



**BASIC RESOURCES FOR
JOB-SEEKING, TRAINING &
THE IMMIGRANT
POPULATION**

BCA 
Biblioteca de Cultura Artesana

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In its role as a local community information centre, one of the services offered by the library, Biblioteca de Cultura Artesana, is to offer information to the public.

A guide has been drawn up with information on basic resources concerning those fields of interest most commonly requested by users: information on employment and training. A section has also been included with useful information that is specifically directed at the immigrant population.

The main purpose of this guide is to offer all interested parties the information they seek, from model CVs and covering letters or links to some of the main organizations that offer training courses to job-seeking resources.

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EMPLOYMENT

MODEL CVs AND COVERING LETTERS

- **FUEIB, Fundació Universitat-Empresa Illes Balears / Balearic University-Enterprise Foundation**

<http://www.fueib.org/ca/informacio/48/models-de-curriculum-i-carta-depresentacio.htm>

With examples of model CVs, covering letters and business cards in Spanish and other languages.

(Catalan, Spanish)

JOB-SEEKING RESOURCES

- **Serveis d'Orientació, Formació i Inserció Laboral de la Direcció Insular de Programes i Ocupació del Consell de Mallorca.**

General Riera, 111. Palma

Tel.: 971 17 36 60 / 971 17 37 60

Fax: 971 17 37 32 / 971 17 39 35

<http://www.conselldemallorca.net>

(Catalan, Spanish, English)

Offering the following services:

- **Labour Integration & Training Department**

(agilabert@conselldemallorca.net)

- Employment advisory service (OLOA).
- Supervision of training and employment workshops.
- Training courses in furniture restoration and wooden-boat-making.

- **The Advisory Service organizes group initiatives, such as:**

- Job interview workshops
- DAPO groups (personal skills development for employment purposes)

- **IMAS, (Majorcan Institute of Social Affairs, Department of Social Welfare Council of Mallorca).**

General Riera, 67

Tel.: 971 76 33 25

e-mail.: info-imas@conselldemallorca.net

<http://www.imasmallorca.com>

(Catalan, Spanish)

This service carries out FSE-RMI Programmes fmoll@conselldemallorca.net:

Network of RMI Occupational Training Projects, run under a collaboration agreement with other organizations. As well, IMAS hold an orientation service called "Enter" throughout Mallorca as a whole.

- Directed at people prone to social exclusion and those encountering problems integrating into society or the labour market.
- Programmes can be joined throughout the year. A personal pathway for integration is designed for each individual.
- Each programme has a specific design and characteristics.

IMAS also conducted the program **Comprehensive itinerary for the integration of persons with disabilities (ERGON)** social initiatives that are running projects and services for people with disabilities

<http://www.imasmallorca.com/programes.php?id=1010262>

• **IMFOF, Institut Municipal de Formació Ocupacional i Feina / Municipal Institute of Labour & Occupational Training**

Manuel Azaña, 48. Local 2. Mercat de Llevant

Tel.: 971 46 49 88/ 900139138 (free phone)

<http://www.imfof.es>

(Catalan, Spanish, English, German)

Information on training and employment, opened to population. It includes an employment service

• **Xarxa d'Orientació Laboral del SOIB. Servei d'Ocupació de les Illes Balears / Occupational Guidance Network, attached to the SOIB. Balearic Employment Service)**

<http://www.soib.es/>

(Catalan, Spanish, English, German, French)

The SOIB runs a service which comprises a number of Employment Information Points (PIL in Spanish). There are currently PILs in 31 town halls in Mallorca. The PILs offer citizens information on occupational training courses (run by the Department of Labour and Tourism (Conselleria de Turisme i Treball) and on job offers that that SOIB receives daily.

• **OPTA, Servei d'Orientació Professional per a Treballadors de l'UGT Illes Balears / Service of Professional Orientation for Workers of the UGT Balearic Islands**

Font i Monteros, 6, 1st

Tel.: 971 76 47 58 / 971 20 67 00

<http://extranet.ugt.org/formacionparaelemplo/opta/Paginas/Informacion.Aspx>

(Spanish)

Information service and labour orientation.

• **Servei d'Informació i Orientació per a l'Ocupació + Qualificació de CCOO Illes Balears/ Balearic Branch Of Comisiones Obreras (Trade Union). Occupational Information and Guidance Service.**

Francesc de Borja Moll, 3

Tel. 971726060

http://www.ib.ccoo.es/webbaleares/menu.do?Arees:Ocupacio:Servei_d'Orientacio

(Spanish, Catalan)

A free service aimed at promoting workers' personal, social and professional development. Its activities include the diffusion of information, guidance on labour integration, and the monitoring of the labour integration process and the specific problems of non-EC immigrant groups and women.

· **FUEIB, Fundació Universitat-Empresa Illes Balears/ Balearic university-enterprise foundation)**

Camí de Passatemps, 241. Son Sardina

Tél.: 971 25 96 77

<http://www.fueib.org>

(Catalan, Spanish)

Employment agency for university students who have completed at least 50% of the course credits or who have completed their studies.

· **INFOJOVE-CBDIJ, Centre Coordinador d'Informació i Documentació per a la Joventut/ Coordinating centre for youth information and documentation.**

Av. Alemanya, 13 r-de-ch

Tél.: 971 78 44 78 / 971 17 73 20

e-mail.: infojove@infojove.caib.es

<http://infojove.caib.es>

(Catalan, Spanish)

A service aimed to young people that offers, through the "Oficina d'emancipació Jove de les Illes Balears", information on self-employment, housing (with a list of flats for rent), volunteer work, leisure etc. It has an employment service including online job vacancies, information on labour legislation and free legal consultancy advice.

· **CIJ Centre d'Informació Palma Jove/ Youth information centre**

Ferreria, 11-13

Tel. 971725501

e-mail: cij@a-palma.es

<http://cij.palmademallorca.es/>

(Catalan, Spanish)

Aimed to young people for any kind of questions related to sexuality and health, For job search, courses, workshops, scholarships, sports, volunteering, etc.

· **CAEB Confederació d'Associacions Empresarials de les Balears/ Confederation of Balearic Business Associations.**

Aragón, 215 (2nd floor)

Tel. 971706010

<http://www.caeb.es>

(Spanish)

The Advisory & Employment Department offers a series of services and programmes aimed at providing employment advice and improved professional opportunities and at the promotion of employment and business creation. It has an employment service for job-seekers and businesses and also offers training courses.

Anuncia Balear

<http://www.anunciabalear.com/Empleo-y-negocios/>

(Spanish)

Ads work for the Balearic Islands.

· **Red TRABAJ@ Servei Públic d'Ocupació Estatal / Public Service Occupation of the State**

<https://www.redtrabaja.es/es/redtrabaja/portal/index.jsp>

(Spanish, Catalan, Basque, Galician)

Work resources for all kind of workers, self-employers and companies.

· **Xarxa EURES-INEM-SOIB/ Bureau SOIB:- EURES-INEM-SOIB network**

SOIB office: Mateu Enric Lladó, 21

Tel.: 971 72 86 25 – 971 72 45 45

It offers job vacancies throughout Europe. The *Eures* network aims to help people find work by offering information at a European level to both workers and businesses.

· **Buscarempleo.es**

<http://www.buscarempleo.es/>

(Spanish)

Site dedicated to help people to find work in crisis time. With tips, articles opinion, research assistants, etc..

· **UNAC, Unión de Asociaciones, Centros y Federaciones de Asistencia a Personas con Discapacidad/Union of Associations, Centres and Associations of Persons with Assistance Disability**

Cala Blanca, 2

Tel.: 971 47 07 07

e-mail: administracion@unacbaleares.com

(Spanish)

It's a free service to support the guidance, training and labor insertion of people with disabilities.

· **PIMEM, Federació de la Petita i Mitjana Empresa de Mallorca / Federation of Small and Medium Enterprise Mallorca**

Patronat Obrer, 14 r-de-ch
Tel.: 971 46 00 22 / 971 77 50 00
e-mail: orientacio@pimem.es
<http://www.pimem.info/>
(Spanish)

They hung the offers to the website and also they have a an employment service

JOB-SEEKING PUBLICATIONS

· **NEWSPAPERS: *DIARIO DE MALLORCA, ULTIMA HORA, BALEARS, EL MUNDO.***

In newsagents, bookshops, on the internet and at the BCA Library.
Frequency: daily
Weekends editions recommended.

· **VENTA Y CAMBIO**

In newsagents, bookshops, and at the BCA Library.
Frequency: weekly

TEMPORARY EMPLOYMENT AGENCIES

There are agencies that provide other user-firms with temporary members of staff. The latter are hired by the employment agency under an "outsourcing agreement".

· **ADECCO**

Indústria, 18 (ground floor)
Tel. 971780676
<http://www.adecco.es>
(Spanish)

Jobs related to banking, insurance and work in different industrial estates.

· **ATTEMPORA**

Industria, 17 (ground floor)
Tel. 902336600
e-mail: mallorca@attempora.es
<http://www.attempora.es>
(Spanish)

· **GASTROBAR**

San Joaquin, 18 (ground floor)

Tel.: 971 76 20 27

e-mail: info@gettsl.com

<http://www.gettsl.com>

(Spanish)

· **LABORANDI**

Eusebio Estada, 29 (ground floor)

Tel. 971296764

e-mail: laborandi@telefonica.net

· **MANPOWER**

Av. Alexandre Rosselló, 27 a-b

Tél.:971 45 37 87

<https://candidate.manpower.com>

(Catalan, Spanish, English)

· **RANDSTAD**

Via Alemanya, 3

Tel.: 971 72 83 21

<http://www.randstad.es/>

(Spanish)

Vacancies related to airport staff.

EDUCATION & TRAINING

SCHOOLING & EDUCATION

· **Ministry of Education**

www.mec.es

(Spanish, Catalan, Basque, Galician)
Information at a national level

· **Educational information service of the Balearic Department of Education & Culture**

Capità Salom, 29
Tel. 971 17 65 00

· **SMO(Municipal advisory & support service for education & training)**

Gregorio Marañón (no street number)

Tel. 971 24 49 76 /971 24 26 42

<http://www.lticlients.info/smo/index.php>

(Catalan)

Provides information and guidance to improve and facilitate the learning path the employment of the persons concerned. Information on scholarships, courses, competitions, etc.

· **Direcció General de Formació Professional. (DG for professional training)**

Pasaje Guillem Torrella, 1

Tel. :971 17 75 09

<http://dgfpie.caib.es/>

(Spanish, Catalan, German, English)

SCHOOL ADMISSIONS OFFICES

· **List of school admissions offices in Mallorca**

<http://www.caib.es/govern/sac/fitxa.ca.jsp?codi=9411&coduo=36>

· **School admissions office in Palma**

Ruíz de Alda, 4

Tel. 971 73 28 80

OFFICIAL RECOGNITION OF FOREIGN QUALIFICATIONS

· **Ministry of Education**

<http://www.educacion.es/horizontales/servicios/gestion-titulos.html>

(Spanish, Catalan, Basque, Galician)

· INFOJOVE

<http://infojove.caib.es/dossierhomologacio.pdf>

(Ask the librarian for a copy of the "Education Dossier" to photocopy)

Information on formalities and procedures in Mallorca

UNIVERSITY EDUCATION

· **UIB, Universitat de les Illes Balears.**

Crta. de Valldemossa, km 7,5

Tel.: 971 17 26 27 (Student information)

<http://www.uib.es>

(Spanish, Catalan, English)

· **UNED (National University of Distance Education)**

<http://www.uned.es/webuned/home.htm>

(Spanish, English)

At a national level

<http://www.uned-illesbalears.net/>

(Catalan, Spanish)

At a Balearic level

ADULT TRAINING

· **Aula Mentor**

<https://centrovirtual.educacion.es/mentor/inicio.html>

(Spanish)

Open learning, free and distance learning via the Internet to learn what lifetime. The Ministry of Education in collaboration with a large number of institutions.

· **Servei Municipal d'Educació per a adults (Palma City Council Municipal Adult Training Service)**

<http://www.lticlients.info/smea/cursos.php?menu=3>

(Catalan, Spanish, English, German)

Information on courses, organized by Palma City Council

· **IMFOF (Municipal Institute of Labour & Occupational Training)**

Tel. 900 50 26 37

<http://www.imfof.es>

(Catalan, Spanish)

Information to all sorts of people on training courses.

IFES, Institute of Education and Social Studies of the UGT

Gaspar Bennassar Arquitecte, 71

Tel.: 971 763 580

e-mail: ifes-baleares@baleares.ifes.es

<http://www.ifes.es/>

(Spanish, English)

Offers occupation and continuing training courses

· Office of Youth Emancipation of the Illes Balears

Alemania, 13 (ground floor)

Tel.: 971 78 44 78

e-mail: infojove@infojove.caib.es

<http://infojove.caib.es>

(Spanish, Catalan)

Service that offers all kinds of information on studies (grants, centers, courses, languages, university admission for the over 25s etc.)

They also have information on free training courses in Palma.

**· Portal informatiu de Formació Professional per a l'Ocupació del SOIB.
(Occupational Training Portal of Soib)**

<http://www.formaciocaib.es/>

(Catalan, Spanish)

Occupational training web. Course search engine.

· Red TRABAJ@ (State Public Employment Service)

<https://www.redtrabaja.es/es/redtrabaja/portal/index.jsp>

(Spanish, Catalan, Basque, Galician)

Courses, search engine.

CATALAN AND SPANISH LANGUAGE COURSES

**· COFUC (Consortium for the Promotion of the Catalan Language & Foreign Promotion
of Balearic Culture)**

Capità Salom, 29, (1st floor, door 6)

Tel. 971 78 46 85

e-mail: cofuc@caib.es

Information on language courses offered by City Council of Palma.

· PARAULA, (language service centre)

Pare Bartomeu Pou, 31 (ground floor)

Tel.: 971 76 13 01

Catalan self-learning centre, and different level courses for adults.

· UIB (UNIVERSITY OF THE BALEARIC ISLANDS)

<http://www.uib.es/depart/dfc/curso/index.htm>

- Aula Cultural Balear

Martí Costa, 4, 1^o

Tel.: 971 72 85 12

Ask for Gabriela Cúccaro, (area intercultural coord.)

- Palma City Council Cultural Centres

From time to time, Palma City Council's cultural centres organize courses in Spanish for foreigners, among other subjects. These courses are very reasonably priced and varied (with courses in languages, computer studies, photography, cooking etc). The following cultural centres can be found in Palma:

CULTURAL CENTRE	ADDRESS	TEL
El Coll d'en Rabassa	Albufera, 1	971 74 36 23
El Jonquet	Terrer, 10 26	971 45 20 81
Escorxador	Emperadriu Eugènia (no street number)	971 75 08 25
Establiments	Camí de Sarrià, 4	971 76 82 55
Polígon de Llevant	Ciutat de Querétaro, 3	971 24 82 41
El Puig de Sant Pere	Corralasses, 4	971 72 02 30
El Rafal Vell	Joan Estelrich Artigues (no street number)	971 47 43 32
Sant Jordi	Paul Bouvy, 31	971 74 20 20
Santa Catalina	Sobreposats, 3	971 28 61 78
Son Ferriol	Sant Joan de la Creu, 43	971 42 95 04
Son Oliva	Isaac Albéniz, 1	971 20 99 64
El Viver	Mestre Perosi, 13 (1 st floor)	971 47 54 61

- EOI (Official School Languages)

Aragón, 59

Tel. 971 42 13 14

E-mail: eoipalma@educacio.caib.es

<http://www.eoipalma.com>

(Catalan, Spanish)

Information on official courses in English, French, German, Italian, Russian, Arabic, Catalan, and Spanish for foreigners.

SPECIFIC SERVICES FOR WOMEN

(Ask the librarian for a copy of the "Associations Dossier" to photocopy)

· IBD (Balearic Institute for Women)

Aragón, 26 (1st. floor E)

Tel.: 971 17 89 89

e-mail: ibdona@caib.es

<http://ibdona.caib.es>

(Catalan, Spanish, English, German)

It has a free information centre with employment advice and information on legal matters, the promotion of employment, social services, healthcare, family planning and associations. It has a service that helps women who are the victims of abuse and a specialized documentation centre/library.

· Instituto de la Mujer (Women's Institute)

http://www.migualdad.es/ss/Satellite?c=Page&cid=1193049949982&language=cas_ES&pagename=MinisterioIguualdad%2FPPage%2FMIGU_contenidoFinal

(Spanish, Catalan, Basque, Galician)

FOR IMMIGRANTS

-Ministry of Employment and Social Affairs. Secretary of State for Immigration & Emigration

<http://extranjeros.mtas.es/>

(Spanish, English, French)

-Department for Immigration & Cooperation. Government of the Balearic Islands

San Joan de la Salle, 4A local 1

Tel. 971 17 74 00

<http://www.caib.es/govern/organigrama/area.ct.jsp?coduo=3349>

(Catalan, Spanish, English, German)

- IMAS, (Majorcan Institute of Social Affairs, Department of Social Welfare Council of Mallorca).

General Riera, 67

Tel.: 971 76 33 25

e-mail: Info@sinstitut.net

<http://www.conselldemallorca.net/organitzacio/default.php?orgPK=271>

<http://www.imasmallorca.com/index.php>

(Spanish, Catalan)

SPECIFIC SERVICES FOR THE IMMIGRANT POPULATION

(For information on healthcare, applying for a social security health card etc, ask the librarian for a copy of the "Health Dossier" to photocopy)

- OFIM (Immigrant Information & Advisory Office)

Corderia, 7

Tel.: 971 71 02 12

It's a specific office with information, advice and guidance for immigrants living in Palma. It offers all kinds of services from the handling of legalization procedures to housing, employment etc.

- Servicio de Orientación Laboral para Inmigrantes de IFES-UGT (Vocational Guidance Services for Immigrants)

Son Ferragut, 1 (ground floor)

Tel. Previous quote: 900 502 637 / 971 764 758

- RED CROSS

Regional office:

Avda. Gaspar Bennassar, Arquitecte, 73

Tel. 971 29 50 00

It supervises formalities for immigrants wishing to return to their countries of origin.

· **IMFOF (Municipal Institute of Labour & Occupational Training)**

Tel. 900 50 26 37 (free phone)

Manuel Azaña, 48. Local 2. Mercado de Levante

<http://www.imfof.es>

(Catalan, Spanish, German, English)

It runs a specific personal monitoring service for immigrants with a certain degree of autonomy.

· **CIJ (Youth Information Centre of City Council of Palma)**

http://cij.palmademallorca.es/IMI/CIJ/PRD/fdes_d4_v1.jsp?codMenu=600&codMenuPrimerNivel=586&language=es

(Catalan, Spanish)

It offers information for young immigrants on how to obtain official papers, training and employment, how to apply for citizen's card or how to register as a resident, the addresses of consular offices and embassies etc.

· **Language reception for the newly arrived population**

http://www.conselldemallorca.net/?&id_parent=316&id_class=1851&id_section=1852&id_son=3011&id_lang=1

ILLES BALEARS ASSOCIATIONS

(Ask the librarian for a copy of the "Associations Dossier" to photocopy)

· **AIRCIB, Immigrants Association of Residents in the Balearic Islands**

Joan Bauzà, 51A

Tel.: 971 248 910

e-mail: aircib@ono.com

<http://www.aircib.org>

(Spanish)

It provides advice and information to immigrants.

· **FAIB (Federation of Balearic Immigrant Associations)**

e-mail: federacion@inmigracionfaib.org

<http://www.inmigracionfaib.org/inicio.htm>

(Spanish)

It provides advice and information to immigrants and to associations of immigrants in Illes Balears

· **Ateneu Alcari**

Ramon Berenguer III, 1

Tel.: 971 70 04 98

<http://www.mallorcaweb.net/ateneualcari/primera.htm>

(Catalan)

It has an occupation and a training service that includes a pre-training programme, two occupational training measures and training schemes work.

· **INTRESS (Institute for Social Work and Social Services)**

La Rambla, 15 (2nd floor, door 1)

Tel. 971 71 50 29

<http://www.intress.org/>

(Catalan, Spanish, Basque, Galician, English)

Its aim is to help promote, manage and improve the quality of social welfare services and services for people of all kinds.

Centres and services:

Immigrant Reception Service & Social and Occupational Promotion (Palma):

Intress@belmart.com

Youth Information, Employment & Loans: saps@intress.org

Illa Education Centre: illa@intress.org

Migjorn Occupational Training Centre: migjorn@intress.org

Minimum Income Workshops: rmi@intress.org

OTHER LINKS OF INTEREST

· **Mallorcaweb**

<http://www.mallorcaweb.com/directorio/>

(Spanish, Catalan, German, English)

General information about Mallorca.

· **Social Rehabilitation Institute**

Pasaje Sta. Catalina de Siena, 2 1^º F

Tel.: 971 72 28 56

e-mail: balears@iresweb.org

<http://www.iresweb.org/>

(Spanish, Catalan)

Non-governmental foundation and nonprofit aimed at social care psychological and education of individuals and groups in social risk socio-economic difficulties.

· **Permanent Observatory of Immigration, Ministry of Labour and Immigration**

<http://extranjeros.mtas.es/es/ObservatorioPermanenteInmigracion/>

(Spanish, Catalan, Basque, Galician)