



Republika e Kosovës  
Republika Kosova - Republic of Kosovo  
Qeveria - Vlada - Government  
Ministria e Punës dhe Mirëqenies Sociale  
Ministarstvo za Rad i Socijalne Zaštite  
Ministry of Labour and Social Welfare



AGJENCIA E PUNËSIMIT E REPUBLIKËS SË KOSOVËS  
AGENCIJA ZA ZAPOSŁJAVANJE REPUBLIKE KOSOVA  
EMPLOYMENT AGENCY OF THE REPUBLIC OF KOSOVO



## RESEARCH REPORT

# ASSESSMENT OF PRACTICES IN IMPLEMENTING ADULT EDUCATION PROGRAMS AT VOCATIONAL TRAINING CENTERS

Prishtina, 2017

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Report Authors: Merita Mehmetaj and Ramë Likaj

## EXECUTIVE SUMMARY

Since 2000, the Ministry of Labor and Social Welfare (MLSW), namely the Department of Labor and Employment, has established 8 Vocational Training Centers (VTCs) in the 7 regions of Kosovo, with a view to alleviating unemployment in Kosovo by providing free vocational training and certification for persons registered as unemployed in the records of Regional Employment Centers.

In 2014, the Assembly of the Republic of Kosovo adopted Law No. 04/L-205 on the Employment Agency of the Republic of Kosovo. On April 5, 2017, this Agency became operational under the Ministry of Labor and Social Welfare and manages VTCs and employment offices. According to this Law<sup>1</sup>, Vocational Training Centers have the following responsibilities:

- Offering professional training services required by the labor market;
- Assessment and certification of candidates; recognition of prior learning;
- Monitoring of other training providers that develop trainings in agreement with the agency, assessment and certification of candidates;
- Preparation of individual training plan for the candidates who carry out practical work in companies as well as monitoring, evaluation and certification;
- Preparation of information on the progress of the trainings; and
- Perform other tasks and duties defined by other relevant legal and sub-legal acts.

In 2010, a research report was drafted to assess the effect of vocational training on the employment of trainees from these Vocational Training Centers. While this is the second report dealing with this issue, based on research data developed with the support of DVV International.

The purpose of the research was to establish the employment rate for persons who have completed various vocational trainings provided by 7 Vocational Training Centers in: Prishtina, Ferizaj, Gjilan, Peja, Gjakova, Prizren and Mitrovica during the period of 2014-2016; in addition, to use this survey to obtain other relevant information that will serve as an indicator and measure of VTC performance on the quality of training service provision.

Based on the data obtained from the survey, the percentages of employed candidates who have attended vocational training during 2014-2016 are as follows: VTC Mitrovica 82.8%, VTC Ferizaj 75.3%, VTC Prizren 71.8%, VTC Gjakova 61.5%, VTC Gjilan 45.7%, VTC Prishtina 38.5% and VTC Peja with 36.8%. The comparative table on employment by VTC in two periods 2014-2016 with 603 respondents and survey conducted in 2011 for the period 2008-2010 with 687 respondents. This comparison shows that the trend of employability outcomes is roughly the same for VTC Prishtina, VTC Gjilan though with a slight decrease, while significantly high increases have been recorded in VTC Mitrovica with an increase of over 30%, an increase of 10% in the employment rate of trained candidates was recorded at VTC Prizren, VTC Gjakova, and we have a decrease of 7.3% at VTC Ferizaj.

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<sup>1</sup> Official Gazette, (2014), Law No. 04/L-205 on the Employment Agency of the Republic of Kosovo, Article 8, Duties and Responsibilities of Vocational Training Centers, <https://gzk.rks-gov.net/ActDetail.aspx?ActID=8983>.

Comparative table of two periods 2014-2016 and 2008-2010<sup>2</sup>

VTC	Employed Candidates %	
	2014-2016	2008-2010
VTC Prishtinë	38.5	40
VTC Prizren	71.8	61
VTC Mitrovicë	82.8	49
VTC Gjilan	45.7	50
VTC Pejë	36.8	48
VTC Ferizaj	75.3	82
VTC Gjakovë	61.5	53

The gender representation in the survey sample of 603 is 67.8% male, while only 32.2% female. While from the overall score of employed respondents of 66.2%, the percentage of employed women is only 22.1%.

All respondents are certified and have attended 1 to 10 vocational training modules. Survey data shows that candidates are very satisfied with the general conditions, program, trainer competency, and learning packages provided at the VTC, however some occupations have lower employment outcomes, or we can assume that some of the respondents surveyed are reluctant to share that they are employed. Either way, in 2017 the Employment Agency developed some Occupational Standards, relevant occupational qualifications in compliance with these standards and teaching packages, and surely this trend will continue in certain occupations.

Most of the candidates perceive the defrayal of travel and meal expenses as an incentive to attend VTC trainings, but there are also demands for VTCs to have associations with local businesses, and to provide internship opportunities in these businesses, while in some cases there is a demand for some type of compensation for such opportunities. In some cases, respondents complain about the tight space in workshops, insufficient consumable material, dated technology, and demand updating training programs and teaching packages. Additionally, they suggest more outreach for the unemployed on the vocations, training modules and opportunities offered by VTCs, and in some cases there are demands for increasing the number of modules, introducing new occupations, but also extending the daily training.

Further, survey results show that most respondents come with or have previous education with **41.6% with VET and 32.2% Higher Education**, which is an indicator of poor performance for the education system. The age of participants in vocational training is as follows: 36.7% (16-25 years), 32.8 (26-35 years) and 30.5% over 35 years of age.

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<sup>2</sup> The comparative table on employment by VTC in two periods 2014-2016 with 603 respondents, and survey conducted in 2011 for the period 2008-2010 with 687 respondents.

## RESEARCH METHODOLOGY

The survey of candidates trained in Vocational Training Centers (VTCs) operating under the Kosovo Employment Agency was conducted by means of a questionnaire, custom designed for this research by DVV International experts and approved by the Employment Agency. Through this survey we have collected important statistical data and various accompanying opinions and comments of persons who finished training during 2014-2016. Such collected data provide opportunities to conduct assessments, comparative analysis of vocational training provided at VTCs, but also between VTCs, for the 3-year period 2014, 2015 and 2016, on the employability of trainees according to relevant occupations, gender structure, schooling, age, etc., but also on the suitability of training programs, learning packages, and trainer performance, and the general conditions provided at VTCs.

The questionnaire was designed to provide general and specific information about the assessment of implementation practices of adult education programs at Vocational Training Centers for the period 2014-2016.

The questionnaire contains a total of 11 questions and is divided into three parts:

- I. Part One, contains general information on trainees, including personal data (name, surname, age, gender), current employment status, previous education of training attendees, and vocational training modules attended at VTCs.
- II. Part Two, contains information on the training attended by candidates, adequacy of vocational training for the professional advancement of candidates, in terms of the necessary competencies for the labor market, courses and teaching/learning material, trainer performance and competency, and general expectations of candidates from the trainings provided at the VTC.
- III. Part Three, contains information based on the comments and opinions of candidates about areas in which they think there should be changes or upgrades to the VTC offer, factors or conditions that would facilitate and motivate candidates to attend trainings provided at the VTC, as well as other comments and suggestions that are summarized in this Report, and presented separately for each VTC in the annexes to this Report.

The questionnaires were distributed to the VTC Directors, in full coordination with the Employment Agency Managers. VTC Directors had the responsibility to fully manage the data collection process and return questionnaires to the Agency. It is worth noting that the DVV International team of experts met with respective VTCs and provided relevant guidance to all VTC Directors.



The research was implemented and managed by DVV International, Kosovo Office in close cooperation with MLSW, Employment Agency and VTCs, respectively. For purposes of this research, it was planned to interview at least 5% of the candidates involved in vocational training programs for each VTC, by completing the questionnaire prepared by MLSW and AEK (DVV International). The list of candidates for interviewing was prepared by the Employment Agency in cooperation with the VTC, who also managed the questionnaire collection process. These lists included candidates from all occupations offered at the VTC, by selecting them from the database for three year period 2014-2016.

Since a number of selected candidates did not respond to the invitation to fill in the questionnaire for a variety of reasons (change of phone number, distance of person to the center, family stating that the person was employed abroad, and other reasons), the number of completed questionnaires is not that high, and it is difficult to establish the real state of affairs based on the findings from survey results. The completion of the questionnaire by the candidates themselves was done at VTC premises, and the entire process was managed by the Directors of VTCs.

## VOCATIONAL TRAINING CENTERS IN KOSOVO

### INTERVIEWING SELECTED CANDIDATES TRAINED IN THE PERIOD 2014-2016

In seven VTCs a survey was conducted of candidates who attended vocational training in one of the occupations provided there. The selection of candidates was conducted by the VTC staff and the purpose of this research was to establish the employment rate for persons who have completed various vocational trainings provided by 7 Vocational Training Centers in: Prishtina, Ferizaj, Gjilan, Peja, Gjakova, Prizren and Mitrovica during the period of 2014-2016; in addition, to use this interviewing process to obtain other relevant information that will serve as an indicator and measure of VTC performance on the quality of training service provision.

For purposes of an assessment regarding certain occupations it is difficult to draw any conclusions, because the received samples are very small, while for some occupations that have larger sample sizes or are provided in more than one VTC, then some of them have very good results as shown in Table 1 e.g. Tailoring 100%, Central Heating Installer 100%, Hospitality 91.7%, Self-employment 94.4%, SME Manager 85.7%, Waitressing 76.5%, Hairdressing 75%, Auto-Electrical 71.4%, Cookery 68.5%, Agriculture 66.7%, Welding 64.2%, Entrepreneurship 62.5%, Carpentry 60%, Administrative Assistant 58.6%, Accounting 57.7%, whereas for occupations such as: Graphic Design 46.2%, Business Administration 44.8%, Construction 45.8%, Electrical Installer 36.4%, ICT 37.5%, Hydraulics and Pneumatics 30%, Water and Sewage Installer 23.8%, survey results show lower employability. Since in these occupations the sample was larger, while the respondents surveyed in questions about the training program, trainer competency, learning package and general conditions were very satisfied, then an in-depth analysis is required to find the reasons for such outcomes.

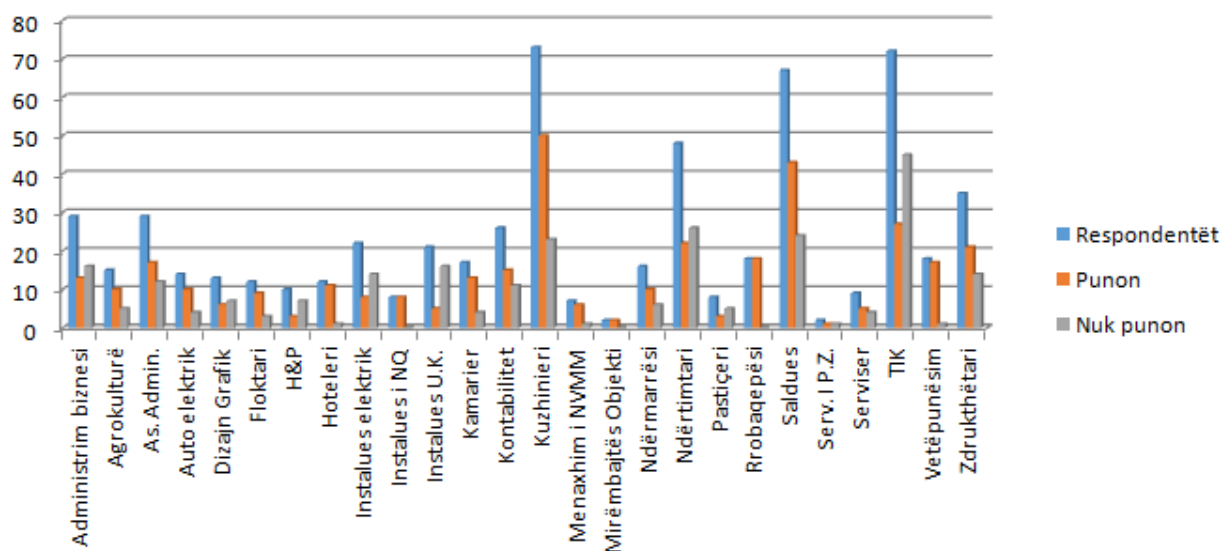


Figure 1 Data on employment of candidates trained at VTC for 2014-2016 by occupation

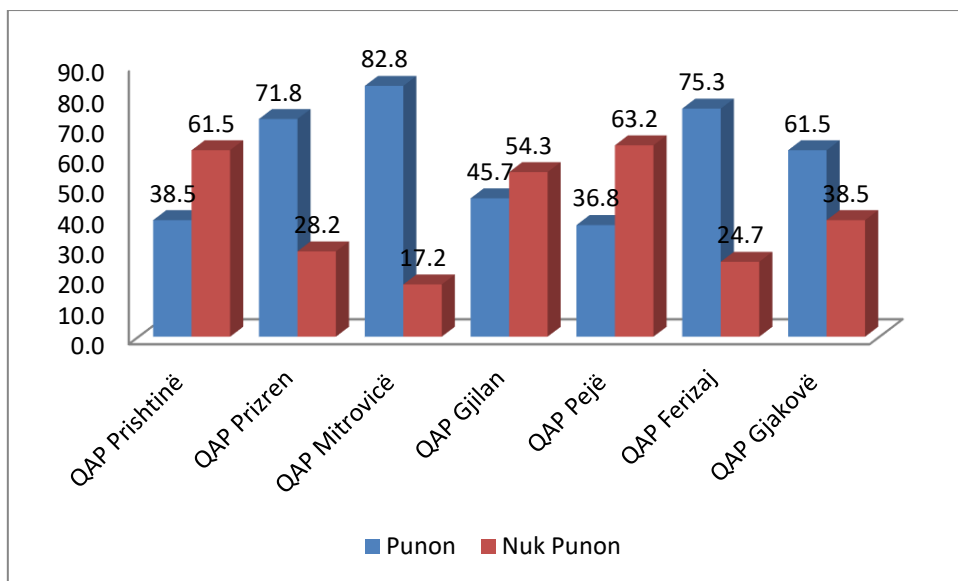
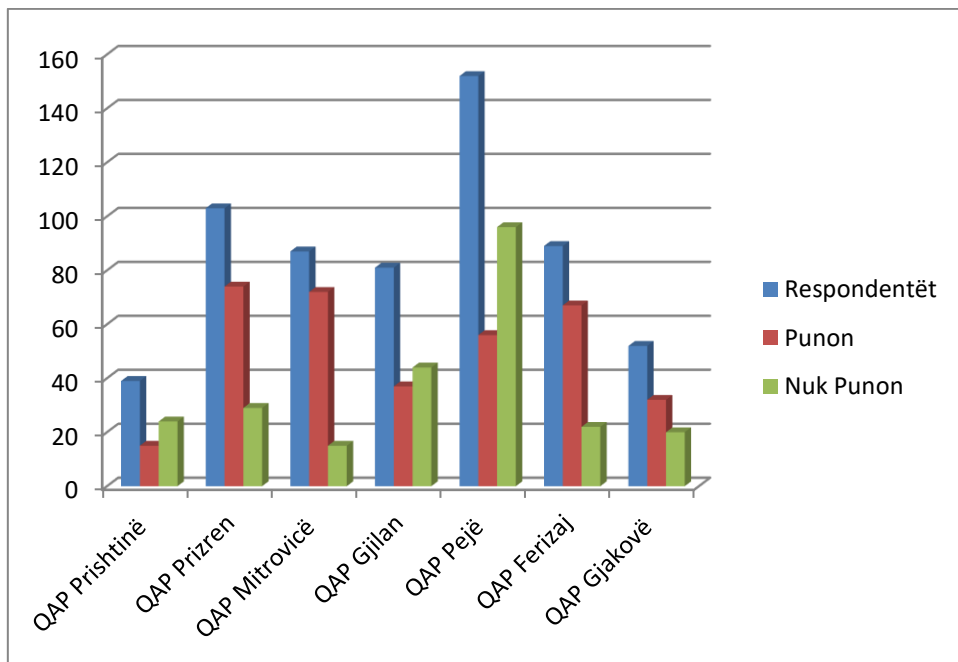


Figure 2 Data on employment of candidates trained at VTC for 2014-2016

Table 1 Data on provided occupations at VTC in the period 2014-2016

Nr	Profesioni	Respondentët	M	F	Punon	Nuk Punon	Respondentët që punojnë %	Femrat që punojnë %
1	Administrim biznesi	29	19	10	13	16	44,8	40,7
2	Agrokulturë	15	5	10	10	5	66,7	70
3	As. Admin.	29	14	15	17	12	58,6	87,5
4	Auto elektrik	14	14	0	10	4	71,4	0
5	Dizajn Grafik	13	11	2	6	7	46,2	16,7
6	Floktari	12	0	12	9	3	75,0	100
7	H&P	10	10	0	3	7	30,0	0
8	Hoteleri	12	10	2	11	1	91,7	100
9	Instalues elektrik	22	22	0	8	14	36,4	0
10	Instalues i NQ	8	8	0	8	0	100,0	0
11	Instalues U.K.	21	21	0	5	16	23,8	0
12	Kamarier	17	17	0	13	4	76,5	0
13	Kontabilitet	26	14	12	15	11	57,7	58,35
14	Kuzhinieri	73	47	26	50	23	68,5	46,0
15	Menaxhim i NVMM	7	5	2	6	1	85,7	0,0
16	Mirëmbajtës Objekti	2	2	0	2	0	100,0	0
17	Ndërmarrësi	16	0	16	10	6	62,5	100
18	Ndërtimtari	48	48	0	22	26	45,8	0
19	Pastiçeri	8	1	7	3	5	37,5	0
20	Rrobaqepësi	18	0	18	18	0	100,0	100
21	Saldues	67	67	0	43	24	64,2	0
22	Serv. I.P.Z.	2	2	0	1	1	50,0	0
23	Serviser	9	9	0	5	4	55,6	0
24	TIK	72	19	53	27	45	37,5	33,34
25	Vetëpunësim	18	9	9	17	1	94,4	0
26	Zdrukthëtari	35	35	0	21	14	60,0	0
<b>Total</b>		<b>603</b>	<b>67.8%</b>	<b>32.2%</b>	<b>353</b>	<b>250</b>	<b>58.54%</b>	<b>22.1%</b>

Table 2 Summary data on age and education of VTC trained candidates 2014-2016

	Age			Education			
	16-25	26-35	35+	Primary	Secondary	VET	University
<b>Respondents</b>	<b>221</b>	<b>198</b>	<b>184</b>	<b>101</b>	<b>57</b>	<b>251</b>	<b>194</b>
<b>%</b>	<b>36.7</b>	<b>32.8</b>	<b>30.5</b>	<b>16.7</b>	<b>9.5</b>	<b>41.6</b>	<b>32.2</b>

## VTC PRISHTINA

Based on data collected from the survey at VTC Prishtina and presented in Table 3, it can be noted that the highest percentage of those employed from the eight occupations provided is from the Bakery vocation 100% of 2 respondents, Business Administration 100% of 1 respondent, Construction 50% of 8 respondents, Office Equipment Repairs 50% of 2 respondents, and Administrative Assistant 50% of 4 respondents. While two other occupations that are under 50% are Confectionery 37.5% of 8 respondents, and Auto-Electrical 40% of 5 respondents. The ICT occupation does not have any employed of the 9 respondents, therefore, for this occupation, it is necessary to look at a number of aspects related to the qualification description, teaching package, training methodology, etc. Regarding the Bakery occupation, according to data from management, a large number of candidates seeking certification are from the Has Region and the vast majority work in Hungary, Montenegro, Croatia, Bosnia and Herzegovina, etc. and it was impossible to contact them and have them fill in questionnaires.

The gender ratio of certified candidates based on survey results of 39 respondents for VTC Pristina is 61.54% male and 38.46% female. Women are not part of the vocational training for traditionally male occupations: Construction, Auto-Electrical, Bakery and Office Equipment Repairs.

**Table 3 Data on provided occupations at VTC Prishtinë in the period 2014-2016**

No.	Vocation	No. Respondents	M	F	Employed	Unemployed	Employed Respondents %
1.	Confectionery	8	12.5	87.5	3	5	37.5
2.	Construction	8	100.0	0.0	4	4	50
3.	ICT	9	33.3	66.7	0	9	0
4.	Bakery	2	100.0	0.0	2	0	100
5.	Auto-Electrical	5	100.0	0.0	2	3	40
6.	Adm. Business	1	100.0	0.0	1	0	100
7.	Rep. Off. Eq.	2	100.0	0.0	1	1	50
8.	Admin. Asst.	4	50.0	50.0	2	2	50
<b>Total</b>		<b>39</b>	<b>61.54%</b>	<b>38.46%</b>	<b>15</b>	<b>24</b>	

Table 4 and Figure 4 reflect the age of respondents who attended vocational training, where about 30.8% are youth 16-25 years old, 33.3% are 26-35 years old, and 35.9% over 35 years old. Regarding the education of training participants, about 12.8% have completed elementary school, 15.4% high school, **25.6% come from vocational training schools and 46.2% hold university degrees.**

**Table 4 Age and education of candidates trained at VTC Prishtinë in the period 2014-2016**

	Age			Education			
	16-25	26-35	35+	Primary	Secondary	VET	University
<b>Respondents</b>	12	13	14	6	6	10	17
<b>%</b>	30.8	33.3	35.9	12.8	15.4	25.6	46.2

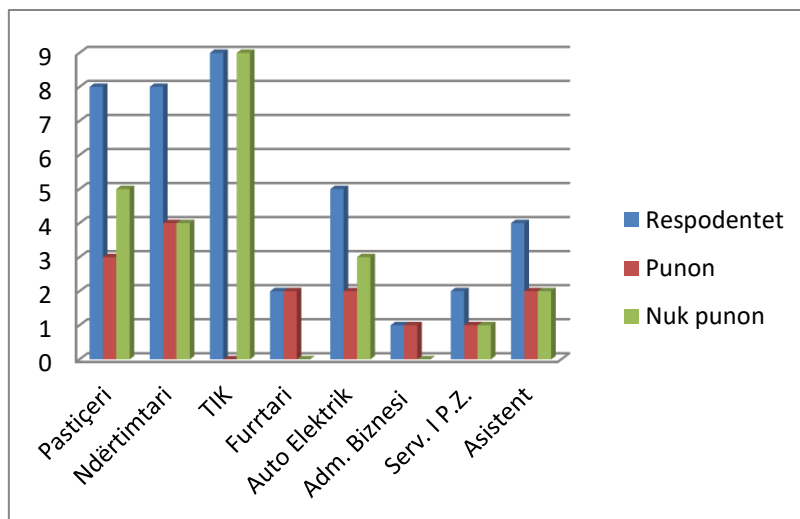


Figure 3 Data on employment of candidates trained at VTC Prishtinë

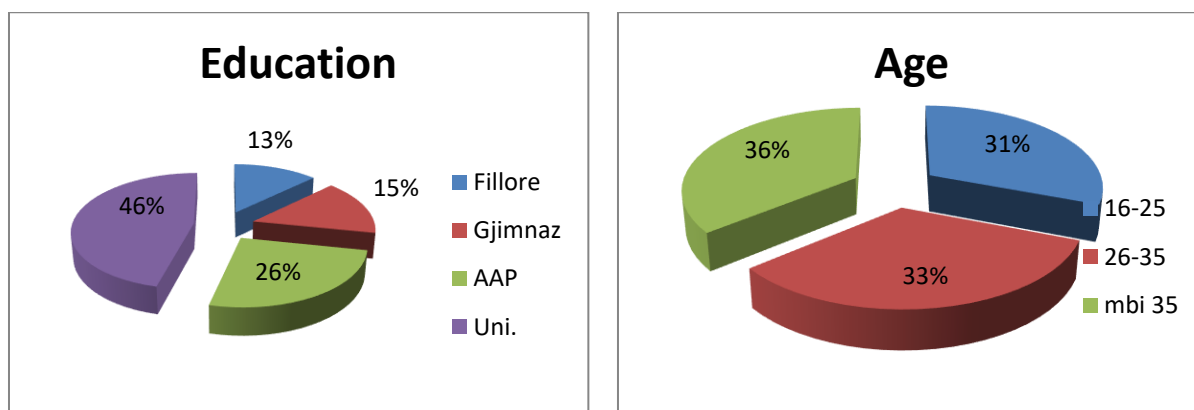


Figure 4 Age and education of candidates surveyed at VTC Prishtinë

In Question 4, **How do you rate the training you attended**, 90% of respondents rate is at maximum (excellent), and 10% very good.

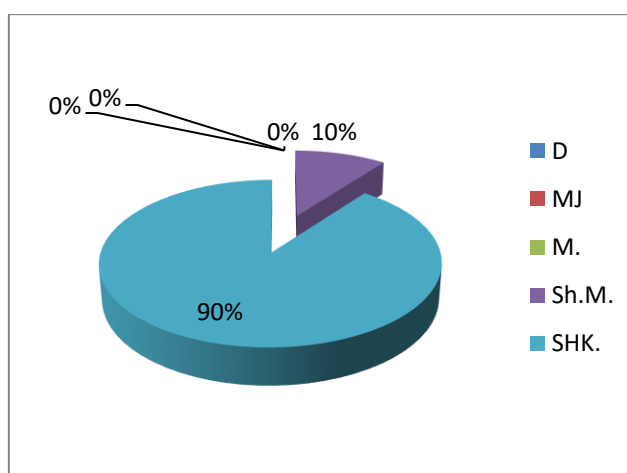


Figure 5 Answers to Question 4 How do you rate the training you attended at VTC Prishtinë

In Question 5 **Do you think that the VTC training program was adequate to prepare you for work**, 90% of respondents rate it excellent, and 10% very good.

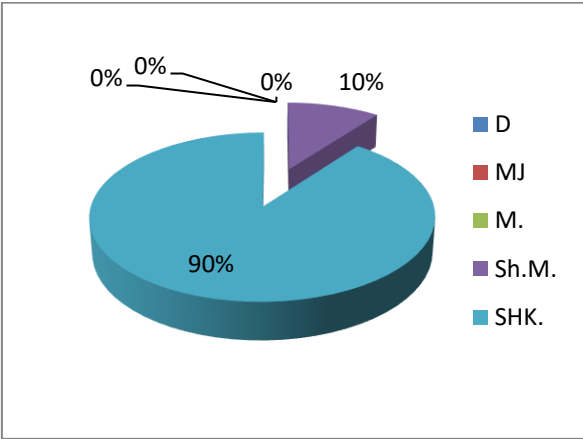


Figure 6 Answers to Question 5 Do you think that the VTC training program has prepared you for work

In Question 6 **Do you think the training package and material were adequate and sufficient**, 82% of respondents rate it excellent, 13% very good, and 5% good.

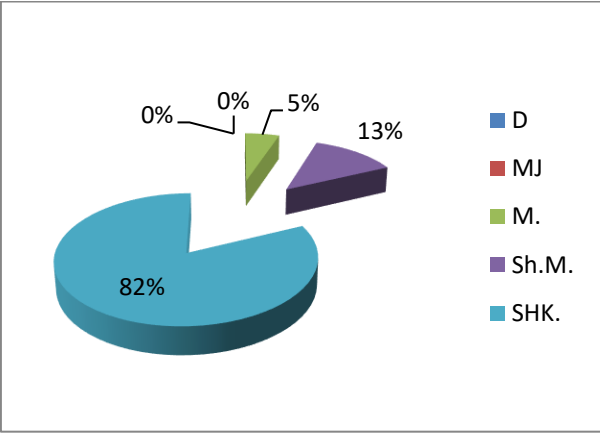


Figure 7 Answers to Question 6 Do you think the training package and material were adequate and sufficient at VTC Prishtinë

In Question 7 **Do you think the trainers who trained you had the appropriate professional training**, 100% of respondents rate it excellent.

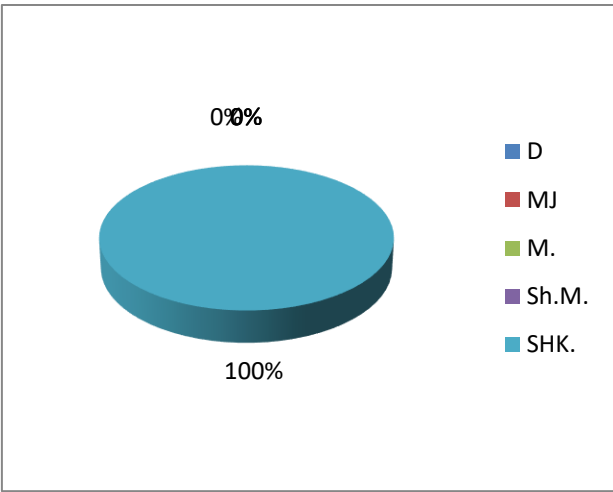
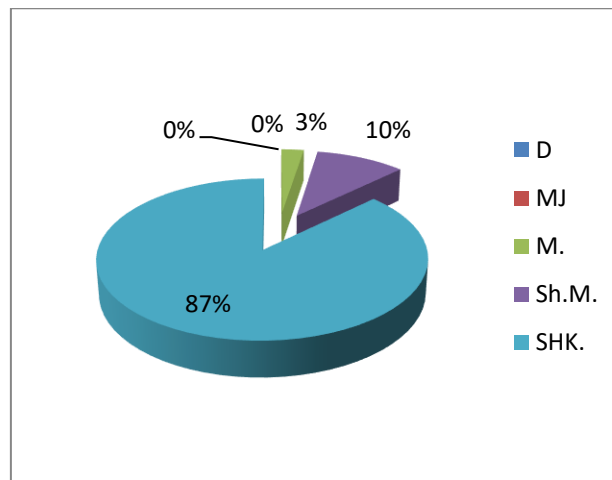


Figure 8 Answers to Question 7 Do you think the trainers had the appropriate professional training?

In Question 8 **Have your expectations from vocational training at VTC been met**, 87% of respondents rate it as excellent, 10% very good, and 3% good, which means that their expectations from vocational training provided at VTC Prishtinë have been met.



*Figure 9 Answers to Question 8 Have your expectations from vocational training at VTC been met*

**Concerning Question 9, according to respondents, vocational training fields should be improved in terms of:**

- Providing internships in enterprises and more consumable material for training,
- Upgrading equipment used for putting into practice the theoretical part and tracking trends,

**Concerning Question 10, regarding economic conditions and what would encourage them to continue vocational training, the respondents' demands mainly concerned:**

- Employment opportunities, and
- Defrayal of transportation costs.

**Regarding Question 11, on any additional comments or suggestions, the respondents' comments mainly concerned:**

- Equipment with computer diagnostics equipment especially for electronics-heavy vehicles,
- More equipment and updating of training programs and teaching/learning material.



## VTC PRIZREN

Based on data collected from the survey at VTC Prizren and presented in Table 5, it can be noted that the highest percentage of those employed from the nine occupations provided is from the Self-employment vocation 100% of 14 respondents, followed by Auto-Electrical with 88.9% of 9 respondents, while Cookery has a high percentage of 81.9% of 11 respondents. However, even occupations such as Welding, Waitressing and Hairdressing have a high percentage of employment, 77.8%, 76.5% and 75% respectively. From the respondents' responses, there is a surprise in the Hydraulics and Pneumatics vocation, where only 30% of the 11 respondents state they are working, knowing that this occupation is in high demand in the labor market and naturally higher competencies and qualifications is required. Regarding the Hydraulics and Pneumatics occupation, according to VTC Management and the trainer, most of the trainees are working and they have regular contacts with them, however in the questionnaire they either erroneously filled the box, or hesitated to answer the question correctly.

The gender ratio of certified candidates based on survey results of 103 respondents for VTC Prizren is 70.9% male and 29.1% female. Women are not part of the vocational training for traditionally male occupations: Welding, Hydraulics and Pneumatics, Repairs, but also in the Waitressing vocation, same as men in Hairdressing. The percentage of women working in ICT and Cookery is very low 16.7%, and 9.09% respectively.

**Table 5 Data on provided occupations at VTC Prizren in the period 2014-2016**

No.	Vocation	No. Respondents	M	F	Employed	Unemployed	Employed Respondents %	Employed Female %
1.	Welding	9	9	0	7	2	<b>77.8</b>	<b>0</b>
2.	Self-empl	14	6	8	14	0	<b>100</b>	<b>0</b>
3.	ICT	12	3	9	6	6	<b>50</b>	<b>16.7</b>
4.	H&P	10	10	0	3	7	<b>30</b>	<b>0</b>
5.	Cookery	11	10	1	9	2	<b>81.8</b>	<b>11.11</b>
6.	Auto-Electr.	9	9	0	8	1	<b>88.9</b>	<b>0</b>
7.	Hairdressing	12	0	12	9	3	<b>75</b>	<b>100</b>
8.	Waitressing	17	17	0	13	4	<b>76.5</b>	<b>0</b>
9.	Repairs	9	9	0	5	4	<b>55.6</b>	<b>0</b>
<b>Total</b>		<b>103</b>	<b>70.9%</b>	<b>29.1%</b>	<b>74</b>	<b>29</b>		

Table 6 and Figure 11 reflect the age of respondents who attended vocational training where about 46.6% are youth 16-25 years old, and 35% are 26-35 years old. Regarding the education of training participants, about 25.2% have completed elementary school, **45.6% come from vocational training schools and 16.5%** hold university degrees.

**Table 6 Age and education of candidates trained at VTC Prizren in the period 2014-2016**

	Age			Education			
	16-25	26-35	35+	Primary	Secondary	VET	University
<b>Respondents</b>	48	36	19	26	13	47	17
<b>%</b>	46.6	35.0	18.4	25.2	12.6	45.6	16.5

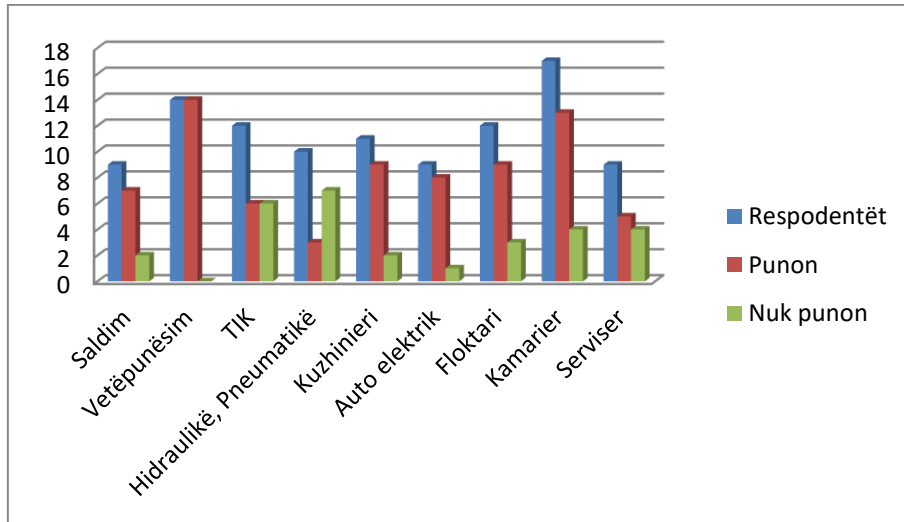


Figure 10 Data on employment of candidates trained at VTC Prizren

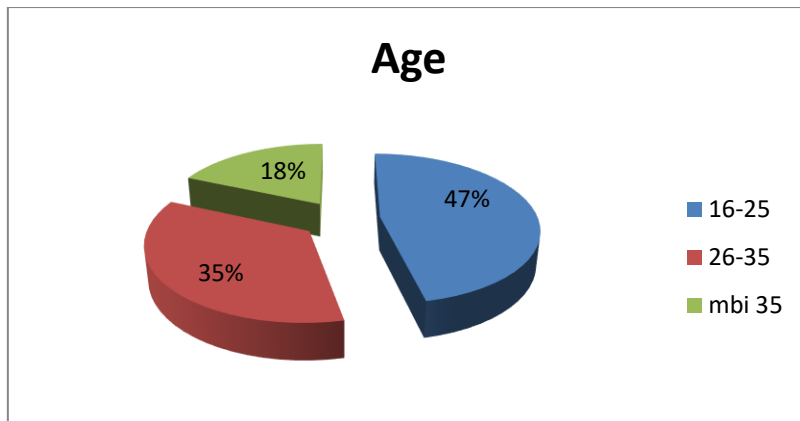


Figure 11

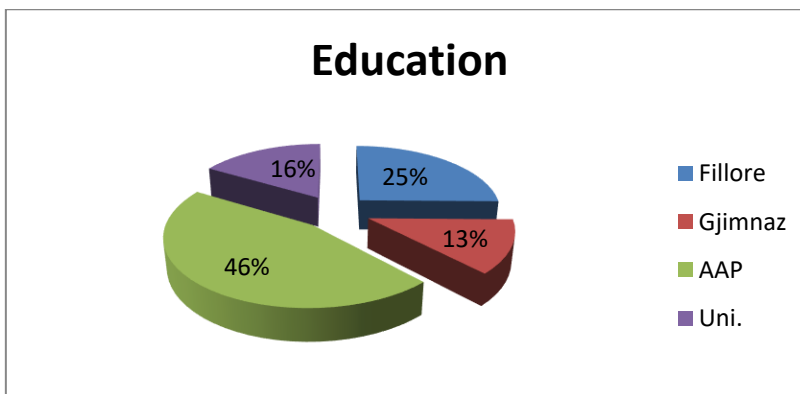


Figure 12

In Question 4, **How do you rate the training you attended**, 88% of respondents rate it at maximum (excellent), 11% very good, while 1% rate it good.

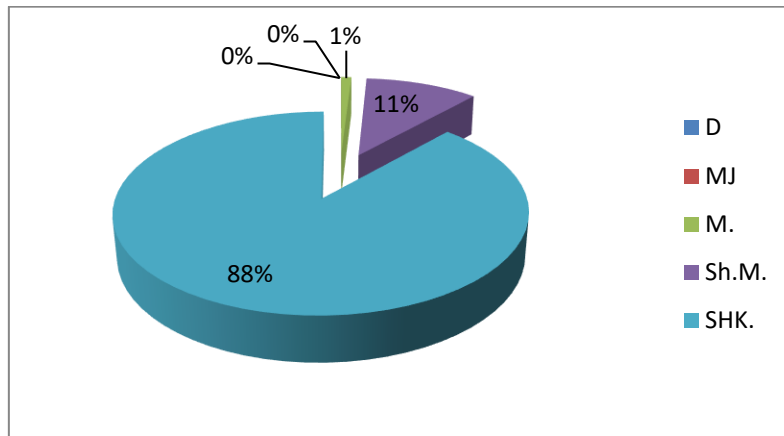


Figure 13 Answers to Question 4 How do you rate the training you attended at VTC Prizren

In Question 5 **Do you think that the VTC training program was adequate to prepare you for work**, 79% of respondents rate it excellent, 20% very good, and only 1% good.

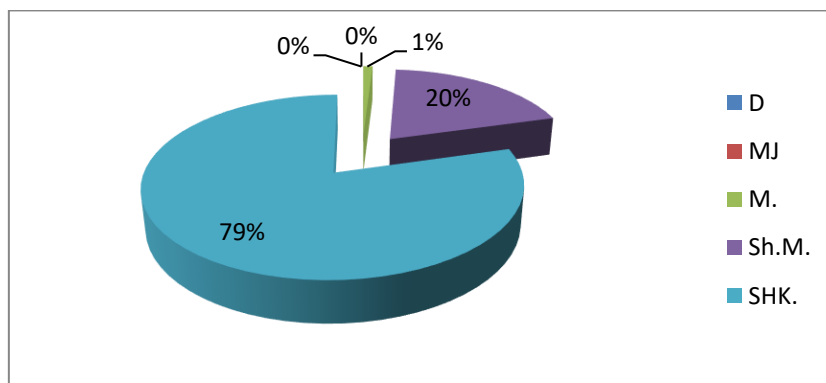


Figure 1 Answers to Question 5 Do you think that the VTC training program has prepared you for work

In Question 6 **Do you think the training package and material were adequate and sufficient**, 68% of respondents rate it excellent, 15% very good, 14% good, 1% fair, and 2% poor.

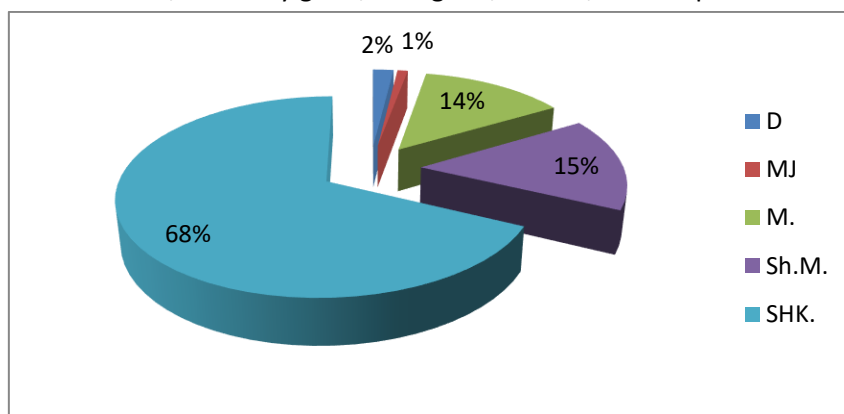


Figure 25 Answers to Question 6 Do you think the training package and material were adequate and sufficient at VTC Prizren

In Question 7 **Do you think the trainers who trained you had the appropriate professional training**, 88% of respondents rate it excellent, 10% very good, and 2% good.

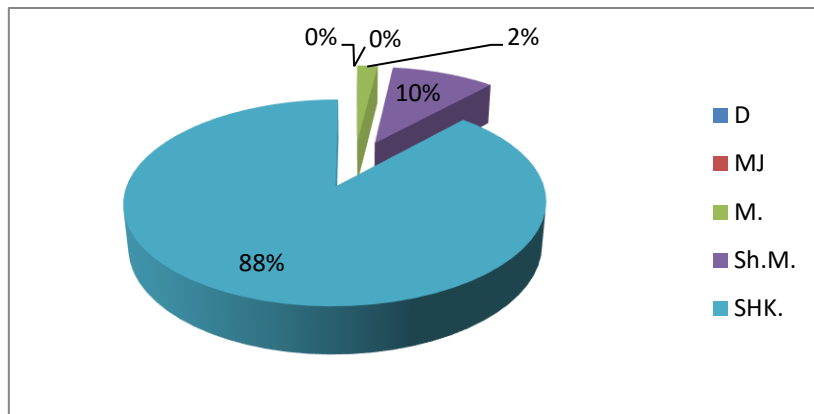


Figure 3 Answers to Question 7 Do you think the trainers had the appropriate professional training?

In Question 8 **Have your expectations from vocational training at VTC been met**, 82% of respondents rate it as excellent, 14% very good, 2% good, and only 2% fair, which means that their expectations from vocational training provided at VTC Prizren have been met.

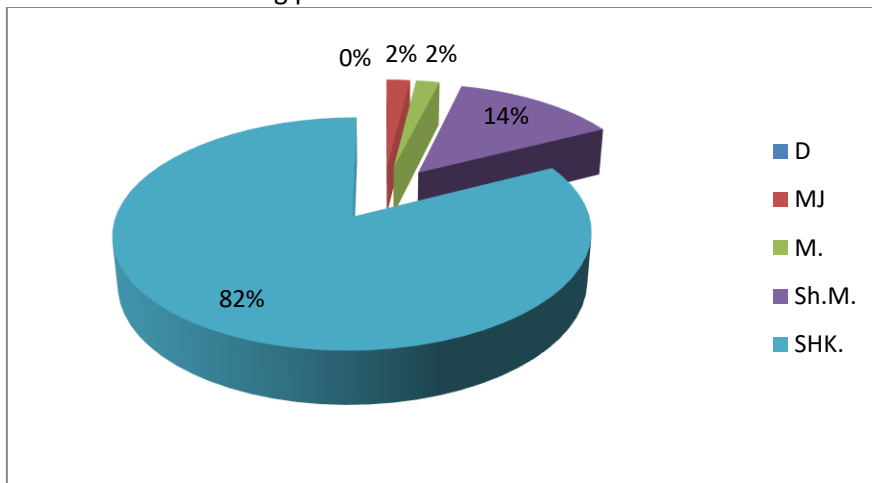


Figure 17 Answers to Question 8 Have your expectations from vocational training at VTC been met

**Question 9, according to respondents, vocational training fields should be improved in terms of:**

- More space in the workshops,
- Providing more modern and additional tools for cookery,
- Lack of adequate supply with consumable material,
- Contemporary diagnostic, tire balancing equipment, computer for alignment,
- Training duration that according to them is short,

**Question 10, economic conditions and incentives:**

- Defrayal of travel and meal expenses,
- Financial resources are a reason to stop training,
- Some said they became skilled and need jobs and welding tools,

**Question 11, any additional comment or suggestion:**

- Expression of satisfaction to what has been offered and suggest to other job seekers to attend VTC trainings,
- Expand training space at the Center and get more professional equipment,
- Lack of equipment, going to the field for practical work and extending training time.

## VTC MITROVICA

Based on data collected from the survey at VTC Mitrovica and presented in Table 7, it can be noted that the percentage of those employed from the six occupations provided is highest in the Tailoring occupation 100% of 18 respondents, followed by Welding with 86.36% of 22 respondents, Cookery 100% of 21 respondents, construction related occupations present with a high percentage, where of 8 respondents all are employed. From the respondents' responses, the percentage of ICT trainees that are working is very low, with only 33% of 18 respondents surveyed.

The gender ratio of certified candidates based on survey results of 87 respondents for VTC Mitrovica is 48.3% male and 51.7% female. Women are not part of the vocational training for traditionally male occupations, such as Construction and Welding, same as men in Tailoring. The percentage of women working in ICT and Cookery is 50% and 65%, respectively.

**Table 7 Data on provided occupations at VTC Mitrovica in the period 2014-2016**

No.	Vocation	No. Respondents	M	F	Employed	Unemployed	Employed Respondents %	Empl. Female %
1.	Tailoring	18	0	18	18	0	100	100
2.	Welding	22	22	0	19	3	86.36	0.0
3.	Cookery/Chef	21	8	13	21	0	100	65.0
4.	ICT	18	4	14	6	12	33.33	50.0
5.	Construction	8	8	0	8	0	100	0.0
<b>Total</b>		<b>87</b>	<b>48.3%</b>	<b>51.7%</b>	<b>72</b>	<b>15</b>		

Table 8 and Figure 19 reflect the age of respondents who attended vocational training, where about 18.4% are youth 16-25 years old, and 33.3% are 26-35 years old, and 48.3% over 35 years old. Regarding the education of training participants, about 29.9% have completed elementary school, 8% high school, **49.4% come from vocational training schools and 12.6%** hold university degrees.

**Table 8 Age and education of candidates trained at VTC Mitrovica in the period 2014-2016**

	Age			Education			
	16-25	26-35	35+	Primary	Secondary	VET	University
<b>Respondents</b>	16	29	42	26	7	43	11
<b>%</b>	18.4	33.3	48.3	29.9	8.0	49.4	12.6

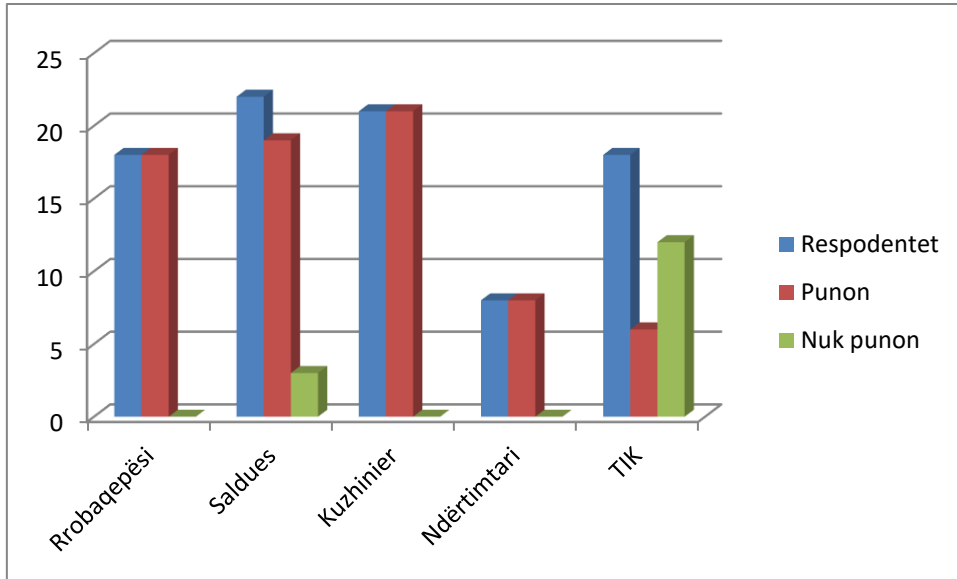


Figure 4 Data on employment of candidates trained at VTC Mitrovica

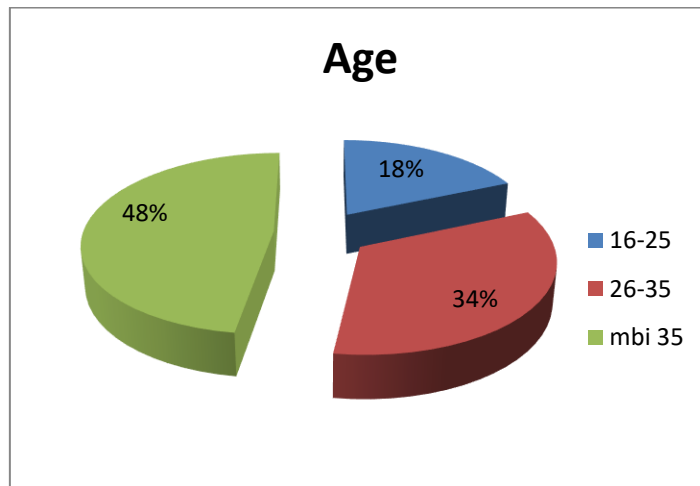


Figure 19

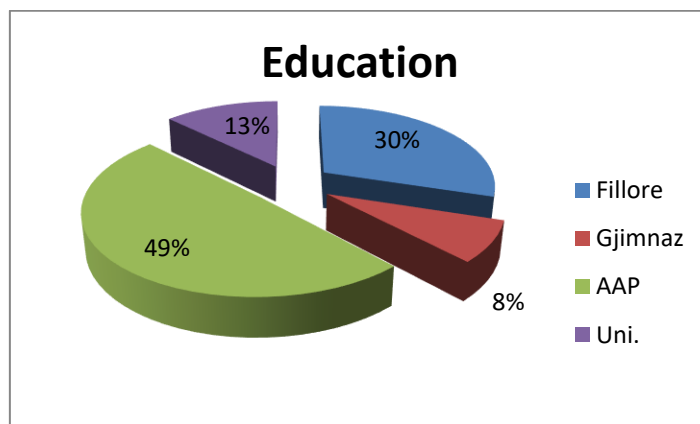


Figure 20

In Question 4, **How do you rate the training you attended**, 95% of respondents rate is at maximum (excellent), and 5% very good.

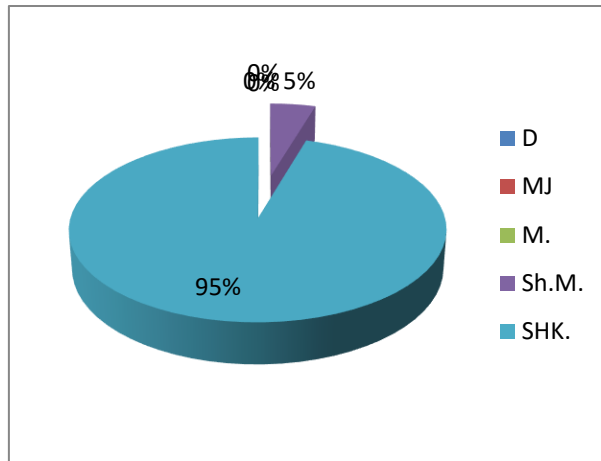


Figure 21 Answers to Question 4 How do you rate the training you attended at VTC Mitrovica

In Question 5 **Do you think that the VTC training program was adequate to prepare you for work**, 87% of respondents rate it excellent, and 13% very good.

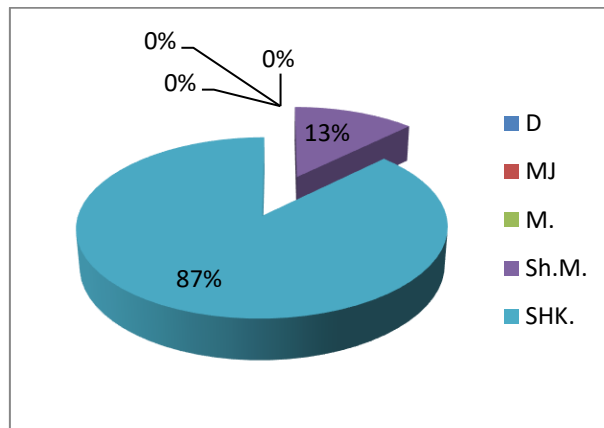


Figure 52 Answers to Question 5 Do you think that the VTC training program has prepared you for work

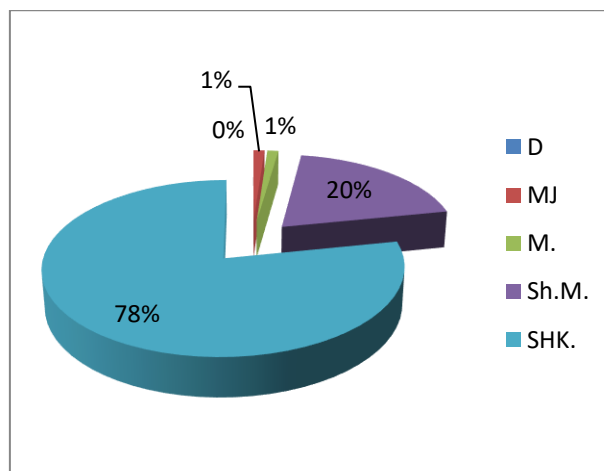


Figure 63 Answers to Question 6 Do you think the training package and material were adequate and sufficient at VTC Mitrovica

In Question 6 **Do you think the training package and material were adequate and sufficient**, 78% of respondents rate it excellent, 20% very good, 1% good, 1% fair, and 1 % poor.

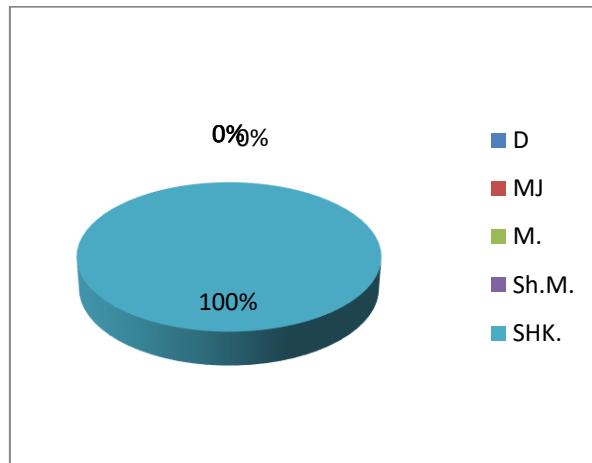


Figure 74 Answers to Question 7 Do you think the trainers had the appropriate professional training?

In Question 7 **Do you think the trainers who trained you had the appropriate professional training**, 100% of respondents rate it excellent.

In Question 8 **Have your expectations from vocational training at VTC been met**, 89% of respondents rate it as excellent, and 11% very good, which means that their expectations from vocational training provided at VTC Mitrovica have been met.

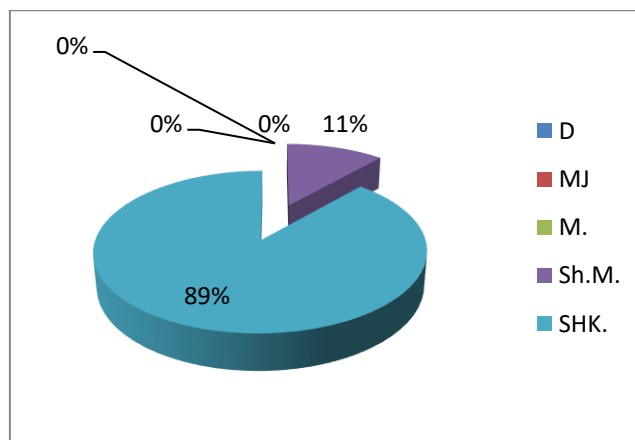


Figure 85 Answers to Question 8 Have your expectations from vocational training at VTC been met

**Concerning Question 9, according to respondents, vocational training fields should be improved in terms of:**

- Replace machines with advanced ones or repairing them, have more material,
- Overall, they are satisfied, but note the short daily training schedule,
- Improve and update training programs, cover more areas with modules especially in the field of IT,

**Regarding Question 10, concerning economic conditions and what would encourage them to continue vocational training, the respondents' demands mainly concerned:**

- Employment,
- Feel motivated by experience, certification and internships,
- They demand transportation, food and training material be provided.



- Appeal to all young people to apply for participation in cookery courses, because the opportunities are great, given the fact that they got employed, and there is employment potential for this occupation.

**Regarding Question 11, on any additional comments or suggestions, the respondents' comments mainly concerned:**

- Expression of satisfaction with what was provided at the VTC, especially for those who work.
- Course duration should be longer,
- Complaints about the indoor environment being cold and an issue for learning,
- In the field of IT, it is necessary to enhance the modules, to introduce programming languages that create more employment opportunities, such as Web Design, C++, Word Press, Adobe Photoshop.

## VTC GJILAN

Based on data collected from the survey at VTC Gjilan and presented in Table 9, it can be noted that the highest percentage of those employed from the six occupations provided is from the Carpentry vocation 100% of 9 respondents, while other occupations are represented at under 50% as follows: Accounting 42.9% of 14 respondents, Business Administration 20% of 5 respondents, which is the lowest percentage, ICT 30% of 20 respondents, Welding 45% of 20 respondents, and Graphic Design with 46.2% of 13 respondents.

The gender ratio of certified candidates based on survey results of 81 respondents for VTC Gjilan is 63% male and 37% female. Women are not part of the vocational training for traditionally male occupations, such as Welding, and Carpentry. The percentage of women working in Accounting is 66.7%, in Business Administration 100%, while in ICT only 33.3%.

**Table 9 Data on provided occupations at VTC Gjilan in the period 2014-2016**

No.	Vocation	No. Respondents	M	F	Employed	Unemployed	Employed Respondents %	Employed Female %
1.	Accounting	14	5	9	6	8	42.9	66.7
2.	Carpentry	9	9	0	9	0	100	0.0
3.	Business Adm.	5	1	4	1	4	20	100.0
4.	ICT	20	5	15	6	14	30	33.3
5.	Welding	20	20	0	9	11	45	0.0
6.	Graphic Design	13	11	2	6	7	46.2	16.7
<b>Total</b>		<b>81</b>	<b>63%</b>	<b>37%</b>	<b>37</b>	<b>44</b>		

Table 10 and Figure 27 reflect the age of respondents who attended vocational training, where about 44.4% are youth 16-25 years old, and 30.9% are 26-35 years old, and 24.69% over 35 years old. Regarding the education of training participants, about 9.9% have completed elementary school, 7.4% high school, **37.0% come from vocational training schools and 45.7% hold university degrees**, which means this VTC has the highest percentage of participants in vocational training with **higher education at 45.7%**.

**Table 10 Age and education of candidates trained at VTC Gjilan in the period 2014-2016**

	Age			Education			
	16-25	26-35	35+	Primary	Secondary	VET	University
<b>Respondents</b>	36	25	20	8	6	30	37
<b>%</b>	44.4	30.9	24.69	9.9	7.4	37.0	45.7

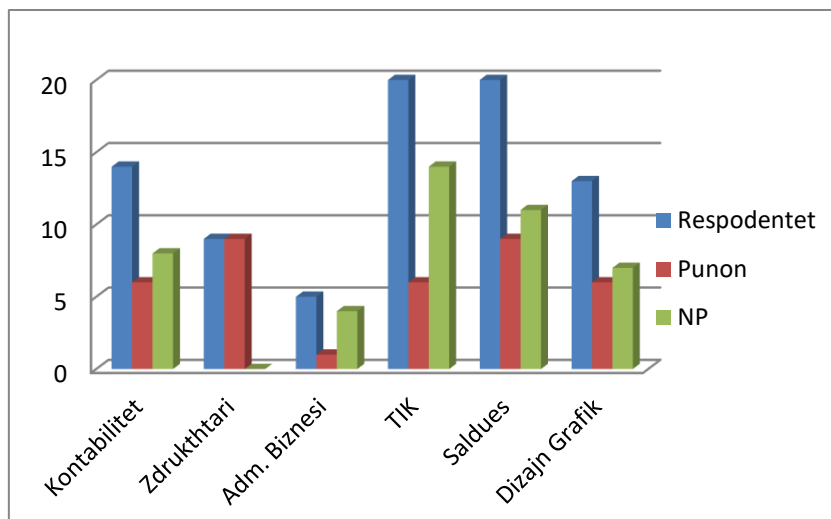


Figure 96 Data on employment of candidates trained at VTC Gjilan

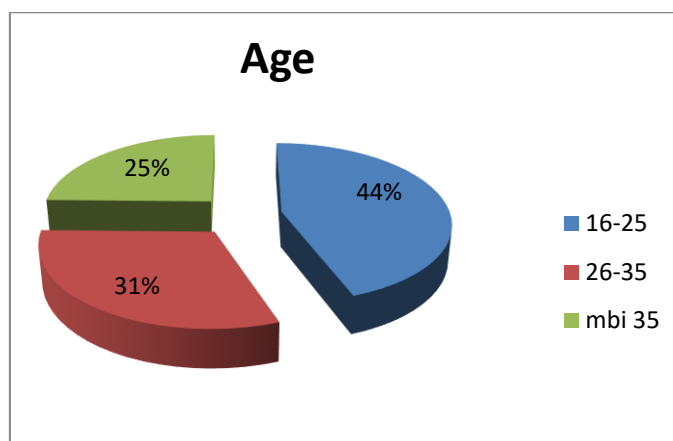


Figure 107

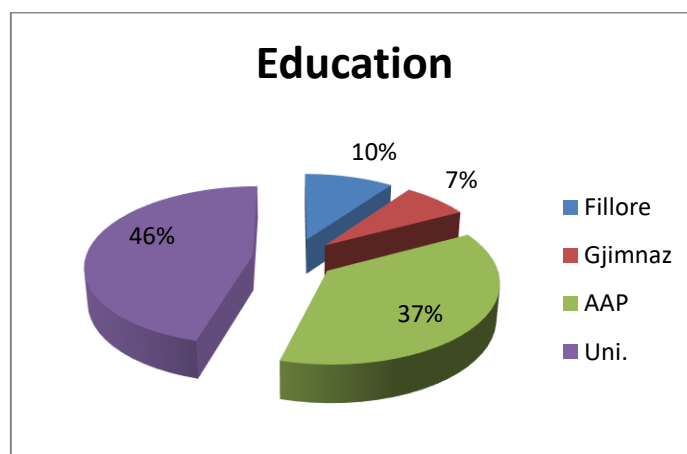


Figure 118

In Question 4, **How do you rate the training you attended**, 80% of respondents rate it as excellent, 16% very good and 4% rate it good.

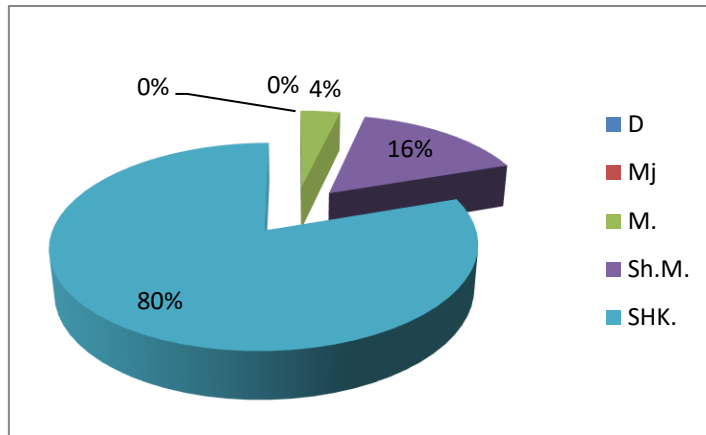


Figure 129 Answers to Question 4 How do you rate the training you attended at VTC Gjilan

In Question 5 **Do you think that the VTC training program was adequate to prepare you for work**, 79% of respondents rate it excellent, and 21% very good.

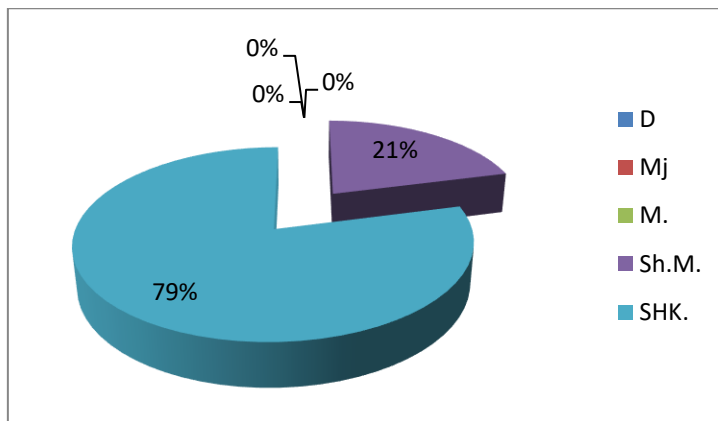


Figure 13 Answers to Question 5 Do you think that the VTC training program has prepared you for work

In Question 6 **Do you think the training package and material were adequate and sufficient**, 80% of respondents rate it excellent, and 20% very good.

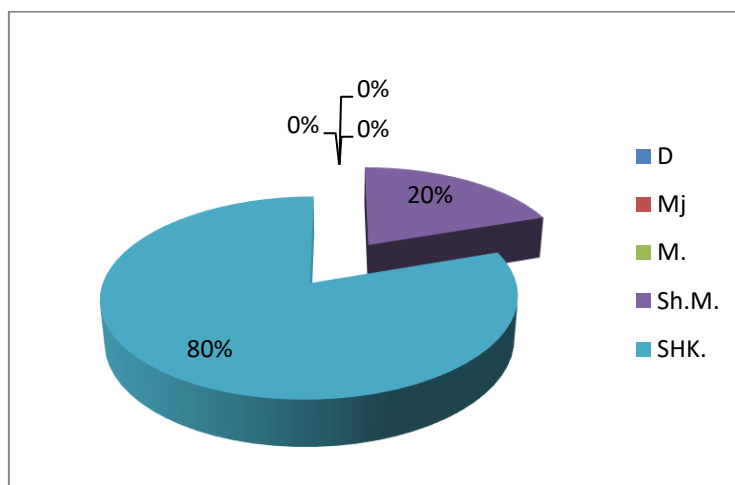


Figure 141 Answers to Question 6 Do you think the training package and material were adequate and sufficient at VTC Gjilan

In Question 7 **Do you think the trainers who trained you had the appropriate professional training**, 94% of respondents rate it excellent and 6% very good.

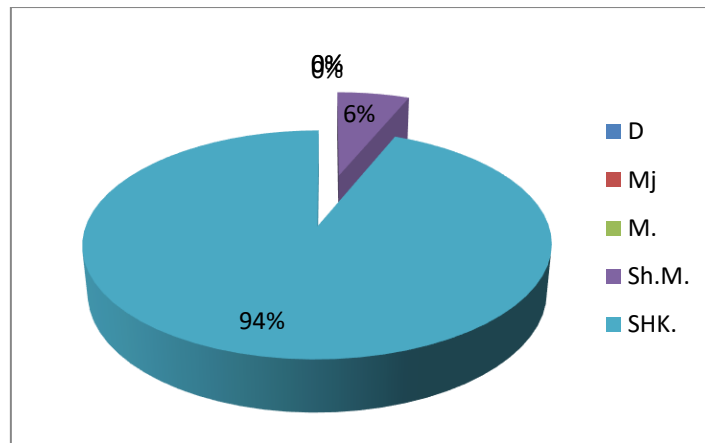


Figure 152 Answers to Question 7 Do you think the trainers had the appropriate professional training?

In Question 8 **Have your expectations from vocational training at VTC been met**, 78% of Respondents rate it as excellent, 20% very good, 1% good, and 1% fair, which means that their expectations from vocational training provided at VTC Gjilan have been met.

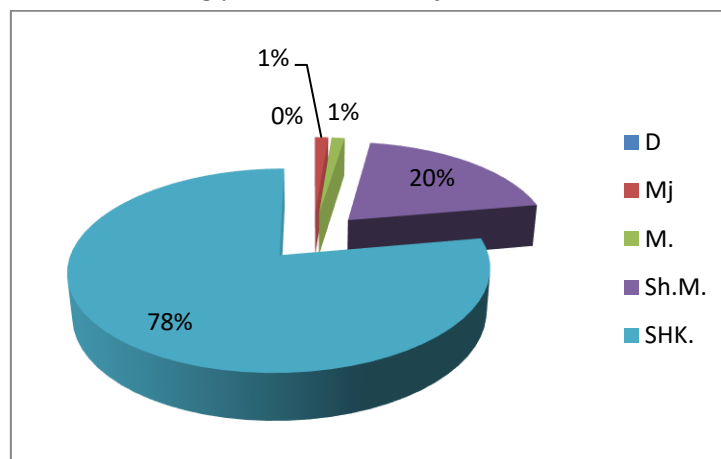


Figure 163 Answers to Question 8 Have your expectations from vocational training at VTC been met

**Concerning Question 9, according to respondents, vocational training fields should be improved in terms of:**

- To also provide internship opportunities at businesses,
- Complaints about old technology in a new facility,
- Good conditions in the facility, but rather small number of candidates.

**Regarding Question 10, concerning economic conditions and what would encourage them to continue vocational training, the respondents' demands mainly concerned:**

- Few employment opportunities,
- Motivated by acquired experience, possibility of certification and internships,
- Possible defrayal of transportation expenses,

**Regarding Question 11, on any additional comments or suggestions, the respondents' comments mainly concerned:**

- Updating teaching/learning material,
- Good opportunities offered by VTC, technology, practice, training
- Possibly enhance accounting training with internships at any company.

## VTC PEJA

Based on data collected from the survey at VTC Peja and presented in Table 11, it can be noted that the highest percentage of those employed from the eleven occupations provided is from the Accounting vocation 100% of 2 respondents, Administrative Assistant 72.7% of 11 respondents, Agriculture 66.7% of 15 respondents, Entrepreneurship 61.5% of 13 respondents, and Business Administration 50% of 18 respondents, while other occupations are represented at under 50% as follows: Water and Sewage Installer with 5.9% of 17 respondents, Construction 31.3% of 32 respondents, Carpentry 31.6% of 19 respondents, Cookery 11.8% of 11 respondents, which also represents the lowest percentage. While very poor results are noted in occupations such as: Electrical Installer with 0% of 8 respondents.

The gender ratio of certified candidates based on survey results of 81 respondents for VTC Peja is 69.7% male and 30.3% female. Women are not part of the vocational training for traditionally male occupations: Water installer, Electrical installer, Water and Sewage Installation, Construction, and Carpentry. Percentage of women working in Entrepreneurship is 100%, Administrative Assistant 87.5%, Agriculture 70%, Cookery 50%, while in Business Administration only 22.2%.

**Table 11 Data on provided occupations at VTC Pejë in the period 2014-2016**

No.	Vocation	No. Respondents	M	F	Employed	Unemployed	Employed Respondents %	Employed Female %
1.	Asst. Admin.	11	5	6	8	3	<b>72.7</b>	<b>87.5</b>
2.	B. Administration	18	14	4	9	9	<b>50.0</b>	<b>22.2</b>
3.	Entrepreneurship	13	0	13	8	5	<b>61.5</b>	<b>100.0</b>
4.	Accounting	2	1	1	2	0	<b>100.0</b>	<b>50.0</b>
5.	Installation W. & S.	17	17	0	1	16	<b>5.9</b>	<b>0.0</b>
6.	Electrical installer	8	8	0	0	8	<b>0.0</b>	<b>0.0</b>
7.	Construction	32	32	0	10	22	<b>31.3</b>	<b>0.0</b>
8.	Carpentry	19	19	0	6	13	<b>31.6</b>	<b>0.0</b>
9.	Agriculture	15	5	10	10	5	<b>66.7</b>	<b>70.0</b>
10.	Cookery	17	10	7	2	15	<b>11.8</b>	<b>50.0</b>
<b>Total</b>		<b>152</b>	<b>69.7%</b>	<b>30.3%</b>	<b>56</b>	<b>96</b>		

Table 12 and Figure 35 reflect the age of respondents who attended vocational training, where about 40.1% are youth 16-25 years old, and 30.9% are 26-35 years old, and 28.9% over 35 years old. Regarding the education of training participants, about 13.8% have completed elementary school, 4.6% high school, **44.1% come from vocational training schools, and 36.2% hold university degrees, which is also a VTC with a very high percentage of participants in vocational training with higher education.**

Table 12 Age and education of candidates trained at VTC Pejë in the period 2014-2016

	Age			Education			
	16-25	26-35	35+	Primary	Secondary	VET	University
<b>Respondents</b>	61	47	44	21	9	67	55
<b>%</b>	40.1	30.9	28.9	13.8	5.9	44.1	36.2

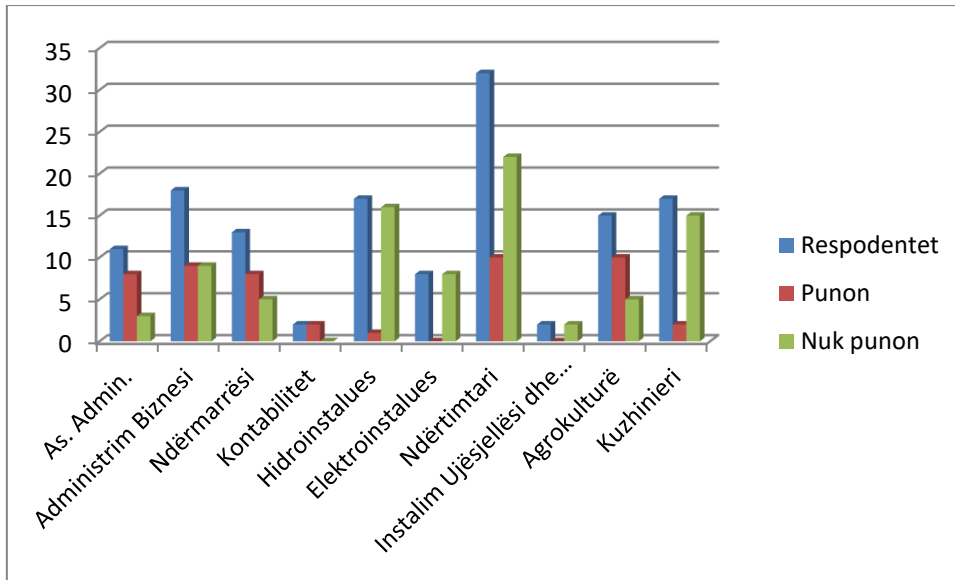


Figure 174 Data on employment of candidates trained at VTC Pejë

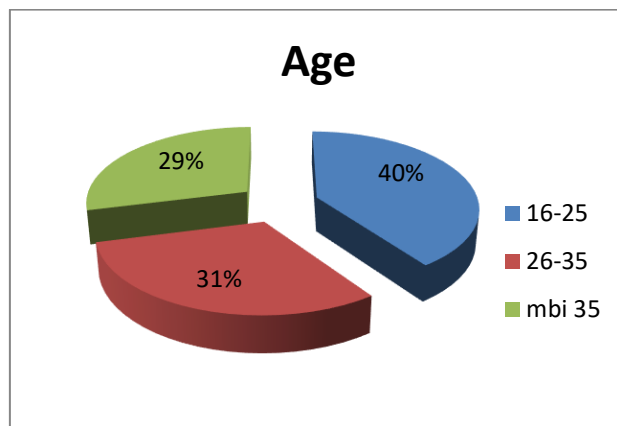


Figure 185

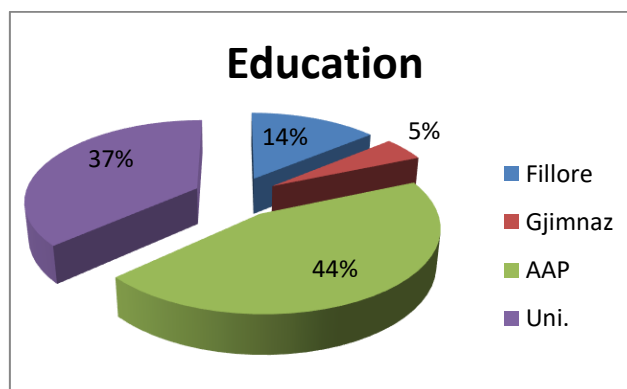


Figure 196

In Question 4, **How do you rate the training you attended**, 86% of respondents rate is at excellent and 14% very good.

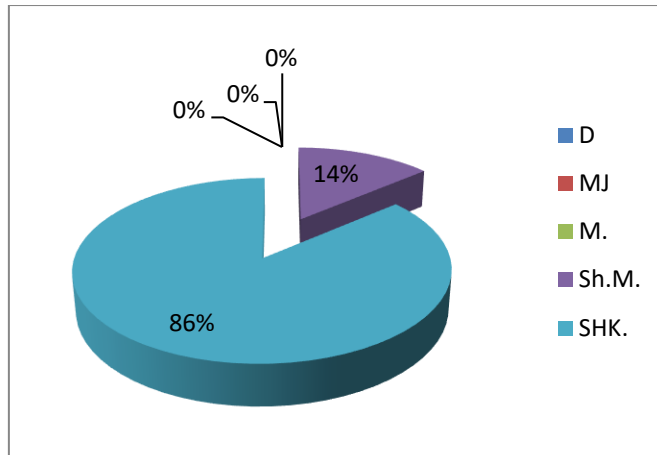


Figure 207 Answers to Question 4 How do you rate the training you attended at VTC Pejë

In Question 5 **Do you think that the VTC training program was adequate to prepare you for work**, 77% of respondents rate it excellent, 22% very good, and only 1% good.

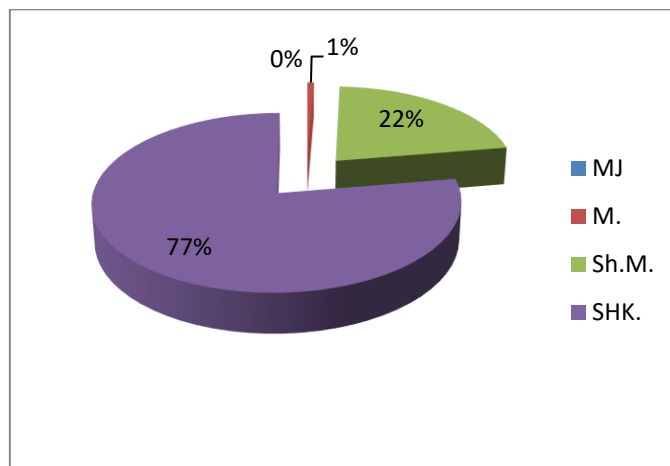


Figure 218 Answers to Question 5 Do you think that the VTC training program has prepared you for work

In Question 6 **Do you think the training package and material were adequate and sufficient**, 81% of respondents rate it excellent and 15% very good.

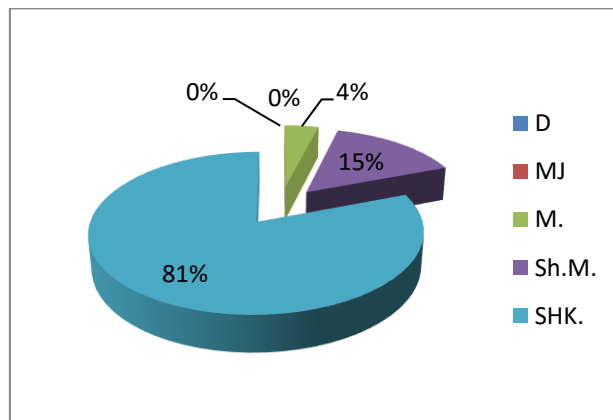




Figure 229 Answers to Question 6 Do you think the training package and material were adequate and sufficient at VTC Pejë

In Question 7 Do you think the trainers who trained you had the appropriate professional training, 93% of respondents rate it excellent and 7% very good.

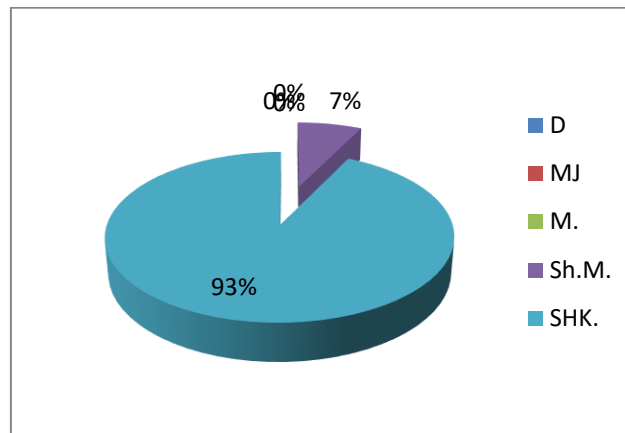


Figure 230 Answers to Question 7 Do you think the trainers had the appropriate professional training?

In Question 8 Have your expectations from vocational training at VTC been met, 78% of respondents rate it as excellent, 20% very good and 2% good, which means that their expectations from vocational training provided at VTC Peja have been met, however with a slight difference to other VTCs.

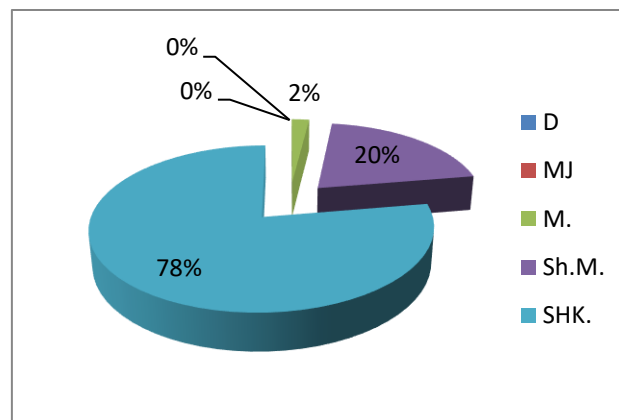


Figure 241 Answers to Question 8 Have your expectations from vocational training at VTC been met

**Concerning Question 9, according to respondents, vocational training fields should be improved in terms of:**

- Lack of computers, as well as visits to enterprises, businesses to see first hand how businesses are run.
- Technological equipment that, according to them, is outdated and needs to be replaced with new technology to have the ability to track current developments,
- Improvement and updating of teaching/learning packages eg. in marketing and accounting,
- Possibility to have more consumables,
- Possibility to have laboratory equipment and reagents

**Regarding Question 10, concerning economic conditions and what would encourage them to continue vocational training, the respondents' demands mainly concerned:**

- Employment,

- Provide allowances for training participants!
- Defrayal of travel and meal expenses,
- Providing more training that is needed and compatible with the market,
- Good opportunities provided by the VTC, and that upon completion they got employed or have started up a new business.

**Regarding Question 11, on any additional comments or suggestions, the respondents' comments mainly concerned:**

- Expression of satisfaction ranging from the way the trainer communicates with the candidates, her professional ability, to getting training that is very useful for the candidates,
- Demand that VTC should promote more its training programs,
- Expression of satisfaction for having taken part in trainings, and appreciation for the teaching methods,
- Demand for advanced and CNC machines.

## VTC FERIZAJ

Based on data collected from the survey at VTC Ferizaj and presented in Table 13, it can be noted that the highest percentage of those employed from the eleven occupations provided is from the Facility Maintenance vocation 100% of 2 respondents, Central Heating installer 100% of 8 respondents, Water and Sewage installer 100% of 4 respondents, Hospitality 91.7% of 12 respondents, Cookery 72.7% of 22 respondents, Carpentry 85.7% of 7 respondents, ICT 69.2% of 13 respondents, and Welding 55.6% of respondents. While the other two occupations such as Accounting and Business Administration 0% of 2 and 1 respondents, respectively.

The gender ratio of certified candidates based on survey results of 81 respondents for VTC Ferizaj is 69.7% male and 30.3% female. Women are not part of the vocational training for traditionally male occupations: Water installer, Electrical installer, Water and Sewage Installation, Construction, and Carpentry. Percentage of women working in Entrepreneurship is 100%, Administrative Assistant 87.5%, Agriculture 70%, Cookery 50%, while in Business Administration only 22.2%.

**Table 13 Data on provided occupations at VTC Ferizaj in the period 2014-2016**

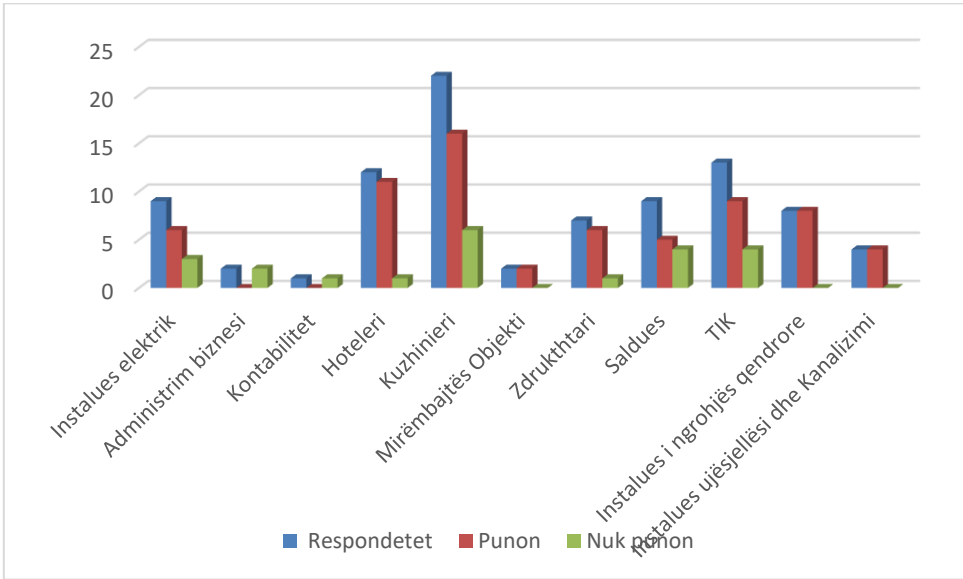
No.	Vocation	No. Respondents	M	F	Employed	Unemployed	Employed Respondents %	Employed Female %
1.	Electrical installer	9	9	0	6	3	66.7	0.0
2.	Business Administration	2	1	1	0	2	0.0	0.0
3.	Accounting	1	1	0	0	1	0.0	0.0
4.	Hospitality	12	10	2	11	1	91.7	100.0
5.	Cookery	22	17	5	16	6	72.7	60.0
6.	Facility Maintenance	2	2	0	2	0	100.0	0.0
7.	Carpentry	7	7	0	6	1	85.7	0.0
8.	Welding	9	9	0	5	4	55.6	0.0
9.	ICT	13	4	9	9	4	69.2	66.7
10	Central Heating installer	8	8	0	8	0	100.0	0.0
11	Water, Sewage installer	4	4	0	4	0	100.0	0.0
<b>Total</b>		<b>89</b>	<b>80.9%</b>	<b>19.1%</b>	<b>67</b>	<b>22</b>		

Table 14 and Figure 43 reflect the age of respondents who attended vocational training, where about 31.5% are youth 16-25 years old, and 31.5% are 26-35 years old, and 37.1% over 35 years old. Regarding the education of training participants, about 11.2% have completed elementary school,

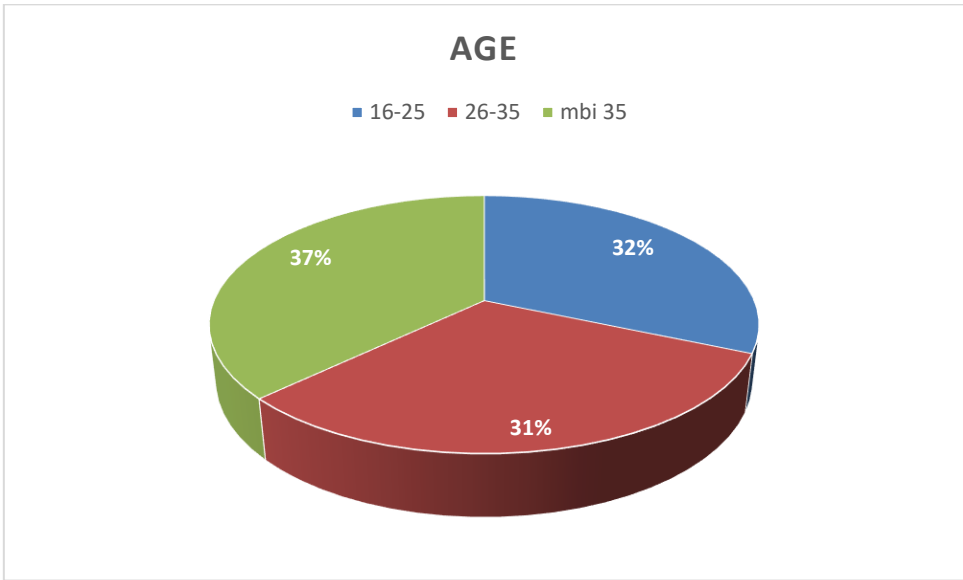
14.6% high school, **43.8% come from vocational training schools, and 30.3%** hold university degrees, which is also a VTC with a very high percentage of participants in vocational training with **vocational training and higher education.**

**Table 14 Age and education of candidates trained at VTC Ferizaj in the period 2014-2016**

	Age			Education			
	16-25	26-35	35+	Primary	Secondary	VET	University
<b>Respondents</b>	28	28	33	10	13	39	27
<b>%</b>	31.5	31.5	37.1	11.2	14.6	43.8	30.3



*Figure 252 Data on employment of candidates trained at VTC Ferizaj*



*Figure 263*

In Question 4, **How do you rate the training you attended**, 92% of respondents rate is at excellent and 8% very good.

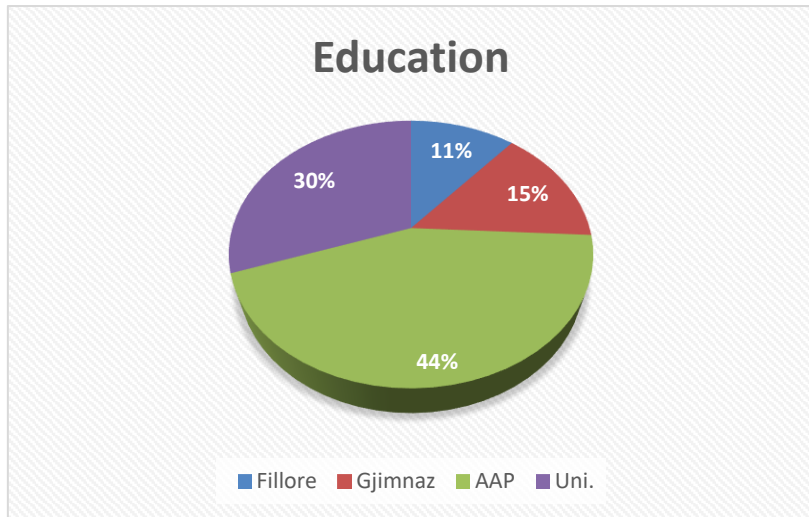


Figure 274

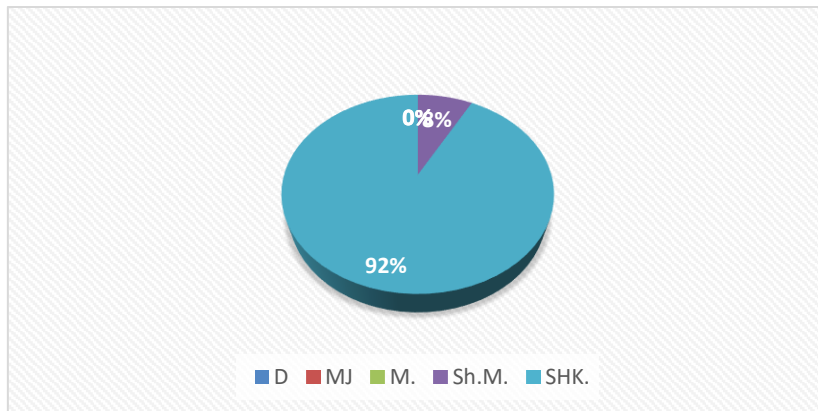


Figure 285 Answers to Question 4 How do you rate the training you attended at VTC Ferizaj

In Question 5 Do you think that the VTC training program was adequate to prepare you for work, 89% of respondents rate it excellent, 10% very good, and only 1% good.

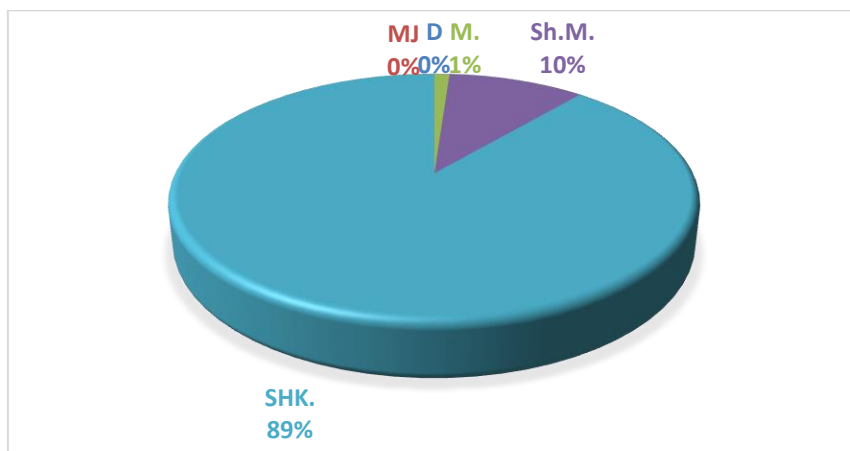


Figure 296 Answers to Question 5 Do you think that the VTC training program has prepared you for work

In Question 6 Do you think the training package and material were adequate and sufficient, 68% of respondents rate it excellent, 30% very good, and 2% very good.

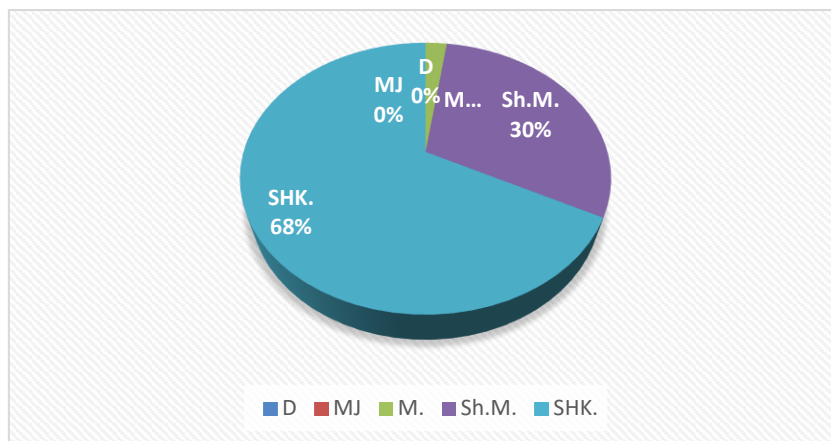


Figure 307 Answers to Question 6 Do you think the training package and material were adequate and sufficient at VTC Ferizaj

In Question 7 Do you think the trainers who trained you had the appropriate professional training, 92% of respondents rate it excellent and 8% very good.

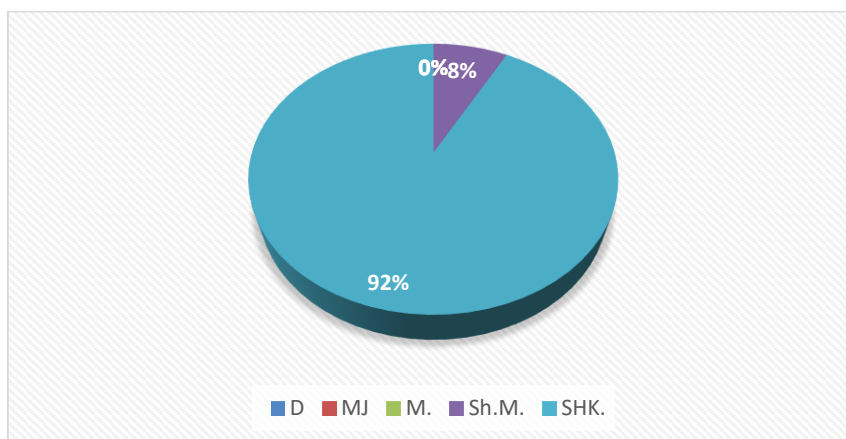


Figure 318 Answers to Question 7 Do you think the trainers had the appropriate professional training?

In Question 8 Have your expectations from vocational training at VTC been met, 87% of respondents rate it excellent, and 13% very good, which means that their expectations from vocational training provided at VTC Ferizaj have been met, however with a slight difference to other VTCs.

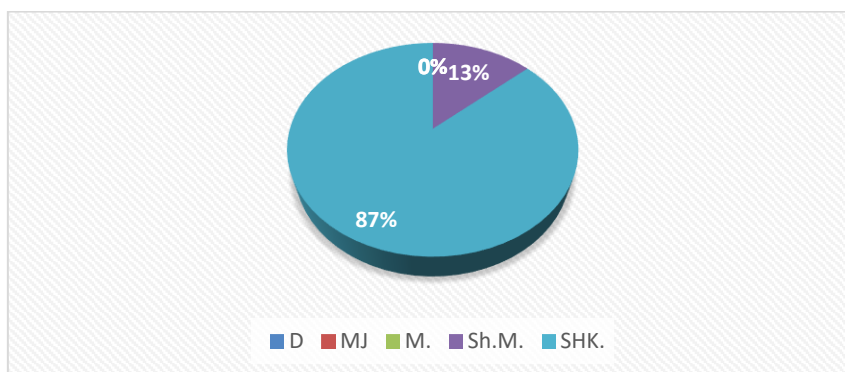


Figure 329 Answers to Question 8 Have your expectations from vocational training at VTC been met

Concerning Question 9, according to respondents, vocational training fields should be improved in terms of:

- To also provide internship opportunities at businesses,
- Ample supply with working material, so that all candidates can work in a timely fashion,
- Providing more sophisticated equipment,
- Demand to update training programs and teaching/learning packages,

**Regarding Question 10, concerning economic conditions and what would encourage them to continue vocational training, the respondents' demands mainly concerned:**

- Covering a daily meal, travel expenses,

**Regarding Question 11, on any additional comments or suggestions, the respondents' comments mainly concerned:**

- Appeal to those who wish to work in gastronomy, now there is an address where to seek training, the Vocational School of Gastronomy in Ferizaj.

## VTC GJAKOVA

Based on data collected from the survey at VTC Gjakova and presented in Table 15, it can be noted that the highest percentage of those employed from the eight occupations provided is from the SME Management vocation 85.7% of 7 respondents, Accounting 77.8% of 9 respondents, Self-employment 75% of 4 respondents, Entrepreneurship 66.7% of 3 respondents, Business Administration 66.7% of 3 respondents, and Administrative Assistant 50% of 14 respondents. While two other occupations with employment under 50% are Welding 42.9% of 7 respondents, and Electrical installer 40% of 5 respondents.

The gender ratio of certified candidates based on survey results of 81 respondents for VTC Gjakova is 69.2% male and 30.8% female. Women are not part of the vocational training for traditionally male occupations: Electrical installer and Welding. Percentage of women working in the occupation of Administrative Assistant is 85.7%, Entrepreneurship 100%, Self-employment 33.3%, Accounting 14.3%, while there are none working in occupations such as SME Management and Business Administration.

**Table 15 Data on provided occupations at VTC Gjakovë in the period 2014-2016**

No.	Vocation	No. Respondents	M	F	Employed	Unemployed	Empl. Resp. %	Employed Female %
1.	Admin. Asst.	14	7	7	7	7	50.0	85.7
2.	Welding	7	7	0	3	4	42.9	0.0
3.	ELE. installer	5	5	0	2	3	40.0	0.0
4.	SME Mngmnt	7	5	2	6	1	85.7	0.0
5.	Self-employment	4	3	1	3	1	75.0	33.3
6.	Accounting	9	7	2	7	2	77.8	14.3
7.	Entrprnshp	3	0	3	2	1	66.7	100.0
8.	Bus. Admin.	3	2	1	2	1	66.7	0.0
<b>Total</b>		<b>52</b>	<b>69.2%</b>	<b>30.8%</b>	<b>32</b>	<b>20</b>		

Table 16 and Figure 51 reflect the age of respondents who attended vocational training, where about 38.5% are youth 16-25 years old, and 38.5% are 26-35 years old, and 23.1% over 35 years old. Regarding the education of training participants, about 7.7% have completed elementary school, 5.8% high school, **28.8% come from vocational training schools, and 57.7% hold university degrees**, which is also a VTC with a very high percentage of participants in vocational training with **vocational training and higher education**.

**Table 16 Age and education of candidates trained at VTC Gjakovë in the period 2014-2016**

	Age			Education			
	16-25	26-35	35+	Primary	Secondary	VET	University
<b>Respondents</b>	20	20	12	4	3	15	30
<b>%</b>	38.5	38.5	23.1	7.7	5.8	28.8	57.7



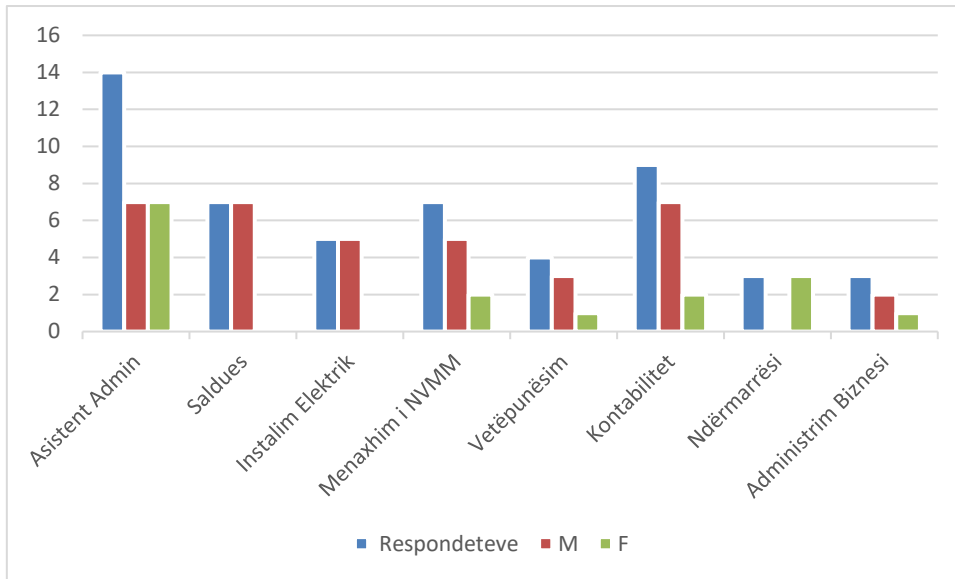


Figure 330 Data on employment of candidates trained at VTC Gjakovë

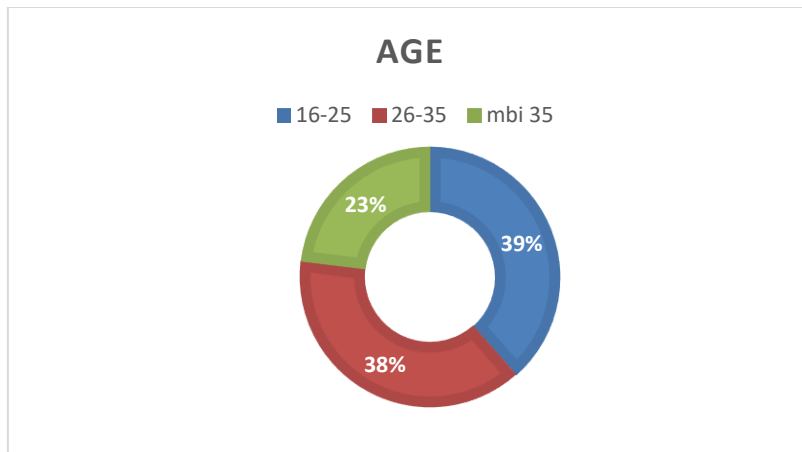


Figure 341

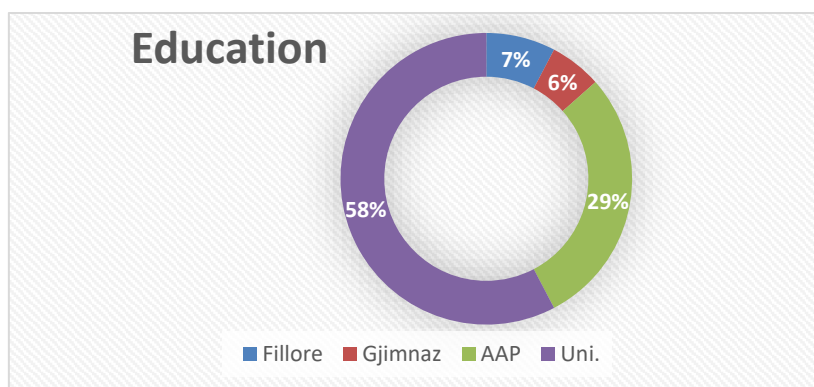


Figure 352

In Question 4, **How do you rate the training you attended**, 73% of respondents rate is at excellent, 25% very good, and 2% good.

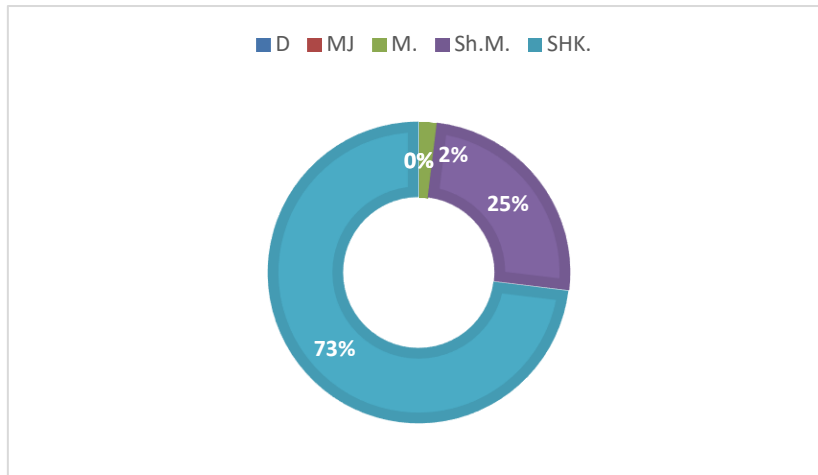


Figure 363 Answers to Question 4 How do you rate the training you attended at VTC Gjakovë

In Question 5 Do you think that the VTC training program was adequate to prepare you for work, 69% of respondents rate it excellent , 29% very good, and only 2% good.

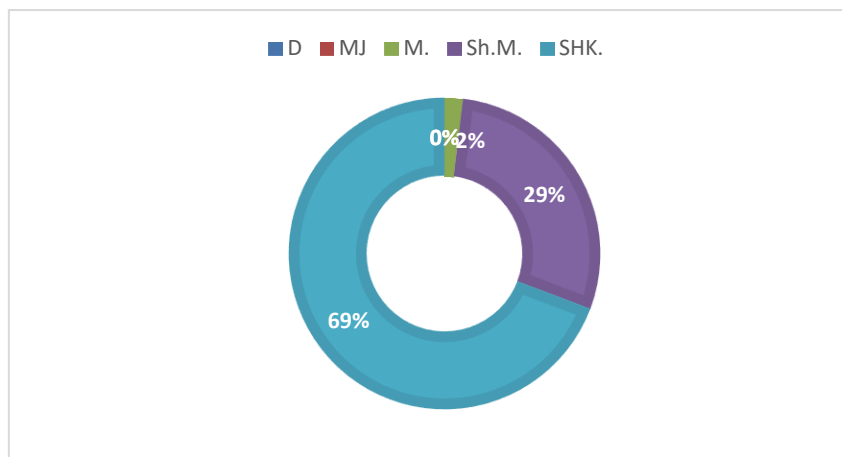


Figure 374 Answers to Question 5 Do you think that the VTC training program has prepared you for work

In Question 6 Do you think the training package and material were adequate and sufficient, 75% of respondents rate it excellent, 23% very good, and 2% good.

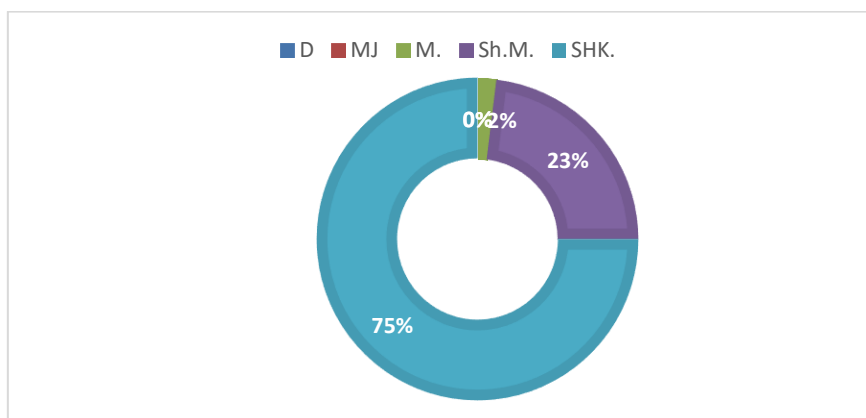


Figure 385 Answers to Question 6 Do you think the training package and material were adequate and sufficient at VTC Gjakovë

In Question 7 Do you think the trainers who trained you had the appropriate professional training, 86% of respondents rate it excellent, 6% very good, and 8% good.

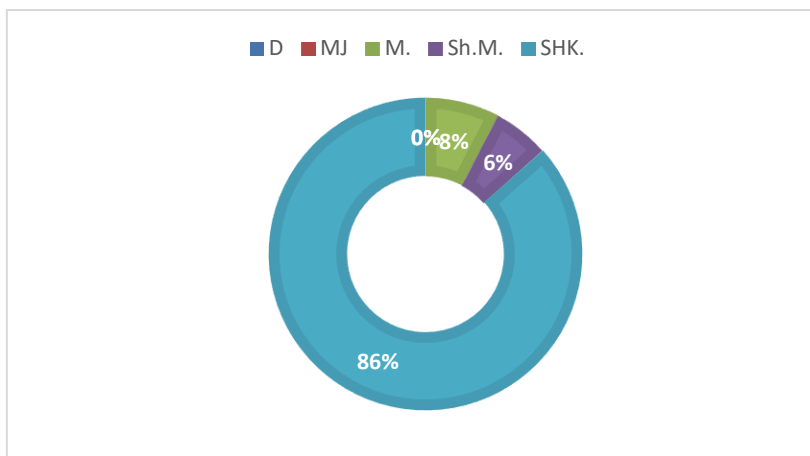


Figure 396 Answers to Question 7 Do you think the trainers had the appropriate professional training?

In Question 8 **Have your expectations from vocational training at VTC been met**, 62% of respondents rate it excellent, 27% very good and 11% good, which means that their expectations from vocational training provided at VTC Gjakova have been met, however with a slight difference to other VTCs.

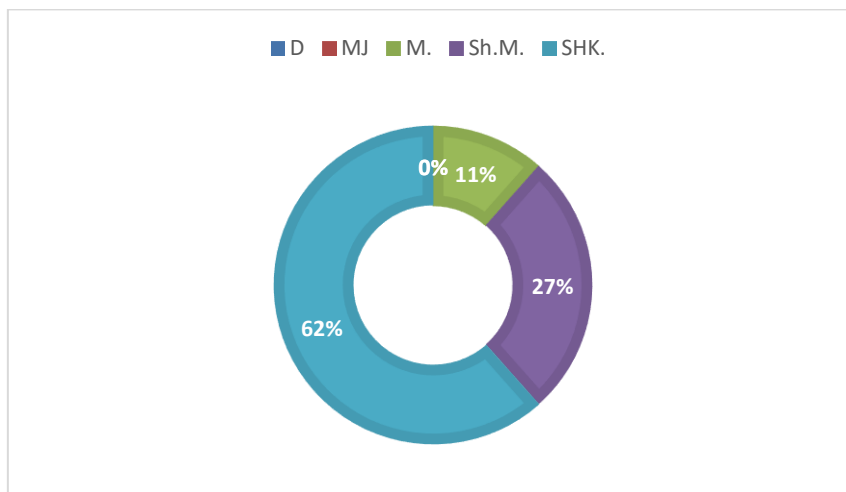


Figure 407 Answers to Question 8 Have your expectations from vocational training at VTC been met

**Concerning Question 9, according to respondents, vocational training fields should be improved in terms of:**

- Welding shop space should be a bit bigger,
- Demand opportunities for internship with businesses,
- Demand more consumables for training purposes.

**Regarding Question 10, concerning economic conditions and what would encourage them to continue vocational training, the respondents' demands mainly concerned:**

- Covering a daily meal, travel expenses,
- Continued advancement, practice and learning new things keeping up with the development of technology,
- Providing paid internships with businesses, to candidates who manage to successfully complete the program.

**Regarding Question 11, on any additional comments or suggestions, the respondents' comments mainly concerned:**

- Demanding that basic training programs be enhanced with more specific programs to be attended by persons seeking specialty training,
- Providing larger quantities of teaching/learning material,
- Suggesting to candidates who are training to follow-up with training on advanced equipment (with newer techniques)
- Suggest to introduce more occupations.

## CONCLUSIONS AND RECOMMENDATIONS

Based on the results of the survey, we will present only some of the general conclusions and recommendations:

- All interviewed candidates are certified and have completed 1 to 12 vocational training modules at the VTC, usually 1 to 6 months in duration, and some for 7 to 12 months.
- In general, the candidates are satisfied with the general conditions provided at VTCs, including, programs, trainers, teaching/learning packages and material, and infrastructure.
- Some occupations have low employment outcomes for certified candidates (see Table 2), however, for some occupations it is difficult to draw reliable conclusions, and predict trends due to the small number of completed questionnaires (1 to 4), hence the findings may not reflect the real situation.
- The linkage of vocations offered by VTCs to labor market demands is an issue that should be addressed seriously by VTCs, which implies developing and updating Occupational Standards, Occupational Qualifications in accordance with these standards and teaching/learning packages.
- In terms of motivating factors, the survey points out: increased employability in some occupations, providing financial support for food and transportation, as well as internships at a company.
- The lack of sufficient supplies for practical work has emerged as a shortcoming with the majority of respondents.
- The advancement and enhancement of equipment, machinery and technology is raised as a demand by the majority of trained candidates, who are either job seekers or employed, but need certification and knowledge refreshment in certain occupations.
- Respondents have suggested more promotion by the Agency and VTCs, on programs and opportunities offered by VTCs.
- The Employment Agency should also address gender mainstreaming, as research findings show a relatively low representation of women in trainings provided by VTCs with only 32.2%, while in the total of 58.54% of employed candidates, only 22.1% of them are women.
- Regarding the age of candidates, from survey results we see an approximately equal representation of the three categories: 16-25 years with 36.7%, 26-35 years with 32.8% and over 35 years 30.5%.
- Additionally, the Government of Kosovo and MEST should urgently and seriously address the issue of the quality of the education system in Vocational Schools (VS) and Higher Education Institutions (HEIs), as research results show that 46.1% of respondents come from VS, while 32.2% from HEI, and this effects a cost increase for the preparation of these people for the labor market.
- Based on the results of the survey, it is necessary to re-emphasize the enhancement of cooperation between EA and MEST, for genuine cooperation and shared use of available resources to improve employability.

## ANNEX 1: RESPONDENTS' COMMENTS

### VTC PRISHTINA

Question 9: Which areas of vocational training should be improved?	Question 10: If you live in difficult economic conditions, what would be an incentive for you to continue training?	Question 11: Other comments or suggestions.
0	Money	0
0	0	A very good center for training people for a trade
In confectionery there is no need for much, but it was very good	For employment	It was a very good training and we got along very well during the training
0	For employment in the Confectionery industry	0
0	0	I trained to become a Confectioner
More practical work and consumable material	0	0
More practical work at Local Companies	0	0
I think everything is fine.	0	0
Spaces for potential demonstrations to ascertain the professional idea and more supplies.	To offer me a job in the field I have attended, to have more safety and normal working conditions, and ensure that the vocational education will achieve its true purpose.	Recognize any certification by the Government, and enable candidates to gain employment in their respective fields.
Everything was OK	Motivation for entering the market	0
Everything was OK	For a better future.	0
0	0	0
0	0	0
0	If I held a job in this occupation, this would be a big incentive	The establishment of this Vocational Training Center was indispensable
Just keep doing what I am doing	0	0
0	Cover transportation, have the center closer to place of residence	To not stop working due to supplies
The auto-electrical field has to follow latest trends in auto-electrics	I would continue vocational training as a paid intern, no doubt about it	I think there should be more auto-electrical equipment at the Vocational Training Center
Lacking new equipment (should be supplied)	Training aids	Computer diagnostics equipment is required, especially for electronics-heavy vehicles,
Must develop the practical part	I would continue because it is a very suitable occupation for a person	Diagnostic equipment

Upgrading equipment used for putting the theoretical part into practice,	Specialty	Modernization of appliances and computers
Visual aids	Financial aid	New up to date equipment
Computer equipment	Hope springs eternal, Good Professor	On the lecture side it was perfect, but the equipment we worked on was restrictive
In my opinion all areas have been improved upon	Any vocational training that would ensure immediate employment	I have no other comments, my intention and desire is to see this vocational training get me hired
Everything was OK	0	0
Improvement with a canteen, new computers	Cover travel expenses	0
In my opinion, it was OK	I would train in a vocation that would ensure employment	In my opinion everything was OK.

**VTC GJILAN**

<b>Question 9: Which areas of vocational training should be improved?</b>	<b>Question 10: If you live in difficult economic conditions, what would be an incentive for you to continue training?</b>	<b>Question 11: Other comments or suggestions</b>
There should be some internship hours with a company.	Need transportation to VTC - it's far from the Bus Station	N/A
Everything was OK, I do not see anything that needs to be improved.	The experience we gain, certification, internship.	0
Everything was OK	Certificates, experience we gain, internship.	0
From the field of economy, accounting was necessary and it was covered well done by the trainer.	Nothing, need for jobs, maybe.	No comment
In my opinion, better conditions have to be created, e.g. Introducing internships with companies to become better prepared professionally for the future.	As an incentive, having the VTC provide transportation and employment after the successful completion of the training.	I remain hopeful that my words will be taken into account as I believe that in this way you can improve the Center's rating.
I do not think there is a need for improvement, as everything was perfect in terms of vocational training.	The reason I decided to continue training is the fact that if I am adequately trained it will be easier to get access to long-term jobs.	The work you offer for vocational training is wonderful, in terms of suggestions I ask you to refrain from exercising any influence while working in training youth in various fields.
I think there should be more practice, and the other areas in my opinion are OK.	I think that transportation would be needed to the Center because it is a bit far away.	While I think that the VTC trainings we are completing will be useful, and we will attending other trainings, and still have no jobs.
Occupational Qualifications I think: English Language, as well as other training and internships.	An incentive would be to provide jobs through training fields such as PC, language, accounting, and internships.	Different types of training, more trainers and a greater number of youth.
0	The Vocational Training Center is located far from the city center, and citizens need means of transportation for travel.	New, changed literature, more practical accounting work.
I would not like to see improvements in vocational training, rather I prefer to enjoy priority for project participation or internships.	The Vocational Training Center is located far from the city center, and means of transportation are required for getting to the Center.	Accounting training also requires internship with a company, so that the knowledge gained during training can come into play to both complete the training and become a practice.
Part of the module should be practical work, to face reality in practice	Because of the remote location, provide means of transportation to reach the place.	These trainings should continue because they are necessary, and agreements should be reached with private firms or different institutions on internships
I think the conditions are good for learning, only need to change the technology a bit. The conditions in the facilities are good, just need to increase the number of students.	The course center where the facility is located is a bit far from the city, and getting to the course location is tricky. I think it would be better to have	By learning and training at the VTC, I think it will help the students. VTC has technology, practice, and successful training and I think that it is good to



	public city transportation.	continue working on the future of attendants, students.
I think Accounting Training included both theory and practice, so I think it should continue the same way, just follow the tax changes that happen.	The facility is far from the city and there is no urban transportation, therefore providing transportation would be welcome.	Given technological developments, I think that VTC should provide training in digital marketing, animation and other areas of information technology.
Following vocational training continue with a 3-month internships at any company	I would continue if there was transportation, and any job if it is a sure thing.	Accounting training also requires an internship somewhere in a company
I think that the practical part needs improvement, i.e. company internships, etc...	If I were to live in difficult economic conditions, thinking that one day I would be employed would be an incentive to continue training.	My comment to the VTC would be that the trainers are top level, to continue at this pace. While I suggest to keep provide a practical application of what we learned.
The training was OK, but I would like some internship hours out of the VTC at any company.	Certainly transportation, because it is far from downtown and it is impossible to walk here.	The training was very good, the professor was top notch, has managed to understand each of us individually. I am leaving this training very satisfied.
There is a need for upgrading and advancing the IT program, provide additional training, and extend the program of business administration.	If I were to live in difficult conditions, I think that the incentive would be to provide free transportation.	Extend programs to provide more training and knowledge, other modules that would help us in the field of economy.
0	I would continue the training in accounting, the preliminary training provider was very capable. This is my incentive to continue training and the reason is the many benefits from the VTC.	I have no information, but as a suggestion if there is no practical work available in accounting, to enable attendants enabling to intern in different companies, and facilitate access to jobs through the VTC.
I would like to have the opportunity to train in an enterprise to strengthen business administration skills.	Employment possibly, also means of transportation because the center is far away.	I have no word to describe the pleasure of attending training.

**VTC MITROVICA**

<b>Question 9: Which areas of vocational training should be improved?</b>	<b>Question 10: If you live in difficult economic conditions, what would be an incentive for you to continue training?</b>	<b>Question 11: Other comments or suggestions.</b>
Fix the machines	0	The trainer was very active, and always responded to our requests. I'm very happy with the trainer.
0	0	I would propose newer equipment.
Replace machines with advanced ones or repairing them, have more supplies for course attendants.	0	The trainer was very active and attentive to any of our requests.
The machines should be more advanced, consumable material should be sufficient.	0	I am very pleased with the assistance provided here at the VTC for vocational training and very thankful for the teacher.
I would note only that the equipment should be newer.	0	0
0	0	In general it was very good, only need more consumable supplies.
The equipment is old	0	0
There is always room for improvement and pushing things forward. I think it is necessary to develop the curriculum for the Tailoring occupation.	0	I am very pleased with this course, but in the future I would like to see things move forward, improvement of conditions, newer equipment that improve training.
0	0	I had a great time at the VTC and I am very grateful to the teacher.
0	0	I am very pleased with the training in general.
0	Just provide us jobs	Everything has been OK, I only have gratitude for the training you have given us.
0	0	In general, very good.
0	0	It was quite good, we are satisfied with the vocational training and gratitude goes to the VTC School.
0	Just to get Certificate qualification.	Everything was OK.
0	Just provide us jobs	Everything has been OK, I only have gratitude for the training you have given us.
0	To provide us jobs	Everything has been OK, I only have gratitude for the opportunity.
To be affiliated to the Machinist/Millwright jobs	0	0
Insufficient facility heating	0	Regular supply of training material
0	0	0
0	0	0
To add Machinist/Millwright related modules	0	0
0	0	Better supply
0	0	The hall is a bit cold and supply of

		consumables could be better.
Regarding the work I do at the Factory, it would be good to train for a Machinist/Millwright	0	As far as the Vocational Training Center (VTC) is concerned, the staff is perfect, it would be good to have practical work supplies.
Machinist/Millwright	0	0
If possible, provide more for Machinist/Millwright.	0	0
Machinist/Millwright	0	0
Field of oponat-mog	0	0
Everything was OK, but the duration of the course should be 1 or 2 months longer.	Hope for employment	I have no other suggestions, everything is fine.
Everything was OK.	I would recommend to all young people to apply for participation in cookery courses, because the opportunities are great, given the fact that we all are employed.	0
Overall it was good, if only the daily schedule was longer.	I am thinking that completing a course and becoming trained will prepare me to work and enter the field of Cookery.	Everything has been well understood and in order.
0	0	Everything was up to par, a new experience in this Center.
Regular foodstuff supply, so that the candidate does not run out of supplies.	Yes	The whole training was up to par.
All are excellent.	Please attend this course, it is quite profitable.	Everything was perfect.
0	0	Everything OK, good experience.
More qualitative foodstuff supply, especially vegetables.		0
0	0	Excellent, everything OK.
0	0	In general, everything was OK
Everything was up to par.	I would call upon youth to attend the Cookery course, because it is worthwhile both in terms of training and easier employment.	0
Everything was up to par.	I would recommend to all youth to apply for the Cookery course because job opportunities are greater.	Everything was OK.
Overall it was good, if only the daily schedule was longer.	0	Everything has been well understood and in order.
0	0	Everything was OK as it concerns those of us who are working.
None	Attending the course is useful.	Everything perfect.
0	0	Very good, it was a new experience.
0	0	Course duration should be longer
Nothing	0	Everything OK.
0	0	As for the Vocational Training Center (VTC), everything was

		good, both in training and generally in cookery related issues.
I have no criticism just praise		
Everything was up to par.	0	The very fact that I was working was OK.
0	0	In general it was very good, only need more consumable supplies.
Improve Internet Module	Providing transportation and food and books.	Add modules, AutoCAD.
Internet Module	Transportation, meals.	Add modules, Web Design, AutoCAD drawing.
Improve Internet Module	Transportation, meals.	AutoCAD training.
IT Field needs to be improved.	Daily expenses, training material.	In the field of IT, it is necessary to enhance the Curriculum, introduce programming languages, that create more employment opportunities, such as: Web Design, C++, Word Press, Adobe Photoshop.
Enhance Curriculum and have the opportunity to learn more things.	Daily expenses and material.	Aside from being satisfied with the training, I have no comment, in terms of suggestions, I would like to see the addition of programs like C ++ and many more.
IT, Programming, and why not the training environment, too.	Transportation, food, training material.	The training was very good and had a positive goal.
Adding programming and social media administration modules. What would help me personally as a Masters studies attendant is training on SPSS research modules.	Transportation, food, training material.	Introduce an opportunity for training on SPSS and research.
e.g. Enhance classroom space, provide other modules.	Provide incentives, even small, to candidates attending vocational training.	During my training at this center everything was professional, keep up with the professionalism.
An SPSS research module would be useful for me	Training material, food	Introduce an opportunity for SPSS training.
IT Field needs to be improved.	Daily expenses and training material.	In the field of IT, it is necessary to enhance the Curriculum, introduce programming languages, that create more employment opportunities, such as: Web Design.
In the field of computers, I would add more changes during training, e.g. Group work, more modules, other programs.	What would be an incentive more me to continue training is finding a new job, further vocational training, etc.	Add more programs to facilitate future access to employment, such as Web Design, Adobe, Photoshop, etc.
All three areas have to improve slightly, that's what I think, supplies and computers.	Training material	I have none.
I would add some modules of benefit to attendants, programs that have been most used in recent years.	The best incentive would be to have a job in place after training.	My suggestion for the IT field would be to incorporate more programs, such as Web Design, AutoCAD, Adobe Photoshop.
I think that some additional training material should be added, e.g. graphic	Preparing for a future job, that is what would motivate me to	I would suggest that the classroom should be warmer because it is a

design, network security.	continue training.	bit difficult to deal with the cold.
0	0	In general it was good, only need more consumable supplies.
0	0	In general it was good, only need more consumable supplies.
Other modules need to be added e.g. Graphic design, technical drawing, etc.	It would be an incentive to continue training if a job opportunity would be presented.	Cold indoor environment, and it is a problem for learning.
IT Fields need to be improved.	Daily expenses, training material.	In the field of IT, it is necessary to enhance the Curriculum, to introduce programming languages that create more employment opportunities, such as Web Design, C++, Word Press, Adobe Photoshop.
Perhaps only the material (books) to be a bit more elaborate, because technology is developing every day and we should keep up.	If I would be in difficult economic conditions, the reason why I would continue training is employment opportunity, because attending this course can help in finding a job.	In this course everything is in order, easy to understand and learn about the programs and teaching provided here.
Provide more elaborate studies on network security.	For better employment opportunities.	Everything was OK in this area.

**VTC PEJA**

<b>Question 9: Which areas of vocational training should be improved?</b>	<b>Question 10: If you live in difficult economic conditions, what would be an incentive for you to continue training?</b>	<b>Question 11: Other comments or suggestions.</b>
Computers should be new	Provide allowances	No comment
Refresh equipment	Provide allowances	No comment
Change of equipment	Courses free of charge	No comment
No objections	Employment	I don't have any objections
0	Employment	No comment
0	Employment	No comment
Professional internships	Employment	No comment
0	Employment	No comment
0	I would get employment	It was up to par
I would not change anything	Employment	No comment, it was up to par
Equipment needed for the training to work	Defray travel expenses to make it easier to attend training	No comment
Refresh packages	Travel Expenses	No comment, unemployed.
Have been met.	Allowances for attendants	Continue training
In my opinion, they are up to par	Since it is for our own good (and free) it is an incentive for both parties (in good and poor economic conditions)	All the best
Lack of computers, as well as visits to enterprises, factories, to see first hand how businesses are run.	Allowances, at a symbolic amount	I am very pleased with the way the trainer communicates with the candidates, her professional ability and training is very useful for the candidates.
All have been met.	Allowances for attendants	No comment
Lack of computers, duration of training	Employment opportunity	0
0	Employment	0
Professional internships	Secure employment	Cover travel expenses
0	Internship	The training was fair
Practice	Secure employment	Cover travel expenses
Equipment	0	No comment
0	0	More promotion for the VTC as an available program
Everything has been met	Helping candidates	Newer computers
Everything was OK	Allowance for attendants	The training was very effective
The technological equipment is outdated and needs to be replaced with new technology to have the ability to track current developments	After completing the training, I was motivated to enroll in Masters studies so that I can get a job in my occupation of choice	This training is a very appropriate because it enables you to develop ideas for business, and many other areas.
Mainly information technology skills	After completing the training, I was motivated to enroll in Masters studies at the university	This training is adequate for creating and developing business ideas
Marketing - add some new marketing material, update the material with new literature	Providing more training that is needed and compatible with the market	Provide new training, such as Human Resource Management, as it is considered to be in line with the

		needs of the market.
The field of Accounting, because not all changes, made by both the Ministry of Finance and Tax Administration, are included	It's free of charge and represents a good opportunity to find a job	I hope that this Training Center will continue to operate as a good place to provide job training to youth
All areas are only spot on, just need to provide more on the practical side	It's free of charge and a training opportunity in these areas	0
Mainly technological skills	Desire to achieve the highest occupational qualification	Keep providing such training in the future, as it is important for the vocational training of youth.
Supply with consumable material	Allowances	No
Supply with consumable material	Allowances	No comment
Provide consumable material	Allowances	No
Provide consumable material	Allowances	No
Supply with consumable material	Allowances	None
0	0	Have adequate supply of training material
Have consumable material	Employment	No comment
Have more consumable material	Allowances	None
Have consumable material	Employment	No comment
Consumable material-food	Advanced training	None
Consumable material-food	Employment	No comment
Everything is OK	Allowances, extra training	No comment
Supply with consumable material	Allowances	No comment
More regular availability of consumables	Employment	No comment
More frequent supply	Allowances	No comment
Consumable material	Employment	No comment
Consumable material	Allowances	No
0	0	0
0	If travel expenses were paid, I would complete another course	0
Central heating	I do not live in difficult economic conditions	If you are interested you can learn and advance your skills as much as you want
0	Cover transportation expenses	0
0	0	No comment
0	0	0
0	Cover travel expenses	Possibility of central heating training
0	Any incentive due to conditions, in order to participate in another course (unable due to travel)	No comment
0	Refresher and advanced training, foreign languages , etc.	No comment
Practice	Provide free of charge travel	0
Internships	Financial incentives	0
0	Cover travel expenses	0
Internships	0	0
Internships in civilian facilities	Subsidies	No

Internships	Cover travel expenses	0
Everything OK	Free course and exchange of information between the University and Training Center	All conditions at the training center have been OK
Refresh technical equipment	Free course as well as acquisition of knowledge for Business Administration. Business	The training conditions were OK
Outdated equipment and technical aids	Free course, transportation and meals allowance	I am very satisfied with the Trainer's skills in presentation and practical exercises. Simply, nothing but praise.
Improve technical equipment	The incentive was that after I completed the 3-week training I was motivated to continue with a 3-month training and was provided with the opportunity to open a new business.	The trainings were conducted on a regular basis with a highly trained Trainer, who has helped us a lot.
Outdated technical equipment, need to be replaced with newer	If I were to live in poor economic conditions I would like to have free transportation so I can continue my training	I was delighted to be part of this training and I am very satisfied with the teaching methods
Outdated equipment	Employment in a better job	The trainings are for every praise
Older technology to be replaced with new	Employment opportunities, knowledge gain, free training incentive.	I was very satisfied with the training and teaching
Upgrade technology because the rest was up to par	It was the most professional preparation for a decent employment level	I think that this training is of a good level for developing and strengthening business administration skills
In information skills practice	The improvement of our occupation related skills to acquire an adequate job relevant to completed vocational training course is an incentive	I suggest to have more students interested in completing such training. They are very inspirational and motivating
IT equipment	Finding work after finishing this training	0
0	Allowances	No comment
Internship in real life businesses/facilities	0	0
Supplies	Advanced training + allowances	0
Direct engagement in a real facility	Offering employment opportunities from employers in and out of country	0
Practice	0	0
0	Self-employment	0
Theory	0	0
0	Employment	0
0	0	0
To follow-up with internships	0	0
Company internships	Employment	0
Final part	0	The training was reasonable
The part regarding Evaluation Committee	0	0



Introduction to the subject matter	0	0
0	Achieve success	0
Training duration should be shorter	0	0
Generally, there is no need for improvement	Employment would be an incentive for me	0
Rough jobs in the practical part	0	Improve work tools
Internships	0	0
0	Employment	0
Supplies	Defrayal of travel expenses and allowances	0
Supply of reagents for work tools	Motivation for employment, payments for meals and transportation	Professionally prepared. For every praise.
Laboratory equipment and reagents	Hope to find a job and improve economic conditions	No
Laboratory equipment and reagents	Candidates in difficult economic conditions should enjoy defrayal of transportation costs and daily meals	0
Laboratory equipment and reagents	Hope to find a job and create better conditions	0
There is a lack of reagents	Allowances	None
There is no need for improvement	If I had financial assistance	Everything was OK during training
None of the fields	Some assistance that would facilitate the continuation of training	Let youth know about the Center
I do not think there is need for improvement	Payment of expenses incurring during training	The conditions were suitable
Everything was OK	Assistance that would facilitate the continuation of training	I have no objections, everything was OK
Perhaps, a little bit of all	Allowances would be adequate to cover the costs	This vocational training has helped me get hired, I have nothing but praise and good words for the staff
Provide training material	Cover transportation expenses	Extend training duration
As far as food technology is concerned, adequate reagents are available at the moment and the conditions are good	It would be very good if travel expenses were paid	Everything is OK, just keep it up
Lack of laboratory material intermittently	Allowances, at a symbolic amount	The trainer was very skilled professionally and very approachable with the candidates, extremely communicative
0	0	Have more advanced machinery
0	0	It would be adequate to have CNC machines

**VTC PRIZREN**

<b>Question 9: Which areas of vocational training should be improved?</b>	<b>Question 10: If you live in difficult economic conditions, what would be an incentive for you to continue training?</b>	<b>Question 11: Other comments or suggestions.</b>
All were good	If my monthly expenses are covered, I can move on	0
I think everything is OK	A good job	0
0	To achieve something more	0
All conditions are adequate	I can not continue my training for financial reasons	I have no other comments
All conditions should be improved	I don't have the economic conditions to continue training	I have no other comments or suggestions
Improve all by a little bit	I do not need training, but I need work and welding tools	I do not have any other comments
All need a little bit of improvement	I do not need training, but I do need work	I do not have any other comments
All conditions are adequate	To achieve something more	I have no other comments or suggestions
All conditions are adequate	I can not continue with training, unless travel and meals are covered	I have no other comments or suggestions
Everything OK	It would be an incentive if I was offered a payment because I am unemployed.	0
0	Defrayal of food expenses.	0
0	Defrayal of expenses would be an incentive	0
0	Free of charge transportation, because I live far away, and at least provide free breakfast	Another suggestion, I would appeal to all the unemployed to come attend the course and they will be satisfied
The area to be improved in vocational training is the Internet	Meet these conditions - Provide free transportation - The candidates should be provided one daily meal	I have nothing but good words, but would suggest to all my peers seeking jobs to first complete this course
All areas are up to par, nothing to improve	To continue my training I would like to have travel paid or provided by the Center	The conditions within the training facility are at the adequate level. I would suggest everyone to benefit from this training
Computers should have Internet access	The key incentive would be the free training provided by the Ministry	I have no comments on the negative side
0	An incentive to continue training would be defraying transportation and one daily meal expenses	0
More professional equipment	0	Enhance training space at the Training Center and get more professional equipment
Since I work at a Restaurant but am not involved in the preparation of food/dishes, I need more packages that cover this part, in the other areas I am	Because of economic conditions I dropped out of university so that I can continue to work. Cooking is my passion, I want to	0

well prepared	make a lot of progress in this occupation. Even my brother is a Cook, any kind of help would be welcome to pursue my dream of opening my own shop (kitchen). I hope so much to be considered	
I have no objections	No	I have nothing to note
For me it was OK, the trainer was very professional and the group was very good	A good job offer would be an incentive	Continue training in this field and offer more job opportunities in this area
There are several areas, e.g. vocational services	Strengthen vocational skills	A better equipped kitchen
Better workshop, more modern tools, and more	I do not think I will continue.	There is nothing else in particular
The kitchen inventory needs to be improved	Not for now, maybe in the future	0
Hot dishes	No	No
I have no idea	I have good conditions	Replace the glass and renew the kitchen
Have more supplies	Extend course duration	Also have renovations
Seafood	Vocational strengthening	Fix the premises at the Center
Tire balance, computer alignment	Defrayal of travel and food expenses	I have no other comments
Lack of diagnostic equipment	If provided a travel allowance, I will continue the training	0
Lack of modern equipment	If provided travel and food allowance	0
More modern diagnostic equipment	I would continue training if there new diagnostic equipment is available	I have no comments
Tire balance, computer alignment	Defrayal of travel and food expenses	I have no other comments
Modern diagnostic equipment	Defrayal of travel and food expenses	0
Training duration should be shorter	0	Newer equipment
New check-up equipment	Cover travel expenses	0
All in the absence of conditions	Payment while training	Have more equipment, going to the field for practical work, extending training time
All in the absence of conditions	Cover travel expenses. Provide incentives with work equipment, food, etc.	Have more equipment, going to the field for practical work, extending training time
All in the absence of conditions	Payment while training	Extend training duration
All modules	Payment while training	Extend training duration
Put vocation into practice and paid internships	Since I have to travel, covering travel expenses while attending training would make things easier	Extend training duration
Going to the field for practical work, possibly provide payment during training	The desire for this occupation, the will	Extend training duration
Going to the field for practical work and payment	Payment while training, travel	Extend training duration and add modules

All	Training Payment	Training Duration
All	Training Payment	Training Duration
Electrical Installer	Electrical Installer	0
I think they all are up to par	Material goods and job opportunities	Continue with this pace of work
I think all training areas are up to par	What I think would be an incentive for me is any scholarship or financial aid	Continue with the present level
Have adequate material for the candidates	0	Continue as they are
Training halls should be bigger for the candidates to have more room for vocational training and to succeed in this field	I would like to continue by attending the Bakery training	I have none
No need for improvement	Assistance for equipment to be able to continue in this vocation	A very good and necessary training for everyone.
I was trained, everything was OK at the Vocational Center for the Hairdressing Course	If only my travel expenses were paid	I have no objections
I believe they are OK	To live in other countries	Thank you for the questionnaire
I think they are OK	I finished the course and did not have good economic conditions for training, I would advise you to help others	Success in vocations at the training center
They were OK	I would continue training in order to get any job	Have more work tools, to train more candidates
Everything was OK	Provide transportation	This training is needed for all women who have a gift for this occupation, we hope that it will be always available, so that every woman can count on it
All are in order with the program and practice in the field	It would be good if I owned a shop, since I don't have the wherewithal to open one	Because of economic conditions, the inability to buy all the tools to start working in my occupation
Everything is OK	To pay my transportation expenses	A job
I think it was OK when I attended vocational training on self-employment, and administration, as well as hairdressing	To be better trained, to be prepared for work	I wish you further success
It was OK	Because of economic conditions, to have my travel paid	We got along splendidly, the conditions were professional, everything was OK
I believe they are OK	I would continue for another 3 months gladly	0
All are in order with the program and modules	Because of difficult economic conditions, I can not work in my occupation as a hairdresser	I need employment in my occupation because of difficult economic conditions
I think everything was OK when I attended vocational training on self-employment, and administration, as well as hairdressing	To be better trained, to be prepared for work	I wish you further success

**VTC FERIZAJ**

<b>Question 9: Which areas of vocational training should be improved?</b>	<b>Question 10: If you live in difficult economic conditions, what would be an incentive for you to continue training?</b>	<b>Question 11: Other comments or suggestions.</b>
0	To further advancement for a professional future	0
0	It would be an incentive to work harder in this field, to train for a better future	0
Training in some restaurants outside VTC	A little assistance	Continue in the same way
Field of computer science, practical computer work	Finding a job	0
Train outside the workshop to have the best job skills	Some sort of financial assistance	I do not believe I would have any comments or suggestions
Training outside of VTC, at any restaurant	Any stimulus aid	0
Consumable material	0	Very good evaluation
Provide more working material, so that all students can work in a timely fashion	I would continue my training because I'm passionate about this occupation	Maximum rating for the trainer.
0	0	Everything was OK
Training outside of VTC, at any restaurant	Any stimulus aid	0
Business Administration - computers should be newer and more efficient, and the program more adequate. IT - here too, computers should be newer and the program better	What would be an incentive is training, or any program or trade that would be in demand in the labor market	I suggest that the conditions here at the VTC be more modern, both in terms of technology and elementary conditions.
0	Financial stimulus, find a temporary or permanent job	0
Training in cafeteria	Financial assistance	Things are OK
Out of Workshop Training	Small financial assistance	I have no suggestions
Out of Workshop Training	Small financial assistance	I have no suggestions
Out of Workshop Training	Small financial assistance	I have no suggestions
More practical training out of workshop	Some sort of small assistance	0
Out of Workshop Training, e.g., at restaurants, etc.	Some sort of small assistance	0
Train at premises other than the workshop	Some sort of small assistance	0
0	0	I would appeal to every youth to attend training
Modification of tools, work tools	For a little easier access to employment opportunities, being ready to look for work	0
The kitchen shop needs to be equipped with sophisticated equipment for modernized food preparation	I think that defrayal of travel expenses would be good	I recommend they attend more training, as it helps you in the kitchen related occupations
The conditions are good for a 3-month vocational training, for me there is not much to change, everything is fine	Training in my occupation, it is best for you to always keep learning and move forward towards goal achievement	Thank you for the training; the work that I do today is cause due to this training I managed to get hired, and I am happy and satisfied with this training, thank you so much.

The field of new equipment	0	It is worth turning to the VTC for all those people who are keen on kitchen related work
0	I live in average conditions	0
0	0	I am very pleased with the training that was conducted in the kitchen lab
0	0	Everything is up to par and the hard work of the trainer
Each of the respective fields is on average at the same level, and at the same time in progressive development	Upon certification, I am thinking to seek employment in the field I was trained	0
0	0	The training was perfect
Sophisticated equipment	0	One who thinks of training to work in gastronomy, now has an address where to seek training, the Vocational School of Gastronomy in Ferizaj
0	0	The training helped me greatly in vocational training, but I did not succeed to get hired
0	0	The training was very good, I am very pleased with the knowledge I gained because I was hired after the training
0	0	0
0	0	0
0	0	The training was up to par, but I was not lucky in finding a job
I do not see any areas for improvement	0	I don't have any comments
They must be trained in the pastry modules	0	To have new cohorts attend courses, because I was well trained myself
Learning package	0	None
All are very good	0	We are very satisfied with the vocational training, it was a very good experience, especially the trainer was very professional and we are very pleased
0	0	We got along brilliantly and it has been a good experience
Training in used machinery, such as CNC machines and others	Meal (lunch) incentive	0
The workshop should be equipped with latest technology, such as CNC machines, ABS machines	Defray some personal expenses, such as travel expenses and meals	No
The workshop needs newer technology for the carpentry occupation	Cover travel expenses	I have none
Equip the carpentry workshop with newer technology	0	None
0	It would be nice to at least have food covered and provide us with a job	I have none
Everything OK	0	0

A more advanced technology	0	0
I am satisfied with the welding shop in the welding course	We ask the Training Center to cover payment during the course	Satisfied during the course at the training center
I am satisfied with the welding shop	I ask that in the future travel expenses are paid to candidates	Everything OK
I am satisfied with the welding shop	Travel expenses, food, etc.	It was good, I am satisfied
Improvement in the field of welding with Wolfram apparatus	Cover travel, milk while welding, monthly payment	The conditions were optimal, we are satisfied
All fields have been met	Travel expenses, food, etc.	It was good
I am satisfied in all areas	I would like to have a meal and an allowance provided	Everything OK
I am satisfied with the welding shop	I ask the Ministry to provide a small course tuition in the future	I am satisfied - OK
I was satisfied with the welding shop	I ask the Ministry to provide a daily or monthly payment to trainees	Everything good
I am satisfied with the welding shop in the welding course	We ask the Training Center to cover payment during the course	Satisfied during the course at the training center
I think these programs are good to attend, any potential improvement is useful, but these modules as such are enough	Training is not about difficult economic conditions, because whatever we are learning did not help me up to date to get hired, I'm out of work	VTC Ferizaj, teaching, training, and professors are up to par, we only hope these trainings will come into play in the future
Sending students to private entities to demonstrate that students are well-prepared to meet job needs, and application of computer related works	PC related benefit, since I attended the IT course, which would help consistently acquire knowledge and practice	Inform youth in our city of the opportunity to gain knowledge through these courses
In 2014-2015 programs were outdated, whereas today they are more advanced but I think there should always be improvements to keep up with the technology changes	To have acquired adequate knowledge, after completing training, to be ready for the job market	Additional IT material, group hours for presentations, i.e., training on presentation skills, etc.
Training areas that are in demand by the labor market	0	Continue with such training
They need to improve based on labor market needs	0	The Vocational Training Center is a center that enables very well candidates to be trained in technology and other fields, we are being trained and training but are without work
Fields of vocational education	0	0
0	I live in average conditions, but the continuation of training would be a good thing for everyone	One of the suggestions would be to support training and candidates as well
There is a need to improve those occupational fields that the labor market needs, and where there are fields adequate for proper work	Vocational training is very useful as we gain a lot of knowledge, e.g., you do not have the opportunity for education then it is a good incentive opportunity	Everything was okay in terms of training
Modules that are in demand by the labor market	0	0

There is nothing to change	0	Everything was in compliance with the curriculum and lessons
0	0	I suggest that others should attend this course as well
0	Defrayal of travel expenses and any aid grant or subsidy	I have no comments, everything was OK
0	A good offer that includes financial support or any salary that would help me continue my training or some other grant form	Training that is worth pursuing and provides adequate knowledge to practice the vocation
My opinion is to certify candidates with an additional module of choice	I think there should be some type of grant, and help travel expense payment	I have no comment, VET has been a very good help to me
Enable candidate certification for a module	Any grant for work tools in relevant field, case in point central heating, equipment and tools for starting a business	Everything was OK
0	0	Everything was fine, both on terms of conditions and staff
Enable candidate certification for a module	Help candidates, e.g., travel, meals, a low salary	Everything was OK
0	At least cover travel	I have no comment because everything was OK
Option to certify candidate with a single module	To provide incentives to candidates	No comment
Have the adequate material for more practice, as there was a lack in the learning process, the more the better	If expenses, food, or even a small stimulus salary was provided	0
Have the most advanced tools	To cover travel expenses, as well as provide meals and incentives for the candidate	No comment
0	Transportation, at least	Everything is OK
0	For the newest digital knowledge	0
Everything OK	Very good	Everything OK
Shop size	0	Very good
To have as much consumables as possible	Something more advanced and up to date	Facility size should be enhanced

#### VTC GJAKOVA

<b>Question 9: Which areas of vocational training should be improved?</b>	<b>Question 10: If you live in difficult economic conditions, what would be an incentive for you to continue training?</b>	<b>Question 11: Other comments or suggestions.</b>
Everything OK	Daily meals, cover travel	Further success to your institution
On the practical side along with the theoretical, provide incentives to trainees in internships with relevant companies	Further advancement, internships and learning new things keeping up with the developments in technology	Timetable and transportation for trainees
I believe that all are at a satisfactory level, but I think it would be necessary to make the schedule more flexible	Providing paid internships to candidates who manage to successfully complete the program	I think it is reasonable that basic training programs be enhanced with more specific programs to be attended by persons seeking specialty training



Provide training material	Company internships	Wish you success
0	Travel expenses and daily meals	0
0	To have a better future, to pursue all kinds of training for greater achievements	I may suggest to provide job recommendations for those of us who are unemployed
All conditions are adequate	Paid internships to motivate persons in difficult economic conditions	Teaching/learning materials available at larger volume
0	Paid internship in the field	To take into account work at VTC and include job opportunity
0	Payment of daily meal and travel	0
I think I did pretty good, but need more practice in Excel.	A stronger qualification criterion would be an incentive for me	A very suitable training for employment, I would recommend it to youth as it is necessary and in demand
0	An internship and further knowledge training would be an incentive for me	We are suggesting to continue with existing and other training. To have better employment opportunities
I think they all are up to par	I feel very comfortable with the training conditions offered at the Vocational Training Center	I have no suggestions
Market Research	Paid internships at various firms	Professionally trained staff, trainer, provides basic knowledge
Welding shop space should be a bit bigger	Open welding jobs	0
Everything was OK	Because VTC provides good conditions for training in several occupations with which we can find work	My comments for the VTC are nothing but the best, thankful to all staff for the support they provide, including the VTC Director Mr. Shaban Laha
I think the conditions are quite appropriate for the continuation of the course	Defrayal of travel expenses and daily meals	OK
0	Any Grant from the state, which would allow me to continue my training by covering travel or meals	I have nothing to add
I would not improve anything because everything was OK	I feel comfortable with the training conditions offered at the Vocational Training Center	I have no suggestions because everything was cozy and OK, keep it up
0	Any training related grant	To have a better future in my vocation
Good training conditions, except the space should be bigger	For advanced training	Suggesting to candidates who are training to follow-up with training on advanced equipment (with newer techniques)
The Welding Course I attended was adequate for becoming trained as a beginner welder	I have completed two courses at the VTC, welding and electrical, and any advanced course would be an incentive	As a trainee, I have benefited greatly from this welding course to be ready for beginner type work in this occupation
In electrical, I would note the need for advancement, with new material or with basic training in automatics, electric motors and electronics	I would not say poor conditions, but lack of money makes it impossible to establish a private business	0

I think everything is OK	I do not live in difficult conditions, I do not know what to say	No comment
I think practical work material in the field of management	Support with financial means	God speed, thank you, it was a pleasure
Practical work material for the field of management	Support with financial means and internships in the field	Success
Training is always creativity	Train to advance to the top	Courses or trainings are helpful to us
I would not improve anything because everything was OK	I feel comfortable with the training conditions offered at the Vocational Training Center	I have no suggestions because everything was cozy and OK, keep it up
0	0	Paid internships
Everything OK	Daily meal	Compliments and cordial words about your work and contribution in general under the Administrative Assistant Program, to further successes.
I think everything is OK	Daily meal and travel expenses	I want to move on to other modules
During my training time in the Welding Program I was quite satisfied	The only reason would be training (higher skill qualification)	The only suggestion is to provide an opportunity for each trainee to train on advanced equipment
I finished in 2016, everything was perfect	Any funding for assistance and work equipment to be trained as an Electrical Installer	0
0	Completing an internship and further knowledge training would be an incentive	Introduce other vocations to create every opportunity for youth to learn at this center
All areas of vocational training are excellent	Paid internships	Consider VTC certified candidates upon program completion, for incentives in any type of work, even internships
0	Paid internships would help and provide a further incentive	Introduce other occupations in vocational training to broaden our knowledge
I think everything was OK	I think vocational training should be raised to the next level	If fourth level training is introduced, I would like to attend.
Micro and small enterprise management	Employment	No
Administrative Assistant	Computer	To introduce more occupations
I do not think that it is needed	No, I do not live in difficult conditions	I have none
0	0	More paid internships
Everything is OK	I do not live in difficult financial conditions, but I suggest that all interns should get paid	I think teaching packages and material should be of greater volume
Everything has gone well without noting any obstacles, but further advancement would be good for any candidate	As an unemployed and living in poor conditions for further training, things that bring vocational improvement, notably in further vocational advancement	I would add the comment that besides vocational training, develop more packages for the jobless because they are left at the mercy of time

