



# BEO Project Needs Analysis National Report – Belgium (October 2024)

**BEO Project (Business Engagement Odyssey) -  
Employer Engagement Training and Good Practice Guide  
(Ref: 2023-1 – BEO2-KA220-VET-000164060)**

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## BEO Project Activity 2.4 – National Report, Belgium

**No of responses - 34 responses from Supported Employment Professional Questionnaire  
12 responses from Employer Questionnaire**

### SECTION A – RESULTS OF THE SE. PROFESSIONAL SURVEYS

**I. Please identify how the participants answered to the questionnaires** (it is possible to give more than one answer):

Face to face

Online

Other (please describe)

**II. Please identify the participants in the table below:** (please add extra lines if necessary)

Gender*		Age Group					Working experience in the SE field:				
F	M	<25	26-35	36-45	46-55	>55	0-1 yrs	2-5 yrs	6-10 yrs	11-15 yrs	more than 15 yrs
24	10	0	4	19	8	3	1	11	9	4	9
70,6	29,40	0,00	11,80%	55,90%	23,50%	8,80%	2,90%	32,40%	26,50	11,80%	26,50%

**III. Concerning COMPETENCES OF SE PROFESSIONALS please indicate how many participants answered to the following items:**

II COMPETENCES OF SE PROFESSIONALS					
1. In your opinion: is there a need of a specialised training course in employer engagement area?					
Strongly agree	Agree	Neither agree nor disagree	Disagree	strongly disagree	Don't know
12	19	2	1	0	0
35,30%	55,90%	6%	3%	0%	0%
34					

2. How assured do you feel in contact with employers?			
Highly assured	Partly assured	Partly unsure	Unsure
7	21	6	0
20,60%	61,80%	17,60%	0,00%
34			

<b>3. How often do you use the following competencies in employer engagement process?</b>				
<b>a. Activate and searche with the client for suitable job opportunities</b>				
Always	Very Often	Sometimes	Rarely	Never
16	14	2	1	1
47,10%	41,20%	5,90%	2,90%	3%
<b>b. Contact employers within the different sectors of activity, aiming to create a network (updated pool of companies and employers)</b>				
Always	Very Often	Sometimes	Rarely	Never
6	14	11	2	1
17,60%	41,20%	32,40%	5,90%	2,90%
<b>c. Identify the needs of the employer</b>				
Always	Very Often	Sometimes	Rarely	Never
8	11	12	3	0
23,50%	32,40%	35,30%	8,80%	0,00%
<b>d. Carry out job analyses to understand prospective employment opportunities</b>				
Always	Very Often	Sometimes	Rarely	Never
2	7	11	10	4
5,90%	20,60%	32,40%	29,40%	11,80%
<b>e. Mediate between employer and client/ Negotiate the hiring</b>				
Always	Very Often	Sometimes	Rarely	Never
5	17	7	3	2
14,70%	50,00%	20,60%	8,80%	5,90%
<b>f. Use methods to match individual job seekers to paid employment opportunities</b>				
Always	Very Often	Sometimes	Rarely	Never
9	12	7	4	2
26,50%	35,30%	20,60%	11,80%	5,90%
<b>g. Analyse and creates instruments to support the insertion of employee (job seeker)</b>				
Always	Very Often	Sometimes	Rarely	Never
2	11	8	9	4
5,90%	32,40%	23,50%	26,50%	11,80%
<b>h. Monitor the entire post-hiring process, recording incidents and providing support to both the company and employee (job seeker) in resolving any problems that may arise</b>				
Always	Very Often	Sometimes	Rarely	Never
4	14	8	6	2
11,80%	41,20%	23,50%	17,60%	5,90%

<b>4. In your opinion what competencies are necessary to be improved at SE practitioner through a training course in employer engagement? Rate each competence on the scale from 5 (very necessary) to 1 (not necessary)</b>				
<b>a. Activates and searches with the client for suitable job opportunities</b>				
5	4	3	2	1
13	9	7	3	2
38,20%	26,50%	20,60%	8,80%	6%

<b>b. Contacts employers within the different sectors of activity, aiming to create a network (updated pool of companies and employers)</b>				
5	4	3	2	1
12	19	3	0	0
35,30%	55,90%	8,80%	0,00%	0,00%
<b>c. Identifies the needs of the employer</b>				
5	4	3	2	1
16	15	3	0	0
47,10%	44,10%	8,80%	0,00%	0,00%
<b>d. Carries out job analyses to understand prospective employment opportunities</b>				
5	4	3	2	1
10	17	5	2	0
29,40%	50,00%	14,70%	5,90%	0,00%
<b>e. Mediates between employer and client/ Negotiate the hiring</b>				
5	4	3	2	1
11	18	3	2	0
32,40%	52,90%	8,80%	5,90%	0,00%
<b>f. Uses methods to match individual job seekers to paid employment opportunities</b>				
5	4	3	2	1
7	19	5	3	0
20,60%	55,90%	14,70%	8,80%	0,00%
<b>g. Analyses and creates instruments to support the insertion of employee (job seeker)</b>				
5	4	3	2	1
6	19	5	4	0
17,60%	55,90%	14,70%	11,80%	0,00%
<b>h. Monitors the entire post-hiring process, recording incidents and providing support to both the company and employee (job seeker) in resolving any problems that may arise</b>				
5	4	3	2	1
10	9	12	3	0
29,40%	26,50%	35,30%	8,80%	0,00%

**IV. Concerning KNOWLEDGE please indicate how many participants answered to the following items:**

<b>1. Please, rate your need of knowledge in your current field of work related with employers engagement on the scale from 5 (very needed) to 1 (not needed)</b>				
<b>a. Knowledge about local, regional and national labour market (current job market and trends, sources, how to access them, knowledge of each of the employers doing business in the locality)</b>				
5	4	3	2	1
10	21	2	1	0
29,40%	61,80%	5,90%	2,90%	0%
<b>b. Business systems / Knowledge of economic process and theories</b>				
5	4	3	2	1
4	12	10	8	0
11,80%	35,30%	29,40%	23,50%	0,00%
<b>c. Current national and international employment and equality legislation requirements for the workforce</b>				
5	4	3	2	1
3	18	5	5	3
8,80%	52,90%	14,70%	14,70%	8,80%

<b>d. Knowledge of corporate culture and various policies (e.g. Diversity, Equity and Inclusion - DEI strategy)</b>				
5	4	3	2	1
9	17	5	3	0
26,50%	50,00%	14,70%	8,80%	0,00%
<b>e. How to make initial contact with employers across different sectors in a way that engages and interests them</b>				
5	4	3	2	1
16	12	3	3	0
47,10%	35,30%	8,80%	8,80%	0,00%
<b>f. Knowledge about working in partnership with entrepreneurs and building networks</b>				
5	4	3	2	1
9	19	5	1	0
26,50%	55,90%	14,70%	2,90%	0,00%
<b>g. Knowledge of recruitment methods</b>				
5	4	3	2	1
12	15	4	2	1
35,30%	44,10%	11,80%	5,90%	2,90%
<b>h. Why and how reasonable adjustments may need to be made to secure equal access to paid employment as well as the safety and welfare of those in paid employment</b>				
5	4	3	2	1
11	13	9	1	0
32,40%	38,20%	26,50%	2,90%	0,00%
<b>i. Knowledge of workplace teaching methods and their applications</b>				
5	4	3	2	1
5	19	6	3	1
14,70%	55,90%	17,60%	8,80%	2,90%
<b>j. How to conduct task and job analyses to understand all aspects of employment opportunities</b>				
5	4	3	2	1
6	16	9	3	0
17,60%	47,10%	26,50%	8,80%	0,00%
<b>k. Knowledge and methods to match individual job seekers to paid employment opportunities</b>				
5	4	3	2	1
7	20	2	5	0
20,60%	58,80%	5,90%	14,70%	0,00%
<b>l. Techniques used to advocate for support to achieve positive outcomes</b>				
5	4	3	2	1
6	17	7	4	0
17,60%	50,00%	20,60%	11,80%	0,00%
<b>m. Knowledge about lifting and mobilising natural supports for individual support</b>				
5	4	3	2	1
2	9	16	5	2
5,90%	26,50%	47,10%	14,70%	5,90%
<b>n. Techniques for coaching and supporting learning in and outside the workplace</b>				
5	4	3	2	1
10	14	8	2	0
29,40%	41,20%	23,80%	5,90%	0,00%

1. **From your point of view what are most needed skills of a SE Professionals in respect of employers in an ever-changing labour market, with challenges from globalization, digitization, robotization and aging? Please list at least 3 skills below:**
- Being communicative, hands - on mentality, flexibility
  - seeing opportunities, showing good practices, empowering customers
  - listening, accessible, open communication
  - ability to assess (the employer's needs), empathy (listening to the employer's needs) and knowledge (about guidance and legislation)
  - Flexibility, ability to be creative, daring to question processes
  - background knowledge, daring (to make mistakes), social
  - Negotiation skills, empathy, knowledge of existing employment measures
  - Patience, perseverance and creative solutions for complex cases
  - perseverance, empathy, communication
  - Good listening, communication skills, out-of-the-box thinking
  - connecting, listening, networking
  - listen to client well, distinguish client skills, be able to dissect job content,
  - strong communication skills-
  - thinking about how job package is adaptable (how to deploy imw) without too many differences with other WNs- employment support and follow-up - contacting employers to visualise job content
  - critical thinking, basic IT knowledge, analysing, taking initiative, stress resistant ...
  - convincing, correctly analysing needs, accessibility
  - thinking out of the box, being able to connect with an employer, having an open attitude
  - listening, detecting/analysing the questions/needs, knowledge of the labour market of the future, view of the challenges employers face
  - self-confidence to contact entrepreneurs, interest in and knowledge of the labour market, belief in the candidate wz
  - flexibility, being up to date with the latest changes
  - Insight, flexibility and connecting
  - strong communication skills, listening, responding to needs
  - solution-oriented thinking and connecting communication
  - listening skills, assessing demand, broad knowledge of possible solutions
  - Initiative, empathy, drive
  - Asking the right questions - Listening - Uncovering needs of WG - Offering appropriate solution.
  - listening skills, mediating, strength-oriented coaching
  - approach from different perspectives (out-of-the-box), individual approach (just as no customer is the same, no workshop is the same either), eager to learn
  - communication skills, empathy, rationality
  - matching WG - WN, communication, goal-oriented acting
  - listening-solving-turning problems into opportunities
  - flexibility, knowledge, creativity
  - social and interpersonal skills, negotiating and mediating, being able to provide information on support possibilities and benefits for the employer
  - flexibility, openness to innovation, social competences

**V. Please identify what are the most needed SKILLS of a SE Professionals in respect of employers in an ever-changing labour market, with challenges from globalization, digitization, robotization and aging made by the participants**

**Concerning receiving any training on these skills within the occupation participants are currently working in, please indicate how many of them answered:**

<b>2. Did you receive any training on these skills within the occupation you are currently working in?</b>				
Yes, a formal one, as a prerequisite before starting	Yes, extra occupational training	Yes, within my enrolment from colleagues	No, but an informal training	No, but it was "learning by doing"
3	9	12	5	5
8,80%	26,50%	35,30%	14,70%	15%

**Concerning skills needed in employer engagement process in order of relevance, please indicate how many of them answered:**

<b>3. Rate the listed skills needed in employer engagement process in order of relevance (from 1= lower relevance to 10= high relevance); give each skill its ranking from 1 to 10:</b>									
<b>a. Sales and marketing skills</b>									
1	2	3	4	5	6	7	8	9	10
1	4	5	6	1	8	5	2	3	0
2,94%	11,76%	14,71%	17,65%	2,94%	23,53%	14,71%	5,88%	8,82%	0,00%
<b>b. Networking and relationship skills</b>									
1	2	3	4	5	6	7	8	9	10
0	0	1	3	1	5	5	4	11	5
0,00%	0,00%	2,94%	8,82%	2,94%	14,71%	14,71%	11,76%	32,35%	15%
<b>c. Advising employers about recruitment and selection processes to ensure that best methods are used to assess the suitability of the job seeker for the specific job role</b>									
1	2	3	4	5	6	7	8	9	10
1	1	2	4	4	7	5	7	1	4
2,94%	2,94%	5,88%	11,76%	11,76%	20,59%	14,71%	20,59%	2,94%	11,76%
<b>d. Supporting employers to formulate tasks and required competences of the missing profiles</b>									
1	2	3	4	5	6	7	8	9	10
0	0	4	4	4	8	3	4	4	3
0,00%	0,00%	11,76%	11,76%	11,76%	23,53%	8,82%	11,76%	11,76%	8,82%
<b>e. Problem solving skills</b>									
1	2	3	4	5	6	7	8	9	10
0	0	0	2	3	6	5	8	4	6
0,00%	0,00%	0,00%	5,88%	8,82%	17,65%	14,71%	23,53%	11,76%	17,65%
<b>f. Social and relational skills</b>									
1	2	3	4	5	6	7	8	9	10
0	0	0	1	3	2	7	4	9	8
0,00%	0,00%	0,00%	2,94%	8,82%	5,88%	18,92%	11,76%	26,47%	23,53%
<b>g. Negotiation and mediation skills</b>									
1	2	3	4	5	6	7	8	9	10
0	1	0	1	4	5	5	4	10	4
0,00%	2,94%	0,00%	2,94%	11,76%	14,71%	14,71%	11,76%	29,41%	11,76%

<b>h. Information, advice and guidance skills</b>									
1	2	3	4	5	6	7	8	9	10
0	0	0	1	5	6	7	2	7	6
0,00%	0,00%	0,00%	2,94%	14,71%	17,65%	18,92%	5,88%	20,59%	17,65%
<b>i. Data collection skills</b>									
1	2	3	4	5	6	7	8	9	10
2	2	3	3	5	4	5	5	5	2
5,88%	5,88%	8,82%	8,82%	14,71%	11,76%	14,71%	14,71%	14,71%	14,71%
<b>j. Assessment and planning skills</b>									
1	2	3	4	5	6	7	8	9	10
0	1	5	1	7	5	6	3	4	3
0,00%	2,94%	14,71%	2,94%	20,59%	14,71%	17,65%	8,82%	11,76%	8,82%
<b>k. Training skills ( ex: know how to plan, develop, monitor and evaluate professional training in a work context)</b>									
1	2	3	4	5	6	7	8	9	10
1	1	3	4	5	3	8	3	2	4
2,94%	2,94%	8,82%	11,76%	14,71%	8,82%	23,53%	8,82%	5,88%	11,76%
<b>l. Supporting development skills</b>									
1	2	3	4	5	6	7	8	9	10
1	0	0	1	10	7	5	4	3	3
2,94%	0,00%	0,00%	2,94%	29,41%	21%	14,71%	11,76%	8,82%	8,82%

## SECTION B – RESULTS OF THE EMPLOYERS SURVEYS

### I. PROFILE OF COMPANY (EMPLOYER)

1. Please identify how the participants answered to the questionnaires (it is possible to give more than one answer):

Face to face

Online

Other (please describe)

2. Please identify the PROFILE OF COMPANIES ( employers) in the table below:

No.	Company size						
	0–14 employees	15–25 employees	26–50 employees	51–250 employees	251–499 employees	500–1499 employees	1500+ employees
1	3	2	3	1	2	1	
2	25%	17%	25%	8%	17%	8%	

3. Please identify which types of industries the participants belong to

- accommodation and food service activities
- other service activities (X5)
- information and communication
- production (X2)
- administrative and support services
- construction
- public administration and defense activities

4. Please identify the title of the participants:

	President/ CEO	Senior management	Junior management	HR-staff	Others
1	5	2	1	1	3
2	42%	17%	8%	8%	25%

5. Please identify the functions of the participants:

- administrative, compensation and benefits, employee relations, recruitment and employment, organisational development, training and development, Salesbuilding / Cost Control
- administrative, recruitment and employment, human resources, training and development
- administrative, compensation and benefits, disability, diversity, employee relations, recruitment and employment, health/safety, human resources (HR), legal support, organisational development, training and development, day-to-day management
- remuneration and benefits, diversity, employee relations, recruitment and employment, health/safety, human resources (HR), organisational development, training and development
- administration, remuneration and benefits, recruitment and employment, organisational development, training and development

- General management
- Operational manager / project leader
- administrative, recruitment and employment, human resources (HR), organisational development, training and development
- administrative, remuneration and benefits, recruitment and employment, human resources (HR), organisational development
- administrative, diversity, employee relations, recruitment and employment, human resources (HR), training and development, event management
- administrative
- administrative, employee relations, recruitment and employment, organisational development

**6. Please identify the number of years of participants with their organisation.**

0-1 years	2-5 years	6-10 years	11-15 years	More than 15 years
1	3			8

**II. Concerning BENEFITS/ SERVICES/RESOURCES please indicate how many participants answered to the following topics: 12**

Topic	Used	Not used	Very helpful	Somewhat	Minimally	Not helpful at all	I don't know
1. Wage subsidies (financial assistance to employers who employ PwD)	58%	42%	86%	14%			
2. Employment incentives for workplace adaptations	42%	58%	40%	60%			
3. SE services, tax exemptions and other financial incentives	33%	67%	50%	25%	25%		
4. Information and advice services (about recruiting, adjusting a workplace, benefits of employing PwD, online application for the employment assistance fund and supported wage system)	58%	42%	86%	14%			
5. Staff disability awareness training	25%	75%	67%	33%			
6. Counselling services on how to deal with a disability in the workplace (types of disabilities and their characteristics, limitations and advantages, etc.)	50%	50%	100%				
7. Opportunities to network, share resources and learn from other employers' efforts to offer more opportunities to PwD.	50%	50%	50%	17%	17%	17%	

**III. Concerning the COMPANY VISION AND STRATEGY FOR THE INCLUSION OF PEOPLE WITH DISABILITIES AND RESPECT FOR FUNDAMENTAL RIGHTS please indicate how many participants answered to the following topics:**

Topic	YES	NO	Has brought positive aspects	It needs improvement	I don't know
1. The company has internal regulations or a Code of Conduct where the commitment to non-discrimination and the inclusion of people with a disability is specifically stated.	92%	8%	36%	27%	36%
2. The company has implemented a DEI (Diversity, Equity, and Inclusion) strategy that is regularly reviewed	92%	8%	18%	45%	36%
3. The company has a partnership (formal or informal) with a social organisation, through which the company integrates PwD professionally	100%		50%	33%	17%
4. Company site, recruitment boards and online tools are fully accessible to persons with different types of disabilities	100%		42%	33%	25%
5. Has the company appointed a person responsible for ensuring the implementation of inclusion actions for the person with disability (who may be an employee with a disability who already works in the company)	92%	8%	27%	45%	27%
6. The company has a policy for job change and job coaching (reintegration after sickness), if needed?	92%	8%	45%	36%	18%

**IV. Concerning the RECRUITMENT AND OPPORTUNITIES FOR PROMOTION/TRAINING please indicate how many participants answered to the following topics:**

Topic	YES	NO	Has brought positive aspects	It needs improvement	I don't know
1. Changing wording of job adverts by making them accessible and non-discriminatory	92%	8%	64%	18%	27%
2. Changing interview questions by making them inclusive and understandable for the candidate	92%	8%	82%	9%	9%

3. Modifying pre-employment testing (e.g., time flexibility)	92%	8%	45%	27%	27%
4. Create inclusive job design, use job carving	92%	8%	27%	9%	64%
5. Offer and/or expand mentorship, job shadowing and placements, internships and other training opportunities to people with disabilities, pre-employment training	92%	8%	55%	18%	27%
6. Vocational training and apprenticeship	100%	0%	75%	0%	25%
7. Job circuit ( <i>Job Circuit methodology supports people with disabilities who need relevant work experience through short periods of different job activities</i> )	92%	0%		27%	73%

**V. Concerning the REASONABLE ACCOMODATION please indicate how many participants answered to the following topics:**

Topic	YES	NO	Has brought positive aspects	It needs improvement	I don't know
1. Made existing facilities accessible to employees with disabilities	92%	8%	27%	36%	36%
2. Restructured or modified jobs ( <i>changing tasks, time etc.</i> )	100%		50%	25%	25%
3. Flexible working ( <i>having flexible start/finish times, working from home, etc.</i> )	100%	0%	58%	33%	8%
4. Purchased / Acquired or modified / adapted equipment or assistive devices	100%		33%	25%	42%
5. Purchased / Acquired or modified / adapted examination or training materials	75%	25%	0%	22%	78%
6. Modified work environment (ex: work access, lighting, temperature, noise, break areas etc.)	83%	17%	30%	20%	50%
7. Consulted the worker with a disability about special equipment or assistive technology needed	75%	25%	11%	33%	56%
8. Other (Please specify)					

## Section C – Conclusions and recommendations

### **I. Conclusions and recommendations regarding analysing data from SE PROFESSIONAL SURVEYS**

We noticed that more than 65% of the SE-professionals had more than 6 years of experience in the field. 20% stated to be fully assured in working with employers, the others state to be partially assured or partially unassured. 90% of the participants answer that a training in employers engagement is necessary. 32% of the participants had a formal training outside their organisation or present job. The others learned the job in their own organisation or by doing.

In the survey, several social skills like empathy, communication and listening are mentioned as essential in employers engagement. Flexibility, creativity and a personal tailored approach are needed. Confidence in own capabilities is needed to preform employers engagement.

The primary goal of a training in employers engagement should be to boost confidence and work on building relationships with employers through listening and creating a partnership. The broad-brush approach and het SEQF-model can go hand in hand with this goal.

### **II. Conclusions and recommendations regarding analysing data OF THE EMPLOYERS SURVEYS**

It stands out that all the employers who answered the survey have a good relationship with a SE-professional. They have procedures and DEI standards in place. What they use in the employment of people with disabilities is wage subsidies, help on reasonable accommodations and information and advice services. They need a listening partner who can advise them on their needs and their specific situations.

The training should be forming SE-professionals for employers who can partner up and see the employer as a costumer with his-her own needs.

**BEO Project Needs Analysis, National Report, Belgium is available in accessible formats by contacting Communication and Dissemination lead partner, the Association of Supported Employment Europe E | [edythdunlop@niuse.org.uk](mailto:edythdunlop@niuse.org.uk)**

**For further information on the BEO Project, in Belgium contact GTB, Stefany Tan, E | [stefany.tan@gtb.be](mailto:stefany.tan@gtb.be) or Daan Henkens E | [daan.henckens@gtb.be](mailto:daan.henckens@gtb.be)**

**GTB is the lead partner for the BEO Project.**

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