



Bundesagentur für Arbeit

Service Center for Professional Recognition

Information about the Service Center for Professional Recognition

The Service Center for Professional Recognition (Zentrale Servicestelle Berufsankennung - ZSBA) was launched on 03 February 2020 at the International and Specialized Services (Zentrale Auslands- und Fachvermittlung - ZAV) of the Federal Employment Agency.

The ZSBA is a pilot project financed to the end of 2023 by the Federal Ministry of Education and Research (Bundesministerium für Bildung und Forschung - BMBF)

Three significant goals are being pursued by establishing the ZSBA:

1. Applicants who live abroad have a central contact point to advise them on the recognition of their foreign qualifications, answer questions about residence requirements and guide them through the process of making an application.
2. Competent authorities responsible for processing applications are relieved of intensive counselling prior to application submission and during the recognition procedure.
3. The recognition procedure and especially the individual steps involved are made more transparent and efficient for applicants.

The focus group for the ZSBA consists of applicants who:

- have residency abroad – third country nationals and residents of EU countries.
- have completed their education and training in full and hold a respective vocational or university qualification.
- are interested in moving to Germany.
- are required or would like to submit a recognition application before entering Germany.

The advisory services of the ZSBA include:

- intensive individual counselling on the recognition of foreign qualifications prior to application submission.
- support compiling the required documents and checking these for completion prior to application submission.
- electronic submission of the application to the competent authority for recognition.
- continued support through the recognition procedure and advice concerning the relevant visas until entry to Germany.
- referral to regional advisory and job placement services for initiating further qualification measures.

The ZSBA is embedded in the Virtual Welcome Center (VWC) of the International and Specialized Services. The Virtual Welcome Center and the Federal Office for Migration

and Refugees (Bundesamt für Migration und Flüchtlinge - BAMF) are the first points of contact for any questions relating to working and living in Germany. They are the cooperation partners of Make it in Germany, the official portal of the Federal Government for skilled professionals living abroad. The VWC and the BAMF provide information and advice on matters such as employment, vocational training, higher education, professional recognition, learning German and admission to the labour market in Germany.

Advice

Initial enquiries from people who are interested in coming to Germany as skilled professionals will be answered through pre-existing points of contact, especially the **Hotline “Working and Living in Germany”**, which is run jointly by the BAMF and VWC. The Hotline can be reached on the following **Telephone Number: +49 30 1815 – 1111**.

Applicants for recognition can be referred directly to the ZSBA if their initial enquiries have already been clarified and they have made a firm decision to submit an application

The ZSBA can be contacted on the following **Email Address:**
recognition@arbeitsagentur.de.

The most important partner institutions of the ZSBA will receive the details of a named contact person at the ZSBA to clarify general questions concerning cooperation.

Previous experience of the juncture between skilled immigration and recognition procedures has shown that the quality of advice and continuous assistance have played a considerable part in the success of applications initiated from abroad. Ongoing support during the recognition procedure ensures that skilled professionals from abroad are successfully guided throughout the process and do not get lost within its complex framework.

The employees of the ZSBA are looking forward to cooperating with every partner working in recognition in Germany.