sufficient expertise in training. So they select alone their training programmes. The FAF.TT can provide them advice and support in their selection, but large temporary work agencies are more independent. They can manage their fund for training alone and thus devote only a small part of the legal contribution for training plans to the FAF.TT for solidarity.

On average, the temporary work agencies devote 1/3 of their legal contribution for training plans to the FAF.TT. The rest is managed directly by the temporary work agencies.

The agencies have 2 years to use their contribution. After that, unused funds are pooled and distributed to training programmes of other agencies according to priorities set by the social partners. This system is called the mutualisation of funds. It allows small temporary work agencies to forecast and organize costly training activities. However, despite the existence of this system, the financial needs of the agencies remain high and it is not possible to satisfy each demand.

FPE-TT (Fonds professionnel pour l'emploi dans le travail temporaire)

The FPE-TT has been created by the Agreement of 18 June 1996. It is managed by the FAF-TT but has its own Board of Directors. The board of directors is constituted of 10 administrators, 5 administrators of the employer confederation and 5 administrators of the trade unions.

The FPE-TT has been created to develop a dynamism concerning security and to include also unemployed in the target group of training programmes. It is funded by temporary work agencies by 0,15% on their payrolls²⁹. Each agency that has contributed to the FPE.TT has an account that can be used to reimburse training actions corresponding to one of the 5 objectives of FPE.TT:

- Train unemployed persons: By its advisory and financing actions, the FPE.TT develops partnerships between temporary work agencies and public employment services to train unemployed persons.
- Promote employability: The FPE.TT encourages agencies to assign numerous and long enough missions to people away from employment (e.g. workers older than 45 years, workers with an handicap,...) in order to promote their professional reintegration.
- Develop training plans
- Acting for employment and security: The FPE.TT facilitates access to employment for temporary agency workers by financing the security licenses that are indispensable to exercise their profession. The FPE.TT

²⁹ In addition of the minimum contribution of temporary work agencies. Small agencies are generally exempted of this additional payment.

develops also actions which aim to improve security of temporary agency workers during their missions.

- Finance additional costs for training: The FPE.TT helps temporary work agencies to finance additional costs of professionalizing contracts or specific contracts (CIPI, CDPI).

There is a close collaboration between the FAF.TT and the FPE.TT. For example, for some training programmes in training centers, especially medium or long term trainings, a minimum number of persons are generally necessary before a training centre decides to organize the training. If a temporary work agency has not enough workers to fill in the training programme, the FPE.TT could recruit unemployed and finance their training. So there is cooperation between the FPE.TT and the FAF.TT, but each fund has his own target group.

Next to the partnership between the two funds, the FAF.TT and the FPE.TT have also partnerships with other actors. Good examples of these partnerships are the OPAL's (collective operations).

In 2002, the FAF.TT introduced an inter-company wide cooperation which aims to achieve qualification of temporary agency workers in regions with labour force shortages using training programmes specific for temporary agency workers. These collective operations are coordinated by the FAF.TT/FPE TT and regroup different temporary work agencies, regional institutions, public employment services, temporary workers and jobseekers around a training project.

OPAL's are particularly used for medium or long term trainings (more than 3 months). It is so that for this kind of training programmes, training centers ask a minimum number of persons to train. For large agencies it is not difficult to find the minimum number of persons, but for small agencies it is rather more complicated. So an OPAL offers to small agencies the possibility to offer medium or long term trainings to their workers.

The role of each actor for the collective operations:

- FAF.TT: the FAF.TT is generally the initiator of collective operations. It identifies the common shortages of skilled labour forces in a certain region, contacts and mobilizes temporary work agencies facing the same shortages and gets the involvement of these agencies. The FAF.TT helps also agencies to select which training programme must be implemented and which training centre will be chosen. The FAF.TT can also finance all or part of projects with funds. In some cases, mutualised funds may also be used.
- FPE.TT: In some cases, the OPAL's can also be used to train unemployed persons. The trainings for unemployed will be financed by the FPE.TT
- Temporary work agencies: to organize a collective operation, it is asked to temporary work agencies to regroup and to select the best training programme with the support of the FAF.TT. As temporary work agencies are competitors, the organisation of an OPAL requires an important effort from the agencies. In some regions, it is familiar for agencies to work together. In others, it is more complicated. But once an agency participated to an OPAL, it is noticed that they do it again on a regular basis. The participation of the agencies depends also of the economic activity. In time of recession, agencies tend to compete more and will be less likely to participate.
- Training centre: establishes a training proposal according to the tender specifications and runs the training.

- User company: uses the temporary worker after the training period for the assignments. Depending on the type of qualification, it may be associated with the definition of the needs of training.

A concrete example of an OPAL:

- The temporary work agencies of the region of Evreux met growing difficulties to answer to the needs of user firms in the sector of the construction. The FAF.TT proposed to the temporary work agencies of the region to organize a joint training programme for the work of mason. The FAF.TT financed the CDPI of 8 temporary agency workers and the FPE.TT the training of 2 unemployed. The French employment service (ANPE) assured the recruitment for the training.

In 2007, 61 OPALS have been organized, 279 agencies participated and 550 workers benefit from these training programmes. An evaluation³⁰ of these programmes indicated that they answer to the needs of the agencies by allowing them to regroup and realize trainings that they could not organize alone. The agencies interviewed underlined the neutrality of the FAF.TT which ensures a recognized legitimacy for regrouping of agencies around a project.

4.2.2 Output of training programmes delivered to temporary agency

4.2.2.1 Output

Table 14: Overview of key indicators

	2007
Number of trained temporary agency workers	270.000
Number of temporary agency workers	2.200.000
Number of temporary agency workers in full-time equivalent	637.901
Total number of training hours	10.110.000
Total amount invested in training by temporary work agencies	331.000.000
Total amount invested in training as a percentage of total wages	2,15%

In 2007, 270.000 temporary agency workers received a training, which represents 12,3% of the total temporary agency workers. Since 2004, the volume of training is increasing in an important way.

Most of trained temporary agency workers are low skilled (71% while they represent 52% of the temporary agency workers). The majority of the training programmes are of short duration (66%). 16% are of median duration and 18% of long duration. The main fields of training being delivered are: Technical skills, pre-requisite and compulsory training, health and safety,... An important part of the trainings delivered are compulsory trainings (e.g. welding license, certificate of ability,...).. It is so that 40% of training plans are used for these compulsory trainings. Another observation is the under representation of the number of women trained: while they represent 28% of the temporary agency workers, only 15% of trained TAW's are women.

³⁰ Cabinet Adige for the FAF.TT.

4.2.2.2 Results

Every two years, the FAF.TT measures the impact of training programmes for temporary work on the employability of temporary workers. The following table presents the results of the evaluation made by the FAF.TT concerning the professionalizing contract, the CDPI (professional development contract for temporary agency workers), and the individual leave for training (CIF):

Table 15: Results evaluation FAF.TT

		Prof. contract	CDPI	CIF
Main reasons to follow the training	Strengthen their chances to find a permanent work	23%	22%	45%
	Acquire a higher qualification	23%	35%	
	Find work more easily	21%		46%
Concrete effects of the training	Beneficiaries of training actually employed	78%	84%	85%
	<ul style="list-style-type: none"> ▪ Permanently ▪ Temporary ▪ TAW 	<ul style="list-style-type: none"> ▪ 36% ▪ 9% ▪ 33% 	<ul style="list-style-type: none"> ▪ 16% ▪ 7% ▪ 61% 	<ul style="list-style-type: none"> ▪ 26% ▪ 13% ▪ 46%
	Beneficiaries who actually work in the TAW sector for the company which proposed them the training		80%	
Perceived effects of the training programme by beneficiaries of the training programmes	Consider that their level of qualification has improved	63%	69%	76%
	Consider that the training was useful to find their actual work	80%	79%	80%
	Consider that their initial objective has been achieved	72%	74%	72%
	Consider that their actual job corresponds to the qualification achieved with the training	71%		65%
	Consider that their situation on the labour market has improved		52%	64%
	Consider that their interest for their work has improved		60%	
	Consider that their training permit them to better understand their work environment		65%	
Satisfaction of beneficiaries	Satisfaction rate	86%	89%	91% ³¹
	Beneficiaries finished their training	89%		

Source: FAF.TT (2008), « Les effets de la formation sur l'insertion professionnelle des intérimaires : Le Congé Individuel de Formation », FAF.TT (2008), « Les effets de la formation sur l'insertion professionnelle des intérimaires : Contrat de Professionnalisation - CDPI ».

³¹ satisfied of the content of their training

The studies of the FAF.TT tend to indicate that trained temporary agency workers are globally satisfied of their training programmes. All training programmes seem also to have an important positive impact on the qualification and employability of temporary agency workers.

If we compare the results of the different training programmes, the professionalizing contract seems to have a less important impact on the employability of the temporary agency workers (78% employed) than the CIF (85%). This difference may be explained by the fact that Individual leave for training (CIF) are generally long-term trainings.

There is no study on the satisfaction of the temporary work agencies and the user companies concerning training programmes. But the increasing demand for training during the last years tends to indicate that the offered training programmes corresponds to the needs of agencies and the user companies and confirms that they are globally satisfied of the training programmes.

4.3 Learning effects

The mutualisation of the funds and the OPAL's are two best practices of France. These practices allow small agencies to finance trainings that they could not finance without the existence of these practices. Moreover, they allow also small agencies to finance long term trainings for their temporary agency workers.

Despite the fact that large agencies could organize alone long term trainings and that they do not need the financial support of the funds, they also participate to the OPAL's. This can be explained by the fact that large agencies meet the same labour shortages as small agencies. The OPAL's permits not only to promote the pooling of financial and human resources but also of expertise and know-how.

Even if the training system for temporary agency workers in France seems to be successful, some weaknesses of the system have been put forward:

- Some barriers are faced when developing training programmes for temporary agency workers: the difficulty to find candidates for training programmes, the problems to motivate candidates for training programmes,...
- The system of training for temporary agency workers is very endogenous. The temporary agency sector is very specific, so it is difficult to cooperate with other sectors. Moreover, other sectors do not always have a positive image of the temporary agency work sector. But inside the sector there is an important solidarity.
- Because of the specificities of the sector, the classical training programmes do not correspond to their needs. They have been adapted to the sector, but this asked a lot of energy. This can also be seen as a force as the sector can fix his own rules. But this is also a weakness because during a long period, the sector could not receive any ESF aid because it did not correspond to the conditions of attribution.
- The temporary work agencies are present in all economic activities. There is a large number of different type of jobs in the sector. To organize trainings, the sector has to cooperate with a large number of different training centers. In this context, it is not always easy to assure quality of trainings.

- The financial needs of the agencies remain high, especially for small and medium agencies. Moreover, in some cases, the budgets are not used efficiently. It is so that, before the selection, the candidates for a training programme are not tested sufficiently. Some workers do not finish their training or do not succeed their examination after their training (e.g. license truck driver). As a consequence, complementary budgets have to be asked to the FAF.TT to complete the training. To use efficiently the budgets, it is necessary before the selection to better test the abilities of the candidates and evaluate if the candidates are capable to exercise the profession.

Moreover, the system of training for temporary agency workers can also be improved. Some propositions collected:

- For the moment, the training programmes offered are quite rigid. It does not always respond to the needs of temporary work agencies. The training programmes have to be more modular. For example, the experience of the worker should be taken into account to specify the training programme, what is not always the case.
- A large part of the training plans and thus the funds for training of temporary work agencies are devoted to compulsory trainings. These kind of trainings should be a shared responsibility between agencies and user companies.
- From the point of view of the unions, an effort of communication has to be done to better inform temporary agency workers of their rights and on the different possibilities of training.
- The efforts for training should not only be concentrated on vocational training but also on the development of basic knowledge of the temporary agency worker. It is so that in France, a large part of the students leave school without having acquired the basic knowledge (reading, writing, calculation,...). Due to large immigration flows, some workers are not fluent enough in French. It is not possible for a temporary agency worker to participate to a vocational training if he/she does not possess basic knowledge. So a pre-vocational training is necessary.

5 GERMANY

5.1 General framework

5.1.1 Main characteristics of the temporary work sector and training needs

The assignments are on average 6 months and a lot of employees have a contract of unlimited duration with their agency. There is an important difference in average duration of the assignment between white (12 months) and blue collar workers (6 months).

There are differences between Western and Eastern Germany. In the east the unemployment rate is high, and people want to work for temporary work agencies also under permanent contracts. In this way it is easier there to bind workers to the agency, which is less so in West-Germany.

5.1.2 Initiatives to facilitate access to training

The initiatives taken are on a company level on a voluntary basis. The social partners have not taken any moves for setting up actions on a sectoral level. This is because there is not a real sectoral social dialogue, nor a social fund. Contributions by the employers are directly transferred to the German federal employment agency (Bundesagentur für Arbeit) which is responsible for among others for training.

Germany's vocational education is a dual system with a theoretical and a more practical education. The latter includes an apprenticeship where the student spends 1 week at school and 1 week at the company. These apprenticeships last 3-4 years (from the age of 16 till 19-20) and gives the youngster a good introduction into the labour market.

However, temporary work agencies often face employees that have not completed their apprenticeship and hence do not possess a qualification. With an increasing lack of skilled workers, some agencies, especially the large players, have set up their own education programm e.g. the 'lernen im job' initiative developed by the Randstad Foundation. This case has been put forward as a best practice by the social partners and we will go deeper into this in the next paragraph.

Overall, trainings in the sector are often of a short duration (a few days), sometimes a few weeks. Often they cover ICT issues, technical skills, and special and obligatory training. Sometimes training of health and security, and foreign languages is organised.

5.2 An example of a company initiative

5.2.1 General characteristics

Randstad is the largest temporary work agency in Germany. The market leader set up the so called Randstad Academy. The academy has three pillars of training:

1. Short trainings, partly financed by subsidies of the federal employment agency (Arbeitsagentur für Arbeit) for all applicants and workers.
2. E-learning with a duration of 1 week to 3 months, of which the majority of the trainings are for white collar workers (e.g. office packages, languages, SAP).
3. "Lernen im Job" for blue collar workers.

This contribution focuses on the programme "Lernen im Job – Kompetenzerwerb in der Zeitarbeit" (Learning on the job – the acquirement of skills in temporary work) which was set up by the Randstad Foundation (a separate body next to the Randstad company). The foundation's main goal is to promote flexible forms of work and create innovative projects for the whole sector.

The programme "Lernen im Job" wants to enhance the labour market integration and address the high unemployment rate of low qualified blue collar employees. A second motivation was to react on the increasing skill shortage in the labour market. The fact that a degree can be obtained by working was an innovative idea in Germany. Inspiration came from the UK and the US.

The programme was set up in 2006 and has been running since 2007. In april 2008 the concept was opened up to the whole sector. Two (smaller) temporary work agencies have stepped into the programme but still have to implement the training programme.

5.2.2 Organisation of Lernen im Job

Three training programmes have been developed: warehouse-, administrative and production worker. There is attention for social skills (punctuality, flexibility, organisation) as well as job capabilities.

The programme lasts between 9 and 24 months with a minimum of 6 months, and consists of different modules. A qualification pass monitors whether the acquired knowledge and skills are obtained. Social skills and job capabilities are assessed on the job by the employer. Next to that there is a safety training that is organised and examined by the temporary work agency. The final test is done by IHK (Chamber of Commerce and Industry) and TÜV Rheinland which issue an officially acknowledged certificate. The programme is open to all blue collar workers working for Randstad with no qualification or a qualification that is not adapted to the labour market. There is no selection process.

The agency provides the financing of the programme. In the future, Randstad would like to move to employee co-financing but this is a very sensitive issue in Germany.

5.2.3 Partners

Randstad works together with several partners to be able to organise this 'lernen im job' initiative:

1. Bundesinstitut für Berufsbildung (national institute for professional training)
2. TÜV-Rheinland (a private company specialised in certification).
3. DIHK (Deutsche Industrie- und Handelskammer/German Chamber of Commerce and Industry)

The initial idea was to let the certification being done by the chambre of commerce and industry because they have the best reputation but this proved to be practically impossible on a nation-wide level and too costly. An agreement had to be made on the local level (with 75 different IHK's) and the qualification standards differ strongly between regions.

In april 2008 the programme has been presented at the general assembly of the BZA, the employers federation of the temporary work sector, and several other (smaller) temporary work agencies stepped in the programme . In that way the worker can change employer without having to leave the training programme. The main challenge is to convince other (more important) players in the market to step in. In this way this company initiative gets to the sectoral level.

5.2.4 Output and results of the Randstad Initiative

More than 5,000 flexworkers have participated in the Lernen im Job initiative so far. However, only about 100 flexworkers have obtained the certificate until now, with an average age of 30 years. This number is quite low due to several reasons:

1. Blue collar workers only work on average 6 months for Randstad. The training needs on average a longer period than that. This problem should be solved if more agencies enter the programme.
2. Not all blue collar workers are motivated to do tests to get a degree.
3. It is difficult to find user companies that are willing to collaborate in the training programme. The assessment of the employee is very time consuming. Especially large companies really perceive this programme as useful. The Randstad Foundation wanted to make sure that the employees obtain an officially acknowledged certificate. However, the opinion of the Randstad company is that this procedure is still too formal and not enough oriented to the labour market.

Other initiatives set up by Randstad Company, that is short training programmes (partly financed by the Arbeitsagentur für Arbeit) and e-learning programmes have proved to be more succesful. The quantities are non-negligible. Randstad Academy officials estimate more than 500 short-term training programme participants year to date 2008. E-learning courses were booked by 25,000 users between October 2007 and September 2008.

5.3 Learning effects of Lernen im Job

The main strength of this programme is that it permits the employee to get an officially recognised degree without having to go to school. Next to that, opening the initiative for the whole sector means a much greater possible potential.

However, the programme is still too formal to be a great success. Hence, the reach is quite low (about 100 employees). The certification is a difficult process and requires a lot of administrative work for both user companies and temporary work agency. A more demand-oriented approach is needed according to Randstad Company.

6 THE NETHERLANDS

6.1 General framework

6.1.1 Main characteristics of the temporary work sector and training needs

The temporary work sector is very important in the Netherlands with some 750,000 workers per year. As dismissal legislation is very strict, companies are not so eager to take people on a permanent basis.

There are two types of temporary work agencies. The 'specialists' are active in health sector, construction, technical profiles. They need skilled workers that are more and more difficult to find. They have the biggest need for training. A large part of the sector works with the 'bulk', these are jobs who need low qualified people. These agencies do not ask for training.

The longer the contract takes, the more interesting training is. However, almost half of the contracts last less than 3 months. A worker is on average active 30 hours per week and 153 days per year. Services are the most important sector (46%). Only a minority of the workers (5-7%) has a permanent contract with the agency.

There are also 3 types of temporary agency workers: people looking for an additional work³² (51%), those that are looking for a permanent job (44%) and those that wish to work in a flexible way (5%). In practice, only the latter two categories are interested in training and/or interesting for agencies to invest in. An important part of the temporary agency workers do not dispose of a degree (28%). Moreover, 48% are students.

6.1.2 Initiatives to facilitate access to training

6.1.2.1 Company level

As already mentioned, there is a distinction between 'specialists' and 'bulk'. The first category of agencies already invest in training. Next to their own programmes, they can also use the instrument of work/learn-trajectories (4 days working and 1 day to school). There is an increasing number of trajectories per year. One expects that this year some 8.000 people will have followed such a programme, divided over all economic sectors.

³² By additional work we mean a part-time work next to studies or another work.

6.1.2.2 Sectoral level

A collective labour agreement obligates every temporary work agency:

1. To spend 1,02% of total payroll on training and education (minimum 3 hours)
2. To contribute 0,1% to the Social Fund, of which a part goes to a training fund for collective training initiatives

The first obligation has proved to be difficult to command. It can be controlled easily (via the annual account) but there is no sanction. Some agencies exceed this share, others far from reach this amount. It very much depend on their activity ('specialist' and 'bulk') and hence their need for training. About 60% of the 45 million Euro (1,02% of payroll in the sector) is really spent.

The next paragraph will go into more detail about the second obligation. There will be negotiations later this year for doubling the contribution to the SFU (social fund) to 0,2%, so that the financial means of the fund will also increase.

In the agreement a 'right for training' of the individual workers was also mentioned but this was not concrete enough, and so it has not been applied. This may be included in the coming negotiations.

6.2 Fund for training for temporary agency workers

6.2.1 General characteristics of the fund

6.2.1.1 Creation of the fund and objectives

The best employees already enjoy chances for, sometime lengthy, training with the individual agencies. Next to that, the sector also invests quite a lot in short training where they think it is commercially interesting.

STOOF (Stichting Opleiding en Ontwikkeling Flexbranche) was created in 2003 in a strong interaction between social partners where at both sides there was the idea that training for temporary agency workers is important.

The fund has as central objective to *stimulate training for temporary agency workers* but it wishes to be complementary to the training initiatives already existing in the sector. It wants to react proactively to the expected scarcity on the labour market and (financially) stimulate agencies to invest in long training to meet these future challenges, especially for less qualified people.

6.2.1.2 Instruments

The foundation has three key *financial instruments*:

1. STOOF finances trajectories for the accreditation of skills acquired through work experience (VPL or valuation and validation of prior learning) (€300 per trajectory³³). Within this scope, a digital instrument has been developed to assess whether such a trajectory would be useful (skill scan).
2. It also finances training programmes, in particular learn/work trajectories for temporary agency workers (€300 per trajectory). Each year the focus is different; in 2008 the trainings will lead to bottleneck functions within the temporary agency work sector like construction, technology/engineering, logistics, care and administrative sector. Therefore, STOOF starts working together with other sectors and social funds.
3. STOOF is also the intermediary between the ESF Agency and the temporary work agencies seeking European resources for their projects. It offers help throughout the whole application procedure and holds contact with the ESF Agency. This has been an important way of 'promoting' the fund in the sector.

Next to that, the foundation tries to create networks and organise trainings and workshops so that knowledge about the training of temporary agency workers is shared between the different partners of the sector. Training advice is for free for the agencies. This role as 'knowledge centre' will become more important in the future.

6.2.1.3 Financing

STOOF receives its principal means through the sectoral social fund which is financed by the contributions of the individual agencies. In 2008 this amounts to 1,000,000 Euro. By increasing the contribution rate, the sector wishes to double this amount.

From 2003 till 2007, this contribution of the temporary agencies belonged to the individual workers. This system was abandoned as it was unsuccessful. As the number of working days is quite limited, so are the amounts for trainings. Next to that, very few workers took advantage of this measure. Now, the amount is 'collectivized'.

Since 2008, the temporary work agency can do an application for maximum 25 employees including the content of trajectory and the way the worker will be guided through the programme (by means of a mentor or counselling centre). The fund also tries to work together with other social funds to get access to extra means.

The last 4 years individual agencies could do an application for ESF-financing. The fund acted as an intermediary and clustered the applications for the ESF Agency who decides about the incoming projects. Some 100 million Euro has been awarded to the sector in those years. Due to the much lower amount of financial resources in the new programme (20% of its former amount), STOOF had to make the requirements for funding stricter, i.e. the temporary agency workers should only be lower educated (not having a degree of secondary education, only 28% are in this situation) and opportunity costs (time that employee is not at

³³ If there are more than the targeted trajectories, the total amount available is divided under the number of applications

work but in training) are no longer subsidized (used to be 50% of all subsidies). Next to that the fund now takes all individual requests in one application file to enhance the chance of success as sector applications get a higher score than company applications. This has given the fund the possibility to 'collectivize' these financial means and creating a clear training policy (focus in bottleneck functions). The reporting obligation will be managed by the fund.

6.2.2 Output and results of the fund

In 2007 602 temporary agency workers have been trained. Objectives for 2008 are 750 work/learn-trajectories (of which 100 are specifically oriented towards to the metalektro sector) and 500 VPL-trajectories. The first target is now already attained (772 trajectories at the end of September), the second appears to be much more difficult. Both employees and employers are difficult to motivate. For both parties it is an important time investment.

There is a variety of different fields of training; technology, logistics, health care and safety, and administration are the most important. Extra research will be done in the near future to get more information about the reach of the initiatives for instance the profile of the trained workers.

STOOF has the ambition to have executed 5000 training programmes by the end of 2010. Only if a doubling of the contribution is negotiated, this target is possible.

6.3 Learning effects and best practices

The fund was created because there were committed social partners at both sides (employees and employers) that wanted to create such an initiative. Because the size of the fund is still rather limited, it does not have any problems with bureaucracy, in contrary to some other sectoral training funds.

The fund works complementary to the market. What the sector already does well, i.e. organising short trainings, is not the activity of the fund. On the contrary, the fund wishes to make sure that the sector invests in long trainings for its (lower qualified) employees and hence pro-actively react to the scarcity in the labour market.

Next to that, by collectivising the financial means (contributions and ESF), the threshold for small agencies is much lower and there is room for a clear policy line on sectoral level for example promoting training for bottleneck functions for lower qualified employees.

The combination of work and learning is both for employees and employers an attractive way of training.

Sensibilising the temporary work sector for investing in training means that you should talk in their language and prove with arithmetic models that it is profitable.

Some points for improvement, according to the partners, are:

- Finding collaboration with other sectors: convincing the social partners that training for temps is important is not an easy process. It means a lot of networking and lobbying.
- Getting the temporary work agencies acknowledged as a trainer for the practical part of the training.
- Making sure that there is a better match between demand and supply of trainings (fit between education and labour market).

7 SPAIN

7.1 General framework

7.1.1 Main characteristics of the temporary work sector

The temporary work sector in Spain is very fragmented but also quite concentrated. Although there are more than 300 temporary work agencies, a limited number of them (Adecco, Randstad, Manpower, People, etc) mobilize the greatest volume of activity in this sector. Approximately, 782.138 people are employed in the temporary work sector in Spain³⁴, which corresponds to around 160.000 daily full-time equivalents. Around 44,3% of the temporary workers are women, while 55,72% are men. The majority is active in the service sector (approximately 60,5%), followed by the manufacturing (30,1%), agriculture (7,7%) and the construction (1,7%).

The large majority of the contracts signed in the temporary sector in Spain has a short duration. The average length of assignments including the contracts renewals amounts to approximately 28 days; while the average number of hours worked by temporary agency workers in Spain amounts to 357 hours a year. Around 86,2% of the contracts lasts less than a month, while approximately 11,4% lasts between 1 and 3 months. Long-term contracts in the temporary sector represent only a 2,4%.

Considering age, temporary agency workers in Spain are generally young. More than half of the total number of temporary agency workers is between 26 and 35 years old (52,7%), followed by those who are 25 years old or younger (25,5%) and by those aged between 36 and 50 years old (19,9%). Only a 2,0% of the temporary agency workers are older than 50 years old.

The motivations for temporary agency workers in Spain to work in the sector are very varied. Most temporary workers in Spain work as a temp with the view to find a permanent job (33% of temporary workers). 18% of temps finds in the sector the way to return to the labour market, while around 17% is willing to gain additional income and 15% works as a temp to gain more professional experience. Approximately 13% of temps prefers the flexibility offered by temporary agency work³⁵.

Trained temporary agency workers in Spain are largely low qualified (37,3% have not completed secondary education) or medium-educated (37,7% have completed secondary education). Approximately 25,0% have, however, completed higher education. According to data made available by unions, the skills required for the jobs executed by temporary workers are mostly medium-level (67,9% of the jobs required skills provided by secondary education, while only 12,5% required higher education-skills).

³⁴ Data for the year 2007.

³⁵ Data from Annual Report of Labour and Social Affairs Statistics (Anuario de Estadísticas Laborales y Asuntos Sociales), Ministry of Labour and immigration, 2007.

7.1.2 Characteristics of standard training systems

The Spanish Constitution of 1978 establishes the basic right to education in its article 27. Article 40.2 explicitly lays down the duty of public authorities to promote vocational training and retraining. The Right to Education Act (Ley Orgánica reguladora del Derecho a la Educación; LODE) of 1985 and five years later the LOGSE have developed the constitutional provisions. They have been modified by subsequent laws: Vocational Training and Qualifications Act (Ley de la Formación Profesional y de las Cualificaciones Profesionales; LOPEG); Law 10/2002, the Educational Quality Act (Ley de la Calidad de la Educación; LCE). Finally the recent Education Organic Law of 2006 (Ley Orgánica de Educación) substitutes all previous education laws (LCE, LOPEG and LOGSE). Also, the Workers Statute (Estatuto de Trabajadores) establishes that “in-company promotion and vocational training” is a basic workers’ right.

According to the applicable legislation, the administrative framework of Vocational Education and Training in Spain is as follows:

- The responsibility for initial vocational training lies with the education authorities (now Ministry of Education, Social Policies and Sports); though it has been transferred to the authorities at the level of the Autonomous Communities;
- Likewise, the responsibility for vocational training for the unemployed lies with the Ministry of Labour and Immigration and has been transferred to all authorities at the level of the Autonomous Communities; with the sole exception of the Basque Country;
- Continuing training is administered jointly between the central government (Ministry of Labour and Immigration) and the social partners through collective bargaining and social dialogue. The responsibility for the development and administration of the system of continuing training lies with the social partners through a jointly management model with the central government represented by the INEM (National public employment services; institution ascribed to the Ministry of Labour and Immigration). The main pillars of the national government’s joint management model for continuing training was the creation of FORCEM, Foundation for Continuing Training (Fundación para la Formación Continua) in 1993 to manage the training of workers; until its name was changed to the Tripartite Foundation for Training and Development, responsible for the delivery of the training.

The 2002 Qualifications and Vocational Training Act aims at consolidating the three vocational training subsystems into one system and, at the same time, at setting up the National System for Qualifications and Vocational Training. As stated in this Act, “vocational training” includes all actions that provide access to employment and active participation in social, cultural and economic life and allow workers to carry out their job with the necessary skills. It thus includes training at the levels of initial vocational training, measures for the entry or re-entry of the unemployed into the labour market, and continuing in-company training enabling workers to acquire and continuously update their vocational skills.

In this general context, it is worth noting that temporary work agencies were formally recognized in Spain by the Law 14/1994, of 1st June. The legal recognition of temporary agencies were to ensure labour rights and guarantee social protection to workers who are hired to perform work assignments in other companies; as well as to recognize these agencies as they existed in other EU countries. Alongside private funding sources for trainings (from agencies themselves, temporary workers' income, etc), temporary work agencies have four main funding sources available to them:

- Through FORCEM / Tripartite Foundation, which runs some sectoral and inter-sectoral training programmes, such as the temporary work sector;
- From 2004 onwards, through SINDETT, which manages all sectoral training programmes for TAW's in Spain;
- Through the General State Budget and the respective budgets in the Autonomous Communities;
- European Social Fund funded programmes.

7.1.3 Initiatives to facilitate access to training for temporary agency workers

7.1.3.1 National level

The Spanish training system for vocational training for temporary agency workers is characterized by three main elements. Firstly, a strongly regulated structure established by law and collective agreements. Secondly, the active role played by social dialogue and collective bargaining. Finally, the active involvement of temporary work agencies themselves and trade unions in the development of the vocational training systems for temporary agency workers.

1) A strongly regulated structure established by law and collective agreements

As laid down in article 10 of Law 14/1994, temporary work agencies are obliged to "assign 1% of their total payroll to training of workers hired out to perform work assignments in user companies, irrespective of their legal obligation to duly pay for Social Security benefits of their workers". Furthermore, the National Collective Agreement for temporary work agencies strengthens the training system for temporary agency workers by increasing the temporary work agencies obligation by 0,25% of their total payroll with the view to pay special attention to safety prevention and labour health.

Alongside these obligations to provide financial support to the vocational training systems, agencies are also legally obliged to provide:

- Individual training on health and safety prevention
- Provide adequate training before the temporary worker is assigned to perform some work at the user company, so that s/he can deliver duties appropriately.

With the view to provide vocational training to temporary workers, temporary work agencies could take three different options:

- Develop company training programmes, either sectoral or aggregated programmes:
 - Aggregated training programmes are those that involve 2 or more companies within the same sector and involve at least 100 workers. These programmes are promoted by trade unions and employers' organisations that are representative within the sector;
 - Companies' training programmes are developed by companies with more than 100 workers and companies with less than 100 workers but having difficulties to take part in an aggregated training programme.
 - Training programmes for a group of companies are promoted by companies with more than 100 workers that meet some conditions (i.e follow common directives; share the same parent company).
- Develop complementary training actions
- Develop accompanying training actions (i.e. develop training tools and teaching materials, etc).

2) The active role played by social dialogue and collective bargaining

Before the set up of the Tripartite Foundation, Unions were represented in the General Council for Vocational Training, which was a consulting body advising the government on vocational training, together with representatives of the government and employers' organisations. Similar bodies were also set up at regional levels. Further, National Vocational systems have been ruled by National Agreements for Continuing Education on the basis of social dialogue and collective bargaining. These agreements have made funding support available to temporary work agencies (from FORCEM; Tripartite Foundation and now SINDETT).

3) The active involvement of TWA's themselves and trade unions in the development of the vocational training systems for temporary workers

The main TWA's associations are: AGETT (which comprises the largest agencies in Spain, with the exception of Manpower); FEDETT (representing approximately 74 small and medium-sized TWAs), AETT (State Association of agencies, including around 110 partner companies) and ACETT (Catalan association of agencies). Additionally, it is worth mentioning that there is a clear dynamism within the TWAs and the trade unions to organize training programmes themselves for temporary agency workers.

7.1.3.2 Company level

There is little information available about the company's initiatives to provide vocational training to temporary agency workers. In this respect, the study on the "Evolution of the private contracts in the context of the Temporary Work agencies, their effects and training itineraries" undertaken by the CCOO-Trade Union in 2000 provided an in-depth analysis of the main characteristics and evolution of the temporary work sector focusing on the training framework and main challenges. However, the research undertaken covered the vocational training system provided by FORCEM, leaving aside any companies' initiative.

7.2 Fund for training for temporary agency workers

7.2.1 General characteristics of the fund

SINDETT Foundation's overall mission is to improve the employment quality in Spain in the framework of the European Employment Strategy. SINDETT was set up in 2004 by the most representative trade unions (COMFIA-CCOO and FeS-UGT) and employers' organisations (AETT, AGETT and FEDETT) in the temporary work sector in Spain. By doing so, trade unions and temporary work agencies aimed to provide a meeting point to develop joint initiatives to create - in line with the objectives set in the European Employment Strategy - more and better jobs in the sector through workable strategies and sustainable human development, economic growth and social progress. The SINDETT Foundation is assigned to the following duties:

- Enhancing information and guidance as to regulation of the TAWs activity.
- Develop a better understanding of working constitutions, and labour health activities.
- Analyze and evaluate sectoral developments.
- Promoting comparative studies and statistics for the sector development.
- Organize, manage and implement courses, seminars, workshops, symposia and other activities related to occupational training, vocational and trade union sector.
- Search, study and broadcast the training work done by the foundation or by people who are considered relevant.
- Ensuring the relationship and coordination with local, regional, national or international institutions and foundations in order to carry out similar activities.

As pointed out by representatives of the unions interviewed, training programmes for temporary agency workers are managed jointly by trade unions and employers' associations through the SINDETT Foundation. The management responsibilities are thus equally shared by trade unions and employers' associations and all SINDETT's committees are composed equally by representatives of social partners. In training and educational matters, a joint committee set up at SINDETT is responsible for identifying the training needs, drawing up the training programmes; while the joint Health and Safety committee is in charge of training dealing with these issues for temporary agency workers. Furthermore, the SINDETT's Department for studies and research is in charge of gathering data and analyzing it to examine the evolution of the temporary work sector in Spain and its needs to improve the quality of employment and the training offer through the Foundation's training programmes.

The training programmes managed by SINDETT have national geographical coverage, and are structured in modular form. Thus, SINDETT's training programmes combine in various educational pathways in order to comply with the needs and requirements of each worker. These training plans are designed to improve and update both specific skills for the development of a job, as well as those transferable skills necessary for temporary workers to find and remain in employment.

These programmes are partly financed by the INEM (Spanish Public Employment Service) and the European Social Fund through the Tripartite Foundation for Training in Employment as they fall within the objectives of the European Employment Strategy: improving the employment in Spain; promoting vocational training of workers to reconcile the needs of enhancing the competitiveness of enterprises and raise the employability of workers. The Tripartite Foundation manages the funds supporting the general vocational training scheme applied to all sectors in Spain. These funds are financed by following contributions:

- Each employee is obliged by law to allocate 0,10% of their salaries to vocational training schemes
- Each enterprise is legally bound to allocate 0,60% of their payroll to vocational training in general
- ESF funds under the Multi-regional Operational Programme in "Employment and Adaptability"

SINDETT Foudantion was thus set up to manage the vocational training schemes for the temporary sector which are funded by this general funding scheme. The training programmes are offered to any agency and the costs associated to these training schemes are born by the SINDETT Foundation. In this respect, it can be said that there is a collective system in addition to the individual use of the 1,25% financial contribution of temporary work agencies to training schemes.

7.2.2 Output and results

7.2.2.1 Output

An overview of the main output indicators of the training activities carried out by SINDETT are shown in the table below:

Table 14: Key Indicators of SINDETT Foundation training programmes³⁶

	2007	2008
Total number of trained temporary workers	5.366	4.711
Total number of trained temporary workers (female)	3.148	2.468
Total number of trained temporary workers (male)	2.218	2.243
Total amount invested in training as percentage of total pay-roll		1%
Total amount invested in training on health and safety as percentage of total pay-roll		0,25%

The beneficiaries of the vocational training programmes managed by SINDETT Foundation are both "TAWs' structured workers" and workers hired to be made available to the user enterprises. A particular attention is given to groups of workers in risk of exclusion of the labour market or those who may face greater difficulties in accessing a job, such as young people, women, workers older than 45 years, disabled people, immigrants, low-skilled workers and the long-term unemployed. It is worth highlighting that 75% of training beneficiaries of the training actions developed and managed by SINDETT are from TWA's within the association AGETT (the association of the largest TWA's in Spain).

³⁶ Source: Data from a SINDETT Foundation dossier (2008).

Noticeably, the number of workers benefiting from SINDETT's training programmes has increased steadily year after year during the period 2004-2008. However, the percentage of trained workers only represents 1,4% of the total number of temporary agency workers in Spain. In line with the representation of female workers in the temporary sector, the majority of trained temporary workers are women. Nevertheless, it is to be noted that there has been a negative progression in the number of trained female temporary agency workers over past two years. Conversely, the presence of men in training programmes has steadily increased over the period of 2004-2008.

By age, most trained temporary workers are 25 or younger (9.562 workers during the period 2004-2008), followed closely by those workers that are between 30 and 45 years of age (7.105 workers). By level of study, it is worth noting that most trained temporary workers have intermediate levels of education (secondary education) (9,639 trained workers during the period 2004-2008), followed by those who have completed university (7.710 trained workers during the period 2004-2008) and those who have completed primary education (7.446 trained workers during the period 2004-2008).

The majority of training for temporary agency workers lasts a few weeks (around 63,7% of the total number of training), followed by trainings with a duration of a few months or longer (25,4%) and by trainings with a duration of a few days (10,9%).

The main fields of training being delivered by SINDETT's training programmes are those dealing with health and safety (5.521 training actions during the period 2004-2008), food handling (2.864 training courses) and languages (2.831 courses) followed by far by other fields, such as: manufacturing (1.639 training courses) and IT skills (1.242 training courses). An important number of training actions are distance learning (9.572 in the period 2004-2008 out of the total of 18.861). Another observation is the low number of on-line actions undertaken during the period 2004-2008 (927 in total).

7.2.2.2 Results

As noted by the interviewees, SINDETT does not measure the impact of training programmes for temporary agency workers, for instance on the employability of temporary workers. SINDETT's department on studies and research so far gathers quantitative data on the training programmes' beneficiaries (gender, age, etc), type of training action, training fields, etc. However, it does not carry out a follow-up on the trained temporary workers to assess the impact on the training on their professional careers, the match between the training offer and its demand by company users and workers themselves, etc.

In this respect, it is worth noting that there is no study on the satisfaction of the temporary work agencies, the user companies and the workers concerning the training programmes. According to the interviewees, the increasing figures in trained temporary workers and the increasing number of training actions in fields where the sector is moving towards are key indicators of the correspondence between the training needs and the training programmes themselves.

7.3 Learning effects

The SINDETT Foundation in Spain has been operational for four years now. Since its set up in 2004, the Foundation has made efforts to organize the training offer for temporary agencies' workers in a more systematic way aiming at improving the employment quality in the temporary work sector and supporting the career path of temporary workers. The Foundation finds its origin in a strong cooperation between the key social partners in the temporary work sector. Trade unions and temporary agencies' organisations are jointly in charge of managing the training programmes within the Foundation. Despite the fact that temporary work agencies can organize training activities themselves, they have been actively involved in defining the training programmes through the SINDETT foundation.

There is a general positive opinion about the functioning and performance of the SINDETT Foundation and its training programme for temporary workers in Spain. The main strengths of this system pointed out at the interviews are as follows:

- The legal obligation for temporary work agencies to assign 1% of their total payroll to training for their workers and 0,25% of their payroll to training on health and safety and prevention.
- The use of Structural Funds (FSE) to support training programmes for the temporary work sector.
- The flexibility in the SINDETT Foundation's training offer organized by modules and different types of learning possibilities (distance learning, on-line, etc) to adapt to the temporary agency workers' needs and profiles.
- The training programmes provided under the SINDETT Foundation's are certified trainings. This offers temporary agency workers a guarantee in order to improve their employability and develop their professional career.
- The strong collaboration between the trade unions and the temporary work agencies, which is evidenced by the set up of the SINDETT Foundation itself and its functioning since 2004.

In spite of the strengths highlighted above, some weaknesses of the system and possible suggestions for improvements have been identified as follows:

- Some barriers have been identified to reach a larger number of temporary workers. In general, interviewees pointed out the need to make more efforts to better inform temporary agency workers of their rights and possibilities for training. To this end, it is advisable to improve communication channels to the target audience (temporary work agencies, user companies and the temporary workers); as well as to improve the information made available regarding the training programmes and training offer by SINDETT. An additional suggestion could be for SINDETT to organize information sessions in the offices of temporary work agencies and/or even at the user companies to provide information about training possibilities by the Foundation.
- According to the interviewed representative of AGETT, the amount of funding for training programmes is calculated by the number of working hours of temporary agency workers and not by the total number of workers in the sector. This calculation system results in the recognition of a "lower" number of workers than available in the sector. Therefore, the amount of funding available for training for temporary agency workers

permits only a limited number of workers to access to training programmes.

- An additional barrier to the access to training possibilities for temporary agency workers is related to the large variety of sectors that employ TAW's. The "inter-sectoral" character of temporary agency work requires further efforts and financial assistance to extend the existing training possibilities to TAW's. Furthermore, this special feature of temporary agency work requires additional efforts to develop specialized training programmes meeting the needs of all sectors involved.
- As noted above, significant improvements have been made regarding the recognition of the provided training programmes. However, the efforts related to the recognition of skills still need to involve the INCUAL (Skills National Institute; Instituto Nacional de las Cualificaciones), the Ministry of Labour and Immigration and the Ministry of Education, Social Policies and Sport.
- Sometimes training programmes can not meet the temporary work agencies and temporary workers' expectations due to timing (training course interrupted by the end of a temporary contract), inadequate correspondence between the training content and the workers' current position or sector (temporary workers' high mobility across sectors and positions), and other factors. Impact assessment studies to be undertaken by SINDETT could provide valuable information to address those issues (see below). Further, some recent legislative measures have tackled these barriers as now unemployed temporary workers are entitled to receive training.
- The lack of impact assessment studies, quality assessment studies and/or satisfaction surveys to the training programme beneficiaries make it unfeasible for the Foundation to know exactly how well the training programmes correspond to the training needs of the temporary work sector. Furthermore, the lack of this information unables the Foundation to know the training programmes' real impact on key issues such as employability of workers; improvement of the workers' safety; improvement of the career path of trained temporary workers, etc. According to the interviews, it is foreseen that the SINDETT Foundation will undertake impact assessment studies in the future, whereby the effects of training in a small percentage of the trained workers will be followed-up. The key information that can be provided by impact assessment could by extension contribute to better matching the training offer to the temporary work sector's demand and reaching a larger number of workers in the future. Further research on the training impacts could thus contribute to meet the temporary work agencies, user companies and temporary workers' expectations with the training programmes.

Part 4: HORIZONTAL ANALYSIS

1 INTRODUCTION

This last part of the report focuses on the horizontal analysis of the 6 case studies. From these cases several conclusions and learning effects can be derived related to the provision of vocational training for temporary agency workers. Countries with little or no experience on this topic can learn a lot from the pioneering countries. One should however bear in mind that transferability should always be done with care. A training system which is successful in one country is not always a success in another country because the institutional context (e.g. regulation on temporary agency work, role of social partners, ...) has a significant impact on the training provision for agency workers.

The following horizontal topics will be discussed:

- Factors influencing training provision for temporary agency workers
- Organisation of training for temporary agency workers:
 - Company initiatives
 - Initiatives at national or sectoral level
- Financing training programmes for temporary agency workers
 - Mix of financial sources
 - Voluntary versus compulsory contribution of agencies
 - Different ways to organise a compulsory contribution system
- Critical success factors and challenges for the temporary work sector

2 FACTORS INFLUENCING TRAINING PROVISION FOR TEMPORARY AGENCY WORKERS

The training provision for temporary agency workers is influenced by different factors. We can distinguish factors that are general to all sectors and factors that are specific to the temporary agency work sector. These factors can also be classified according to different levels: the micro level (or individual level), the meso level (or level of the sector or the company) and the macro level (or national level).

Table 16 presents an overview of these factors. The effect of each factor on the training provision is described below.

Table 16: Factors influencing training provision for temporary agency workers

	General	TAW-specific
Micro	Educational background of the worker Previous situation of the worker	Motivations to work in TAW sector
Meso	Required competencies in the job Scale of the company	Triangular relationship Mobility of workers (working in different sectors, user firms, agencies,..) Average duration of assignment (related to strong mobility in/out work)
Macro	General vocational training system Legislation on training conditions Shortages in the labour market	Type of contract with agency

Source: IDEA Consult

2.1 Factors at micro-level

2.1.1 General factors

The educational background of the worker (e.g. low-educated, high-educated) is an individual characteristic which influences the training needs. There are large disparities between countries in the educational level of their temporary agency workers. In Poland, the Czech Republic and France, most agency workers are low educated, while they are mostly medium educated in the Netherlands, Belgium and Greece and highly educated in Norway.

Training needs are also influenced by the previous labour market situation of the agency worker. It is more likely that (re-)training is required when the person has been unemployed or inactive for a long time. Large differences between countries

are observable when we compare the situation of the temporary agency worker prior working in the temporary agency work sector. In Germany, Hungary, Norway, France, Greece and Belgium the largest proportion of temporary agency workers were unemployed before starting agency work. In the Netherlands, Finland and Poland, most of them were student. In the Czech Republic and Poland many agency workers were also doing agency work before.

2.1.2 TAW-specific factors

Temporary agency workers have a variety of motivations why they are doing this type of temporary work. One motivation is to earn extra income (e.g. by working in the evenings or weekends) while studying. It can be expected that these agency workers might be less motivated to follow a training related to the TAW-assignment. On the contrary, some workers work as a temporary agency worker to find a permanent job. It will be less difficult to motivate these workers to follow a training as this may increase their employability and thus their chances to find a permanent job. If we are interested in the share of temporary agency workers that are not looking for a permanent job through agency work, we observe large differences between countries. While in Finland and the Netherlands, the majority of the agency workers are not looking for a permanent job, in Hungary, a very limited part of the agency workers is not interested in finding a permanent job through agency work. The results of Finland and the Netherlands may be explained by the fact that a large part of temporary agency workers in these countries are student.

2.2 Factors at meso-level

2.2.1 General factors

Training needs heavily depend on the required competencies for the job which the worker has to execute. The employer (user firm in the temporary agency sector) determines what the knowledge and skill requirements are for each job vacancy. The required competencies can be occupational specific (eg. specific driving licence, forklift) or more general (eg. computer skills, language skills). We observed that in Belgium there is a need for more low-skilled agency workers than available (among current group of temporary agency workers), in France the demand for medium-skilled is higher than the supply, while in Norway there is a need for more low-skilled and medium skilled workers than available among the current pool of temporary agency workers.

The scale of the company (SME or large company) has an influence on the capacity (financing, manpower, knowledge, etc.) to develop training programmes for workers. Research³⁷ has shown that smaller companies typically invest less in vocational training (although they might do a lot of training on-the-job).

³⁷ Sels and De Winne (2006), HRM in breedbeeld, Acco

2.2.2 TAW-specific factors

The triangular relationship that involves the temporary work agency, the agency worker, and the user company where the temporary assignment takes place, makes it more complicated to organise a training course. This triangular relationship may lead to questions about who has to organise and finance the training (the agency, the user company or the worker?).

Despite this complication, the triangular relationship may also involve some advantages for the training provision. Temporary work agencies are an intermediate actor between the demand and supply in the labour market. As a result, they are in the best position to determine what are the 'real' training needs in the labour market, both from the companies' side and from the workers' side.

In addition, developing training programmes within the triangular relationship creates benefits for the three parties involved. It benefits the temporary agency workers by improving their employability and ensuring their own health and safety at work. It also benefits user companies who are looking for workers who are able to meet the skills required. Finally, because of the nature of the temporary work business, it is in the interest of the temporary work agencies to quickly match the supply and demand on the labour market, taking into account the competences required by the user firms.

The strong mobility of temporary agency workers makes it difficult to bind the temporary agency workers to one agency. The agency is not ensured of its return on investment when financing a training programme for their temporary agency workers. However, there is some evidence that temporary agency workers tend to be connected with one agency (can be considered as some kind of 'loyalty' of the worker toward the agency). Furthermore, training is also used by agencies to develop a longer term relationship with its workers and to help them to build a career. Therefore, it is in the interest of the agencies to make sure that training delivered to workers fits their needs and expectations.

Next to that, there is also a strong mobility of the temporary agency worker between different sectors. Although the temporary work agencies are well-positioned to have a good view on the real training needs (they deliver services to a large number of user companies), the fact that they supply workers to many sectors makes it more complicated to define the type of training needed, to design the programmes and select the best suppliers.

Finally, in most countries, the average duration of an assignment lasts for a couple of months. Therefore, the return on investment of long term training depends on the extent that temporary agency workers can be kept in the same agency.

2.3 Factors at macro-level

2.3.1 General factors

The standard or general vocational system in a country has a significant impact on the training opportunities for workers. Some countries set up an elaborate vocational training system which is open for all workers, irrespective of the sector they work in. Countries with a (well developed) training system for all workers might not feel the need to set up training programmes targeting temporary agency workers.

Legislation can also play an important role. In some countries it is not allowed to include a training condition in the labour contract which stipulates that the worker has to return the training costs if he leaves the employer voluntarily in the near future. As a result, temporary work agencies are less (or not) willing to invest in long trainings. Other countries do not face this legal problem and so there is room for trainings lasting a few months or more.

Shortages on the labour market also influence training needs. A labour shortage may occur as a result of an insufficient supply of qualified persons being able to fill in the open vacancies. It finds its roots in demographics evolutions (e.g. ageing), cultural changes (choice of study with youngsters) as well as in the conformity of education and labour market. This context differs between countries and has an impact on the demand for training, both in quantitative and qualitative terms.

2.3.2 TAW-specific factors

The type of contract with the temporary work agency may bind the temporary agency worker to his agency. However, an open ended contract between the temporary agency worker and the agency exists only in a limited number of countries (e.g. Austria and Germany).

2.4 Training systems for the temporary work sector: barriers and requirements

Training provision for temporary agency workers may be more complicated than in other sectors due to several TAW-specific factors. Many of these factors (e.g. triangular relationship, average short duration of an assignment, temporary contract between worker and agency, etc.) can be considered as barriers for the development, organisation and financing of training programmes for temporary agency workers. It is for example not always clear who should take the responsibility to develop and organise a training programme for agency workers. Should this be the temporary agency or the user firm? And who should pay or contribute to the training costs?

It is obvious that agencies have a responsibility to train their own staff. In addition it is also in their interest to train agency workers given their principal task to supply agency workers to employers on a just-in-time principle. The temporary work agencies need a pool of agency workers who can be matched to the job vacancies in a very short time span. The training needs of the agency workers are determined by the required competencies of the assignments.

The above mentioned barriers should be taken into account when setting up a specific training system for the temporary work sector. One of the main requirements which comes out of this study, is the need to organise the training in a very short time span and in a flexible way adapted to the needs of the sector.

3 ORGANISATION OF TRAINING FOR TEMPORARY AGENCY WORKERS

In this section we focus on different ways to organise training programmes specifically targeting temporary agency workers. We distinguish between training programmes organised by individual employers on a voluntary basis and training programmes resulting from national and/or sectoral initiatives.

3.1 Company initiatives

In most EU-countries temporary work agencies take voluntarily initiatives to give training to their employees (i.e. own staff and agency workers). The intensity of these training investments largely depends on the required skills demanded by the user firms.

The structural labour shortages in some EU-countries create an incentive to temporary work agencies to increase the training investments in their employees. It will be a strength of the temporary work sector if they can provide quickly workers who have the required competencies needed to fill in bottleneck vacancies.

Most of the voluntarily training initiatives focus on short function-oriented trainings but some good practices have also been set up concerning longer trainings that lead to a significant upskilling and hence improve the position of the worker on the labour market.

Strengths and weaknesses

Temporary work agencies are in the best position to determine what are the 'real' training needs in the labour market, both from the companies' side and the workers' side. However, some barriers have been identified. Small companies do not have the (financial) capacity to organise their own training programme or invest in partnerships. Also larger companies do not always find enough candidates to participate in a training. It is difficult to create sufficient scale effects within an individual company to control the training costs.

Next to that, agencies are expert in matching supply and demand but sometimes lack the knowhow concerning the provision of training. The fact that the temporary work agencies supply workers for many sectors (industrial as well as services) complicates this issue.

Finally, finding partners is not always easy as some organisations like sector federations are resilient to working with individual agencies because they do not want to set up preferential relationships with a single agency.

3.2 Initiatives at national or sectoral level

At the moment, a specific training system for the temporary agency workers has been developed in 6 EU-countries, namely France, Belgium, the Netherlands, Austria, Italy and Spain. The initiative for this was taken at national and/or sector level. The specific training system has been regulated by law(s) or collective labour agreement(s) (see Table 17).

In Belgium and the Netherlands, a specific training system for the temporary agency sector was set up by collective labour agreement, while in Italy this is regulated by law. In France, Austria and Spain, it is regulated by law and by collective agreement.

Table 17: How is the specific training provision for temporary agency workers regulated?

		By collective labour agreement	
		Yes	No
By law	Yes	FR, AU, ES	IT
	No	BE, NL	DE, CZ, FI, GR, HU, IE, NO, PO, SE, UK

Source: IDEA Consult based on questionnaire

In order to facilitate the access to training for temporary agency workers, all 6 countries decided to create a bipartiate training body. The following training funds³⁸ have been created (in order of creation date):

- In France: The FAF.TT (the Fund for Training of Temporary agency workers) has been created in 1983 and the FPE TT (Professional Fund for employment in temporary agency work) has been created in 1996.
- In Italy: The training fund Formatemp was created in 1997.
- In Spain: SINDETT was set up in 2004 by the most representative trade unions and employers' organisations in the temporary work sector.
- In the Netherlands: STOOFF (Foundation Training and Development Flexbranche) was set up in 2004 with the aim to encourage training of temporary agency workers.
- In Belgium: In 2006, the social partners of the temporary agency work sector created the VFU (Training Fund for temporary agency workers).
- In Austria: The 'Branchen-Ausbildungsfonds' (trainingfund) was created in 2007, but started to work in 2008.

The funds in France and Italy were established more than 10 years ago and can therefore be considered as more mature systems compared to the recent experiences for example in Austria.

³⁸ For a detailed description of each training fund we refer to part 3 of this report.

Strengths and weaknesses

All specific training systems created for temporary agency workers rely on a strong social dialogue in the temporary agency sector. Both the employees' and employers' organisation(s) (representing the TAW-sector) observe a need for more training of temporary agency workers and understand each other well on this theme. They supported the idea to develop a specific training system for agency workers and agreed upon by means of collective labour agreement(s). The strong social dialogue is also reflected in the fact that all training funds are bipartiate organised and managed.

A second strong point is that the role of the training funds is not limited to the provision of financial support for trainings. The value-added of the training funds lies also in the following activities:

- Development of training policies for the sector
- Scale effects in the organisation of training
- Collaboration with training centers for the organisation of demand oriented trainings
- Structural collaboration with Public Employment Services: opening and adaptation of training programmes (e.g. in Belgium), financial contributions of the PES to training fund of the TAW-sector (e.g. in Austria)
- Structural collaboration with other sectors: co-financing of training, opening of training programmes to temporary agency workers (e.g. in Belgium)
- Support to ESF-financing (e.g. in the Netherlands)
- Knowledge centre for training in many areas (eg. content of training programmes, supply of training providers, etc.)
- Stimulate collaboration within the TAW-sector (e.g. in France)

Many of these activities are not feasible to be carried out by individual temporary work agencies. Without a collective fund, they would probably not take place.

It can be concluded that the organisation of training programmes for temporary agency workers at a national and/or sectoral level creates many benefits. There are however also drawbacks possible. One of the weaknesses is that the supply of training does not always matches the training needs of the individual agencies. Given the time pressure, agencies are often only interested in short vocational trainings which can be organised in a very flexible way. The type of trainings required can fluctuate a lot, depending on the functions demanded by the user firms.

Finally, we can notice that Austria, Belgium, France, Italy, the Netherlands and Spain are the pioneers regarding specific training facilities for temporary agency workers. This however, does not imply that temporary agency workers in other countries have less training opportunities. Their situation however depends on the general vocational training system (e.g. is there a general vocational training system open for all type of workers and how well developed is it?)³⁹.

³⁹ At the moment it is not possible to shed light on the training investments concerning temporary agency workers in all EU countries. Hence, it is not possible to determine whether a specific training system for temporary agency workers increases the training investments.

4 FINANCING TRAINING PROGRAMMES FOR TEMPORARY AGENCY WORKERS

4.1 Mix of financial sources

In practice, several sources contribute to the payment of the training provision for temporary agency workers. The most important sources for the financing of training programmes for agency workers are in a decreasing order:

- Temporary work agencies
- User companies
- Public employment services
- A training fund
- European funds

From the cases it can be learned that external financial resources (from European funds, other sectors, public employment services) are in most countries currently limited compared to the financial contributions of the temporary agency sector itself. In the rest of this chapter, we focus on the financial contributions from the temporary work agencies and the ways this can be organised.

4.2 Voluntary versus compulsory contributions of agencies

Different systems (co-)exist to finance the training provision specifically targeting temporary agency workers. Agencies can (partially) finance either through a voluntary system or compulsory contributions.

In Germany no law or sectoral agreement stipulate a compulsory contribution, hence all training initiatives take place at company level on a voluntary basis.

In the other case study countries (AU, BE, FR, NL, ES) temporary agencies are obliged to contribute compulsory to the training provision for their workers (i.e. own staff as well as temporary agency workers). This does not exclude the possibility that temporary work agencies can in addition to a compulsory contribution also finance training programmes on a voluntary basis.

4.3 Different ways to organise a compulsory contribution system

In Austria, Belgium, France, Spain and the Netherlands, temporary work agencies are obliged by law and/or collective labour agreement to contribute to the training of agency workers. There are however important differences in the ways these compulsory systems are operating.

Table 18: How is the training provision for temporary agency workers financed?

	AU	BE	FR	DE	NL	ES
Contribution rate	€2,2 per FTE ⁴⁰ per month	0,5% ⁴¹ (of payroll)	0,55% - 2,15% (of payroll) ⁴²	/	1,02% + 0,1% (of payroll)	1,25% (of payroll)
Individual use of contribution	Y	N	Y	N	Y	Y
Drawing rights	N	Y	Y	N	N	N
Collective system	Y (if no individual use)	Y	Y	N	Y	Y

Source: IDEA Consult based on case studies

A first element is the compulsory contribution rate (mostly expressed as a percentage of the payroll). As is shown in Table 18, large country differences exist in this contribution rate. In some countries contribution rates also differ by size of the agency (e.g. in France).

A second differentiating element is related to the instruments used to organise the compulsory system. In practice, the following instruments are used:

- Individual use of the contribution (i.e. own choice of the agency)
- Drawing rights (i.e. each agency can refund training investments up till a given quota)
- A collective system (i.e. all contributions are collectivised and can be used by any agency)

⁴⁰ FTE: full-time equivalents

⁴¹ 0,4% in the past, it has recently increased

⁴² The contribution of temporary work agencies in France depends on the size of the agency. The minimum contribution of temporary work agencies with more than 20 workers is 2% (1,2% for training plans, 0,5% for professionalization contracts and 0,3% for individual leave for training). In addition, agencies have to pay 0,15% of their payrolls to the FPE.TT. For temporary work agencies with less than 20 workers and more than 10 workers, the minimum contribution is 1,35% of total payroll, while agencies with less than 10 workers devote 0,55% of total payroll to training. Small agencies are generally exempted of the payment to the FPE.TT.

Table 19 presents an overview of the main strengths and weakness of each of these financial instruments. Each instrument has pros and contras and that is why - in practice - many countries use a combination of these financial instruments.

Table 19: Strengths and weakness of different instruments for compulsory contributions

	Strengths	Weaknesses
Individual use	<ul style="list-style-type: none"> Demand oriented Less administrative costs 	<ul style="list-style-type: none"> Limited control on content of training, control on amount of training ? No scale effect in set-up and organisation of training No financial incentives to invest in training when enforcement of regulation is limited
Drawing rights	<ul style="list-style-type: none"> Demand oriented More control on content and amount of training Financial incentives to invest in training Possible to steer type of trainings via conditions for use of drawing rights 	<ul style="list-style-type: none"> No scale effect in set-up and organisation of training Administrative costs (especially for SME's)
Collective fund	<ul style="list-style-type: none"> Scale effect in set-up and organisation of training Concentration of knowledge ("knowledge center") Collaboration with other partners possible More control on content and amount of training Possibility to develop a training policy for the sector Less administrative costs 	<ul style="list-style-type: none"> Challenge to offer demand oriented trainings Financial means quite limited (if no partners), given current contributions

Source: IDEA Consult

5 CRITICAL SUCCESS FACTORS AND CHALLENGES FOR THE TEMPORARY WORK SECTOR

This study is the first to provide an EU-wide overview of the training provisions for temporary agency workers. Nowadays, several countries experience different systems to facilitate the access of training for temporary agency workers. Based on the analysis of 6 country cases, we can highlight some important success factors and future challenges for the temporary agency sector concerning the training provision for their workers.

Given the specificities of the temporary agency sector (e.g. short duration of assignments, triangular relationship, high mobility between different functions), it seems that the general system of vocational training needs to be adapted to match the training needs of agencies, user firms and temporary agency workers. Some common elements of the training systems set up in countries which developed a specific framework for temporary agency workers (namely AU, BE, FR, NL, ES, IT) are:

- Strong role of social dialogue and collective bargaining: A strong social dialogue in the temporary agency work sector is present in the best practice countries. Both employees and employers organisation observe a need for training and understand each other well on this theme. The sectoral social partners are also the best equipped to adapt the general/national training systems in place to the specificity of the TAW sector.
- Compulsory contributions of agencies: All best practice countries have introduced compulsory training contributions to be paid by the temporary work agencies, either by law or collective labour agreement, in order to guarantee financial investments in training.
- Development of a bipartite training fund: In the 6 pioneering countries national employer federations of temporary work agencies and trade unions set up bipartite bodies to facilitate the access to training. The role of the training fund is not limited to the provision of financial support for trainings. In most countries, the training funds also support the agencies (and the sector) in the development of training policies, selection of training providers, collaboration with other sectors, support to obtain ESF-financing, etc.

In the coming years it can be expected that more initiatives will be taken to increase the training opportunities for temporary agency workers (for instance, Luxembourg is to set up a bipartite sectoral training fund as of January 1st, 2009). Given the common interest to learn from the experiences of the pioneering countries, the analysis and dissemination of the good practices are of ultimate importance.

A second important challenge for the temporary agency sector is the collaboration with other stakeholders (e.g. other sectors, public employment services). In several countries, cooperation with the Public Employment Services already takes place. This form of private-public cooperation could be extended to other countries. On the other hand, collaborations with other sectors appear to be rather difficult to establish. It would be interesting to investigate the reasons for

these difficulties in order to allow for stronger cooperation between the temporary agency work sector and some social/training funds from other sectors.

A third challenge is to ensure that the temporary agency work sector has full access to EU-funded or national programmes aimed at promoting vocational training for workers. In some cases, this includes the necessity to adapt the funds made available to the specificity of the triangular employment relationship.

Finally, given the growing importance of training (e.g. due to shortages of labour, flexicurity debate, etc.), it will be needed to monitor the future development of the training programmes specifically dedicated to temporary agency workers. This does not only require reliable statistics on output indicators (e.g. number of training hours, number of trained workers), but also comparable information regarding the long-term impact of the training programmes (e.g. effect on the employability of the workers).

ANNEX

In the questionnaire, some information has been asked concerning the profile of temporary agency workers. The next table gives a review of all sources and year on which statistics apply for all questioned countries.

Table 20: Overview of type of source and year on which statistics apply

AU	BE	ES	FR	IT	NL
Bundesministerium Wirtschaft und Arbeit	IDEA Consult	SINDETT	Dares	Formatemp	Ecorys
2007	2003-2006-2007	2007	2007-2008	2006	2006
DE	CZ	FI	GR	HU	IE
Abschlussbericht der Social Consult GmbH Auftrag des Deutschen Instituts Zeitarbeit IW-Zeitarbeitindex BZA "Lünendonk-studie 2007 Zeitarbeit in Deutschland"	20 members association	Vuokratyöntek ijätutkimus Henkilöstöpalv eluuritysten Liiton jäsentutkimus	Greek's Company	saját	Experience of branch officials
2001-2005, 2006, 2007	2008	2008	2002	2007-2008	
NO	PO	SE	UK		
The federation	International statistics of ZAPT	n.a.	REC Annual industry survey 2007-2008 REC/BMG tracking research 2006-2008		
	2007		2007		

Source: IDEA Consult based on questionnaire

Table 21: Is there any cooperation regarding training for temporary agency workers between the temporary agency work sector and ...

	AU	BE	ES	FR	IT	NL	DE	CZ	FI	GR	HU	IE	NO	PO	SE	UK
National public employment services	Y	Y	N	Y	N	Y	N		Y	N	N		N	Y		Y
Other sectors	N	Y	N	Y	N	N	Y		N	N	Y		N	N		Y

Source: IDEA Consult based on questionnaire

Table 22: How are training programmes for temporary agency workers financed?

	AU	BE	ES	FR	IT	NL	DE	CZ	FI	GR	HU	IE	NO	PO	SE	UK
By temporary work agencies	Y	Y	Y	Y	N	Y	Y		Y	N	Y	N	Y	Y		Y
By user companies (individual payments)	N	Y	N	N	N	Y	Y		Y	Y	N	Y	N	Y		Y
By a bi- or tripartite training fund	Y	Y	Y	Y	Y	Y	N		N	N	N	N	N	N		N
By trade unions	N	N	N	N	N	Y	N		N	N	N	N	N	N		N
By other sector organisations	N	Y	N	N	N	N	N		N	N	N	N	N	N		Y
By European Funds (eg. ESF)	N	Y	Y	Y	N	Y	N		N	N	N	N	N	N		Y
By public employment services	Y	Y	N	N	N	N	Y		Y	N	N	N	N	Y		Y
By temporary agency workers	N	N	N	N	N	N	N		N	N	N	N	N	N		Y
By other means	N	Y	N	N	N	Y	N		N	N	N	N	N	N		Y

Source: IDEA Consult based on questionnaire

Table 23: What is the employment status/contract of the temporary agency workers when being trained?

	AU	BE	ES	FR	IT	NL	DE	CZ	FI	GR	HU	IE	NO	PO	SE	UK
Employment contract as a TAW	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	N	Y	N		N
Permanent contract with TAW agency	Y	N	Y	N	N	Y	Y		Y	N	N	N	Y	N		N
Temporary contract with TAW-agency	N	Y	Y	Y	N	Y	Y		Y	N	Y	Y	Y	Y		N
Training contract	N	N	N	Y	N	Y	Y		N	N	Y	N	N	N		N
Specific employment contract	N	N	N	N	N	N	N		Y	N	N	Y	N	N		N
Other	N	Y	N	N	N	N	N		N	N	N	N	N	N		Y
No contract	N	N	N	N	Y	N	N		N	N	N	N	Y	N		N

Source: IDEA Consult based on questionnaire

Table 24: In general, are temporary agency workers being paid or do they receive some benefits when they are on a training programme?

	AU	BE	ES	FR	IT	NL	DE	CZ	FI	GR	HU	IE	NO	PO	SE	UK
Yes	Y	Y	N	N	N	N	Y		Y	Y	N	Y	N	Y		N
Yes, but only partially	N	N	N	Y	Y	Y	N		N	N	Y	N	N	N		N
Yes, but only under certain conditions	N	N	Y	N	Y	N	N		Y	N	N	N	Y	N		N
No	N	N	N	N	N	N	N		N	N	N	N	N	N		Y

Source: IDEA Consult based on questionnaire

Table 25: When is the training programme usually delivered to the temporary agency workers?

	AU	BE	ES	FR	IT	NL	DE	CZ	FI	GR	HU	IE	NO	PO	SE	UK
Prior to his/her employment as a TAW	N	Y	N	N	N	N	N		Y	N	N	N	Y	N		Y
At the very beginning of his/her assignment	N	N	Y	Y	Y	Y	Y		Y	N	N	Y	Y	N		Y
At a later stage during his/her assignment	Y	Y	N	N	N	N	Y		Y	Y	Y	N	N	Y		Y

Source: IDEA Consult based on questionnaire

Table 26: Where does the training usually take place?

	AU	BE	ES	FR	IT	NL	DE	CZ	FI	GR	HU	IE	NO	PO	SE	UK
At the user firm	Y	Y	Y	N	Y	Y	Y		Y	Y	N	Y	N	Y		Y
At the temporary work agency	Y	N	Y	N	N	Y	Y		Y	Y	N	N	Y	N		Y
At a training institute	Y	N	Y	Y	Y	Y	Y		Y	Y	Y	N	N	N		Y
Other	N	N	N	N	N	N	N		N	N	N	N	N	N		N

Source: IDEA Consult based on questionnaire

Table 27: Who usually takes the initiative for the training?

	AU	BE	ES	FR	IT	NL	DE	CZ	FI	GR	HU	IE	NO	PO	SE	UK
The user firm	N	Y	Y	N	Y	Y	Y		Y	Y	Y	Y	N	Y		Y
The temporary work agency	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	N	Y	Y		Y
The temporary agency workers	Y	N	Y	N	N	N	Y		N	Y	Y	N	N	N		Y
Other	N	N	N	N	Y	N	N		N	N	N	N	N	N		N

Source: IDEA Consult based on questionnaire

Table 28: What are the main fields of training being delivered?

	AU	BE	ES	FR	IT	NL	DE	CZ	FI	GR	HU	IE	NO	PO	SE	UK
Health and safety	N	18%	6%	12%		15%	Y		Y	Y	50%	Y	10%	9%		Y
ICT, use of pc	N	12%	7%	2%	11%	8%	Y		Y	N	20%	N	20%			Y
Technical skills	Y	36%	22%	58%		16%	Y		N	Y	10%	N		2%		N
Pre-requisite and compulsory training	Y	Y		26%			Y		Y	N	10%	Y		70%		Y
Languages	N		7%			Y	Y		N	N		N	70%	12%		Y
Administrative training	N		12%		13%	15%	N		N	N		Y				Y
Sales training	N		0%	1%	8%	10%	N		Y	Y		N		7%		N

Source: IDEA Consult based on questionnaire

Table 29: What are the main difficulties being faced when developing training programmes for temporary agency workers?

	AU	BE	ES	FR	IT	NL	DE	CZ	FI	GR	HU	IE	NO	PO	SE	UK
Difficulty to find candidates for the training programme	N	N	N	Y	Y	Y	N		Y	Y	N	N	N	N		
Problems to motivate candidates for the training programme	N	Y	N	Y	N	Y	N		Y	N	N	N	Y	N		
Too many candidates that drop out	N	Y	N	N	N	Y	Y		Y	N	Y	N	N	Y		
Lack of financial means to implement the training project	Y	N	N	N	N	N	Y		Y	Y	Y	Y	N	N		
No resources available to organise the logistics of the training	N	N	N	N	N	N	N		N	N	Y	Y	N	Y		
Difficulty to identify skills needed	N	N	N	N	N	N	N		Y	Y	N	N	N	N		
Others	Y	Y	Y	Y	N	Y	Y		N	N	N	N	N	N		
Difficulty to find candidates for the training programme	N	N	N	Y	Y	Y	N		Y	Y	N	N	N	N		

Source: IDEA Consult based on questionnaire

Table 30: What are the main reasons for people to work as a temporary agency worker in your country?

	AU	BE	ES	FR	IT	NL	DE	CZ	FI	GR	HU	IE	NO	PO	SE	UK
To find a permanent job	Y	70%	33%	75%	80%	44%	Y	Y	Y	Y	60%	N	70%	Y		
To work in a flexible way	Y	56%	13%	23%		3%	Y	Y	Y	Y		N	30%	N		
To gain work experience	Y	72%	15%	22%	15%		Y	Y	Y	Y	30%	N	Y	Y		
To get information and advice in searching for a job	Y	62%		item not studied			N	Y	N	N		N			N	
To gain access to training	N	-					N	N	N	N		N			N	
To gain additional financial incomes	N	-	17%	item not studied	5%		N	Y	Y	Y		Y			N	
Had no other choices	Y	-		34%			N	Y	N	N	40%	N			Y	
Other reason	N	40%	22%	17%		51%	N	N	Y	N		N			N	

Source: IDEA Consult based on questionnaire