



EMPOWERMENT 4EMPLOYMENT

TOOLKIT FOR DECENT WORK FOR YOUTH

Improving the socio-economic situation of young people
in Moldova by empowering the youth and civil society

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Internationaal

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Context

Finding a job for Moldovan youth is a real challenge! The lack of experience and competences required on the labour market on one hand and the reticent attitude of employers on the other limit the chances of young people for decent work. Employment as such does not guarantee respect for their socio-economic rights and a decent wage. Socio-economic rights are poorly known by both youth and employers. Under these circumstances many graduates are forced to give up and emigrate.

The context requires consolidated actions; therefore we decided to join efforts in order to change the situation of young people from the Republic of Moldova.

Who we are

We are the Foundation CNV Internationala (part of CNV, Dutch trade union), the "Faclia" Association for Children and Youth and the National Trade Union Confederation of Moldova (CNSM) - three public organisations that care about the youth in Moldova and want to make a change.

For the first time in the Republic of Moldova we proposed a unique initiative of institutional cooperation. Therefore, having the financial support of the European Union, through the European Instrument for Democracy and Human Rights we jointly implemented the project called: "Decent Work for YOUth - Improving the socio-economic situation of young people in Moldova by empowering the youth and civil society".

What did we aim for?

To contribute to the empowerment of Moldovan youth and Moldovan civil society so as to improve the socio-economic situation of young people in Moldova.

We specifically aimed for 1. society and socio-economic actors to promote socio-economic rights for young people; 2. young people to find decent work more easily; 3. young people are motivated and able to represent themselves and to actively participate in Moldovan society.

Decent Work

The concept of "Decent Work" was introduced by the International Labour Organisation and is based on the idea that work is a source of personal dignity. Work ensures that people can provide for the needs of their families with respect to safety and health; work enables them to send their children to school; work also ensures income when they become ill or after they retire – work in which they are treated fairly and where their rights are respected.

The ILO's Decent Work Agenda – which is an integral part of the Decent Work concept – focuses on the following four aspects:

- promoting the basic rights of workers;
- creating suitable employment opportunities for men and women;
- improving social protection; and
- strengthening the social dialogue.

Foundation CNV Internationaal

Foundation CNV Internationaal is a part of CNV, the second largest trade union in the Netherlands.

CNV Internationaal's mission is to contribute to decent work in developing countries by applying the CNV principles of international solidarity, individual responsibility, social dialogue and pluralism.

CNV Internationaal achieves this by strengthening the position of employees in both the formal and informal economy through strong social partners and by promoting sustainability in the production chains.

Karen Bouwsma, CNV Internationaal

"The coming five years will see 213 million new entrants worldwide into the labour market – 200 million of these in developing countries. The youth unemployment ratio in these countries is over 12%, nearly three times the figure for adults. Moldova is unfortunately no exception. This project proved that we can reduce rhetorics and to actually join hands with youth and socio-economic stakeholders and to strive for sustainable changes, thus improving the lives of young people!"

"Faclia" Association

"Faclia" Association for Children and Youth is a regional youth organisation.

Faclia's mission is to contribute to improving the quality of life of young people through:

- Assisting young people in the development of their competences in order to become responsible adults;
- Providing young people with the possibility to participate and be actively involved in their own development and in the development of their community;
- Providing youth with free access to information regarding their rights, opportunities they can benefit from.

Thus, in order to facilitate personal and social development of young people and to help them achieve their potential - particularly the knowledge and skills necessary for social and economic integration - Faclia conducts various activities referring to youth participation and active citizenship, volunteering, career guidance, vocational training, support in employment and promotion of socio-economic rights of young people.

Angela Ciocirlan, "Faclia" Association for Children and Youth

"This project is a good example of efficient dialogue between all stakeholders involved in the empowerment of Moldovan youth: young people, socio-economic actors, civil society organisations and public authorities. It is important that the dialogue initiated within the project continues and extends. We believe that the issues youth face at employment, specified in

the Social and Economic Youth Agenda, will be solved step by step with the involvement of the ROST network, through advocacy activities and lobby campaigns. The lobby and advocacy activities are essential for ensuring the sustainability of the project and for specific changes in the process of youth empowerment and thus in improving their socio-economic situation.”

CNSM

National Trade Union Confederation of Moldova (CNSM) is a national cross-sectoral trade union centre that comprises national sectoral trade union federations based on voluntary principles and is independent from public authorities, parties and other political associations, employers and public organisations, is not subject to their control and is not subordinated to them.

CNSM is uniting about 500 thousand members from 27 national branch trade union organisations. Fundamental principles promoted and protected by the Confederation are democracy, freedom, solidarity, transparency, equality of rights and opportunities.

Oleg Budza, President of CNSM

“I firmly believe that the “Decent Work for YOUTH” project has achieved its objective to improve the situation of young people and to ensure the guarantee of the labour rights and interests of the young generation.

Youth are the future of the country, but, at the same time, are the least protected category on the labour market. This is why the National Trade Union Confederation will participate in any actions targeted to support them, being actively involved in promoting youth participation on the labour market, the respect for their economic rights and opportunities and to encourage their active participation in the life of the country.”



Octavian Bodisteanu, the Minister of Youth and Sports of the Republic of Moldova

“Active citizenship and participation of youth in all the fields of life - economic, political, cultural - are one of the key elements of a democratic society. The Ministry of Youth and Sports always supports the initiatives directed at raising the rate of youth participation and diversification of the economic opportunities for them.”

Project Summary

As is written in Article 23 of the Universal Declaration of Human Rights, “everyone has the right to work, to free choice of employment and to just and favourable conditions of work and to protection against unemployment. Everyone (...) has the right to equal pay for equal work. Everyone who works has the right to just and favourable remuneration ensuring for himself and his family (...)”.

Youth has been disproportionately affected by the global crisis. Youth unemployment increased significantly and job creation is weak. In order to fight this situation it is important to empower Moldovan youth to ensure they are able to improve their socio-economic rights. Also, it is important to strengthen Moldovan civil society so it can help the youth in representing themselves and in finding decent work.

The overall objective “To contribute to the empowerment of Moldovan youth and Moldovan civil society so as to improve the socio-economic situation of young people in Moldova” highlights the fact that both young people themselves, as well as civil society, can influence the improvement of the socio-economic situation of youth in Moldova.

When socio-economic rights of young people are respected, their socio-economic situation will improve. It is important not only to empower civil society to stand up for these rights but also to empower youth themselves so they are more capable to fight for their own rights.

This way of thinking is reflected in the specific objectives:

1. Civil society and socio-economic actors promote socio-economic rights for young people;
2. Young people can more easily find decent work;
3. Young people are motivated and able to represent themselves and to actively participate in the Moldovan society.

The specific objectives of the project focus on making important steps towards the improvement of the socio-economic rights situation for youth in Moldova by building capacities of Moldovan youth and Moldovan civil society.

The project has several key stakeholder groups. The local partners are highly motivated and dedicated to the project. They perceive the action as crucial for the further improvement of the situation of youth in Moldova. During the preparation of this action several focus group discussions were held with young people. The discussions made clear that young people have a very pessimistic view on their life and socio-economic future in Moldova.

If these young people are not given an opportunity for a decent job and to see their socio-economic rights as a reality, they will make the same decisions as their parents and leave the country. At the same time these young people are eager to find out more about their rights, and especially how to put them into practice. As for the socio-economic actors and CSOs – they are eager to cooperate as this gives them the opportunity to widen the scope of their youth-related work and/or gives them practical tools to reach youth.

The project concentrated the activities in 4 regions:
Falesti, Ungheni, Calarasi and Causeni.

Beneficiaries of the project:

- Young people, including disabled, between 16 and 30 years old from the regions of Ungheni, Calarasi, Falesti and Causeni;
- Socio-economic actors and civil society organisations from the regions of Ungheni, Calarasi, Falesti and Causeni.

RESULTS

Objective no 1. of the project

“Civil society and socio-economic actors promote socio-economic rights for young people” is ensured by the following results:

The situation of young people in the target regions, their attitude towards work and employment opportunities improved due to the implementation of the project “Decent Work for YOUth - Improving the socio-economic situation of young people in Moldova by empowering the youth and civil society”. Thus, objective no. 1 – “Civil society and socio-economic actors promote socio-economic rights for young people” – brought the following results:

- 11 people with experience and authority in the field of youth or employment (representatives of project partners and decision-making actors such as ministries, international organisations, youth organisations) contributed to promoting socio-economic youth rights, as members of the project’s Steering Committee. The members of the Steering Committee have included the socio-economic rights as a priority in the policies developed by the organisations they represent. Also, the Committee has increased collaboration between various relevant institutions involved in improving the socio-economic situation of young people in the Republic of Moldova.



Steering Committee

The Steering Committee was created with the purpose of ensuring successful project implementation by monitoring and coordination of the project at strategic and national level. The Committee ensures intersectoral collaboration in order to achieve the objectives of the project and ensure project sustainability.

Steering Committee components:

- CNV Internationaal Foundation, the Netherlands;
- “Faclia” Association for Children and Youth;
- National Trade Union Confederation of Moldova;
- National Confederation of Employers in Moldova;
- Ministry of Labour, Social Protection and Family;
- Ministry of Youth and Sports;
- Ministry of Education;
- Labour Inspection;
- International Labour Organisation;
- National Youth Council of Moldova;
- A youth representative.



Since I am employed I feel happy, useful, respected; I know my value and know how to protect my rights.



GALINA RADU

30 years old, a young woman assisted by the outreach assistant in Causeni

- Young people received guidance on employment-related issues at regional level. 24 young individuals have been counselled and helped in improving their socio-economic situation by the 4 Regional Project Advisory Committees, formed by representatives of local socio-economic actors and representatives of regional civil society organisations.

Employment Has Changed Her Life

Galina has a 7-year-old little girl. In March 2013 she was in a difficult situation and requested the assistance of our team. Besides the many difficulties faced by her (conflicts in her marriage, ineffective communication with the extended family of her husband) Galina was not employed.

Though she was busy doing the housework, these efforts were not appreciated by the family members and Galina stayed financially dependent on her husband.

Following the counselling provided, Galina regained self-confidence; she learnt new skills such as how and where to look for a job and how to negotiate during the job interview. Today this beneficiary of the project is legally employed as a saleswoman at one of the most popular grocery stores in town; she is respected by the employer for success at work.

- Socio-economic rights of young people are known and promoted by 60 representatives of socio-economic actors and civil society organisations from the 4 regions, trained within the programme “Decent Work and socio-economic rights of youth”

Programme “Decent Work and socio-economic rights of youth”

The training programme on Decent Work and socio-economic rights of youth is focused on familiarizing the representatives of socio-economic actors (trade unions, employers’ organisations, specialists in the area of youth, employment, local public authorities) and of the civil society organisations with the Decent Work concept, Decent Work agenda, and socio-economic rights of youth in the direction of their further promotion.

- The Mobile Team formed by 24 young volunteers informed over 8000 young people, representatives of socio-economic actors and civil society organisations from the regions of Ungheni, Calarasi, Falesti, Causeni and Transnistrian region about the socio-economic rights of young people.

- Lobby and advocacy activities for ensuring socio-economic rights at regional level are conducted by representatives of socio-economic actors and civil society organisations from the 4 regions. They were trained within the programme on “Lobby and advocacy in the field of Decent Work and socio-economic rights of youth”.

Programme “Lobby and advocacy in the field of Decent Work and socio-economic rights of youth”

The training programme is focused on familiarizing the representatives of socio-economic actors (trade unions, employers’ organisations, specialists in the area of youth, employment, local public authorities) and of the civil society organisations with the concept of lobby and advocacy and conducting advocacy campaigns and lobby actions.

- Newly gained lobby and advocacy experience and good practices are applied in the Republic of Moldova thanks to the study visit to CNV in the Netherlands in which 10 young people from the 4 regions had participated.
- Young Moldovans know and claim their rights as a result of the information campaign conducted in local, regional and national media.

Objective no. 2 of the project

“Young people can find decent work more easily” is ensured through the following results:

- The causes of the discrepancies between education and requirements of the labour market have been studied and analysed within the research “The discrepancies between education and labour market requirements 2013”, offering recommendations for actors involved.
- 40 young people developed and use their leadership skills within the “Active Citizen – Budding Leader” summer school. This programme has been developed with the financial contribution of the Ministry of Youth and Sports of the Republic of Moldova.

Programme “Active Citizen – Budding Leader”

The programme is focused on developing the skills of young people: leadership, efficient communication, teamwork and decision-making. The programme intends to empower young people to identify their own personal qualities, to know the qualities and values of their peers, to identify goals and types of communication, conflict solving, to identify the importance of interpersonal relationships and qualities that contribute to their consolidation, to develop negotiation skills, analyse risks and promote responsible decisions in the community and to create personal development plans.



- 240 young graduates increased their chances of finding decent jobs after participating in the programme “Development of personal and professional skills of young people”

Remained to Work in the Country

At the meeting of the Advisory Council from Causeni, Nina presented her case where her right to start a business was violated, especially concerning the land that was offered to her in order to build the facilities for her hairdressing salon. Being concerned with solving the case, Nina paid less attention to personal and professional development.

She understood that in order to develop a successful business more knowledge and information is needed. When she found out about the programme on “Development of personal and professional skills”, Nina decided to participate. After this training she became more confident and stronger. Successful examples presented within the training impressed her and gave her an impulse to act. She learnt how to evaluate the local market, how to monitor customers daily and what methods of business promotion to apply. She understood that the place where her hairdressing salon is located is very good and she started to reflect more on the quality of her services and watch what her competitors are doing.

Currently, Nina successfully manages her hairdressing salon and the number of customers of the business has doubled since 2012. The owner plans to extend the range of services, creating jobs for young professionals.



This programme motivated me to stay at home, not to emigrate to another country, where I would have had to work illegally. I want to stay in Moldova and build my future here.

NINA CAPATINA

23 years old, beneficiary of the programme "Development of personal and professional skills"


- In order to help young graduates or future graduates find the studies or work area suitable for them, 16 civic education teachers and school psychologists have been trained on career guidance, becoming trainers in this field.
- 400 young individuals uncertain about their career perspectives received the answers they were looking for during their participation in the “Career guidance of young people” programme.

She Chose the Right Career

Aliona was in her final year and was not sure where to continue her studies. On the one hand she was thinking of selecting a profession that she likes, related to people’s development, or, on the other, to choose a profession that is more in demand on the labour market and which would give her greater employment opportunities. When she read the announcement about the “Career Guidance” programme she knew that she should participate.

The programme has helped her collect her thoughts, to learn to assess her capacities and to understand factors on which her future career depends. Tests and given examples, especially the “scale in career development” helped her make a career-related decision. Now Aliona is a first-year psychology student and is very pleased with her choice, because she likes to get to know people, to help them discover their own personality. This project was not just decisive for her future career, but it is helpful in her personal life too.

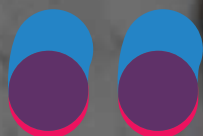
Aliona has big plans for the period after graduation; she wants to help other young people like her to discover their career opportunities.



I really want to help young people who have not determined which speciality to choose, because actually almost every graduate is facing this problem.

ALIONA BUSLOVA

19 years old, beneficiary of the "Career Guidance" programme



Objective no. 3 of the project

Young people know their socio-economic rights better and they are more motivated to get involved, having an important social role. This way, objective no. 3 was reached – “Young people are motivated and able to represent themselves and to actively participate in Moldovan society” with the following achievements:

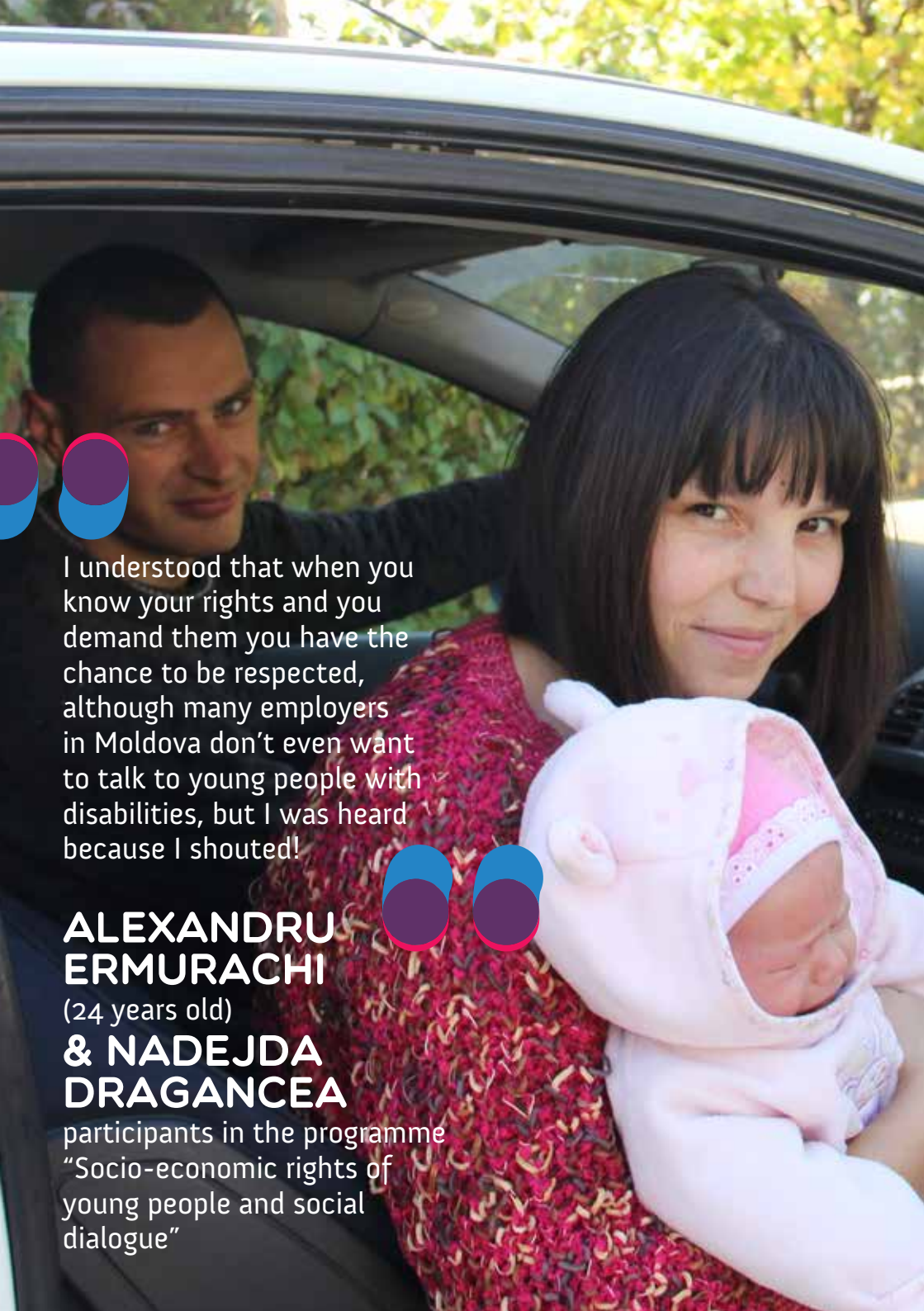
- The research on “Current situation in the area of socio-economic rights of young people 2013” revealed all the aspects of the situation of young people from the Republic of Moldova, pointing out action directions for improving the situation.
- In order to defend the rights of young employees in an efficient way and to react promptly in cases of violations of these rights, 160 trade union members and leaders, as well as interested young people have been trained within the programme on “Socio-economic rights of young people and social dialogue”. This programme has been developed with the contribution and expertise of the National Trade Union Confederation of Moldova.

Equal Employment Opportunities for Young People

Alexandru is a young optimist and knows how to make himself heard. He works as a driver: brings bread from Chisinau and distributes it to different stores. He is proud that he has recently become a father, but only a few people know how this young man struggles for existence and to support his young family. Half a year ago Alexandru was desperately looking for a job and he was ready to do any physical work, even though he moves with much more difficulty than other young people, being moderately disabled.

He wanted to be more informed about employment options and he was very glad when he was invited to activities where young people were involved. Alexandru had participated in a training course on socio-economic rights and social dialogue together with his wife, who recently gave birth to a baby girl and is currently on maternity leave. For the future she dreams to take their daughter to kindergarten and to start a family business. She graduated from a masseur training course organised by the “Faclia” Association. She is convinced that everything that has happened was for the better and that it is important to think positively.

The young couple talk about life wisely and maturely and they encourage all their peers to be active, to start a family, to enjoy children and at the same time to find decent jobs and to achieve their professional potential.

A photograph of a man and a woman sitting in the front seats of a car. The man is on the left, looking towards the camera. The woman is on the right, holding a baby wrapped in a pink blanket. The car's interior and window are visible. There are decorative circular graphics in purple and blue on the left side of the image.

I understood that when you know your rights and you demand them you have the chance to be respected, although many employers in Moldova don't even want to talk to young people with disabilities, but I was heard because I shouted!

**ALEXANDRU
ERMURACHI**
(24 years old)
**& NADEJDA
DRAGANCEA**

participants in the programme
"Socio-economic rights of
young people and social
dialogue"



Now more young people from both sides of the Nistru River know that they have socio-economic rights. They know that the employment contract and social package is very important. Moreover, they know that there is a network of young people through which they can exchange good practices and ideas with their peers from various regions.

IULIA TODICA

18 years old, Transnistria, participant in “Active Citizen – Budding Leader” summer school, member of the mobile team, has contributed to the creation of the “cross-border” network of youth

Nistru Banks United Through Young People

After participating in the programme, Iulia has been involved in mobile team activities and contributed to identifying young people in her region that are interested in the project. She participated in awareness campaigns for youth by organising various activities to promote socio-economic rights through the “cross-border” network of youth: information campaigns, meetings in Causeni and Bender and dissemination of leaflets on the left side of the Nistru River. Together with her colleagues she created a communication platform so that the message is heard by many peers. Iulia continues to be active within the mobile team in order to promote socio-economic rights of young people.

- Young people from the 4 regions experiencing a violation of their socio-economic rights can ask for counselling at a dedicated office. 8 young lawyers participated in the programme on “Socio-economic rights in practice”, becoming Youth Advocates in the project regions.
- Young people from both banks of the Nistru River cooperate in order to exchange experiences and best practices through the Youth Network POD – Partnerships Oriented towards Development, created within the project.

Decent Work for Artists

Alexandru is “in love” with the work he does: he has a great imagination and he expresses with his pencil human states which sometimes cannot be expressed even in thousands of words. He is a caricaturist, drawing since childhood, but after graduating from the Faculty of Fine Arts he had not found a paid job. Then he went to work abroad with his wife, Olga. There they worked illegally being forced by circumstances to work hard, work that did not relate to art. They missed their country, so they decided to return home and use Alexandru’s talent.

They started with exhibitions on social topics, organised at regional level, and then they received small orders such as caricatures made at parties. Today Alexandru and Olga create exceptional artworks in order to transmit important messages to the greater public.

Olga and Alexandru think the same way - they analyse the topics for the caricatures together. The two have participated in the launch of the “Decent Work for YOUth” project, and the topic intrigued them afterwards when faced with various (not decent) job situations. Then they proposed to create a series of caricatures in order to make employers and employees aware about their roles in work relationships. Thus, special caricatures have been created in order to show respect and neglect of socio-economic rights in practice. The works will be exhibited in other regions of the country as well, in order to promote the concept of ‘Decent Work for YOUth’.

In Moldova it is possible to grow professionally and it is possible to find a well-paid job because good specialists are always in demand and appreciated in all areas.

We must always pursue and look for new things, thus we will use all our chances for a prosperous future. For those who still do not have a good job - don’t forget that you can create that job yourself, and here entrepreneurship is a wonderful solution. Everything is in our hands.

It's too easy to run and hide from reality somewhere in foreign countries, to work illegally without any perspective, but we forget too soon where we were born, studied and always hoped for a prosperous future. But to run from reality is not a suitable solution.

ALEXANDRU
(30 years old)
& OLGA
PLACINTA
young entrepreneurs



RESEARCH & RECOMMENDATIONS

Added value that young people bring to companies

The differences between the expectations of the employers and the training level of young people reduce the chances of young people for employment and thus the unemployment rate of youth remains higher than the one for other age categories.

Many barriers affect the willingness of young employers to take into account young candidates, as employers are first of all worried about the productivity potential of young graduates and their lack of work experience.

On the other hand, aspects of the future employee are extremely important for applicants and some requirements of companies, among which illegal ones, make young people dissatisfied.

At the same time, young employees bring obvious benefits to employers: a number of professional competences as well as beneficial youth values, attitudes and behaviours. In order to take advantage of the potential of young people and to create within a company an environment for functioning and sustainable development, there is a need for reorganisation and adjustment of the company's youth perspective.

Reasons to hire young people (beneficial youth values, attitudes and behaviours):

- they have advanced computer skills;
- they use new technologies, especially informational ones;
- they know foreign languages;
- they show an increased capacity to learn;
- they are more flexible to the requirements of the employer;
- they easily adjust to changes;
- they show creativity, non-conformism, challenge the status quo;
- they express innovative ideas on development of opportunities;
- have the energy that is necessary in order to implement innovative approaches.

Aspects of attractive youth employers are employers who:

- offer perspectives for career growth;
- offer stability to employees;
- have a good company reputation;
- offer a competitive salary;
- show responsibility towards employees;
- have future perspectives of the company;
- value professionalism among colleagues and superiors;
- create a positive environment within the team.

Recommendations:

For youth:

- Involvement in activities which promote personal skills and abilities development;
- Performing volunteering activities for accumulating experience;
- Know your socio-economic rights;
- Benefit from the career guidance services offered by various organisations.

For employers:

- Maintain a dialogue with the educational institutions in order to contribute to narrow the labour market gap;
- Initiate volunteering and traineeship programmes;
- Adjust management practices to the legal framework, to values and expectations of young people and to efficient and innovative practices in the field.

For educational institutions:

- Maintain the dialogue with the companies and employers' organisations in order to contribute to narrowing the labour market gap;
- Develop extracurricular projects such as vocational skills training and personal skills development.

For trade unions:


- Lobby for promoting decent jobs for youth;
- Involvement in activities meant to develop additional competences of young people.



Young people bring to the company energy, desire to create and the enthusiasm that every company needs in order to grow. A young employee integrates easily, communicates efficiently and has valuable initiatives that we welcome. Clients are attracted by a young and energetic team and this represents a big advantage over competitors.

VASILE GROSU

35 years old, employer,
owner of a shop, Ungheni



The study “Added value that young people bring to companies” conducted within the “Decent Work for YOUth - Improving the socio-economic situation of young people in Moldova by empowering the youth and civil society” project.

The full version of the study is available on the website of the project: www.muncadecenta.md

Young Employees – a Competitive Advantage

Vasile Grosu is one of the employers who are open to candidates with no experience but who offer a lot of enthusiasm. All of his employees are young and one of them is a person with special needs. The employees are very satisfied with the fact that their employer is friendly and that they have a cheerful, young and consolidated team.

The young employees say that in the beginning they had a trial period for learning and that this period offered them the possibility to adapt to and understand the requirements for the job so that it would be easier later.

All employees are legally employed, with employment contracts, the salaries are fully and officially paid and the contracts are discussed and negotiated with the employer. Vasile Grosu could serve as a role model for other employers when it comes to employers motivating youth and employing them.

Discrepancies between education and labour market demands

Graduates of higher, medium speciality and secondary education institutions face difficulties in employment as their specialties are not required on the labour market or the level of professionalism and competences of youth do not match the requirements of the position.

The gap between the demand on the labour market and the supply of young candidates is due to outdated educational programmes, no real dialogue between educational institutions and businesses, lack of professional training opportunities and professional guidance.

- study programmes are highly theory-based;
- study programmes are not adapted to modern technology;
- underdeveloped mechanisms of interaction of educational institutions with businesses;
- serious insufficiency of continuous professional training opportunities;
- lack of professional career guidance services;

This fact affects not only the competitiveness of companies and young people's employment

possibilities, but also the general situation of young people – fresh graduates of vocational education, medium and higher institutions.

Criteria for selection of employees:

- Work experience in the field - 81%
- Professional skills - 71.4%
- Responsibility in doing the job - 61.9%
- Professional competences in identifying and solving problems - 61.9%
- Education - 57.1%
- Recommendations from professionals - 42.9%
- Additional studies confirmed by certificates - 38.1%
- Recommendations from acquaintances, relatives, etc. - 23.8%

Causes of discrepancies between education and labour market requirements:

- study programmes are highly theory-based;
- study programmes are not adapted to modern technology;
- underdeveloped mechanisms of interaction between educational institutions and businesses;
- serious insufficiency of continuous professional training opportunities;
- lack of professional career guidance services;

Necessary changes contributing to narrow the labour market gap:

1. To review the curriculum of the vocational training institutions;
2. Increase the qualification level of the teaching staff;
3. Modernise the materials and technical basis in vocational training institutions;
4. Intensify the opportunities for organising internships for pupils and students;
5. Create legal conditions in order to facilitate collaboration between institutions.

Options for collaboration between employers and educational institutions:

1. training specialists by the vocational training institutions based on the forecasts of employers;
2. monitoring schools by companies in specific areas;
3. upgrading courses for teaching staff within private companies.

The study “Discrepancies between education and labour market demands” was conducted within the “Decent Work for YOUth - Improving the socio-economic situation of young people in Moldova by empowering the youth and civil society” project.

The full version of the study is available on the website of the project: www.muncadecenta.md


Volunteering Experience Counts

Ludmila graduated from the Pedagogical College “Alexandru cel Bun” in Calarasi and was looking for a job. Everywhere she went she got the same answer: “You are young and you don’t have experience”. She submitted her CV to many organisations but didn’t get a reply and wasn’t invited to interviews.

While studying Ludmila volunteered for an organisation promoting a healthy lifestyle. It happened that at the right time there was a vacancy within this organisation.

In the summer of 2013 Ludmila participated in the summer school organised within the project and as she said, she understood how an efficient team works and after participating in the programme on “Development of personal and professional skills” Ludmila knew how to benefit from this offer, presenting her advantages in the most favourable way. Thus she succeeded in getting the position, was hired and has a career in her field of knowledge.

Currently Ludmila is a member of the Advisory Committee in Calarasi, representing youth, and is continuously involved in promoting socio-economic rights of youth through the ROST network.



I counted on my volunteering experience that got me this job. I am very pleased with my job: this is my new home and my colleagues have become my friends.

LUDMILA IACUBOVSCII

20 years old, participant in the “Career guidance of young people” programme.

Current situation in the area of socio-economic rights of young people in 2013

After graduating from educational institutions, the majority of young people do not succeed in finding a job. In urban areas young people have more employment opportunities compared to those from rural areas. Those who find a job face various obstacles and many graduates are forced to emigrate.

Even if lately there are significant efforts towards adjusting Moldovan legislation to international standards, many categories remain unprotected, especially youth. Their right to a salary, to work time, to safety and health are violated. The Country Programme on Decent Work 2012-2015 aims to change the situation through better governance of the labour market, promoting decent work and a better social protection system.

Young people in the country, especially those from the regions of the project – Ungheni, Calarasi, Falesti and Causeni – still do not feel the effects of these measures. They mention numerous violations of socio-economic rights in their relations with employers. At the same time young people cause some difficulties especially because

they do not understand that their qualification level does not match the requirements of the position, the situation on the labour market or employment opportunities.

After graduation young people:

- immediately find a job - 22%
- leave to work abroad - 17.7%
- do not find a job - 57%

Difficulties faced by youth in employment:

- proposals to work without a contract;
- requirements for additional unpaid work;
- political discrimination;
- lack of fair remuneration systems;
- requirements for professional experience;
- lack of work equipment.

Recommendations:

For educational institutions:

- develop additional competences (communication, negotiation, problem-solving, etc.)
- practical vocational training;
- information activities about benefits of legal employment;
- optional entrepreneurship courses.

For trade unions:

- strengthen collaboration with educational and youth institutions;
- activities for understanding legal rights.

For employers' associations:

- reduce staff turnover by respecting socio-economic rights of young employees;
- disseminate information about socio-economic rights among employers and employees;
- joint activities with decision-makers in order to change the legal framework.

For youth:

- involvement in activities for developing more skills;
- gain experience through volunteering.





Since we have been working for ourselves, we understood that it is better to be your own master in the village than to be the last in a city.

OXANA

(25 years old)

**AND SERGHEI
BREAHA**

young people counselled by
the outreach worker

They Have Created Their Own Jobs

Despite the fact that about 70% of all young families have at least one family member working abroad, Oxana and Serghei Breahna both still live in Moldova, in a village, and have two children.

After graduation, the two young people were very proud to have returned to their village. But their studies didn't result in employment in their home village - Oxana graduated as a programmer and Serghei specialised in telecommunications.

They had no choice but to start working in their parents' store, as a shop assistant and supply delivery driver.

It was the "Decent Work for Youth" project that motivated them to work with dedication, regardless of the circumstances. After participating in the celebration of Decent Work Day, organised within the project, they were assisted and encouraged to make the business started by their parents increasingly profitable.

Today the store has become their second home, where Oxana and Serghei work all day long. Each item offered for sale is rigorously analysed by the young people according to the market demand, as they have good knowledge of the laws of supply and demand.

Thanks to the progress achieved and to their growth in profits, the couple has recently modernised their house and they have even been invited to be wedding godparents. They are convinced that if you work hard and have a definite goal, you can create your own job; you just have to be self-confident and responsible.

Current situation in the area of socio-economic rights of young people 2013 conducted within the "Decent Work for YOUth - Improving the socio-economic situation of young people in Moldova by empowering the youth and civil society" project.

The full version of the study is available on the website of the project: www.muncadecenta.md

PROJECT CONTINUITY

A project of such magnitude as “Decent Work for YOUth” cannot end without specific “products” that will ensure its continuity. After all project activities are completed, the structures created within the project will continue to function to ensure that socio-economic rights of young people are promoted.

The first and most sustainable result is ROST – the Network of organisations promoting and respecting socio-economic rights of young people in the Republic of Moldova. This national network will promote socio-economic inclusion of young people and will facilitate social dialogue through the Youth Action Plan created for 2014-2016.



ROST network

ROST (the network of organisations for promoting socio-economic rights of young people of the Republic of Moldova) is a non-judicial cooperative founded on 22 January 2014, for the purpose of developing youth policies pertaining to promoting and observing socio-economic rights of young people at regional and national levels.

Members of the network are 27 civil society organisations, public and private institutions preoccupied with youth matters, that agreed to work together in order to share actions and results, provide mutual information and support, develop partnerships and facilitate the exchange of best practices.

Strategic objectives of the ROST network are:

- 1: To reinforce the institutional framework of the ROST network;
- 2: To enable young people from the regions to know and demand their socio-economic rights;
- 3: To adapt the regulatory framework of the labour market to the needs of young people.

- After studying the difficulties young people encounter when trying to integrate into the labour market, the ROST network created the Social and Economic Agenda for YOUth – a set of measures and recommendations intended to ensure the socio-economic welfare of young people of the Republic of Moldova.

Social and Economic Agenda of the YOUth

The Social and Economic Agenda for YOUth addresses the public, decision-making actors, as well as youths who want to choose a profession or to advance in their job. This intervention document has been drafted at the initiative and with the contribution of young people, socio-economic stakeholders (trade unions, employers, local authorities, specialized public institutions), representatives of civil society organisations in the 4 districts of Moldova (Ungheni, Făleşti, Calarasi and Căuşeni) and the Transnistrian region, involved in project activities related to “Decent Work for YOUth - improving the social and economic situation of young people in Moldova by empowering Moldovan youth and Moldovan civil society.”

By promoting the Social and Economic Agenda for YOUth, ROST aims to enhance the processes related to the mobilization of social and economic stakeholders (ministries, trade unions, public authorities, employers, institutions specializing in education and employment) for their involvement in ensuring the social and economic rights and guarantees for youth and solving the actual problems they face.

The Social and Economic Agenda for YOUth proposes the following intervention areas:

1. Intervention area Socio-economic rights of young people

Recommended actions:

- Include the module on socio-economic rights and the mechanisms of their implementation in the civic education subject;
- Motivate young people to become union members in order to promote and protect the rights and socio-economic interests in the workplace;
- Create specialized consultancy and assistance services for youth with respect to socio-economic rights;
- Develop lobby and advocacy training programmes for young people and socio-economic actors;
- Create and develop networks and “umbrella” organisations for the promotion of socio-economic rights of young people.

2. Intervention area Personal competences of young people

Recommended actions:

- Create mechanisms for ensuring quality in non-formal education;
- Develop and implement educational programmes aimed at developing life skills of children and youth;
- Develop and provide non-formal education programmes oriented towards personal development and key competences;
- Create and implement projects to involve

young people in volunteering activities, and in political, economic and social life;

- Promote mobility programmes for youth;
- Promote entrepreneurial education among young people and develop their entrepreneurial spirit;
- Create the mechanism for implementing the Law on volunteering.

3. Intervention area

Professional competences of young people

Recommended actions:


- Extend the scope of providing career guidance, counseling and employment services for graduates;
- Optimize labour market forecasts on the medium and long term;
- Create the national framework for ensuring quality in vocational training;
- Change the curricula in order to increase the number of practical activities within the professional training of young people (at least 25% of the total educational activities);
- Develop the mechanism for involving companies in adjusting curricula to current labour market requirements;
- Develop the regulatory framework and promotion of appealing forms of education;
- Develop occupational standards according to the needs (rigors) of the labour market, implying the participation of the private sector;
- Modernize the material and technical base of educational institutions;
- Develop personal and professional training programmes in the workplace (mentoring, tutoring, coaching and continuous training).

4. Intervention area

Civic and social dialogue

Recommended actions:

- Improve labour inspection activities - safe and secure work;
- Offer fiscal facilities for young entrepreneurs;
- Create the legal, institutional and financial framework for developing social economy;
- Provide fiscal facilities for companies that employ young specialists;
- Increase employers' awareness regarding providing equal opportunities for young people and respecting the principles of decent work for young people;
- Increase employers' awareness regarding recognition of the skills, knowledge and competences acquired by employees through non-formal and informal learning;
- Increase employers' awareness regarding recognition of the internship performed by youth during their years of study as work experience in the field;
- Improve child labour monitoring activities as contained in the National Action Plan for the prevention and elimination of the worst forms of child labour;
- Strengthen civil and social dialogue in order to facilitate communication and coordination of joint activities of socio-economic stakeholders (trade unions, employers and public authorities) and civil society aimed at contributing to socio-professional integration of youth;



Women, especially young women, can influence a community's way of thinking. Thus, promoting values such as equal opportunities and related to women's rights generates impact results and over time it produces the much needed social reforms.



EUGENIA ROTARI

30 years old,
member of
the ROST
network



Women Bring The Change

Eugenia works for the Ungheni District Council and is a member of the “The women for the future” NGO that promotes women’s rights. During the project Eugenia participated in the training provided to socio-economic actors from the 4 regions in which she learned how to plan and organize lobby and advocacy activities.

In the organisation’s activities plan she included information activities for women with respect to socio-economic rights. She organizes meetings with women from rural areas in order to inform them about the importance of knowing and advocating their rights in labour relations.

She helped develop the ROST strategy and action plan for 2014-2016 and believes that socio-economic actors in the regions (public institutions, representatives of civil society and business representatives) need to increase their capacities and adopt a multisectoral approach.



A Mobile Team has been created to promote socio-economic rights of young people in the project's 4 regions. These trained young volunteers conduct information activities for youth and the Mobile Team will continue its mission over the coming years as well.

Mobile Team

The Mobile Team consists of 24 energetic young people, who are training within the project entitled "Decent Work for YOUth - improving the social and economic situation of young people in Moldova by empowering Moldovan youth and Moldovan civil society" and who joined forces in order to improve the socio-economic situation of young people of Moldova by offering them extensive information on their right to a decent job.

Mobile team members promote and support volunteering activities and civic activism that ensures personal development, increased self-confidence and development of young people's leadership skills.

The activity principle of the Mobile Team is peer-to-peer education by organizing various non-formal activities for peers. All activities are meticulously prepared, structured and planned, with learning objectives that develop skills and change young people's attitude. The activities of the mobile team take place in high schools, gymnasiums, local NGOs, youth centers and summer camps in 4 project regions – Ungheni, Calarasi, Fălești and Căușeni.


From Student To Volunteer

Mariana heard about volunteering from a colleague in the College of Medicine, who told her how interesting and useful her time is when she is involved in various activities of the "Facția" Association. The young girl approached the Association and asked timidly if she could be a volunteer. Though she did not know exactly what the role of a volunteer entails, she knew she had to develop self-confidence, rid herself of her timidity and develop leadership skills.

Because she wrote in her motivation letter that she wanted to develop her skills and participate in outreach activities among peers, Mariana attended the training course for future members of the Mobile Team. There she learned how to draft a plan, how to plan and organize an information activity, and how to evaluate results.

Understanding what decent work means, she helped to organize 12 awareness raising activities for both young people and employers. She also managed to popularize the subject in the institute where she studied and Valeriu Jordan, the principal of the College, said that Mariana's presentation on socio-economic rights of youth is recommended for class masters and for the use of civic education teachers for educational classes and that he supported the implementation of an information stand within the College.

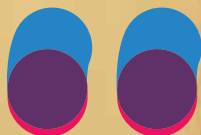
Mariana has informed over 350 peers and is currently a student at the University of Medicine.



I will continue volunteering in various youth organisations, because experience gained in project activities should be shared with as many young people as possible.

MARIANA NICA

19 years old, member of the Mobile Team, volunteer at the "Faclia" Association



Young people from the regions of Ungheni, Făleşti, Calarasi and Căuşeni are more protected now because the Youth Advocates, lawyers between the ages of 24 and 30 who were trained within the “Socio-economic rights in practice” programme, are ready to act in cases of socio-economic rights violations during the hiring phase or during employment. The specialised services and friendly approach have earned the trust of the youth in the regions and the Youth Advocates plan to extend the scope of issues to be solved.

“Socio-economic rights in practice” Programme

The “Socio-economic rights in practice” programme is an inventive learning opportunity for motivated young people from the regions of Ungheni, Calarasi, Făleşti and Căuşeni.

The objective of the programme is to develop the skills of 8 young people from the regions in the field of socio-economic rights and to create the “Youth Advocate” community service.

“Youth Advocates” are currently involved in identifying and solving cases concerning violations of rights in work relations and in basic legal counseling for young people in the 4 regions.

He Proved His Skills

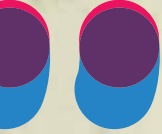
In 2009 Vasile joined the Job Finding Club to learn how to conduct himself in the presence of employers, as he had been job hunting for quite some time. He was assisted by the Faclia Association while looking for a job. Together with the activists from the organisation, Vasile looked for opportunities through advertisements in the local newspapers, info stands in town, and the employment office, but lawyers weren't needed.

When Ungheni town hall published a vacancy for a lawyer on its website, Vasile was up to the challenge. He presented himself very well during his interview and his new CV was drafted in europass format. Although the job didn't pay much, he was tremendously happy that he was offered the position, considering he has a speech impediment and some employers did not have the patience to listen to what he has to say.

Today, Vasile is a lawyer at Ungheni town hall and is respected by the mayor and his colleagues.

He represents the Town Hall in court, drafts acquisition contracts and other documents according to the law. His salary has been raised so that Vasile can afford to travel daily from his native village to work in the city.

Vasile is the founder of an NGO in his village and he wants to develop information and counseling services for youth. This is why he decided to participate in the “Socio-economic rights in practice” programme; he wanted to become a Youth lawyer and offer legal counseling in the field of socio-economic rights of young people.



Disabled young people are not considered potential employees. In order to have a chance they need to develop their technical and practical skills. This is why I promote the idea of developing the legal framework for on-the-job training through apprenticeship.

VASILE GAVIUC



29 years old, participant in the “Socio-economic rights in practice” programme, Youth Advocate on labour related matters.



TEST

Employee or Employer / Entrepreneur

If you are looking for a job, you might like to consider the option of starting your own business. The test below can help you decide whether entrepreneurship is a viable option for you.

This test contains 50 statements about the common qualities of successful entrepreneurs. Read each statement to determine whether you can identify with it or not. If the statement applies to you, circle the appropriate number in the "True" column. If the statement does not apply to you, circle the number in the "False" column.



| STATEMENT | TRUE | FALSE |
|--|------|-------|
| I often exaggerate | 1 | 2 |
| I persist in challenges | 2 | 1 |
| I can be assertive if necessary | 2 | 1 |
| I need people around me when I work | 1 | 2 |
| I don't consider myself a person that can be led | 1 | 2 |
| I am well organised | 2 | 1 |
| I have extensive knowledge of sales and marketing | 2 | 1 |
| I can multitask | 2 | 1 |
| I am not a good writer | 1 | 2 |
| I am easily frustrated | 1 | 2 |
| I am creative | 2 | 1 |
| I assume risks | 2 | 1 |
| I frequently do not trust my own instincts | 1 | 2 |
| I like to work independently | 2 | 1 |
| I am not an optimistic person | 1 | 2 |
| I do not want to work under time pressure | 2 | 1 |
| I am not very competitive | 1 | 2 |
| I will work as long as the current job gives me satisfaction | 2 | 1 |
| I do not like to work on a fixed schedule | 1 | 2 |
| I am proactive | 2 | 1 |
| I like change | 2 | 1 |
| I find it difficult to make decisions | 1 | 2 |
| I think business opportunities are everywhere | 2 | 1 |
| I am result oriented | 2 | 1 |
| I have confidence in my abilities | 2 | 1 |

| | | |
|---|---|---|
| I am not good at generating new ideas | 1 | 2 |
| I do not like going into details | 1 | 2 |
| I am a visionary | 2 | 1 |
| I do not feel comfortable unless I am certain of a regular income | 1 | 2 |
| I pay attention to details | 2 | 1 |
| I have many business ideas that I could put into practice | 2 | 1 |
| I do not like attending meetings | 1 | 2 |
| I am easily distracted | 1 | 2 |
| I do not mind working long hours | 2 | 1 |
| I know the purpose of a business plan | 2 | 1 |
| I am a charismatic person | 2 | 1 |
| I am not afraid to make sacrifices | 2 | 1 |
| I like to set myself clear objectives | 2 | 1 |
| I am worried about getting into debt | 1 | 2 |
| I prefer to be told what to do | 1 | 2 |
| I am impatient | 1 | 2 |
| I am always thinking of ways to improve things | 2 | 1 |
| I like to solve complex problems | 2 | 1 |
| I am not good at mathematics | 1 | 2 |
| I tend to blame others when something goes wrong | 1 | 2 |
| I understand the difference between failure and a setback | 2 | 1 |
| I have often been told that I am stubborn | 2 | 1 |
| I am willing to invest all my savings | 2 | 1 |
| I do not like to manage other people | 2 | 1 |
| TOTAL | | |

Considering the potential risks involved, it is important that you are aware of your strengths and weaknesses before making any decision.

If your score is in the low or medium range on the assessment scale (any score below 84), perhaps you should carefully reconsider your options.

If you have a low score (50-66) you should speak especially with family, friends, and professionals in the field, before giving up your job. Although it is true that there are very few barriers that cannot be overcome (you can learn what a business plan is, you can improve your time management skills and relationship management), it is arguable that some people simply are not suited to being an entrepreneur. For example, if you consider risks as obstacles, if you prefer to be told what to do, and if you have no idea what you could create, sell or improve, entrepreneurship is not for you.

If, on the other hand, you have a high score (84-100), or you know you have what it takes to start your own business, it is important that you explore your options and start making plans.



HOW TO CONDUCT YOURSELF DURING A JOB INTERVIEW

Increase your chances of getting the job you want, by way of the following recommendations:

Introduce yourself to the receptionist. Give the receptionist your name, the time of your interview, the name of the person who will interview you; speak clearly and politely.

Smile and be ready to shake hands. Greet the interviewer, whether male or female, with a firm handshake (no one likes a limp or uncertain handshake). Always look the person in the eye. Smiling demonstrates confidence. Also, don't be afraid to gesture when responding to a question. This suggests enthusiasm.

Enter the office and wait to be invited to take a seat.

Maintain eye contact to show interest and demonstrate confidence. Don't begin to formulate answers to questions while your interviewer is still speaking. It is fine to take a few seconds to think before answering. Look the interviewer in the face, do not look down or sideways while speaking. But don't stare.

Be sure. Do not tap your fingers or feet, don't smoke, don't chew gum.

Speak clearly. Do not fumble for words, this shows lack of confidence. Speak firmly to demonstrate self confidence.

Listen before speaking. Be sure you understand the question. If you don't, ask the interviewer to clarify. Don't be afraid to take time to think before answering. Interviewers are impressed by people who think before answering.

Former employer. Never say anything negative about your current or former employer. No matter how much you disliked your employment there, find a way to emphasize the positive side of the experience.

Be honest. Do not lie when you are asked about something you have no experience in, because the next question will be "Tell me more!"

Know your CV. Be prepared to talk about anything you have included in your CV. Many people concoct experiences for their CVs. Avoid doing so, because the CV you submit is the only reference the interviewer has.

Do not show your weaknesses. Most times, at the end of the interview, the two parties begin to feel comfortable with each other. Do not let this comfortable feeling push you to say things about you that the interviewer should not know. Always keep the conversation professional.

Be persuasive. Tell the interviewer you are convinced that you have the necessary qualifications for the job and you would like very much to get it. Very few candidates do this at the end of the interview.

Getting back in contact. Ask the interviewer when and how you should expect to get an answer.

Thanks. Before leaving thank the interviewer for granting you the time.





VOCAL ELEMENTS
PITCH, TONE, RATE, VOLUME,
INTONATION, RHYTHM

33%

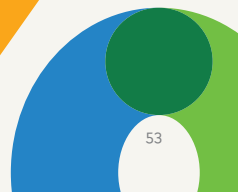
NO
GE
FAC

NON-VERBALS
GESTURES, POSTURE,
FACIAL EXPRESSIONS...

55%

WORDS
CONTENT

7%



UNIVERSAL DECLARATION OF HUMAN RIGHTS

Political rights (Art. 3-21)

1. The right to life, liberty and security of person.
2. Slavery and the slave trade shall be prohibited in all their forms.
3. No one shall be subjected to torture or to cruel, inhumane or degrading treatment or punishment.
4. The right to recognition everywhere as a person before the law.
5. Equality before the law, the right to equal protection of the law.
6. The right to an effective remedy by the competent national courts for acts violating the fundamental rights granted by the constitution or by law.
7. The right to be presumed innocent
8. No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation.
9. The right to freedom of movement and residence within the borders of each state. Everyone has the right to leave any country, including his own, and to return to his country.
10. Everyone has the right to seek and to enjoy in other countries asylum from persecution.
11. Everyone has the right to a nationality.
12. The right to marry and found a family.
13. The right to own property.
14. The right to freedom of thought, conscience and religion.
15. The right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.
16. The right to freedom of peaceful assembly and association.
17. The right to take part in the government of his country, directly or through freely chosen representatives.
18. The right of equal access to public service in his country.

Economic rights (Art. 23-24)

1. The right to work, to free choice of employment, to just and favorable conditions of work and to protection against unemployment.
2. The right to equal pay for equal work.
3. The right to form and to join trade unions for the protection of his interests.
4. The right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay.

Social rights (Art. 22-25)

1. The right to social security.
2. The right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services.
3. The right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control.
4. Motherhood and childhood are entitled to special care and assistance. All children, whether born in or out of wedlock, shall enjoy the same social protection.

Cultural rights (Art. 26-27)

1. The right to education. Education shall be free, at least the elementary and general education. Elementary education shall be compulsory.
2. Education shall be directed to the full development of the human personality and to the strengthening of respect for human rights and fundamental freedoms
3. Parents have a prior right to choose the kind of education that shall be given to their children.
4. The right to freely participate in the cultural life of the community, to enjoy the arts and to share scientific progress and its benefits.
5. The right to the protection of the moral and material interests resulting from any scientific, literary or artistic production of which he is the author.

Recommended resources:

Labour Inspection:

www.inspectiamuncii.md

The Ministry of Labour, Social Protection and Family:

www.mpsfc.gov.md

The Ministry of Youth and Sports of the Republic of Moldova:

www.mts.gov.md

The Informational portal Civic.md:

www.civic.md

Web portal for youth:

www.youth.md

The National Employment Agency:

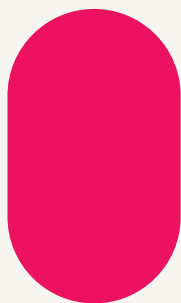
www.anofm.md

International Labour Organisation:

www.ilo.org

National Trade Union Confederation of Moldova:

www.sindicat.md



The Foundation CNV Internationaal, the “Faclia” Public Association for Children and Youth and the National Trade Union Confederation of Moldova (CNSM) care for youth in Moldova and want to make a change.

WWW.MUNCADECENTA.MD



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