

Coaching and counselling for apprentices and companies

POLICY DEVELOPMENT

PRACTICAL MEASURE/INITIATIVE

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Timeline

2015 Implementation	2016 Implementation	2017 Implementation
2018 Implementation	2019 Implementation	2020 Implementation
2021 Implementation	2022 Implementation	2023 Implementation
2024 Implementation	2025 Implementation	

ID number 27969

Background

Practical experience in apprenticeship training shows that young people repeatedly drop out of training because of private problems, learning difficulties or problems with the company providing training or those responsible for training. External coaching support is intended to help solve these problems and ensure that training is continued.

Objectives

The aim is to support training progress and to avoid dropout.

Description

Coaching and counselling for apprentices and companies (in particular the apprenticeship trainers) has been mainstreamed across Austria since October 2015. These services were evaluated in a 2018-19 pilot project. In particular, guidance and counselling can be divided as follows:

- (a) youth coaching: this is an assistance programme for young people at the end of their mandatory schooling or after they drop out of school. Within the coaching process they should get to know their personal skills, discover their professional interests and get information about further education and training pathways;
- (b) coaching and counselling for apprentices and training companies (apprenticeship trainers): piloted between 2012 and 2013 in several federal provinces, this measure has been offered nationwide since October 2015. Several improvements were introduced after the evaluation of the pilot period:
 - a coordination office was set up with the task of implementing the scheme, involving all stakeholders and connecting existing structures (such as youth work, youth coaching, the Public Employment Service, non-school education establishments) in operating the scheme;

- regular follow-up after completion of coaching was introduced;
- target groups were also better defined and priority given to apprentices with a migration background, young women in non-typical apprenticeship occupations and SMEs.

2015 Implementation

2016 Implementation

2017 Implementation

2018 Implementation

2019 Implementation

The measure is operational and runs as a regular practice. No relevant changes were made in 2019.

2020 Implementation

To further strengthen and optimise the existing support structures, a pilot programme started in 2020 to develop the training supervisors model, which is intended to create an additional, complementary support structure.

2021 Implementation

According to the data published in 2021, 1 412 apprentices (new cases) participated in apprenticeship coaching in 2020, which is 782 fewer than in 2019. 213 apprenticeship companies, 71 fewer than in 2019, made use of the company coaching. These falls could be related to the COVID-19, measures such as short-time work. However, it should be noted that at the time of the pandemic, personally/psychologically challenging situations are also being repeatedly encountered in in-company training, in which the support structures of coaching and counselling for apprentices and companies are particularly helpful.

Key coaching topics were excessive demands, psychological stress, learning difficulties and conflicts with colleagues and superiors or between apprentices and trainers.

2022 Implementation

According to the data published in 2022, 1 399 apprentices (new cases) participated in apprenticeship coaching in 2021, which is slightly less than 2020. 170 companies made use of the company coaching, 43 fewer than 2020.

2023 Implementation

Data published in 2023 shows 2 145 apprentices and 323 companies participating in apprenticeship coaching in 2022. This represents an increase of 53% and 90%, respectively from 2021 figures.

Companies repeatedly reported insufficient awareness of available apprenticeship coaching services. In response, outreach efforts were intensified, which led to this significant rise in participation. Meanwhile, the coronavirus pandemic had heightened stress and personal challenges among young people, resulting in training difficulties, higher dropout risks, and greater demand for support among both companies and apprentices.

In 2023, the tracking of apprenticeship graduates and dropouts from 2011 to 2020 was published. As the results show 16.6% of a total number of 383 336 apprentices who finished their apprenticeship in this period did not complete their apprenticeship period nor did they take an apprenticeship-leave exam by the end of the following year, therefore they are considered apprenticeship dropouts. The share of apprenticeship dropouts increases strongly with their age at the time they take up apprenticeship

training. The type of previous qualifications obtained (immediately prior to the start of the apprenticeship) also has a very strong influence on the proportion of apprenticeship dropouts. These figures underscore the great importance of coaching and counselling for apprentices and companies in further reducing dropout rates.

2024 Implementation

The report published in 2024 displays a further growth of new cases in 2023: 2 750 apprentices and 515 companies took part in apprenticeship coaching.

2025 Implementation

The latest data from 2025 shows that in 2024, 3 293 trainees and 850 companies took part in apprentice and training company coaching. This represents an increase of around 20% in apprentices and 65% in training companies compared to 2023.

Bodies responsible

- Austrian Federal Economic Chamber (WKO)
- Federal Ministry of Labour, Family and Youth (BMAFJ) (until 2021)
- Federal Ministry of Digital and Economic Affairs (BMDW) (until 2022)
- Federal Ministry of Labour and Economy (BMAW) (until 2025)
- Federal Ministry of Economy, Energy and Tourism (BMWET)

Target group

Learners

Learners in upper secondary, including apprentices
Young people (15-29 years old)
Learners with migrant background, including refugees
Learners at risk of early leaving or/and early leavers

Entities providing VET

Companies
Small and medium-sized enterprises (SMEs)

Other

Young
women

Thematic categories

Governance of VET and lifelong learning

Engaging VET stakeholders and strengthening partnerships in VET

Modernising VET offer and delivery

Reinforcing work-based learning, including apprenticeships

Supporting lifelong learning culture and increasing participation

Financial and non-financial incentives to learners, providers and companies
Lifelong guidance
Ensuring equal opportunities and inclusiveness in education and training

European priorities in VET

VET Recommendation

VET promoting equality of opportunities

Subsystem

IVET

Further reading

[Information website of the initiative \[Lehre statt Leere\] \(in German only\)](#)

[Training and labour market success of apprenticeship graduates and dropouts. Monitoring of apprenticeship graduates 2011-2020. ibw-research brief No 114](#)

Related policy developments

2025 Pilot

Training supervisors to support apprentices and training companies

At the suggestion of the social partners, the Ministry of Digital and Economic Affairs (BMDW) commissioned a study in 2018 to evaluate existing support structures in apprenticeship training and develop a concept for comprehensive and consistent support for apprentices and training companies through

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Type of development

Strategy/Action plan

Subsystem

IVET

2025 Implementation

Training guarantee extension up to age 25

In October 2016, the federal government extended the training guarantee up to the age of 25.

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Type of development

Regulation/Legislation

Subsystem

IVET CVET

2025 Implementation

Promoting VET's social agenda and quality development

Since 2016, the Austrian Economic Chamber, on behalf of the Federal Ministry of Digital and Economic Affairs (BMDW), has funded up to 100% of the costs of projects supporting quality, gender equality and social integration in apprenticeships:

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Type of development

Practical
measure/Initiative

Subsystem

IVET

2022 Completed

Supraregional apprenticeship placement project

The Austrian Economic Chamber initiated the Supraregional apprenticeship placement project with a particular focus on young refugees, though Austrian nationals also have access to all supporting measures. The project's procedure is as follows.

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Type of development

Practical
measure/Initiative

Subsystem

IVET CVET

“ ... ” Cite as

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<https://www.cedefop.europa.eu/en/tools/timeline-vet-policies-europe/search/27969>