



Report on the System of the Accredited Operators
for Employment and for Education and Training in
the Lombardy Region
Executive Summary

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Executive summary

The *Report on the System of the Accredited Operators for Employment and for Education and Training in the Lombardy Region* is divided into four chapters: Chapter 1 – The origin and consolidation of the system; Chapter 2 – Regional registers: access, maintenance and revocation; Chapter 3 – The network of accredited operators; Chapter 4 – An active employment policy measure: the “Dote Unica Lavoro”. An analysis of the requested services.

The first chapter analyses the regulatory framework of the accreditation system in Lombardy. The registers of public and private operators accredited for the provision of active employment policy services and educational and training services were established with the Regional Laws no 22/2006 (Article 13) and no 19/2007 (Articles 25–26). The DGR no 2412/2011 and the subsequent implementing decrees provided further details to the mandatory requirements for obtaining and maintaining the accreditation as well as to the enrolling procedures in the regional registers. In 2015, with Regional Law no. 30, the architecture of the Lombard accreditation system was completed by the inclusion of specific evaluation instruments and by strengthening the collaboration between accredited operators and regional institutions. The regional measures are contextualised within the national framework by Legislative Decree 150/2015, which introduces the general principles on which the regional accreditation requirements are based. In addition, the Ministerial Decree no. 3 of 11 January 2018 of the Ministry of Labour and Social Policies aims to achieve a homogeneous minimum quality level across the regions by the introducing mandatory common requirements for accreditation which regions can integrate with “additional requirements”. However, the transposition of the Ministerial Decree in Lombardy is currently still ongoing, due to a slowdown of activities caused by the emergency situation of the Covid-19 pandemic.

The second chapter first proposes a description of the current structure of the network of regional operators for employment and training, made up of public and private entities accredited and registered in ad hoc regional registers. These operators can provide services financed by public funding and/or issue certificates and qualifications consistent with the Regional Framework of Professional Standards (Quadro Regionale degli Standard Professionali). The Chapter then provides an in-depth analysis of the procedures and criteria to access and maintain the accreditation, which are necessary to control the access of public and private operators to the system. In particular, in order to obtain the regional accreditation, each operator must meet specific requirements of reliability, integrity and financial stability: among these, for example, the absence of outstanding civil and criminal matters, the adoption of an ethical code, the adoption of compliance procedures with Legislative Decrees 231/2001 and/or 190/2012, a certified financial statement and separate accounting. In order to maintain the accreditation over time, operators are required to annually provide the Lombardy Region with a declaration of compliance with requirements. *The second chapter continues by illustrating the sanctioning system in the event of non-compliance by the accredited entities.* The system includes minor measures – such as warnings and, if appropriate, a suspension – and more severe measures including the withdrawal of the accreditation, which entails the prohibition to activate new services and as well as the exclusion from accreditation for the following three years. *Chapter 2 concludes with the presentation of data:*

- *On controls carried out in the three-year period 2018-2020*, which amounted to 652 for providers of vocational education and training services while, for accredited providers of employment services, amounted to 344. Overall, 996 controls were carried out over the three years, of which 443 in 2018, 339 in 2019 and 214 in 2020. The number of controls has progressively reduced over the years, and the decline registered in 2020 could (also) be attributed to the emergency caused by the Covid-10 pandemic
- *On cancellation, renunciation and revocation procedures in the three-year period 2018-2020*: among operators providing employment services there were 11 renunciations and 5 cases of cancellation (no case of revocation), while among those providing vocational education and training there were 48 renunciations, 11 cancellations and 2 revocations
- *On suspension and warning procedures in the three-year period 2018-2020*: 4 suspensions and 13 warnings among operators accredited to employment services and 6 suspensions and 19 warnings among operators accredited to vocational education and training
- *On rejected application in the three-year period 2018-2020*: overall, there were 30 rejected applications, 23 of which had been submitted by training services providers and 7 by employment services providers.

The third chapter analyses data concerning the registers of accredited operators for employment services and for vocational education and training services, updated to 8 October 2021.

Overall, there are 815 accredited entities on the regional territory, of which 754 are accredited for training, 232 for employment and 171 for both employment and training. More than two-thirds of the operators (63.6% of the 815 enrolled in the registers) are accredited for the provision of Type B vocational education and training services, while 8% are accredited for the provision of Type A vocational education and training services. Only 7.5% of entities are accredited exclusively for the provision of employment services, while 9% are accredited for employment services and Type A training services, and 12% are accredited for employment services and Type B training services.

There are 1664 organisational units (i.e. the places where the services are provided – OUs) which show a more balanced composition by type of accreditation between the two main categories, thanks also to the presence – among the operators accredited for employment services – of employment agencies, which typically have numerous local branches.

There are 232 accredited operators for employment services with a total of 958 organisational units located throughout the Lombardy region. Only 17.2% of the operators have only one Organisational Unit, while more than 80% of them are accredited with two or more Organisational Units. In particular, 45.7% of them has two Organisational Units, and 22.8% of them has between 3 and 5 Organisational Units. Around 60% of the accredited operators are private entities, 39.3% are non-profit entities, 27.6% are public entities and the remaining operators (14.7%) are entities created by the social partners.

An analysis of the distribution of Organisational Units across Lombardy provinces shows that more than half (53.8%) of the operating units are located in the provinces of *Milan, Bergamo and Brescia*, which are also the most populous areas with the highest density of economic activities. However, the areas with the highest ratio of Organisational Units to resident population of active age, are *Cremona and Mantua*. On average, in Lombardy there are 1.5 Organisational Units accredited for employment services every 10.000 inhabitants between 15 and 64 years old.

There are 754 accredited operators for the provision of vocational education and training with 1,053 Organisational Units. Most of the operators (518, equal to 81.7%) are accredited in Section B of the Register. An exam of the Organisational Units reveals that 776 Units are accredited for the provision of type B training services (73.7%) and 277 are accredited for the provision of type A training services (26.3%). Among these Units, 347 operate in different areas: 162 of them provide both employment services and type A training services, while the remaining 185 provide both employment services and type B training services.

In contrast to what emerged from the analysis of the network of employment services providers, more than 80% of training services providers have only one organisational unit.

The prevalent legal form of the accredited operators for education and vocational training services is private for-profit entities, which represent more than 65% of all operators accredited in the Register. Private non-profit organisations represent 19.4% of the total, while 8.2% are social partners entities and 6.9% are public entities.

The geographical distribution of the Organisational Units of the operators accredited for training services shows a *greater concentration in the province of Milan, where 38.5% of the branches are located*. By comparing the number of O.U. with the number of active age residents it results that the *provinces of Brescia and Milan are the areas with the highest Unit-to-residents ratio* with respectively 1.97 and 1.96 Organisational Unit every 10,000 inhabitants aged 15 to 64 years. The regional average is *1.6 Organisational Unit every 10,000 inhabitants aged 15 to 64 years*.

In conclusion, the last chapter of the Report examines the data on the procedures activated within the Dote Unica Lavoro, as an example of an active policy measure promoted by the Lombardy Region and of the services requested by the accredited operators. Specifically, the chapter analyses the practices activated by the operators of the regional training-work system on the basis of applications received in the period February 2019-April 2021.

Overall, *25,130 dossiers corresponding to as many citizen applicants* were registered and activated by *170 operators* (7 Employment Centres, 40 Employment Agencies and 123 bodies accredited under the regional system).

In terms of assistance intensity, *applicants in Group 3 (high intensity) and Group 4 (very high intensity) prevailed*, accounting for 57.9% of total applications.

14,061 of the 25,130 procedures were activated by *regionally accredited bodies, which – because of their widespread presence on the territory – dealt with 56% of all procedures*. Employment Agencies (which are registered in the national ANPAL register) followed 8,689 procedures (34.6% of the total), while those activated by Job Centres amounted to 2,381 (9.5% of the total). The latter, however, seem to have the highest per-capita load of applications, with an average of 340 dossiers per Job Centre (against 217 dossiers for Employment Agencies and an average of 114 dossiers among the regionally accredited bodies).

On average, Job Centres received 9.4% of the requests for each type of service. Employment Agencies had an average coverage of 31.4%, while the relatively larger share is to be attributed to the regionally accredited bodies, which on average received 59.2% of the requests.

As for the activities implemented, in almost all cases there is an initial phase where the individual programme for every beneficiary of the measure is defined. Job orientation activities (71.9%), skills assessments (70%) and job placement activities (76.7%) are also very common. *Employment Agencies*

have fewer requests for training activities, only 41.1% against 63.3% for the total sample. Similarly, the service of accompaniment to the apprenticeship appears to be relatively uncommon among Job Centres (only in 2.6% cases) compared to regionally accredited entities (where the average is 10.8%).

The least requested services are those related to the creation of a support network (0.7%) and the development of specific knowledge for business management (0.5%), followed by the support service for self-entrepreneurship (2.5%) and coaching (3.5%).

Job placement requests are relatively more widespread in the cases managed by Job Centres (92.7%), as well as training (89.1%), guidance (88.3%) and skills assessment (81.6%)¹. It can therefore be deduced that the *procedures activated by Job Centres tend to include, on average, more services* than those followed by Employment Agencies and other regionally accredited operators.

Finally, the total eligible amount is estimated at €62,748,670.78, with *an average of €2,496.96 per application submitted. The largest share of the total eligible budget for the requested services is allocated to job placement, which alone accounts for 66% of the total amount*, followed by training activities, which require almost 22% of the total budget. On average, the admissible amount per procedure is higher among Job Centres (€ 3,263.43), while the procedures of Employment Agencies (€ 2,530.84 on average) and regionally accredited bodies (€ 2,346.23 on average) are relatively cheaper.

¹ Basic services, which are normally offered to all beneficiaries, are excluded from the comparison.