

A world of opportunity

FIND YOUR NEW CAREER THROUGH US





Arbetsförmedlingen (the Swedish Public Employment Service) is there to serve anyone looking for a new job. Our mission is to put you, the jobseeker, in touch with interesting employers in the most effective way, whatever your job requirements.

As the largest player on the Swedish labour market, we have developed a whole series of services designed to secure an optimum match between jobseeker and prospective employer. We can assist with everything from tips on how to improve your CV to invitations to our recruitment sessions, providing an opportunity to present yourself to multiple prospective employers over a single day.

Here you can learn more about all the opportunities we offer and what you yourself can do. All our services are free.



We can help with all this

The amount of help you need to get a job varies from one individual to another. We provide support on your route to a new job, and you can apply for a job direct. Check out arbetsformedlingen.se for information on how to get started and which of our activities might suit your requirements.

Seek work via Sweden's largest job bank

A large proportion of job vacancies in Sweden are registered with the Job Bank (Platsbanken). You can, for example, register for jobs in your particular occupation. There is a whole range of other jobseeker sites, in addition to the Job Bank. You will find the Job Bank and links to other sites at arbetsformedlingen.se

Attend recruitment sessions

We arrange recruitment sessions at our Public Employment Service offices throughout the country every week. These sessions attract employers looking to recruit personnel in every conceivable field of employment, from financial control to snow clearance. Check out our website for updates on current recruitment sessions that suit your requirements.

Work in Sweden, the Nordic countries or Europe

We provide information about where and how to find a job. We even arrange recruiting days and job fairs for those who seek work abroad.

Check out arbetsformedlingen.se/jobbautomlands for jobs registered with public employment services in the EU/EEA and Switzerland. Here you can also find information about current recruitment drives.

Boost your chances

Do you want to be better at finding a job, writing an application, presenting yourself at a job interview or getting information about different occupations, studies, job choices or the labour market? No problem! Take part in one or more of the Swedish Public Employment Service's sessions and activities. Find out what your local Public Employment Service Office has to offer. You will find the facts on our website.

Get support for a job disability

Do you have an illness or physical disability that limits your working ability? If so, our employment counsellors and specialists can help remove the obstacles that a disability may create. We always focus on your expertise, your competence and your experience.

Get advice from a job coach

To help you establish contact with prospective employers and increase your chances of getting work, we can offer you the support of a job coach. The coach will focus on your individual needs. This can involve help in establishing clear goals, drafting job applications and a CV, or preparing for a job interview. Your job coach can also provide advice on getting in touch with prospective employers, as well as many other types of help.

Training, on-the-job experience or start your own business?

Under certain circumstances, you can get help from us with training, on-the-job experience or starting your own business. The nature of this support depends on what the Swedish Government chooses to invest in. Your local Public Employment Service Office decides who is to benefit from such investment. To benefit from this type of assistance/labour market programme, you must be registered with the Public Employment Service. Read more about currently available support schemes and programmes at arbetsformedlingen.se

Job guarantee for young people

Are you between 16 and 24? The job guarantee programme for young people enables companies to offer on-the-job apprenticeships for up to a total of three months. During this training period, you are entitled to financial support from us. You also gain experience, skills and references which will help your progress on the job market.



New-start jobs

If you have been absent from working life for a year or more, an employer who offers you employment will be granted a reduction in employer's contribution over a certain period. If you are more than 55 years of age, this period may be extended. If you are a newly arrived immigrant, an employer may be granted the same benefit during your first three years in Sweden.

Step-in job

If you are a newly arrived immigrant and registered with the Public Employment Service, your employer may be entitled to employment support if you are offered employment. You must possess a valid residence permit, issued not more than 36 months ago, and your employment must be combined with studies in Swedish for immigrants.

Support for those with reduced work capacity

Do you possess the competence a company needs, but suffer from reduced work capacity? If so, a number of options are available to support such employment. This may involve physical modification of the workplace, the provision of technical aids or, in some cases, financial support to the employer.

You can do this yourself

However much support we offer you, success in securing a new job is first and foremost about making an active effort on your own behalf. There is plenty you can do to promote your chance of new employment. Get in touch with us at the Public Employment Service for further advice and support.

Talk to friends and acquaintances

Tell the people you know that you are looking for work. Many jobs are found thanks to friends and acquaintances. Do their employers plan to recruit any new personnel? Do they have any suggestions for possible job openings? They might even know someone willing to take you on as an apprentice.

Contact your previous employers

It is good to stay in touch with previous employers if you are looking for work. The employer knows who you are and what you are capable of and will more easily see the type of work that might suit you.

Spread your CV around

CV is an abbreviation for the Latin term *Curriculum Vitae*, roughly translated as 'life history'. Many employers seek new personnel by checking CV databases on the Internet. Register your CV on several such sites. You can also present your CV to prospective employers on the *arbetsformedlingen.se* website. Here you will also find model and sample CVs. You can also register your CV at *eures.europa.eu* if you are looking for a job abroad. There is also a Euro-

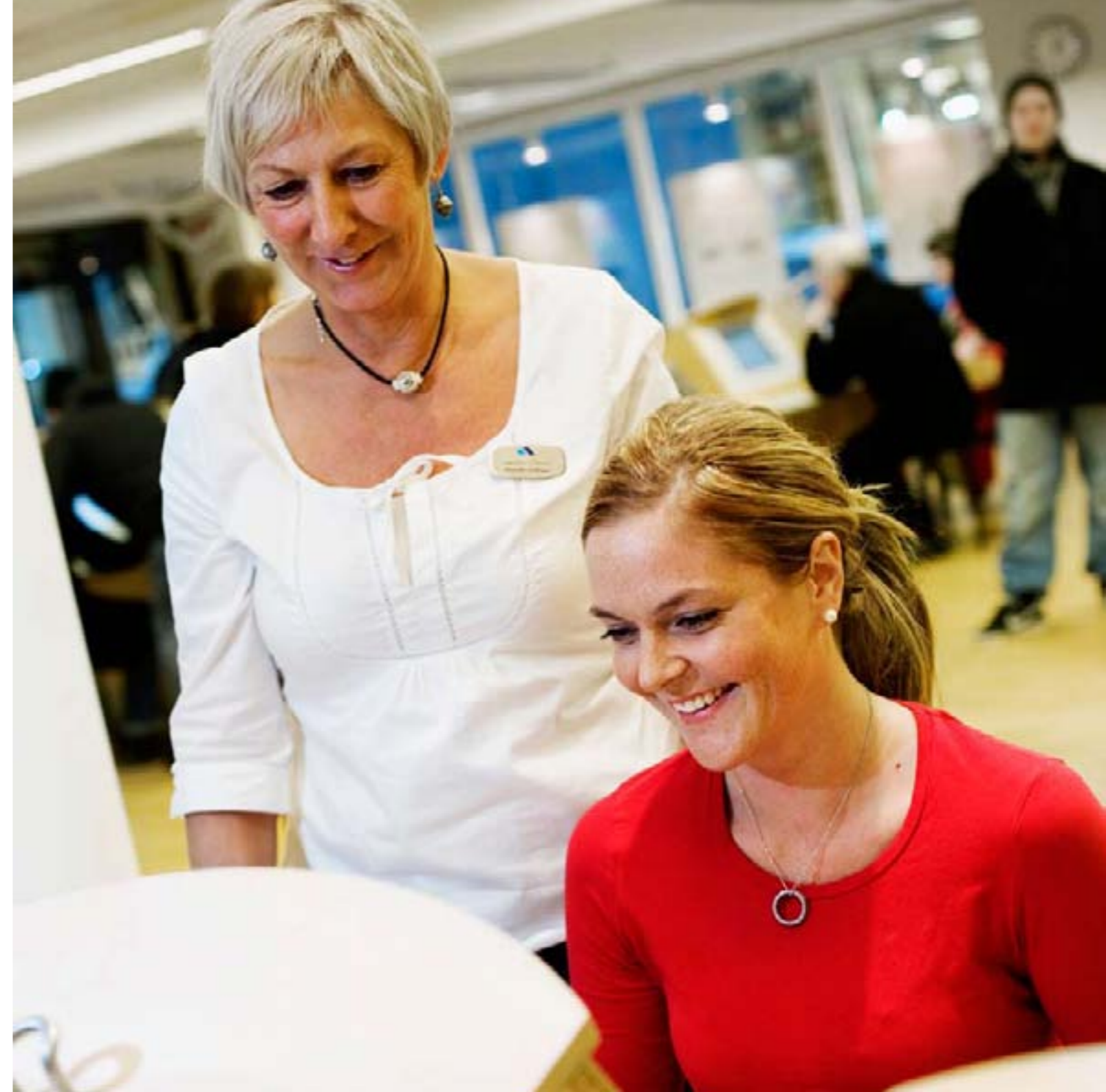
pean job bank. For help and telephone support, contact our customer service at +46 (0)771-416 416, or call in at your nearest Public Employment Service office and talk to our staff.

Look for jobs at employment agencies

Employment agencies employ staff who they then hire out to companies and organizations. As an employee of an employment agency, you may work at one or several locations. The employment agency pays your salary. Some assignments may extend over long periods, of months or even years. Others are briefer. Occasionally, the assignment with an employment agency can lead to employment by one of its clients.

Employ several approaches simultaneously

You increase your chances of finding a job by employing several ways of looking for one at the same time. For instance, you can register your CV at different job sites while at the same time calling different employers about work. During the same period, you can also check out job ads at the Job Bank (*Platsbanken*).





How to get started

1. Call us

There are three ways to reach us:

- At *arbetsformedlingen.se*. Among other things, you'll find:
 - the Job Bank (*Platsbanken*), with thousands of job ads
 - tips and advice on how to write a CV and job applications
 - information about events at our Public Employment Service offices
- At your nearest Public Employment Service office. Here are computers you can use to look for jobs on the Internet and write job applications. You can also come and talk to an employment counsellor. We shall guide you to the relevant information and to the best way to look for work.
- Via our customer service desk.
Call +46 (0) 771-416 416 and talk to an employment counsellor.

2. Register

When you come to register with us, you must bring:

- approved ID
- testimonials (academic grades) and references that show the jobs you have had and what you have studied.

You can fill in data for your registration on our website in advance. You must then personally visit a Public Employment Office within 14 days to be registered as a jobseeker. If you wish to apply for unemployment benefit you must register with the Public Employment Service and make a personal visit. Your application will be forwarded to your unemployment insurance fund, which will determine whether you are entitled to unemployment benefit.

Registration is important

It can be important that you register with the Public Employment Service and actively seek work. This can be significant even when not applying for unemployment benefit, since it may affect your right to support from other public authorities. One such example is remuneration from *Försäkringskassan* (the National Social Insurance Office). Another is if you have received severance payments.

3. Draft a back-to-work plan

To search for a job effectively, you need to draft a back-to-work plan in consultation with an employment counsellor. The plan defines the approach adopted to find a job and the nature of the support we can provide. The most important thing is to find a job as quickly as possible.

Financial support while looking for work

If you work in Sweden, you are covered by unemployment insurance. This means that you can apply for unemployment benefit when out of work. As with other forms of insurance, entitlement to benefit is subject to certain conditions. If you are unemployed, or risk becoming so, it is especially important to find out what conditions apply. You may otherwise lose your benefit entitlement. To apply for unemployment benefit, you must be registered with the Public Employment Service.

As well as helping you find a new job, the Public Employment Service is required to check that you fulfil the conditions that entitle you to unemployment benefit. One of these, of course, is that you are actively seeking work. We strive to support you in a number of different ways in your active search for work. This may involve requiring you to apply for specific jobs

In certain cases, those entitled to unemployment benefit from a Swedish Unemployment Insurance Fund (*Arbetslöshetskassa*) may be able to continue to draw Swedish unemployment benefit while seeking work in another EU/EEA country, or in Switzerland. To claim benefit, you will be required to submit certificate E 303.

Read more about the rules and regulations governing entitlement to unemployment benefit at arbetsformedlingen.se

More information about unemployment insurance

For more information, contact the following:

- Your own unemployment insurance fund, or the Alfa unemployment insurance fund at alfakassan.se
- The Swedish Federation of Unemployment Insurance Funds (*Arbetslöshetskassornas Samorganisation/SO*) at samorg.org
- The Swedish Unemployment Insurance Board (*Inspektionen för arbetslöshetsförsäkringen/ IAF*) at iaf.se

All our data about you is protected

When you register with the Public Employment Service, your data is stored in our computer system, including your name, personal identity number, address, email address and phone number. We also register the jobs you apply for, your preferences concerning working hours, your formal qualifications and work experience, details about whether you are currently employed or not and notes about the progress of your job search. Certain data may not be registered without your written permission, such as that concerning possible illness. All data about you is privileged information and may not be disclosed to anyone but us at the Public Employment Service, apart from the data that must be forwarded to the National Social Insurance Office and the unemployment insurance funds as a basis for their decisions. You can always request an abstract of the data we hold on you. Three years after your case has been completed, all data about you is deleted from our register.

What do all these words mean?

Our profession, like many others, employs special terms. Here is a glossary of the most common terms you may encounter when seeking work and in your contact with us at the Public Employment Service.

Attestation (*Vidimera*) refers to the process by which at least two people, by signing their names and providing their addresses, authenticate that the qualifications and references submitted are true and fair copies of the original documents.

Certificates (*Betyg*) refer to documentation containing details concerning your previous employers, training or educational qualifications. These contain details of length of employment and/or training/studies, as well as testimonials and assessments of job and/or academic performance.

A certificate of employment (*Anställningsbevis*) details form of employment, period of employment, wage/salary paid and specific duties.

Client site (*Kundarbetsplats*) is a client server at or outside the Public Employment Service, which you can use to seek work.

Competence is a broad concept that covers a number of things. These include:

1. The demonstration of skill and qualified expertise, i.e. a measure of the individual's knowledge,

skills, capacity and ability to handle assignments.
2. The ability and will to carry out a task by applying knowledge and expertise.

A contract of employment (*Anställningsavtal*) defines the terms of employment, such as wage/salary paid, working hours and work-clothes.

A cover letter (*Följebrev*) is a brief personal letter, which is good to include with a detailed CV.

CV is an abbreviation for the Latin term *Curriculum Vitae*, roughly translated as 'life history'. A CV provides a detailed description of your qualifications and experience.

A CV database is a service or forum on the Internet where you can present yourself and your skills. You register your details on a form that is stored on a database. Employers can then search the database for individuals with a profile that match a specific job vacancy. The Swedish Public Employment Services CV database is named *Mitt CV*.

Enclosures (*Bilagor*) refer to documents that are forwarded with the application. These may be certificates, samples of your work, professional qualifications and so on.

Eures is a network of mainly public employment services within the EU/EEA and Switzerland. Eures is an abbreviation for European Employment Services.

Form of employment (*Anställningsform*) refers to a judicial definition of the employment relationship between employer and employee. Forms of employment include permanent employment, temporary employment, probationary employment, project work and hourly-paid work.

General or individual back-to-work plan (*Handlingsplan*). Those registered with the Public Employment Service draft a back-to-work plan to help you locate work, in consultation with an employment counsellor. The plan defines what you need to do to find work.

Hourly-paid work (*Timanställning*) refers to work that is part-time or casual. Wages are paid out on an hourly basis.

A job application (*Ansökan*) is sent to employers that have advertised a job vacancy. An application shall include a personal or cover letter, accompanied by a CV. Copies of references and professional qualifications are also sometimes included.

The Job Bank (*Platsbanken*) is a database of job vacancies that have been registered with the Public Employment Service. You will find the Job Bank at arbetsformedlingen.se. It features jobs in other countries as well as Sweden.

Letter of application (*Ansökningsbrev*). See Personal letter.

A notification (*Anvisning*) refers to an instruction issued by the Public Employment Service, normally in writing, requiring you to seek a job vacancy that we consider suitable. It is important that you contact the Public Employment Service if you do not intend to seek the vacancy. If you lack an acceptable reason for not seeking the vacancy, it may affect your entitlement to unemployment benefit.

A notification of interest/introductory letter (*Intresseanmälan*) is a more generally applicable letter, which is used in CV databases. It can also be mailed to employers who have not advertised any job vacancies. In this type of letter, you provide a personal description and the type of job you seek.

Permanent employment (*Tillsvidareanställning*) is sometimes referred to as ‘fixed employment’, meaning that its duration is not limited.

The personal résumé (*Meritförteckning*) is a summary of your qualifications, i.e. the courses you have completed, the jobs you have had and other experience that might be of interest to an employer. The personal résumé is often briefer than a full CV.

The personal letter or letter of application describes the sort of person you are. In it, you can state why you are interested in the job and why you are the right person for it. This letter is sent with your CV or your personal résumé when seeking an advertised job vacancy or applying to a specific company.

Probationary employment (*Provanställning*) is a form of permanent employment, but which is subject to an initial trial period of six months.

Programme or labour-market programme is a labour-market measure designed to improve people’s employment prospects. The types of programme available are dependent upon political decisions and therefore vary.

Project work is temporary employment related to a specific task or tasks.

Qualifications (*Meriter*) are the accumulated know-how and experience you refer to when seeking work. They are often divided into:

- formal qualifications, such as training/studies and work experience
- other experience, such as additional interests, language skills and membership of associations.

A referee is a person you wish to give as a reference, who can say how you perform, either as an employee or student. It can also be a person who knows you well.

A reference is a verbal or written confirmation of your experience and your personality, by someone who knows you.

References (*Intyg*) contain brief details of previous employers or training undertaken, as well as the periods involved.

Subscribe (*Prenumerera*) is a Job Bank function. For example, you can have newly advertised job vacancies sent direct to your email address.

The supply pool (*Vikariepoolen*) is the Public Employment Service’s CV database at arbetsformedlingen.se for casual and temporary jobs. You register your details in a database, so that employers looking for stand-in workers can find you.

Supply work (*Vikariat*) involves employment for a limited period, where the temporary employee acts as a stand-in for the person normally employed.

Temporary employment (*Visstidsanställning*) involves employment for a limited period (see also Project work and Supply work).

Tests are sometimes employed to enable the employer to recruit the right person.

Verification (*Verifiering*) of your qualifications and references is carried out when you show them at your local Employment Service office. We do this to ensure that your details are correct, so that we can match you with the right job.

Call us on +46 (0)771 416 416

Call and talk to an employment counsellor direct.

Open weekdays 08.00 22.00, as well as Saturdays and Sundays 10.00 16.00.

Visit arbetsformedlingen.se

Get inspiration and help via Sweden's largest job site.

Contact your nearest Public Employment Services office

Check the address on our website.

You can also call our customer service.