



## USEFUL INFORMATION

# Role and responsibilities of EURES Members and Partners

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**Please note :** This document illustrates the provisions established in Regulation (EU) 2016/589 and has no legal value. In case of contradiction between Regulation (EU) 2016/589 and the document below, Regulation (EU) 2016/589 will prevail.

## 1. Responsibilities of EURES Members and Partners<sup>1</sup>

Organisations lawfully operating in Luxembourg can be admitted as EURES Members or Partners after having submitted a successful application to Luxembourg's national coordination office (NCO). Once admitted, EURES Members contribute to the network by fulfilling all of the following tasks and EURES Partners by fulfilling at least one of the following tasks:

- Contributing to the pool of job vacancies by transmitting data to the EURES portal
- Contributing to the pool of job applications and CVs by transmitting data to the EURES portal
- Providing support services directly to jobseekers and employers (e.g. information, guidance, post-recruitment support).

The EURES Members and, where applicable, the EURES Partners shall provide, for the purposes of the EURES portal, all job vacancies made publicly available with them as well as all job applications and CVs where the worker has consented to making the information available to the EURES portal.

The EURES Members and Partners shall designate one or more contact points, such as placement and recruitment offices, call centers and self-service tools where workers, jobseekers and employers can get assistance in matching the labour supply and demand and access support services for labour mobility within the European Union.

The EURES Members and, where relevant, the EURES Partners, ensure that the contact points they have designated clearly indicate the scope of the support services provided to workers, jobseekers and employers.

Member States may, through their NCO, require the EURES Members and Partners to contribute to:

- the collection, regular update and dissemination of information and guidance for workers, jobseekers and employers available at national level concerning:
  - o living and working conditions
  - o the relevant administrative procedures regarding employment and the rules applicable to workers upon taking up employment
  - o the national regulatory framework for apprenticeships and
  - o the access to vocational education and training
  - o the situation of cross-border workers
  - o post-recruitment assistance
- the exchange of information on labour shortage and labour surpluses on national and sectoral labour markets, paying particular attention to the most vulnerable groups in the labour market and the regions most affected by unemployment.
- the activities, follow-up and evaluation of the work programme.
- the collection of information and data on the national level (e.g. number of contacts that the case handlers of the EURES Members and Partners have with workers, jobseekers and employers, placements and recruitments resulting from EURES activity, customer satisfaction, etc.).

## 2. Access at national level to the common IT platform<sup>2</sup>

The EURES Members and Partners ensure that the EURES portal is clearly visible and easily searchable through all the job-search portals that they manage and that those portals are linked to the EURES portal.

The EURES Members and Partners ensure that all job vacancies, job applications, and CVs made available on the EURES portal are easily accessible to their staff involved with the EURES network.

## 3. Facilitated access mechanism for workers, jobseekers and employers

The EURES Members and Partners assist workers, jobseekers and employers using their services with their registration on the EURES portal. That assistance shall be free of charge. EURES Members and Partners ensure that the workers, jobseekers and employers using their services have access to general information on how, when and where they can update, revise and withdraw the data concerned.<sup>3</sup>

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<sup>1</sup> Regulation (EU) 2016/589, Chapter 1, Article 12, p. 15-16

<sup>2</sup> Regulation (EU) 2016/589 Chapter 3, Article 18, p. 18

<sup>3</sup> Regulation (EU) 2016/589 Chapter 3, Article 20, p. 19

## 4. Principles for offering support services to workers, jobseekers and employers<sup>4</sup>

### A. Services provided free of charge

The following support services for workers, jobseekers and employers are provided free of charge in an easily accessible manner and presented in a user-friendly form:<sup>5</sup>

- Basic information on the EURES portal, on the CV and job vacancies database, on the EURES network, on the recruitment channels used by EURES Members and Partners, on the relevant web links.
- General information on post-recruitment assistance such as training on intercultural communication, language courses and support with integration, including general information on employment opportunities for family members<sup>6</sup>.
- Referral to the competent authorities or other appropriate bodies in matters relating to social security, employment contracts, pension rights, health insurance and active labor market measures<sup>6</sup>.
- Information relating to the specific situation of cross-border workers and of relevance for employers in border regions where the EURES Members and Partners participate in specific cooperation and service structures, such as cross-border partnerships<sup>7</sup>.

Support services for workers as referred below are offered free of charge<sup>8</sup>:

- Information and guidance on individual employment opportunities
- Provision or referral to general information on:
  - o living and working conditions in the country of destination
  - o relevant administrative procedures regarding employment, and the rules applicable to workers upon taking up employment in another country
  - o national regulatory framework for apprenticeships and traineeships and existing EU rules and instruments
  - o access to vocational education and training
  - o the situation of cross-border workers
  - o post-recruitment assistance in general and information about where to obtain such assistance within and , if such information is available, outside the EURES network.
- Assistance in drawing up of job applications and CVs
- Drafting of an individual mobility plan as a means to reach a placement within the EU
- Referring the worker to another EURES Member or Partner
- Provision of further job-search assistance

### B. Services that may be charged

The following support services offered by EURES Members and, where relevant, EURES Partners to employers may be subject to a fee<sup>9</sup>:

- Information and guidance on recruitment opportunities
- Information on specific rules relating to recruitment from another Member State and on factors which can facilitate such recruitment.
- Information on and assistance with the formulation of individual job requirements in a job vacancy and with ensuring its conformity with the European technical standards and formats
- Assistance and services taking into account the employer's needs regarding a possible recruitment within the EU.

Any fee charged may not be higher than those applicable to other comparable services provided by the EURES Member or Partner. Any cost involved must be indicated in a clear and precise manner.

4 Regulation (EU) 2016/589 Chapter 3, Article 21, p. 19-20

5 Regulation (EU) 2016/589 Chapter 4, Article 22, p. 20

6 Regulation (EU) 2016/589 Chapter 4, Article 26, p. 22

7 Regulation (EU) 2016/589 Chapter 4, Article 27, p. 22

8 Règlement (UE) 2016/589 Chapter 4, Article 23, p. 20-21

9 Chapter 4, Article 24, p. 21

### **C. Information on services**

The EURES Members and Partners provide clear information on:

- The range of services they provide
- The modalities to access these services
- The conditions to access these services

### **D. Online-services**

The EURES Members and Partners may offer their services only online.