



## STATE PUBLIC EMPLOYMENT SERVICE

# Get to know us!

DECEMBER 2020

### Our organisation

The **State Public Employment Service (SEPE)** is an **independent body** currently attached to the **Ministry of Labour and Social Economy**. It comprises:

- Central services
- 52 provincial offices
- An extensive network of offices distributed throughout Spain's 50 provinces and the cities of Ceuta and Melilla, offering face-to-face services and managing procedures for unemployment benefits. The Ceuta and Melilla offices also manage employment and training procedures.

It also includes the following services:

- A telephone service to the citizen (91 273 83 83) also in provincial phones.
- A telephone service to companies (91 273 83 85) for sending files XML.
- A website, [www.sepe.es](http://www.sepe.es), which offers access to employment and benefits services, as well as a wide range of information.

### Our role

Our activities are focused on the **management, implementation and monitoring of employment policy programmes and measures**.

Working at the heart of the National Employment System, we strengthen coordination between all the agencies involved in the labour market.

Our main tasks are:

- **Planning and promoting proposals for employment policies** focused on the needs of individuals and businesses, including vocational guidance using individual and personalised pathways and programmes to boost employment.
- **Managing and monitoring unemployment benefits**, fulfilling unemployed persons' rights to protection.
- **Carrying out research, studies and analysis**, at state and regional level, on the labour market situation and measures for improvement.

These tasks enable us to provide a proactive, **flexible service**, able to anticipate and adjust to emerging needs.

### Our users

The SEPE works with and for society. The activities which we develop are focused on identifying and meeting the needs of our users.

- **Employed workers**
- **Unemployed workers** and long-term unemployed persons

- **Entrepreneurs** with a business project
- **Young people**
- **Employers**.

### Our services

At the SEPE, we are always working to broaden and improve our electronic services and improve access to these services for our users.

Through our website, [www.sepe.es](http://www.sepe.es), you can access personalised information specific to your occupational group, whether you are an individual, a company, an entrepreneur or a self-employed worker.

Using the SEPE website you can:

- Process an application for **unemployment benefit** and/or recognition of contributory unemployment benefit, get information on your benefit status, download forms, and request an appointment to attend your benefits office.
- You can also get certificates, change your bank details and sign off benefits.
- Notify us of the **hiring** of workers and issue **employment certificates**.
- Get information on the different forms of employment contracts.
- Find work on the new **Empléate** web portal at [Empleate.gob.es](http://Empleate.gob.es).
- Improve your employability by exploring all the resources available for **vocational training**.
- Get information about the National Youth Guarantee Scheme.
- **Action Plan for Youth Employment**.
- **Reincorpora-T Plan** for the long-term unemployed.
- Get information on the labour market situation, at both national and provincial level, through the studies carried out by the **Employment Observatory**.
- Access the SEPE's financial information, provided in the interests of transparency, as well as its data on the improvement and efficiency of public administrations, facilitated by the Commission for the Reform of Public Administrations (CORA).
- Find out about all our public services through the SEPE's new **Service Charter** for 2019-2022.

In addition, you can:

- Access **statistics** compiled by the SEPE on employment, contracts and unemployment benefits.
- Find out about any changes in **legislation on active labour market policies**.
- Learn more about the SEPE - what we do, how we do it and how we give meaning to our motto, 'We're

working for you’.

- Learn how we are improving communication with users of our services through **social media**.

## The National Employment System

The System is governed by **Royal Legislative Decree 3/2015** of 23 October, approving the consolidated text of the Employment Act.

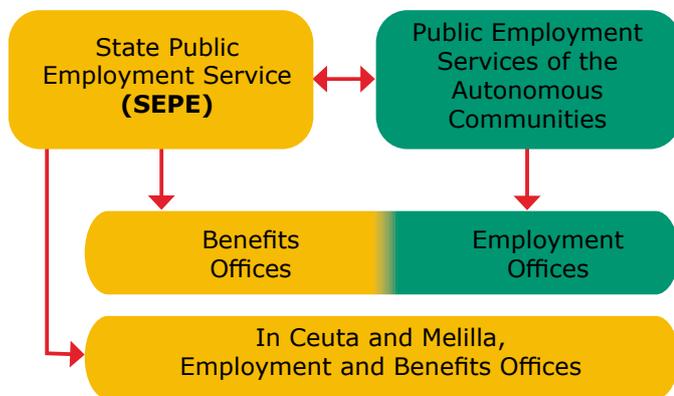
The National Employment System comprises the State Public Employment Service and the regional public employment services, providing a set of structures, measures and actions for promoting employment policy. It also involves the most representative trade unions and business organisations.

Its aims include ensuring the implementation of policies for employment activation and unemployment protection, the unity of the labour market across all Spanish territory and its integration in the European single market, and the free movement of workers.

As it works toward these aims, the System undergoes regular assessments, which enable its ongoing adaptation to the real-world needs of the labour market.

Its coordination instruments are:

- The Spanish Strategy for Employment Activation
- The Annual Labour Policy Plans
- The Public Employment Service Information System (SISPE)



For more information:

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Find us in:



[www.sepe.es](http://www.sepe.es)

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