



BEO Project Needs Analysis National Report – EU States (October 2024)

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



CONTENTS

SECTION A - RESULTS FROM THE SUPPORTED EMPLOYMENT PROFESSIONALS SURVEY3

SECTION B - CONCLUSIONS AND RECOMMENDATIONS9

**BEO Project Activity 2.4 – National Report
Association of Supported Employment Europe (ASEE)**

No of responses - 24 completed Supported Employment Professional Questionnaire from 10 EU states:-

- Finland,
- Germany,
- Gibraltar,
- Greece,
- Malta,
- Northern Ireland,
- Norway,
- Spain,
- Sweden
- Switzerland

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 (Google Forms)

Other (please describe)

II. Please identify the participants in the table below: (please add extra lines if necessary) Total 24 respondents.

No.	Gender		Age Group					Working experience in the SE field:				
	F	M	< 25	26-35	36-45	46-55	>55	0-1 years	2-5 years	6-10 years	11-15 years	More than 15 years
1	20	3	0	3	3	9	9	2	2	6	4	10
	83.3%	12.5%	0	12.5%	12.5%	37.5%	37.5%	8.3%	8.3%	25.0%	16.7%	41.7%

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

1. In your opinion: is there a need of a specialized training course in employer engagement area?

Strongly agree	Agree	Neither agree nor disagree	Disagree	strongly disagree	Don't know
10	11	3	0	0	0
41.7%	45.8%	12.5%	0	0	0

2. How assured do you feel in contact with employers?

Highly assured	Partly assured	Partly unsure	Unsure
12	10	2	0
50.0%	41.7%	8.3%	0

3. How often do you use the following competencies in employer engagement process?

a. Activate and search with the client for suitable job opportunities				
Always	Very Often	Sometimes	Rarely	Never
11	10	1	1	1
45.8%	41.9%	4.1%	4.1%	4.1%
b. Contact employers within the different sectors of activity, aiming to create a network (updated pool of companies and employers)				
Always	Very Often	Sometimes	Rarely	Never
8	9	5	2	0
33.3%	37.5%	20.8%	8.4%	0
c. Identify the needs of the employer				
Always	Very Often	Sometimes	Rarely	Never
13	9	1	1	0
54.1%	37.5%	4.2%	4.2%	0
d. Carry out job analyses to understand prospective employment opportunities				
Always	Very Often	Sometimes	Rarely	Never
10	10	2	2	0
41.6%	41.6%	8.4%	8.4%	0
e. Mediate between employer and client/ Negotiate the hiring				
Always	Very Often	Sometimes	Rarely	Never
12	9	2	0	1
50%	37.4%	8.4	0	4.2%
f. Use methods to match individual job seekers to paid employment opportunities				
Always	Very Often	Sometimes	Rarely	Never
12	7	4	1	0
50%	29.2%	16.6%	4.2%	0
g. Analyse and creates instruments to support the insertion of employee (job seeker)				
Always	Very Often	Sometimes	Rarely	Never
11	11	0	2	0
45.8%	45.8%	0	8.4%	0
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				
Always	Very Often	Sometimes	Rarely	Never
11	9	2	1	1
45.8%	37.4%	8.4%	4.2%	4.2%

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)				
a. Activates and searches with the client for suitable job opportunities				
5	4	3	2	1
8	14	2	0	0
33.3%	58.3%	8.4%	0	0
b. Contacts employers within the different sectors of activity, aiming to create a network (updated pool of companies and employers)				
5	4	3	2	1
13	8	2	1	0
54.1%	33.3%	8.4%	4.2%	0
c. Identifies the needs of the employer				
5	4	3	2	1
18	5	0	1	0
75.0%	20.8%	0	4.2%	0
d. Carries out job analyses to understand prospective employment opportunities				
5	4	3	2	1
11	10	3	0	0
45.8%	41.6%	12.6%	0	0

e. Mediates between employer and client/ Negotiate the hiring				
5	4	3	2	1
17	4	3	0	0
70.8%	16.6%	12.6%	0	0
f. Uses methods to match individual job seekers to paid employment opportunities				
5	4	3	2	1
13	8	1	2	0
54.1%	33.3%	4.2%	8.4%	0
g. Analyses and creates instruments to support the insertion of employee (job seeker)				
5	4	3	2	1
16	5	2	1	0
66.6%	20.8%	8.4%	4.2%	0
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				
5	4	3	2	1
15	6	2	1	0
62.5%	25.0%	8.4%	4.2%	0

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

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)				
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)				
5	4	3	2	1
11	7	6	0	0
45.8%	29.2%	25.0%	0	0
b. Business systems / Knowledge of economic process and theories				
5	4	3	2	1
4	7	12	1	0
16.6%	29.1%	50.0%	4.2%	0
c. Current national and international employment and equality legislation requirements for the workforce				
5	4	3	2	1
7	9	8	0	0
29.1%	37.6%	33.3%	0	0
d. Knowledge of corporate culture and various policies (e.g. Diversity, Equity and Inclusion - DEI strategy)				
5	4	3	2	1
11	11	1	1	0
45.8%	45.8%	4.2%	4.2%	0
e. How to make initial contact with employers across different sectors in a way that engages and interests them				
5	4	3	2	1
15	7	1	0	1
62.5%	29.1%	4.2%	0	4.2%
f. Knowledge about working in partnership with entrepreneurs and building networks				
5	4	3	2	1
10	11	3	0	0
41.6%	45.8%	12.6%	0	0
g. Knowledge of recruitment methods				
5	4	3	2	1
8	11	5	0	0
33.3%	45.9%	20.8%	0	0
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				
5	4	3	2	1
14	8	1	1	0

58.3%	33.3%	4.2%	4.2%	0
i. Knowledge of workplace teaching methods and their applications				
5	4	3	2	1
13	8	2	1	0
54.1%	33.3%	8.4%	4.2%	0
j. How to conduct task and job analyses to understand all aspects of employment opportunities				
5	4	3	2	1
12	5	6	1	0
50.0%	20.8%	25.0%	4.2%	0
k. Knowledge and methods to match individual job seekers to paid employment opportunities				
5	4	3	2	1
14	6	3	1	0
58.3%	25.0%	12.5%	4.2%	0
l. Techniques used to advocate for support to achieve positive outcomes				
5	4	3	2	1
13	7	3	0	1
54.1%	29.1%	12.6%	0	4.2%
m. Knowledge about lifting and mobilising natural supports for individual support				
5	4	3	2	1
12	6	5	0	1
50.0%	25.0%	20.8%	0	4.2%
n. Techniques for coaching and supporting learning in and outside the workplace				
5	4	3	2	1
13	7	3	0	1
54.1%	29.1%	12.6%	0	4.2%

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
Summary of participants responses

<p>1. Communication - good communication skills, communication and interpersonal skills, ability to communicate and ask questions. The majority of respondents included communication as a keep skill.</p>
<p>2. Relationship Building with employers - Building a relationship with employers, provide proactive assistance and guidance to employers, developing Disability Awareness Training for employer and sharing testimonials, Accepting and meeting employers' needs. Finding suitable niches for every client in different companies. Especially in view of digitalization and thus the elimination of many "helper activities" - Being able to establish good contact with direct colleagues of the employees</p>
<p>3. Knowledge building and intelligent gathering – keeping up to date with changes in legislation, policies and strategies and practices. HR knowledge re: Inclusion. Making the business case for employing people with disabilities. Knowing about the labour market, global trends and how to use technology as efficiently as possible Cross-Cultural Knowledge. What is your own personal relation to changing labour market - curious or terrified?</p>
<p>4. Solution Focused - Problem solving, presenting as a solution not a problem, decision making skills, seeing possibilities and convincing the employer to try something, thinking out of the box and thinking ahead, versatile possibilities to work. Solution oriented skills and creativity solutions. Ability to look ahead, talk about future situations both for the client and the organisation. Ability to problem solve and focus</p>
<p>5. Flexibility and Adaptability - Ability to adapt quickly to ever changing technology etc, practical thinking, reliability. resilience</p>
<p>6. Negotiation Skills – negotiating with employers about contracts and wages</p>
<p>7. Collaboration - ability to create strong partnerships with both employers and jobseekers and building respectful relationships with employers. Working with employers re: job development.</p>
<p>8. Empathy and understanding - Empathy, being comfortable with people, Interest in further development listening, patience, understanding, patience and open minded,</p>
<p>9. One size does not fit all – persons with disabilities and employers - To look at the employee as an individual & the ability of bringing out their strengths by adopting different working techniques, recognizing that everyone is different so different techniques must be used</p>
<p>10. Assistive Technology and AI – knowledge and awareness of digitization and robotization and the impact the impact that they can have on your clients? Paperless provision for all engagements. Digital Literacy Creativity And Innovation Emotional Intelligence Data Literacy Automation and AI Skills</p>
<p>11. Other:- Networking skills and Lifelong Learning Skills</p>

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

2. Did you receive any training on these skills within the occupation you are currently working in?				
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"
6	6	5	4	10
25.0%	25.0%	20.8%	16.7%	41.7%

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

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:									
a. Sales and marketing skills									
1	2	3	4	5	6	7	8	9	10
1	1	2	1	4	1	8	3	1	2
4.2%	4.2%	8.4%	4.2%	16.6%	4.2%	33.3%	12.5%	4.2%	8.4%
b. Networking and relationship skills									
1	2	3	4	5	6	7	8	9	10
0	0	0	0	0	2	1	8	11	2
0	0	0	0	0	8.4%	4.2%	33.3%	45.7%	8.4%
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									
1	2	3	4	5	6	7	8	9	10
1	0	0	0	0	4	3	6	9	1
4.2%	0	0	0	0	16.6%	12.5%	25.0%	37.5%	4.2%
d. Supporting employers to formulate tasks and required competences of the missing profiles									
1	2	3	4	5	6	7	8	9	10
0	0	0	1	0	1	6	7	8	1
0	0	0	4.2%	0	4.2%	25.0%	29.1%	33.3%	4.2%
e. Problem solving skills									
1	2	3	4	5	6	7	8	9	10
0	0	0	0	0	0	2	8	12	2
0	0	0	0	0	0	8.4%	33.2%	50.0%	8.4%
f. Social and relational skills									
1	2	3	4	5	6	7	8	9	10
0	0	0	0	0	1	3	6	12	2
0	0	0	0	0	4.2%	12.4%	25.0%	50.0%	8.4%
g. Negotiation and mediation skills									
1	2	3	4	5	6	7	8	9	10
0	0	0	0	0	1	3	9	9	2
0	0	0	0	0	4.2%	12.4%	37.5%	37.5%	8.4%
h. Information, advice and guidance skills									
1	2	3	4	5	6	7	8	9	10
0	0	0	0	0	1	5	8	8	2
0	0	0	0	0	4.2%	20.8%	33.2%	33.2%	8.4%
i. Data collection skills									
1	2	3	4	5	6	7	8	9	10
0	0	0	2	3	3	10	6	0	1
0	0	0	8.4%	12.4%	12.4%	41.6%	25.0%	0	4.2%
j. Assessment and planning skills									
1	2	3	4	5	6	7	8	9	10
0	0	0	0	2	2	6	8	5	1
0	0	0	0	8.4%	8.4%	25.0%	33.2%	20.8%	4.2%
k. Training skills (ex: know how to plan, develop, monitor and evaluate professional training in a work context)									
1	2	3	4	5	6	7	8	9	10
0	0	0	0	2	2	6	5	8	1
0	0	0	0	8.4%	8.4%	25.0%	20.8%	32.2%	4.2%

I. Supporting development skills									
1	2	3	4	5	6	7	8	9	10
0	0	0	0	1	2	4	7	9	1
0	0	0	0	4.2%	8.4%	16.6%	29.1%	37.5%	4.2%

SECTION B – CONCLUSIONS AND RECOMMENDATIONS

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

The Association of Supported Employment Europe (ASEE) circulated the Supported Employment Professional Survey to their members who were not partners of the BEO Project. ASEE received back 24 completed surveys from the following European states:- Austria, Finland, Germany, Gibraltar, Greece, Malta, Northern Ireland, Norway, Spain, Sweden and Switzerland.

Analysis of data

Demographic breakdown of the EUSE respondents:-

- **Gender** – the majority of respondents were **female (83.3%)** compared to 12.5% male (one (4.2%) respondent *Preferred not to say*). The breakdown of respondents reflects the current situation across the Supported Employment sector with staffing mainly being made up of female staff.
- **Age** – 75% of respondents being **46years plus**
- **Length of service** - 83.4% of respondent with 6 or more years of service of which 41.7% of those indicating that they have more than 15 years experience.

These figures also correlate with the trend within the Supported Employment sector – with gender, age and length of service. This may impact the types of skills, competencies, knowledge and experience of employer engagement.

Employer Engagement:-

Specialised Training - 87% of respondents strongly agreed or agreed that there is a need for specialised training course in employer engagement. 50% of respondents were Highly Assured in **contacting employers** and a further 41.7% were Partly Assured. Therefore 91.7% of respondents felt assured in contacting employers. This is a very high proportion of respondents and may be linked to over 83.4% of respondents working in Supported Employment for more than 6 years and 41.7% working more than 15 years. This would suggest that respondents feel more confident/assured in working with employers the longer they work in Supported Employment.

Competencies in employer engagement:-

Respondent identified how often they use a range of competencies in employer engagement rating them from *Always* to *Never* and competencies were ranked based on over 50% of respondents scoring *Always* or *Very Often*:-

%	Employer Engagement Competencies
91.6%	(c) Identify the needs of the employer
91.6%	(g) Analyse and creates instruments to support the insertion of employee (job seeker)
87.7%	(a) Activate and search with the client for suitable job opportunities
87.4%	(e) Mediate between employer and client/ Negotiate the hiring
83.2%	(d) Carry out job analyses to understand prospective employment opportunities
83.2%	(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
79.2%	(f) Use methods to match individual job seekers to paid employment opportunities
70.8%	(b) Contact employers within the different sectors of activity, aiming to create a network (updated pool of companies and employers)

The respondents were also asked to identify the necessary competencies to improve employer engagement through a training course on a scale of 5 (very necessary) to 1 (not necessary) and the results based on the rating for over 50% respondents were:-

%	Employer Engagement Competences
95.8%	(c) Identify the needs of the employer
91.6%	(a) Activate and search with the client for suitable job opportunities
87.4%	(g) Analyse and creates instruments to support the insertion of employee (job seeker)
87.5%	(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
87.4%	(e) Mediate between employer and client/ Negotiate the hiring

87.4%	(d) Carry out job analyses to understand prospective employment opportunities
87.4%	(f) Use methods to match individual job seekers to paid employment opportunities
87.4%	(b) Contact employers within the different sectors of activity, aiming to create a network (updated pool of companies and employers)

The findings are very similar to the competences identified as *the most frequently used by the respondent*, highlighting on both questions the same top three competences: -

- (c) Identify the needs of the employer
- (a) Activate and search with the client for suitable job opportunities
- (g) Analyse and creates instruments to support the insertion of employee (job seeker)

Respondents in both questions ranked highly for the competences.

Knowledge

Respondents were asked to rate knowledge of employer engagement using a scale from 5 (*very needed*) to 1 (*not needed*). The finds were ranked based on 50% of respondents responses and the result were:-

%	Employer Engagement Knowledge
91.6%	(d) Knowledge of corporate culture and various policies (e.g. Diversity, Equity and Inclusion - DEI strategy)
91.6%	(e) How to make initial contact with employers across different sectors in a way that engages and interests them
91.6%	(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
87.4%	(f) Knowledge about working in partnership with entrepreneurs and building networks
87.4%	(i) Knowledge of workplace teaching methods and their applications
85.0%	(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)
82.3%	(k) Knowledge and methods to match individual job seekers to paid employment opportunities
83.2%	(l) Techniques used to advocate for support to achieve positive outcomes
83.2%	(n) Techniques for coaching and supporting learning in and outside the workplace
79.2%	(g) Knowledge of recruitment methods
75.0%	(m) Knowledge about lifting and mobilising natural supports for individual support
70.8%	(j) How to conduct task and job analyses to understand all aspects of employment opportunities
66.7%	(c) Current national and international employment and equality legislation requirements for the workforce
50%	(b) Business systems / Knowledge of economic process and theories

It is surprising that key elements of Supported Employment such as Job Analysis and Natural Supports do not score highly in this questions. These two areas are part of the foundation on Supported Employment. Also, legislation and Business systems/knowledge of economic process and theories are not ranked as highly.

Skills

Respondents were asked to rank in order of relevance the skills needed for employer engagement. The scale used was 1 (low relevance) and 10 (high relevance) and the scores were ranked based on over 50% of the respondents scoring from 7 – 10 and the results were:-

%	Employer Engagement Skills
100%	(e) Problem solving skills
95.8%	(f) Social and relational skills
95.8%	(g) Negotiation and mediation skills
95.8%	(h) Information, advice and guidance skills
91.6%	(b) Networking and relationship skills
91.6%	(d) Supporting employers to formulate tasks and required competences of the missing profiles
87.4%	(l) Supporting development skills

83.2%	(j) Assessment and planning skills
82.2%	(k) Training skills (ex: know how to plan, develop, monitor and evaluate professional training in a work context)
79.2%	(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
70.8%	(i) Data collection skills
58.2%	(a) Sales and marketing skills

The skills ranked in this question were reflected the question regarding the most needed skills in Supported Employment. It is interesting to note that the lowest ranking skills were Data Collection and Sales and Marketing Skills.

In summary, the Supported Employment Professional Survey has clearly identified the need for, and the key areas (**competencies, knowledge and skills**) to develop and design an employer engagement training as a key part of the Supported Employment model.

BEO Project Needs Analysis, National Report, EU States is available in accessible formats by contacting Communication and Dissemination partner, the Association of Supported Employment Europe E|

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