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SITUATION ANALYSIS FOR WORKFORCE DEVELOPMENT IN PEJA

Peja, 2017

SITUATION ANALYSIS FOR WORKFORCE DEVELOPMENT IN PEJA

This situation analysis report was developed within the ProSkills project implemented by the Institute for Training and Economic Development (ITED) with financial support from Solidar Suisse Kosovo

SECTORS:

- 1. Metal Processing**
- 2. Wood Processing**
- 3. Tourism**
- 4. Information Technology (IT)**

GRATITUDE

Solidar Suisse and Institute for Training and Economic Development (ITED) thanks all those who contributed to the compilation of this study analysis for workforce development in the four mentioned sectors in the municipality of Peja. Also, we thank all the companies and all the institutions and organizations involved in this research.

Commissioned by:

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Disclaimer:

Views presented on this report do not necessarily represent the views of the commissioning party.

Prepared by:

ITED - Institute for Training and Economic Development



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Abbreviations

VET	-	Vocational Education and Training
EU	-	European Union
EYE	-	Enhancing Youth Employment
LYAC	-	Local Youth Action Councils
MCYS	-	Ministry of Culture, Youth and Sport
MEST	-	Ministry of Education, Science and Technology
MLSW	-	Ministry of Labour and Social Welfare
NGO	-	Non-Government Organisation
PEO	-	Public Employment Office
SDC	-	Swiss Agency for Development and Cooperation
SPSS	-	Statistical Package for the Social Sciences
TOEFL	-	Test of English as a Foreign Language
ToT	-	Training of Trainers
UNDP	-	United Nations Development Programme
USAID	-	The United States Agency for International Development
VTC	-	Vocational Training Centre
DED	-	Directorate for Economic Development

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EXECUTIVE SUMMARY

Despite reforms and progress achieved and an improvement in the economic stability, Kosovo is facing with very high unemployment rate, reaching 27.5%¹. The proportion of youth unemployment (15-24 years) reaches 52.4%².

Out of 52.4% of unemployed in the group age from 15 to 24 years, women are reported to be 65.4% and 47.2% are men³. Therefore, the core problem is that young people especially young women, are largely excluded from social, economic and political life in Kosovo and are not even prepared to respond to the marked demands for employment.

Kosovo's vision for VET system development is determined by its political and socio-economic situation. The VET system in Kosovo has been undergoing significant change in recent years as a result of the many initiatives aimed at improving the policy design and implementation process of the skills system. The role of VET in contributing to the country's socio-economic development and in meeting wider policy aims is deemed crucial. Therefore, the introduction of the sector-wide approach in the education sector and the Kosovo Education Strategic Plan (KESP) 2017-2021 is considered a significant step forward on the part of the government, in particular the Ministry of Education Science and Technology (MEST), in supporting systemic reform. Overall, the government's vision is for an inclusive education system, based on lifelong learning principles, and offering quality education to all. The latest Joint Annual Review 2014 (JAR) of KESP identified the quality of education, the gross enrolment rates and the number of years spent in education as key inputs to improve employment opportunities.

In 2015, VET was identified as top priority amongst the different education sectors, which is also confirmed by the great effort put by MEST in the establishment of the Agency for VET and Adult Education in March 2014. In terms of Vocational Education and Training (VET), the focus will be on improving the relevance of school programmes to labour market needs, the development of a VET specific core curriculum, aligned to the Kosovo Curriculum Framework (KCF), the systematic provision of high quality work experience and professional practice, and, specific to the Kosovo context, ensuring the sustainability of the Centres of Competence (CoC) and their further development.

In terms of the international dimension, the KESP also attempts to take account of relevant policy and strategy. In general terms, the development of the KESP took place in the context of an awareness of the four common EU objectives to address challenges in education and training systems by 2020, detailed in Education and Training 2020 (ET 2020):

In the recent research of ETF, VET teachers said that CPD is needed to help understand new technologies in the workplace (82%), closely followed by student career guidance and counselling (80%), knowledge of the curriculum (79%), pedagogical competencies in teaching subject fields (74%), and approaches to developing cross-occupational competences for future work (74%). Main barriers to CPD cited are poor incentives (60%), lack of relevant CPD on offer (47%) and the cost of participation (45%).

¹ KAS (2015). Labour market data in ASK data platform: <http://ask.rks-gov.net/media/3229/afp-2016.pdf> [accessed: 10th of November 2017]

² KAS (2015). Population data in ASK data platform <http://ask.rks-gov.net/media/3229/afp-2016.pdf> [accessed: 10th of November 2017]

³ KAS (2015). Population data in ASK data platform <http://ask.rks-gov.net/media/3229/afp-2016.pdf> [accessed: 10th of November 2017]

The main concern in Kosovo is that 57.4% of VET teachers reported that they had no organized in-service teacher training provided out of school over the last 12 months and around 60% had no school-based CPD during the same period. When it comes to vocationally specific CPD or CPD on business premises there was even less provision.

Based on different reports and based on the partner's own experience in working in VET systems and reforms in Kosovo, key success for CPD in Kosovo is to provide the professional training for teachers in specific field. So far, different donor projects offered numerous training program with focus on didactic and methodic trainings, however, very few training programs were focused on professional training.

Also, training for students and youth which still undergo the secondary schools seem to be very important, and these training should be organized in terms of internship, professional training, on the company trainings.

In March 2017, Solidar Suisse engaged Institute for Training and Economic Development (ITED) as implementing partner for the project Youth and Employability, the project to be implemented in Peja region. The project aims to support the career entry and integration in the world of labor of youth through enhanced services for specific target groups and awareness promotion among decision makers in order to influence better legal framework conditions.

ITED is in charge to establish the working group with representatives of education system, private sector and other interested parties. The aim of the municipal WG is to act as local-level advisory body composed of main stakeholders in order to coordinate and advise the relevant institutions for vocation and education and training at local and central level regarding the curricula development, technology and market changes as well as overall market needs – directly linked to the overall objective as well as the project outcomes.

Overall Goal	Improving access to employment for young graduates of vocational schools and enhancing cooperation between the private sector and the education system in the municipality of Peja.
Outcomes	
Outcome 1:	Students of vocational schools have additional skills for the labor market through the acquisition of skills through new vocational training.
Outcome 2:	Education and Vocational Training in the Field of Tourism, Information and Computer Technology (ICT), Metal Processing and Wood Processing with a special focus on CNC machine work, has a greater focus on developing relevant skills in the labor market.

This study provides an analysis and evaluation of the current situation for four (4) business sectors: Metal Processing, Wood Processing, Tourism and Information Technology (IT), as well as information on services provided by Professional Schools in Peja regarding above mentioned sectors. In this study ITED conducted interviews with other stakeholders relevant to these sectors such as: Municipality Education Department, Vocational Training Center (VTC), Business Associations, Craftsman Associations, Tourism associations and NGO's in Peja Municipality.

This assessment is looking into needs of enterprises in the mentioned sectors regarding employment of youth and as well as further development of the workforce in line with market demands. Thereby, the assessment present data and facts about the issues and concerns but also provides certain concrete recommendations for developing and empowering future workforce programs.

The assessment provides evidence of existing difficulties from the business perspective on obtaining and retaining qualified and skilled staff, which in long terms reflects to further development of those companies.

Specific recommendations are provided for key stakeholders in the triangle of: Businesses, Professional Schools/VTC and Education Institutions such as Municipal Education Department/MEST, as well as key recommendations of what programmes to be offered in order that youth meets the market demands providing the reflection and guidance for the policy and decision makers on what measures should be taken to improve the existing situation.

In addition, the assessment also provides clear evidence of existing capacities of service providers, challenges and potential, as well as provides a list of recommendation to be undertaken in the field of non-formal education for further empowering of the youth at Peja region.

AIM AND OBJECTIVE

The aim of the study is to provide an analysis regarding existing companies and potential for employment for youth in municipality of Peja. In order to understand the missing link, the study focuses on understanding main challenges that the companies in 4 sectors are facing and as well as understanding the young people capacities, skills and competences that they obtain in the existing school program in order to benefit from existing opportunities at the local level regarding employment.

The objective of the study is to identify the current gaps, assess the current education institutes and other VET service providers' potential and opportunities as well as identify youth needs.

The report is giving an overview of the challenges and potentials for employment with reference to further development and empowering the youth capacities, skills and competences.

METHODOLOGY

The study is based on primary data collected through a well prepared questions specifically commissioned for this assessment as well as already published data, reported by national and international institutions. The questionnaire and interviews aimed at soliciting the perceptions and assessments of different groups about the 4 sectors identified for this project.

The data was gathered through face-to-face interviews. The survey was implemented using open ended questions and some parts which required ranking or multiple answers. Questions for the interview were prepared by ITED and approved by Solidar Suisse.

In total, there were 11 participants involved in the research, please see attached list of interviewers as (Annex 1). In this research were involved head of businesses, directors of the Professional Schools, Municipality Education Sector, Vocational Training Center, Employment Office in Peja, business associations, Chamber of Commerce and NGO's.

Once collected, the data was encoded by experienced personnel using EXCEL spreadsheets prepared with the data fields and pop-up tables indicating relevant codes. The data were analyzed and are presented below under field research data of this report.

Methodology used to conduct this study:

DESK RESEARCH

In addition to interviews, ITED involved desk research consultation of applicable studies and other relevant documents for selected sectors.

FOCUS GROUPS/CONSULTATIONS WITH MUNICIPAL WORKING GROUP ON VOCATIONAL EDUCATION AND TRAINING (MWGVET)

This study analysis was prepared by ITED and in close cooperation with Municipal Working Group on Vocational Education and Training (MWGVET) in Peja established on April 2017.

With purpose of discussing and better understanding the sector needs, obstacles and issues, the implementer has conducted three meetings with MWGVET in Peja with all stakeholder and members of the MWGVET, where all questions prepared were discussed in detail.

FIELD RESEARCH - MEETINGS WITH STAKEHOLDERS

Meeting with each stakeholder took place individually, where all questions prepared were discussed in detail.

This methodology is chosen as a one of the best to collect information from different resources, and in the same time analyzing different point of views, not only from the businesses, but also from education providers.

GENERAL FINDINGS

This section provides an overview of the main findings of the assessment. For convenience, the findings are initially disaggregated for each sector, at municipality level, respectively Peja Municipality.

Lack of qualified workforce with necessary skills and competences are noted to be the most critical for the business development in the sectors selected for this research.

In a summary, the main findings are presented as follow:

- Among other problems businesses are facing such as financial instability, unfair competition, taxes, etc., every business visited for this research the main problem identified by them is finding appropriate, skilled and competent employees.
- Vocational Training Center (VTC) offers training programs in 12 profiles, 4 of which are directly linked to this study. In metal processing they have all necessary tools and equipment to provide training, however, they don't have professional trainer to provide trainings.
- Professional Schools are well equipped with programs and curricula's, however, they seem to be outdated or not in line with market demand. The main problem identified is that in Technical Professional School "Shaban Spahija" in last two years there was no one student interested to enroll in metal processing profile.

Professional Schools

For this research and to analyze the 4 sectors ITED under the projects "Youth and Employment in the Western Balkans" was focused on 2 Professional Schools in Peja, which provides school programs for the youth of the Peja region.

Technical Professional School "Shaban Spahija" – Pejë

This school offers three-year school program in the following directions: *Metal processing, Wood Processing and Information Technology and Communication Technology*. It is important to mention that in metal processing for 2 past years there were no students enrolled in such programs, while in wood processing the number is low too, hence in the Information Technology and Communication Technology the number is satisfied and increasing every year.

Economic Professional School "Ali Hadri" – Pejë

This school provides around 5 school profile, however, for this study we have gathered data only for one sector: **tourism**.

In this profile, there are approximately 74 students out of which only 4 girls.

The school cooperates with main hotels and restaurants in Peja regarding professional practice.

Vocational Training Center (VTC) in Peja

Vocational Training Center (VTC) in Peja operates under the umbrella of the Ministry of Labor and Social Welfare (MLSW). VTC in Peja offers 12 vocational training programs for jobseekers from the Peja region. These trainings are 3 months' programs where candidates are equipped with skills and competences for the employment in specific fields.

Three (3) training programs offered from VTC are accredited by National Qualification Authority (NQA) which is directly linked with European Qualification Authority (EQA) with the level 3 of the National Qualifications Framework (NQF) and candidates are obtaining specific number of the credits.

For this study, VTC in Peja offers 3 months training programs for the following sectors. *Metal processing, Wood Processing and Information Technology.*

VTC in Peja offers ACCREDITED training program in Metal Processing. In the VTC Peja there is a training facility/laboratory with all the equipment and very good conditions to deliver training for metal processing. In addition, they have consumable material for next 6 months or to train around 100 candidates. Based on the Director of the VTC, there is huge interest from young people to get trained in this sector, and they have around 100 young people on waiting list to be trained.

However, the trainer/expert who provided this training got retired and VTC didn't got approval to employ new trainer/staff to provide this training. Therefore, if the VTC has a one trainer which costs around 420.00 EUR per month could provide this training to youth of Peja region.

Since 1999 the VTC Peja has offered training in Metal Processing, where the trainer on the Metal Processing was employed full time, however, since last year, the trainer/expert has gone to the pension and since that time no other trainer/expert has been employed to fill this position.

As a consequence, in the absence of a trainer, many young people who are interested in training in Metal Processing could not be trained, and the number of young people interested in waiting for this training is around 100.

Taking into consideration the situation occurred after the retirement of the trainer, if the Solidar Suisse project or any other project could help VTC Peja in covering wage cost for the trainer/expert who could have been employed at the VTC for a one-year period, about 100 young people could have been trained for one year. This is thought to be very necessary considering that the number of young people interested in enrolling in metal processing profile in high schools is too small or there is no interest at all. In contrary, the demand for workers in this sector is in high demand, and there is a shortage of qualified staff for this sector.

Companies

It is accordingly noticed that most of companies from every sector have a similar list of needs and problems. Lack of qualified staff and consistent funding's were frequently very high on the problem list. However, each sector has its specific problems and concerns, the main issue they are facing is ensuring qualified staff with adequate skills and competences, especially on using new and modern machinery.

Almost each of the sector representative mentioned that youth or new jobseekers are missing even basic skills and competences of the job requirements. This instability on ensuring qualified staff companies are unable to increase their production and expand as market demands.

1. Metal Processing

This sector has approximately 100 employees in Peja municipality and around 15 medium companies in this sector. However, the potential for the employment is at least 50 new employees. Main profiles this sector is requiring from the new employees are: *Welder/welding, Machinist and Installers (technical).*

Main issue here is that, there are not many interested jobseekers in this sector, even though minimum salary for the new employees is 300.00 EUR/month and it can be increased based on their performance up to 500.00 EUR/month, respectively 1,000.00 EUR/month for master in metal processing. this sector has potential for growth as companies are well equipped with machinery, they lack qualified staff. Below are presented all details regarding this sector.

2. Wood Processing

This sector is facing almost the same problems and issues as the metal processing sector. Lack of qualified staff in the areas of operating with CNC machinery is main problem, however based on the company visited for this study, they mentioned that also new employees lack basic skills and competences for this sector such as: basic knowledge for wood, basic knowledge of machinery, even reading the technical drawings. This sector mainly is requiring the skills for designers, mounters, coloring, etc.

3. Tourism

Tourism sector is large and covers wide range of the services starting from: hotels, restaurants, tourist guides and rural tourism, where each of the sector has its own difficulties and problems. For this study we have met with one hotel who also have a restaurant and it is one of the best known in Peja.

Tourism in Peja, seems to be one of the most potential sector, companies providing these services also have difficulties on having well qualified staff. Hotel Dukagjini for example, once they employee its own staff, they provide a training program before one employee could offer services to its clients. Main profiles tourism sector is looking to employee are: tourist guides, waiters, barmen, chefs, warehouse managers, accountants and finance managers. Waiters, barmen, chefs are in high demand.

Professional school in Peja is offering school program for tourism, the business sector is not satisfied with student's skills and competences potential employees have once they apply for job. Main skills and competences required by business sector are: Ethics, Kindness, Communication in different languages, Preparation of drinks and coffee, cocktails, arrangement of the Hall and counter, good Mathematical knowledge, etc. Companies in this sector are cooperating with professional schools and VTC in Peja for professional practice or internship programs with Employment Office in Peja and are interested on further cooperation in terms of curriculum development at schools, so they are in line with market demands.

As far as tourism services are concerned, such as: offering tourist experiences, the main problems are similar to those of other field from the tourism chart. Offering services such as tour operators, enjoyment of experiences and other additional services for tourism have problems in preparing ready-to-work workers. The requirements of this tourism subsector are mainly: Recognizing the trails, maps, expert trails, tour guides that speak English, Serbian, Croatian, have good knowledge in Natural, Cultural and Historical field of the Peja Municipality, know the museum, geography, etc. Some of these things are taught in school, but there are no specific programs or training on these skills and competencies.

4. Information Technology (IT)

In Peja there are 5 companies that offer IT services, however, there are other companies that provide IT services but they are either not registered as companies or provide very limited services such as computer maintenance.

Similar to other services, this sector is also facing difficulties to expand due to lack of qualified staff. Even though, the professional schools provide school programs for students, the curriculums seem to be outdated and not in line with market demand.

Trending in Employment in this sector is on rise as these companies also outsource their services to EU companies. Main profiles that are required from this sector are: Programmers (software developers), System Administrator, Network Administrator, Database Administrator, Tester, IT technician, and Web designer.

Salaries in this sector vary based on the skills and competences that the jobseeker might have where basic salary starts from 300 – 500 EUR/month and can be up to 1,000 EUR/month.

This sector is interested on cooperating with school and be take students for the professional practice on their companies.

Capacity Building Needs

Capacity development constitutes a way for youth to scale up their skills and competences, not simply by learning theories but by undertaking more practical work during their studies in order to enhance further their skills.

Also, the managers of the companies from each sector are interested on further developing their professional skills but also their management skills. These programs will also help them on further foster the cooperation between the stakeholders in workforce development. In this contexts capacity is defined as the ability of individuals and organizations to perform functions effectively, efficiently and sustainably.

All sectors and institutions have highlighted the different subject areas for capacity building programs which are presented in the list of recommended trainings.

In addition to financial problems or access to funds, small market, barriers to exports, the main problem of companies in general is the lack of qualified staff or skilled workers in the four sectors targeted by this project, but also for other sectors is the same problem.

Lack of cooperation between schools and businesses is due to the lack of communication between the two sectors. While schools prepare school programs for students without close co-operation with businesses, also businesses are not too interested in involving themselves in developing school programs. This can also come as a lack of initiative that neither party undertakes.

The project will be able to intervene in building the cooperation between the two parties through the Work Group for VET which is already established in Peja where these discussions, co-operations and co-ordinations will be further enhanced during the implementation of this project. Lack of working tools and appropriate workplace cabinets at schools can be covered through internship or practical work where learners would go to adequate businesses to get the right skills.

FIELD RESEARCH DATA

SECTOR I – METAL PROCESSING

The metal processing sector in Peja in recent years is undergoing a good development. Today, in Peja, a large number of micro-businesses or family businesses operate but still have a potential for growth and employment of young people.

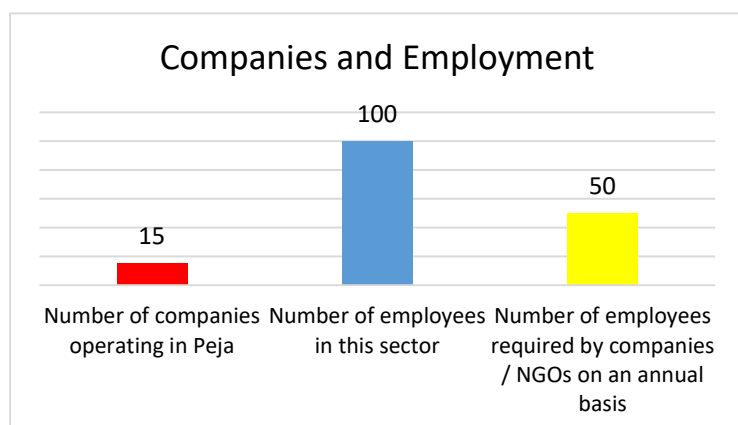
In Peja, there is a number of 15 companies with about 100 employees and with a potential for about 50 employees on an annual basis.

The professional school in Peja offers the profile for metal processing, but in the last 2 years there is no one interested to register in this profile. This problem has also been presented to the Municipal Working Group for VET in Peja, and it has emerged as a recommendation to undertake an awareness campaign and information campaign aimed at promoting this sector to young people and their parents.

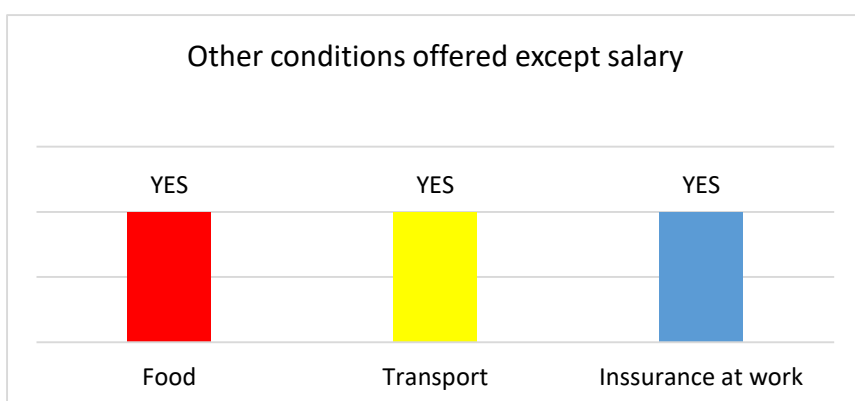
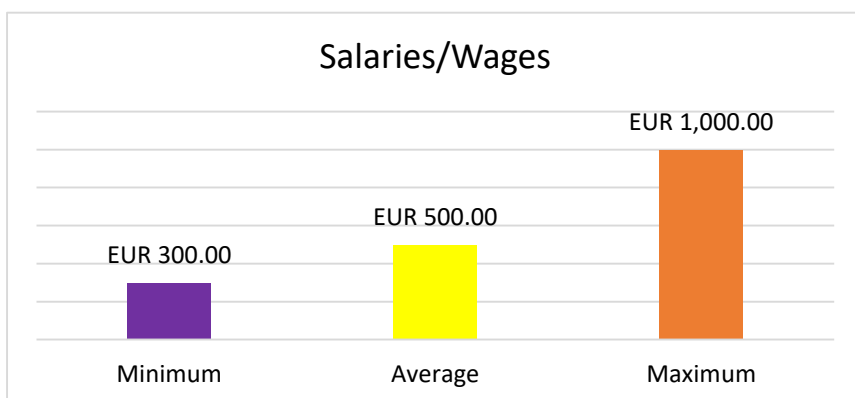
This campaign will inform young people about the potential of business and the ability to open businesses in the future.

However, based on the VTC Peja, there is a number of 100 young people who are interested and waiting in attending metalworking training, but VTC Peja although it has all the resources needed to provide this training, VTC Peja lacks the professional trainer to provide this training.

In this sector, initiatives that need to be taken are: a) support the information campaign in order to inform youth to enroll in vocational schools for metal processing, and b) assist VTC Peja with resources needed to provide training for those interested in this profile.



There are approximately 15 medium and small companies operating in the metal processing industry in Peja. They employ around 100 workers and have potential for minimum 50 more staff.



Market demands for workforce

Business Trends in Employment	<ul style="list-style-type: none"> Increasing
Profiles that are required within the sector	<ul style="list-style-type: none"> Welder/welding Machinist Installers (technical)

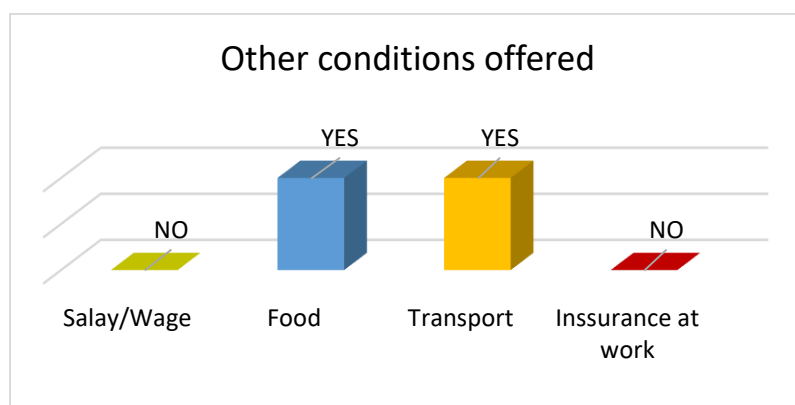
Competences and Skills

Competences and Skills Required by Jobseekers	<ul style="list-style-type: none"> Reading technical drawings Mathematics - simple calculations and mathematical measurements Basic skills in welding
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Professional Practice/Internship programs

Company's capacity for students absorption in practical work on an annual basis	<ul style="list-style-type: none"> YES Around 100 in annual basis
The most appropriate time for practical work	<ul style="list-style-type: none"> Throughout the year

Professional Practice/Internship programs



Training for entrepreneurs/companies

Professional Training in the Metal Processing Sector	<ul style="list-style-type: none">• In Advanced Machinery
Trainings needed for the company's management	<ul style="list-style-type: none">• Management and Business Administration - Project Management Professional (PMP) Certification Programs

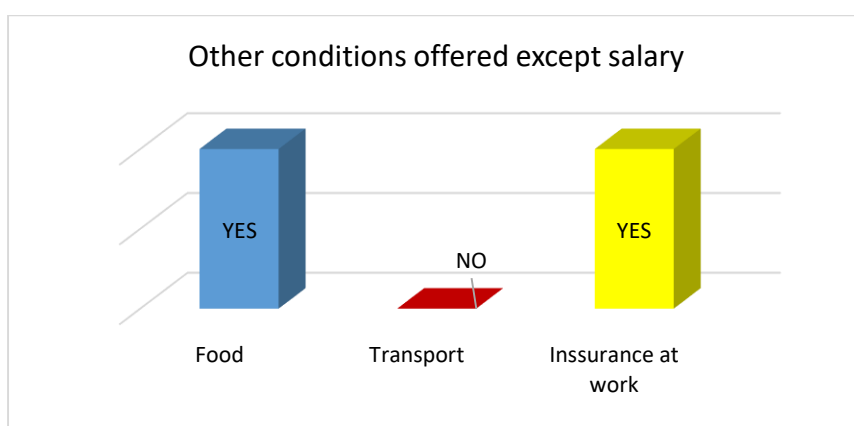
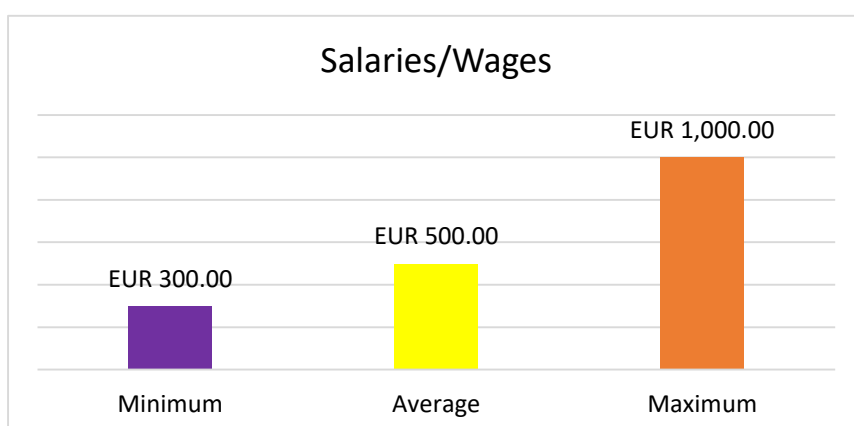
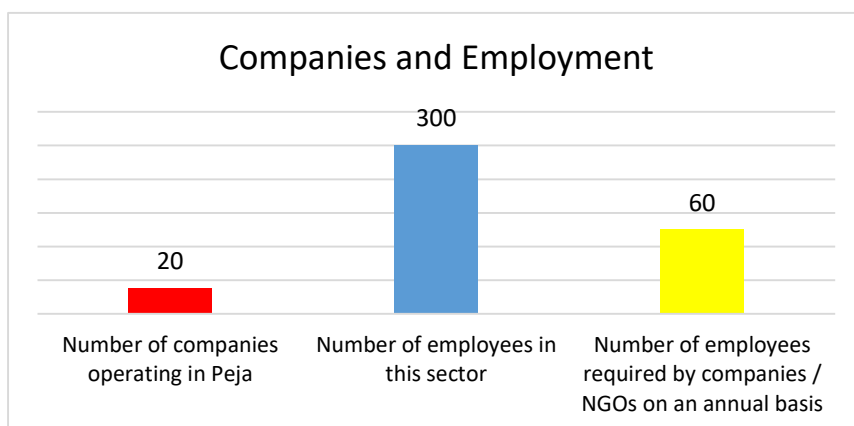
SECTION II – WOOD PROCESSING

The Wood Processing Sector is a sector that has a tradition in the Peja region, from the old times when in Peja, the wood industry was very much developed, and this sector has employed a large number of people from the Peja region.

Nowadays this sector has started to develop, though not at the level it once had. Today in the municipality of Peja there is a considerable number of businesses that are mainly small that operate in this sector. However, according to research in this sector there are about 20 medium-sized companies employing around 300 employees. Research shows that employment and development trends in this sector are constantly increasing given that some of these companies have managed to market their products to regional and European markets as well. Although employment trends in this sector are increasing, according to this research, about 60 young people can be hired on an annual basis, lack of skilled workers has been identified as main issue for businesses.

The professional school in Peja offers the direction for wood processing, but according to the data from the businesses young people do not have the necessary skills and competencies according to the needs of the labor market.

Vocational schools and MEST should undertake close cooperation with businesses to co-ordinate curricula and internship programs so that young people can get acquainted with technology used in businesses and that schools lack them. These initiatives can also serve different projects to help in this regard.



Market demands for workforce

Business Trends in Employment	<ul style="list-style-type: none"> Increasing
Profiles that are required within the sector	<ul style="list-style-type: none"> Machine Programmer - CNC Programmer Colorants

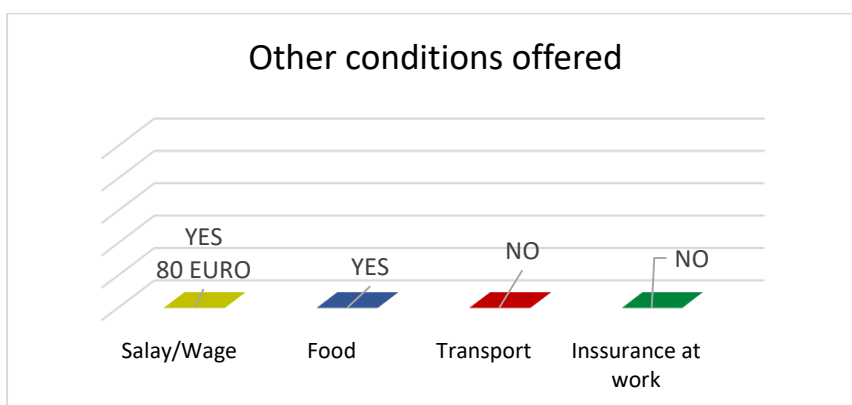
Competences and Skills

Competences and Skills Required by Jobseekers	<ul style="list-style-type: none"> • Basic knowledge for wood • Basic knowledge of machinery • Reading the technical drawings • Mathematics - simple calculations and mathematical measurements • Designers • Mounters • Coloring
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Professional Practice/Internship programs

Company's capacity for students absorption in practical work on an annual basis	<ul style="list-style-type: none"> • YES • Around 100 in annual basis
The most appropriate time for practical work	<ul style="list-style-type: none"> • Throughout the year

Professional Practice/Internship programs



Training for entrepreneurs/companies

Professional Training in the Wood Processing Sector	1. In Advanced Machinery
Trainings needed for the company's management	<ul style="list-style-type: none"> • Management and Business Administration - Project Management Professional (PMP) Certification Programs • Marketing and Sales • Finance management

SECTION III – TOURISM

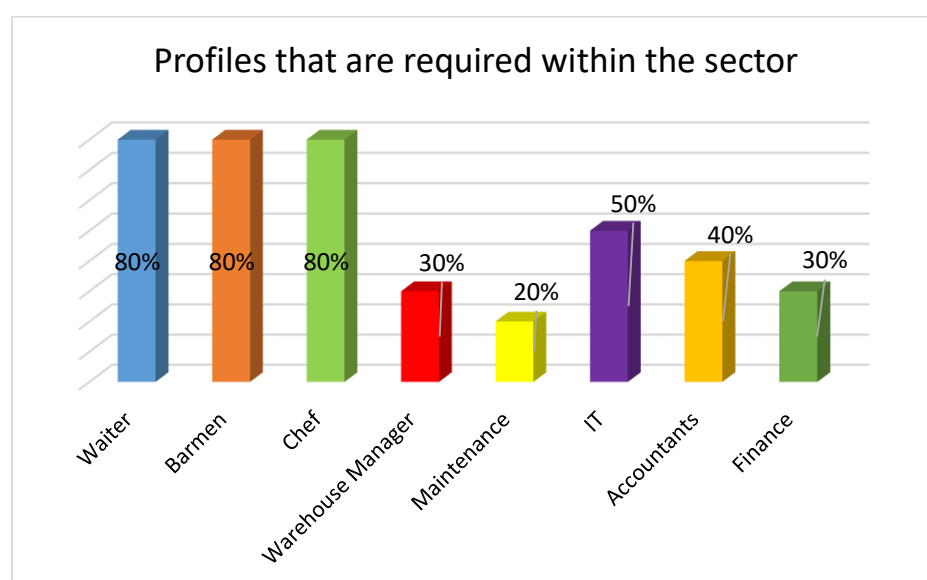
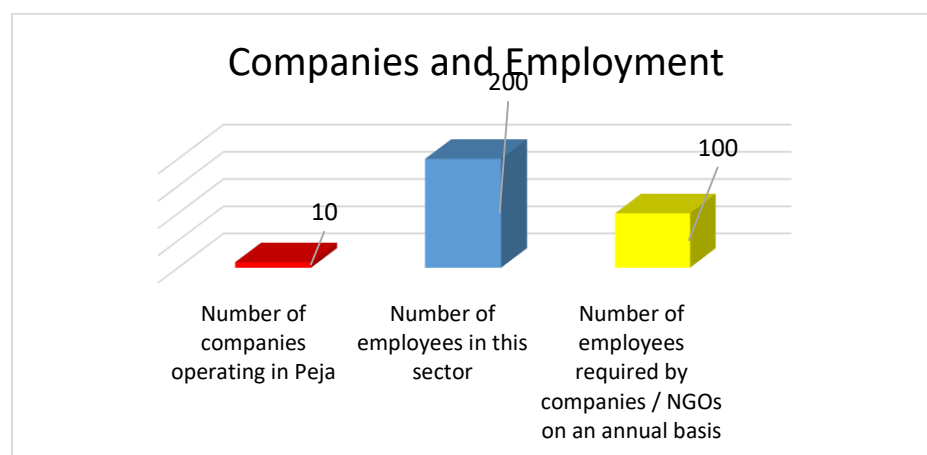
ACCOMODATION AND GASTRONOMY

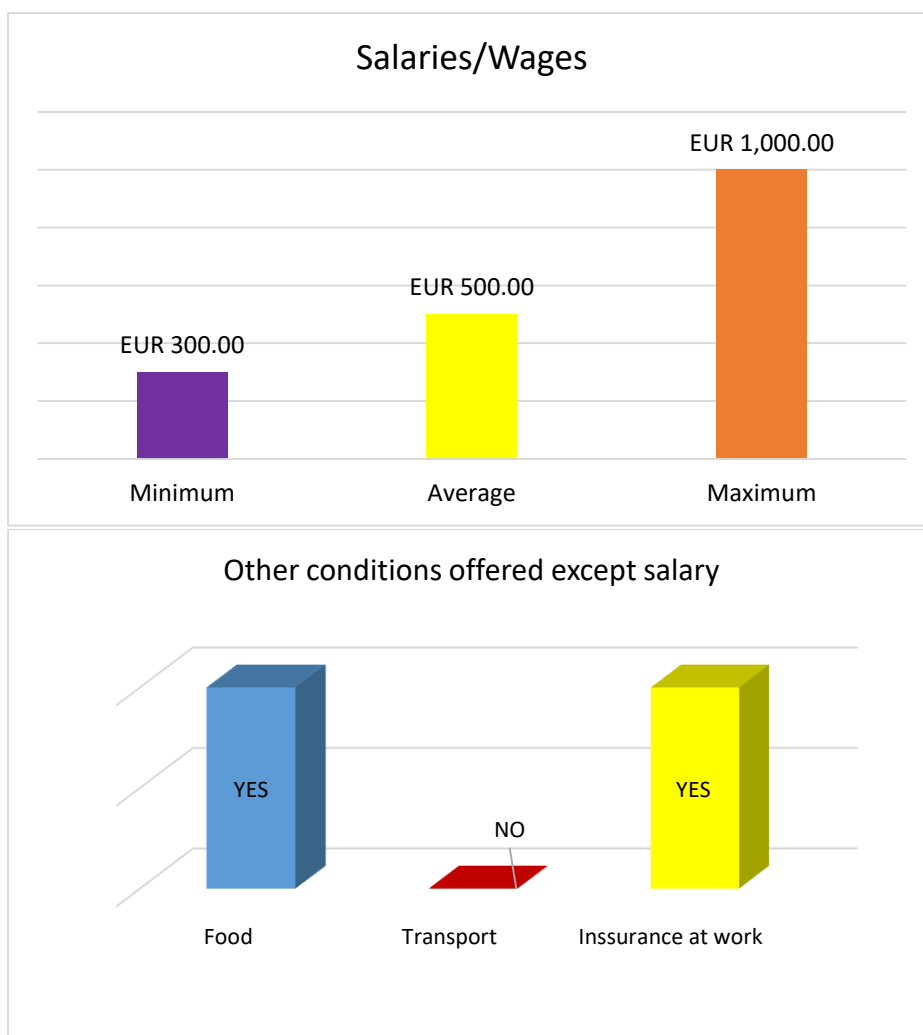
The Tourism Sector is a sector with a long tradition in Peja. Although the sector is quite wide, including hotels, restaurants, tour operators, tourists, hostels, rural tourism, in this research we included only accommodation and gastronomy.

The Tourism Sector in Peja employs about 200 workers, but this number may be even higher as there is a large number of seasonal workers. The potential for employment in this sector is about 100 employees on an annual basis.

Many hotels and restaurants in the absence of qualified staff provide pre-training for young people who hire, which represents a cost for businesses. The main professions that businesses require are: waiter, bartender, receptionists, Chef, warehouse manager. While for professions as a kitchen manager in the hall or hotel, these businesses mainly prepare internally.

The professional school in Peja offers a profile of tourism and there is cooperation with several businesses for sending students to professional practice in Peja, but this cooperation needs to increase even more especially in terms of development of internships and internship programs.





Market demands for workforce

Business Trends in Employment	Increasing
Profiles that are required within the sector	<ol style="list-style-type: none"> 2. Waiter 3. Bartenders 4. Chef 5. Receptionist

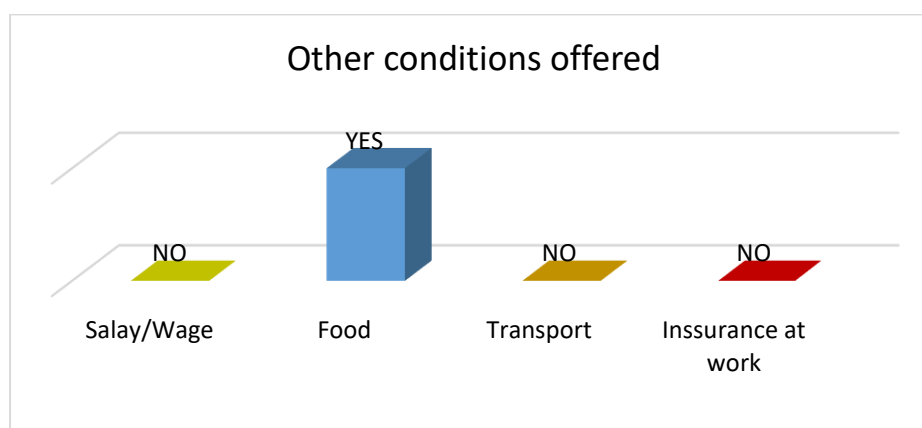
Competences and Skills

Competences and Skills Required by Jobseeker	<ul style="list-style-type: none"> • Ethics • Kindness • Communication in different languages, • Preparation of drinks and coffee, cocktails, • Arrangement of the Hall and counter, • Good Mathematical knowledge, etc.
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Professional Practice/Internship programs

Company's capacity for students absorption in practical work on an annual basis	<ul style="list-style-type: none">• YES• Around 100 in annual basis
The most appropriate time for practical work	<ul style="list-style-type: none">• January – May• Throughout the year

Professional Practice/Internship programs



Training for entrepreneurs/companies

Professional Training in the Tourism Sector	<ol style="list-style-type: none">1. Waiter2. Bartenders3. Chef4. Receptionist
Trainings needed for the company's management	<ul style="list-style-type: none">• Management and Business Administration - Project Management Professional (PMP) Certification Programs• Marketing and Sales• Finance management

EXPERIENCING TOURIST EXPERIENCES

As the tourism industry is a large sector, due to available time and resources regarding this study in the tourism sector apart from contacting a small number of providers from the field of accommodation and gastronomy companies, we have contacted a number of companies or organizations involved in providing services for experiencing the tourist experiences.

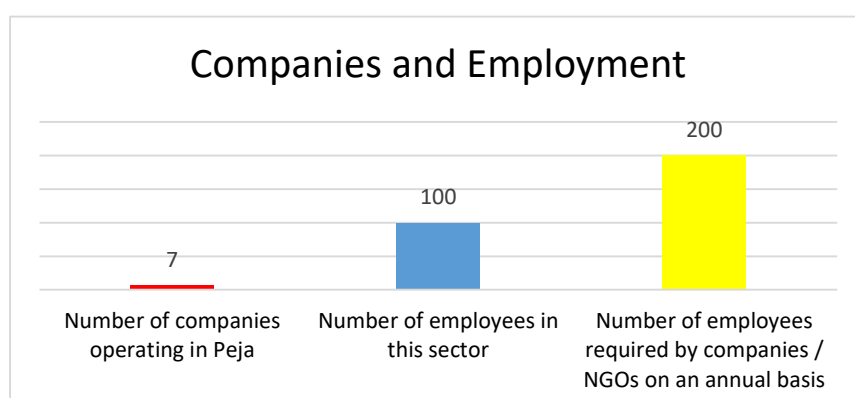
Within the Directorate for Economic Development (DED), Peja Municipality, there is a very functional tourism sector. Under tourism sector there is a functional Tourism Office that has a very convenient location for tourists and a very well prepared staff to provide tourist with information and guidance. This office also prepares and develops projects in the field of tourism, as this sector has an informative and operational office.

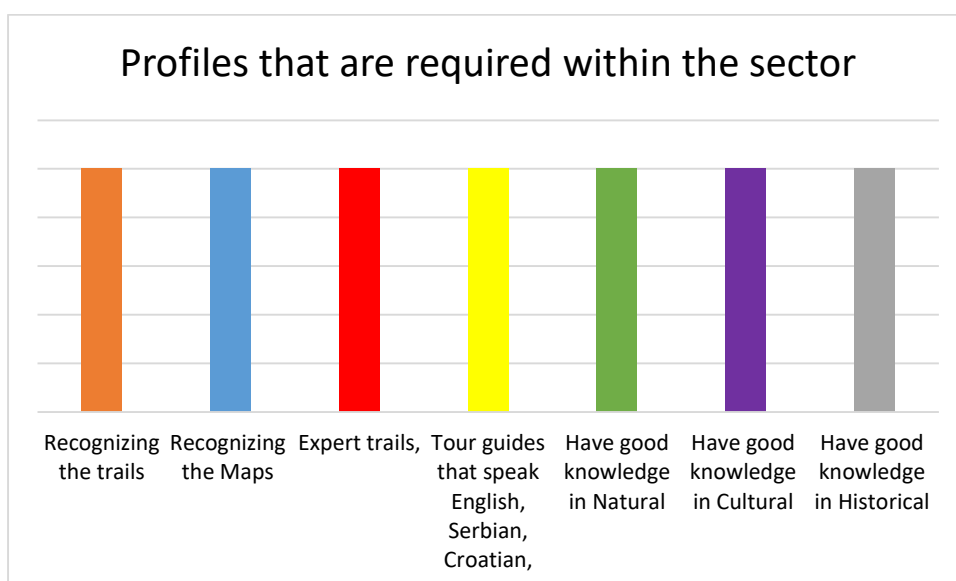
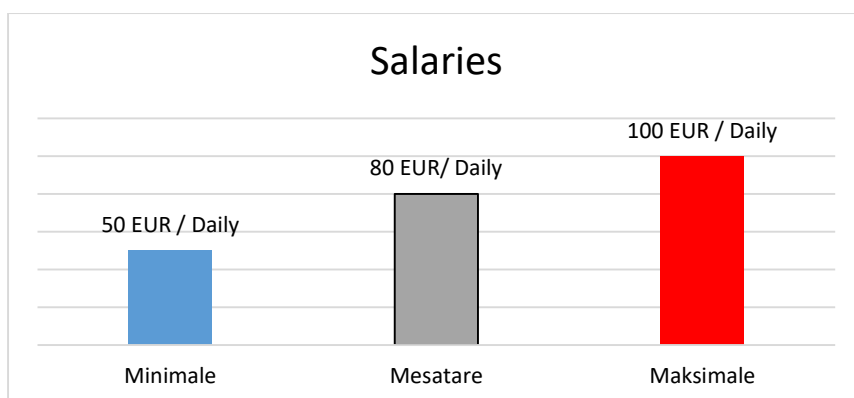
It is worth to mentioning that there are 6 companies or organizations or operators that operate in Peja Municipality which originally created by donors and some have already been transformed into small businesses. Some of these companies/ organizations or operators are:

Company/Organization/Operator	Services/Projects
Marimangat	Zip Line Zip Trip Mopeds enable the closest flight experience. At a distance of 640 meters you can experience speeds of up to 55 KM per hour by dropping Rugova's canyon for long. Via Ferrata - is a metal structure embedded in the rock that allows mountaineers to reach even the point where only trained adhesives can reach.
Balkan Natural Adventure (Balkan'N Adventure)	Hiking, climbing, ferrata, zip line, caving, birdwatching, adventure in general. Peaks of Balkans - Project - Kosovo, Montenegro and Albania
Rugova Experience	http://www.rugovaexperience.org
Shijo edhe ti	Walking, hiking and hiking in the Rugova Mountains
Outdoor Kosovo	Adventurous tourist company operating in Kosovo and Balkans, specializes in mountaineering, caving, skiing, camping, hiking and mountain biking.
Kosovo Outdoor	KOSOVA OUTDOORS is an adventure travel operator that offers unique and unforgettable individual or group packages for Independent Travelers, Guided Trips and Mountain Trips and Alpine Trips to Kosovo, Albania and Montenegro

Market demands for workforce

Business Trends in Employment	Increasing
Profiles that are required within the sector	<ol style="list-style-type: none"> 1. Tour Guides – Historic 2. Tour Guides – Cultural 3. Recognizing the trails





Training for entrepreneurs/companies

Professional Training in the Tourism Sector	<ol style="list-style-type: none"> 1. Tour Guides – Historic 2. Tour Guides – Cultural 3. Recognizing the trails
Trainings needed for the company's management	<ul style="list-style-type: none"> • Management and Business Administration - Project Management Professional (PMP) Certification Programs • Marketing and Sales • Finance management

SECTION IV – INFORMATION TECHNOLOGY (IT)

Information Technology (IT) sector is a rapidly growing sector throughout Kosovo, as well as in Peja. The large number of young people who has knowledge and skills on using computer and speak English in Kosovo is quite large and therefore also this sector has great potential for youth development and employment.

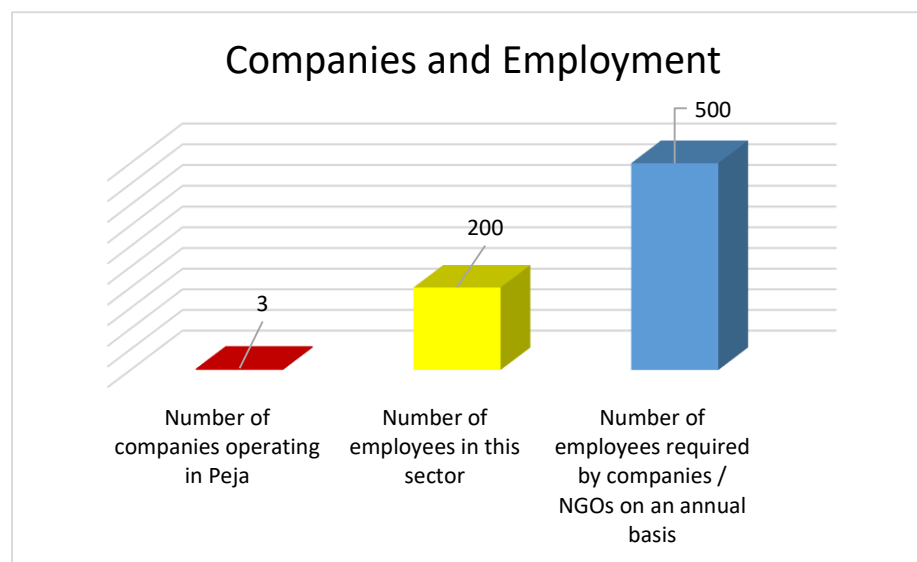
Overall, although according to the data from this research in Peja there are only 5 companies operating in the provision of IT services, this number is even higher, since many businesses are small but offer different services, as these services are also provided from home.

This sector can be divided into two subsectors, i.e. a) companies that provide more professional services for software development, web site and system maintenance, as well as b) the training of young people with basic knowledge of IT to be employed in various sectors (banks, insurance companies, businesses, etc.).

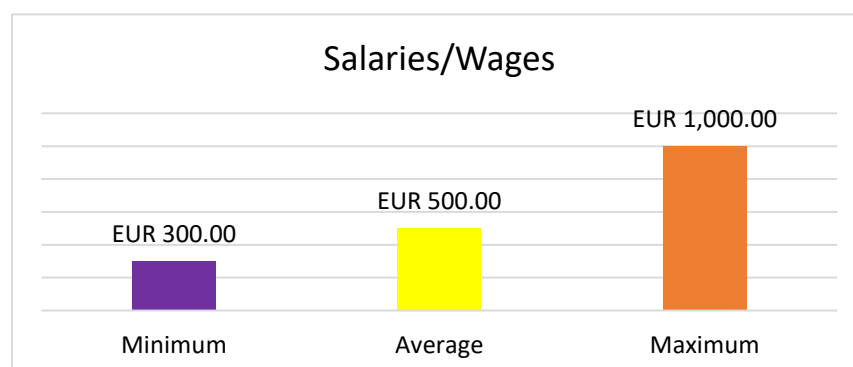
The number of employees in the IT sector or connected with IT sector in the Peja region is about 200 with employment potential for 500 others.

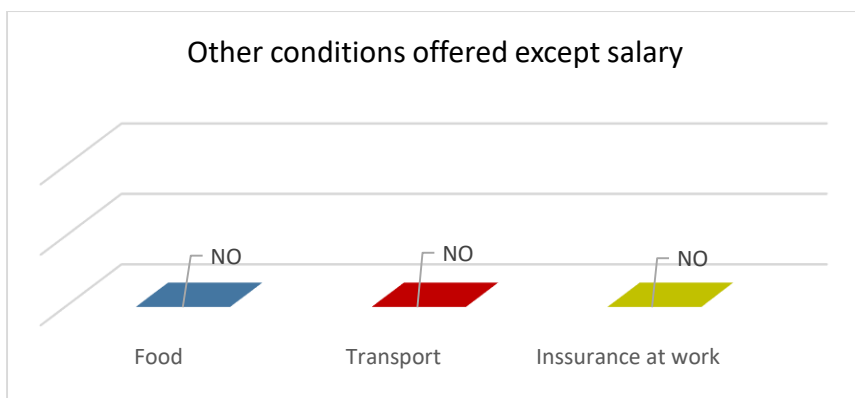
Professional schools offering this profile should have more advanced programs for their students but besides school education, young people should also be offered vocational training in various professional IT companies.

School-business cooperation needs to be enhanced as well as school curricula and technology in schools need to be advanced in order to keep pace with market developments.



On average, each company may have at least 1 to 3 IT employees





Market demands for workforce

Business Trends in Employment	Increasing
Profiles that are required within the sector	<ol style="list-style-type: none"> 1. Developer 2. System Administrator 3. Network Administrator 4. Database Administrator 5. Tester 6. IT technician 7. Web designer

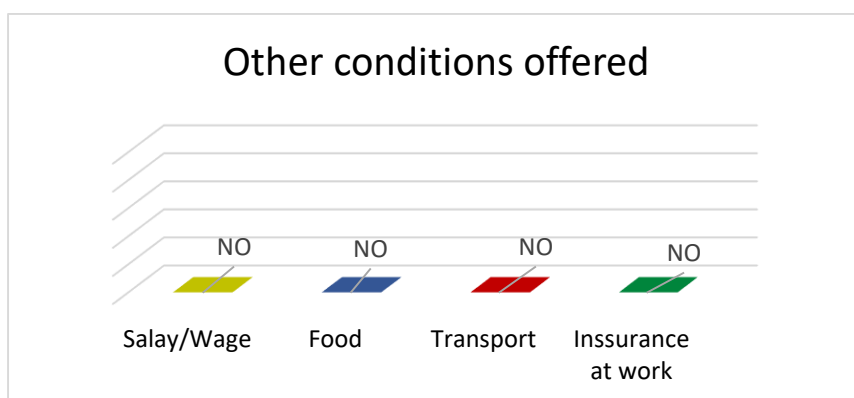
Competences and Skills

Competences and Skills Required by Jobseeker	<ul style="list-style-type: none"> • Java program (c #, OSP and PGP) • Framework: Angular. JS, Eclipse • Network Installation, • Knowing the servers, • Programming Languages
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Professional Practice/Internship programs

Company's capacity for students absorption in practical work on an annual basis	<ul style="list-style-type: none"> • YES • Around 100 in annual basis
The most appropriate time for practical work	<ul style="list-style-type: none"> • January – March • Throughout the year

Professional Practice/Internship programs



Training for entrepreneurs/companies

Professional Training in the IT Sector	<ol style="list-style-type: none">1. ITIL Management2. CISO3. IT Security4. IT Management5. Advanced programing
Trainings needed for the company's management	<ul style="list-style-type: none">• Management and Business Administration - Project Management Professional (PMP) Certification Programs• Marketing and Sales• Finance management

CONCLUSIONS

Based on the direct consultation, interviews and desk research, the following results are presented as conclusion:

Professional Schools:

- Curriculum for these 4 sectors are outdated and not in line with market demand
- Lack of interested youth to enroll in metal processing and wood processing school programs.
- Even though teachers are well educated and have high degree in their field of teaching, the practical knowledge on new and modern technology is missing.
- Lack of cooperation with market/companies regarding internship programs, especially in metal and wood processing industries.
- Professional schools are allowed by law to revise specific curricula for up to 20% in overall content. However, this revision should be made in close cooperation with businesses and other relevant stakeholders.

Vocational Training Center (VTC):

- VTC in Peja is providing 3 months training for 12 training programs, of which 4 are accredited programs with an EU acknowledgment.
- VTC is providing training only for jobseekers which are registered at the Municipal Office for Employment.
- VTC in Peja, has capacities, tool and materials as well as ready workshop space to provide training in Metal Processing, however they do miss a professional training due to obstacles in employing additional people in the institution as per MLSW regulations.
- VTC has limited cooperation with businesses in some sectors.

Municipality Education Department (MED)/ MEST:

- MED in Peja is very proactive on establishing close cooperation with business, however they don't have written strategies on how to enforce this cooperation.
- MED is authority for school management, however, the school curricula are developed and managed by MEST.

Companies:

- All companies are having difficulties on identifying qualified staff with skills and competences
- Most of companies, despite their readiness and willingness to cooperate with professional schools on internship programs, this cooperation is very limited.
- Companies have more advanced technology than schools, and therefore the new employees are missing the skills to use, therefore the companies are providing additional training services to new employees and this affects them financially.

RECOMMENDATIONS

Based on the desk research, direct interviews and questionnaires conducted with stakeholders as well as with approval of the MWGVET in Peja, the following recommendation are suggested to be taken:

Recommendation for Professional school	Actions/Measures to be taken:
Technical Professional School “Shaban Spahija” Peja	<ul style="list-style-type: none"> • Prepare an awareness campaign to increase the interest of young people to enroll in school programs for Metal processing and Wood processing • Review curricula based on labor market requirements and develop curricula in close cooperation with companies • Identify companies for professional practice (Bakalli Metal, etc.) • Prepare Professional practice programs (mentoring, on-the-job training, sending teachers to companies, sending entrepreneurs to classes, in schools).
Economic Professional School “Ali Hadri” Peja	<ul style="list-style-type: none"> • Identify companies for professional practice (Hotel Dukagjini, etc.) • 33 pupils in grade 12 - prepare the plan to sending student at the different companies for professional practice • Review curricula based on job market requirements • In cooperation with municipal authorities organize job fairs with local businesses and jobseekers (match-making concept).
Recommendation for Vocational Training Centre	Actions/Measures to be taken:
Vocational Training Centre (VTC) Peja	<ul style="list-style-type: none"> • METAL PROCESSING • As VTC Peja offers ACCREDITED training program in Metal Processing and furthermore they have a workshop with all the equipment and conditions and consumable material for 6 months and in addition there is interest from young people to train in this sector (waiting list 100 youth). • MWGVET in Peja should identify a donor to cover the salary expenses for the trainer to provide this training with a salary of 420.00 EUR per month.
Recommendation for Companies	Actions/Measures to be taken:
4 sectors	<ul style="list-style-type: none"> • Enhance the cooperation with Professional Schools and VTC in Peja and be open to the internship program. By taking students into the professional practice the companies will be able to evaluate and assess the best potential candidates to employ with low cost.

	<ul style="list-style-type: none"> • <i>Identify a staff to send to the Professional Schools as promotion to inform you about the benefits and potential the metal processing sector has to get employed or even opening they own business.</i> • <i>Organize joint training sessions with business representative's / share success stories and build motivation among youth.</i> • <i>Strengthen internal human capacities through capacity building programs in their respective filed of operation</i>
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List of recommended trainings

Trainings for managing and working staff on topics respective to the field of operation;

THEME		TARGET AUDIENCE	METHODOLOGY
Training for Schools	<ul style="list-style-type: none"> Governance and role and responsibilities of school in economic development Networking, Advocacy and Lobbying 	School directors, vice directors and professional teachers	Training Workshops
	<ul style="list-style-type: none"> Professional training – in company training 	Professional teachers	Training Workshops
Training for Companies	<ul style="list-style-type: none"> Management and Leadership skills Effective Communication 	Management	Training Workshops
	<ul style="list-style-type: none"> Human resource and performance management 	Management	Training Workshops
	<ul style="list-style-type: none"> Documentation and reporting skills 	Management	Training Workshops
	<ul style="list-style-type: none"> Strategic planning 	Management	Training Workshops
Training for YOUTH	<ul style="list-style-type: none"> Business Plan Development 	YOUTH	Training
	<ul style="list-style-type: none"> Entrepreneurship training 	YOUTH	Training
	<ul style="list-style-type: none"> Organizational behavior 	YOUTH	Training
	<ul style="list-style-type: none"> Working ethics 	YOUTH	Training
	<ul style="list-style-type: none"> Leadership skills 	YOUTH	Training
	<ul style="list-style-type: none"> CV preparation 	YOUTH	Training
	<ul style="list-style-type: none"> Interviewing skills 	YOUTH	Training
	<ul style="list-style-type: none"> Communication skills 	YOUTH	Training
	<ul style="list-style-type: none"> Customer care 	YOUTH	Training
	<ul style="list-style-type: none"> Researching skills 	YOUTH	Training
	<ul style="list-style-type: none"> Presentation skills 	YOUTH	Training
	<ul style="list-style-type: none"> Technical computer skills 	YOUTH	Training
	<ul style="list-style-type: none"> Professional training on Metal Processing 	YOUTH	Training
	<ul style="list-style-type: none"> Professional training on Wood Processing 	YOUTH	Training

MEMBERS OF THE - MUNICIPAL WORKING GROUP FOR VOCATIONAL EDUCATION TRAINING (MWGVET) - PEJË

#	Name and Surname	Institution / Company	Position	Telephone	Email
1.	Besim Avdimetaj	Municipality of Peja - Directorate of Education Department	Director	049/ 359 000	besiavd@gmail.com besim.avdimetaj@rks-gov.net
2.	Bekim Berisha	VET Economic School	Director	049/ 766 704	bekiberisha@live.com
3.	Arben Gjiko	VET Technical school	Director	049/ 766 707 044/ 220 737	nebra592011@hotmail.com argji59@yahoo.com
4.	Rexhe Gashi	Vocational Training Center (VTC)	Director	044/ 138 273	rexhg@hotmail.com
5.	Bajram Dema	Municipal Employment Office	Director	039/ 432-820/2013 044/ 252-137	grp_peje@hotmail.com
6.	Din Begolli	Kulla e Zenel Beut	Owner	049/ 137 739	kullaezenelbeut@gmail.com
7.	Besnik Shabi	Hotel Dukagjini	Manager	049/ 766 013	besnik.shabi@hoteldukagjini.com
8.	Visar Gjiko	Shijo edhe ti	Director	044/ 142 938	v_gjiko@hotmail.com
9.	Nol Krasniqi	Marimangat	Director	049/ 661 105	marimangat@gmail.com info@bnadventure.com
10.	Sami Sylqa	Balkan Natural Adventure Agjencioni për financim në Kosovë (AFK)	IT Expert	049/ 440 088	sylqa@yahoo.com
11.	Burim Berisha	COM-ING	Owner	049/ 555 695	burimb@comingpe.com
12.	Florim Kelmendi	IMBUS Peja	Owner	049/ 307 900	kelmendi@imbus-peja.de
13.	Ilir Alidemaj	Bellino Home	Owner	044/ 139 090 049/ 139 090	info@bellinohome.com
14.	Afrim Kelmendi	Bedcom	Owner	049/ 339 055	bedcomkos@gmail.com
15.	Flamur Bakalli	Bakalli Metal	Owner	044/ 138 817	bakallimetal@gmail.com
16.	Lehman Hatashi Arberora Haxhija	RDA - Peja	Director Project Manager	045/ 301 045 045/ 301 044	leman.hatashi@ardwest.eu arberora.haxhija@ardwest.eu
17.	Burim Lleshi	DMO	Director	049/ 639 520 049/ 588 444	burimlleshi@gmail.com
18.	Samir Lleshi	Kosovo Chamber of Commerce (KCC) – branch in Peja	Director	045/ 560 999	Samir.lleshi@oek-kcc.org samir.lleshi@gmail.com
19.	Blerta Harxhi Begolli	Municipality of Peja, Directorate for Economic Development (DER) - Tourism Sector	Project Officer	049/ 766 790	blerta.begolli@hotmail.com
20.	Ismet Shala	Craftsman Association - Pejë	President	044/ 139 413	