

OUTPUT FACT SHEET

Pilot actions (including investment, if applicable)

Version 3

Project index number and acronym	CE1345 SIV
Output number and title	O.T3.1 Voucher System Tool - Austria
Investment number and title (if applicable)	n/a
Responsible partner (PP name and number)	Caritas Vienna PP5
Project website	https://www.interreg-central.eu/Content.Node/SIV-.html
Delivery date	31 May 2022

Summary description of the pilot action (including investment, if applicable) explaining its experimental nature, demonstration character and transnational added value

What is the main challenge that is addressed by the pilot action?

The objective of the project was to create an innovative and impactful program to integrate jobless people into the labour market. As there is a huge lack of software developers in the job market, we saw a good perspective for unemployed people to find a job if they get an appropriate training. Furthermore digitalization is a mega trend which will be relevant for the coming years, people who have skills in this field will have good perspectives for the years to come. On the other hand software developers require certain skills in order to fulfil their job. Therefore, a coding training is only suitable for a small number of jobless people. We therefore wanted to create a Voucher Modell that allows unemployed people to get an appropriate training and find a suitable job in the field of IT.

What are the objectives and the key features/contents of the pilot action? How does it contribute to the project objectives?

The objectives of the Pilot actions were as follows:

1. To assess the needs of employers regarding skills, if potential employees.
2. To find a capable partner that can develop and operate a suitable training program that fits the needs adressed above.

3. To develop a process to screen and select unemployed people for the Pilot action.
4. To acquire donors and partners to finance the Voucher program

The objectives of the pilot action was thus to give jobless people a comprehensive coding training that enables them to become a software developer und provide assistance to find a job in that field. As there is a lack of skilled labour force in the IT sector, the programs goal is to fil this gap. The program was developed in a cooperation with everyone codes, Microsoft and AMS (Austrian labour market service). The program consists of a coding training, personnel and team skills and mentoring program to become software developer

How was it developed/implemented and what was the transnational added value in this process?

With everyone codes we found a capable partner for the training program that has experience in this field especially with disadvantaged groups such as refugees and unemployed people. Together with potential employers we developed a suitable screening process to select voucher beneficiaries. In addition to that we co-created a training program that would enable the participants to become a junior developer.

The Austrian labour market service (AMS) was also gained as partner that financed the pilot action. Therefore, registration at the AMS was a pre-requisition for Voucher beneficiaries.

At the end of the Voucher Program matching events (e.g. employability day) were implemented to match with potential employers.

Starting with a selection process where around 400 jobless people registered at the AMS 25 people who fulfilled the requirements for the training program where selected per intake.

The pilot action consisted of a six-month coding training for 25 people per intake. The training requires 30h/per week for the participants. The training team consisted of 2 coding trainers, a team manager and the general program manager. and includes:

- Coding training
- Team building
- Coding challenges
- Individual skills

What is its experimental and/or demonstration character?

One of the experimental elements was to give unemployed people the chance in the growing job market of digitalization and IT services enabling them to get a stable and well paid job. In view of the impact fund to be created, we expected potential back flows from companies that hire successful participants. Unfortunately, this goal could not be reached due to various reasons such as reduction of jobs caused by the pandemic and a lack of working experience of the participants.

By combining partners from the public sector (AMS), an experienced and well-known NGO (Caritas Vienna), a social start-up (everyone codes) and a global IT company (Microsoft) we established a PPP Model to integrate jobless people into the labour market. A further experimental character lies in the high-level training program for the target group.

The Voucher program as piloted in Austria was only in a small range able to find private donors (except Microsoft).

NUTS region(s) concerned by the pilot action (relevant NUTS level)

The program is focusing on Vienna and Wiener Neustadt. NUTS codes AT12/AT13

Investment costs (EUR), if applicable

n/a

Expected impact and benefits of the pilot action for the concerned territory and target groups and leverage of additional funds (if applicable)

What is the expected result of the pilot action, how will it contribute to improving the situation in the territories?

- Direct and short term results of the pilot action were:
 - A comprehensive coding training program for jobless people has been developed and established
 - 43 jobless people finished the training program
 - More than 90% of the trained persons found a job as software developer
 - The gap on the job market for software developers in the region could be reduced slightly
 - The training program has been established in Graz and Wiener Neustadt
- Development and long term expectations:
 - The established training program can be scaled up in different regions in Austria + EU-wide
 - A long term cooperation between Caritas and everyone codes supported by the AMS will be developed.
 - Addressing the needs for the digital transformation by giving jobless people a long term perspective.

Has it led to an uptake at policy or institutional level?

The program has led to a shift at the Austrian Labour Market Service (AMS) towards financing cost-intensive long term training programs in the field of IT/digitalization. Further talks with the AMS are being held in order to scale up the program.

Will it leverage additional funds (e.g. is any upscaling foreseen)?

Further talks with the AMS are being held in order to scale up the program in terms of numbers of participants and other regions in Austria.

Who benefits from it and how?

Beneficiaries of the projects are as follows:

- Jobless people who gain a new chance/perspective
- Companies who find qualified employees

The program is aiming to train jobless people to find a job in the IT sector. Thus the program contributes to the following goals in the region:

- Lowering the skills shortage in IT
- Helping companies to find qualified employees
- Reducing unemployment

Sustainability of the pilot action results and transferability to other territories and stakeholders

- Which lessons learned from the development/implementation process should be considered?

The personal requirements of the training program are very high for the target group of jobless people. Only a small group is able to fulfil the selection process and manage to finish the program. Therefore we are planning to develop an easier program to train jobless people to fulfil the IT requirements to become e.g. an IT-admin or other job profiles in the IT sector that are not so demanding.

- Which other stakeholders could benefit from this output and use it in the future?

As mentioned above by creating a low-skill program the target group could be widened, so that a larger group of jobless people can be trained.

On the other hand we are thinking of stronger cooperations with IT-companies in order to improve the training program and achieve a higher number of job placements.

- How will this output be sustained and continued after the project end?

The project is aiming to scale up in terms of quantity of trained people and reaching out to other regions. Talks with the Austrian labour market service (AMS) for scaling up are in place.

For digitalization being a task that strives all sectors of business and society the project can help to improve digitalization capacities.

Moreover by scaling up the costs of training can be reduced which would leverage the impact

- How can this output be used in other territories?

As problems of skills shortage in the IT sector is virulent in many European countries the program could be transferred. Another way of scaling up and reaching people in remote areas would be to digitalise the training program.

If applicable, contribution to/ compliance with:

- relevant regulatory requirements
- sustainable development - environmental effects. In case of risk of negative effects, mitigation measures introduced
- horizontal principles such as equal opportunities and non-discrimination

Regulatory requirements have been fulfilled throughout the program. By addressing the issue of digitalization the project is also sustainable. The programs participants consisted of 60% male and 40% female person all registered unemployed.

References to relevant deliverables (e.g. pilot action report, studies), investment factsheet and web-links

If applicable, additional documentation, pictures or images to be provided as annex

The pilot action contained the following deliverables:

- D.T.3.1.1 Voucher Process
- D.T.3.1.5 Voucher Management Workflow
- D.T.3.2.1 Improved Voucher Process
- D.T.3.2.4 Improved Voucher Management Workflow
- D.T.3.3.1 Recruiting Event concept and timeline
- D.T.3.3.2 Voucher Recruiting Events
- D.T.3.3.3 Contact Lists
- D.T.3.3.4 SME Registration
- D.T.3.3.5 Voucher Distribution
- D.T.3.4.1 Stakeholder Briefings
- D.T.3.5.1 Status Report on progress of work experience
- D.T.3.6.1 Status Report on job seekers Experience

Links to the project can be found in the following websites:

- <https://next-access.org/program/caritas-vienna-everyone-codes/>
- <https://impactory.org/spendenzweck/next-access-austria>
- www.everyonecodes.io
- <https://www.interreg-central.eu/Content.Node/SIV/Creating-Employment-Opportunities-through-Coding-Training.html>
- <https://ne-np.facebook.com/InterregSIV/posts/caritas-wien-and-everyone-codes-dance-together-during-the-community-building-act/177527660842016/>
- <https://www.wu.ac.at/npoaustria/nponewsletter/nponewsletter-3-2020/update-on-interreg-siv-social-impact-vouchers-npo-kompetenzzentrum>