

Public Employment Services ESF projects on guidance and counselling

POLICY DEVELOPMENT

PRACTICAL MEASURE/INITIATIVE

 SLOVENIA

Timeline



ID number 28794

Description

Despite the lack of systemic approach, developments in guidance and counselling are continuing through ESF projects coordinated by the national coordination point for lifelong career guidance within the Public Employment Service of Slovenia (ZRSZ) and its branches:

- (a) the 2015-22 project 'Strengthening counselling work with young people' at the employment service of Slovenia (Krepitev svetovalnega dela z mladimi na Zavodu RS za zaposlovanje) aims at finding new ways to increase accessibility of the services for unemployed young people in compliance with the Youth guarantee and offering them individualised activation measures;
- (b) the 2016-22 project 'Service development of lifelong career guidance and further strengthening of national coordination point for lifelong career guidance' (Razvoj storitev vseživljenjske karijerne orientacije) aims at supporting integration and coordination of stakeholders, and at developing new tools for career orientation of primary and secondary school learners;
- (c) the 2016-22 project 'Performing services for the unemployed, other jobseekers and employers' (Izvajanje storitev za brezposelne, druge iskalce zaposlitve in delodajalce) is oriented towards:
 - (i) increasing the quality of counselling services;
 - (ii) finding new ways of supporting employers who are searching for employees;
 - (iii) encouraging the use of ICT and other communication channels in counselling.
- (d) the 2016-22 project 'Development of services for workers' transnational mobility facilitation, EURES' (Razvoj storitev za pospeševanje transnacionalne mobilnosti delovne sile, EURES) is oriented to creating more efficient advice services for transnational mobility of workers, especially the young, as part of EURES services.

2016 Implementation

2017 Implementation

2018 Implementation

2019 Implementation

In 2019, the project 'Service development of lifelong career guidance' implemented

In 2019, the project 'Service development of lifelong career guidance' implemented various activities:

- (a) a video prepared presenting a good example of career development;
- (b) two manuals for counsellors prepared and published (a questionnaire for decision making style and a questionnaire for problems when deciding for a career for upper secondary students);
- (c) a set of tests for career decision making for primary schools;
- (d) a competition, I know, where I am headed to, for primary school students.

In the project 'Performing services for the unemployed, other jobseekers and employers', various activities were implemented:

- (a) an innovative new service for employers, Inclusive job creation. This provides support to employers, enables them to solve their human resources problems, and, at the same time, enables employment of unemployed persons from vulnerable groups. After the employment, job coaching is offered to the employer and the individuals, enabling faster and easier integration of the newly employed person into the work environment and more permanent employment;
- (b) the implementation of a new service developed by the project Preparing for an employment interview continued with 461 coaching sessions. The satisfaction of the users with the service is high (98% satisfied);
- (c) a new screen-sharing service was developed and piloted, enabling the Employment Service of Slovenia to connect more effectively and work with audiences and conceptualise the knowledge base for external users;
- (d) in multichannel service provision, 12 service providers had 159 992 contacts with users of services: 94 478 calls, 9 462 emails and 56 052 questions asked of IZI (the interactive institute assistant).

In 2019, in the project 'Development of services for workers' transnational mobility facilitation, EURES' advisers made 10 949 individual contacts with clients, conducted 67 EURES seminars for jobseekers (655 participants) at ESS regional offices and 32 presentations of EURES services outside the ESS (674 participants).

The jobseekers' workshop, 'How to write a good international CV' for jobseekers abroad, was organised 21 times in 2019.

The 'What I need to know when going abroad for employment' workshop, was conducted 11 times in 2019.

In 2019, a new workshop was developed, Using the EURES portal and other sources of information for finding a job abroad.

2020 Implementation

The 2015-22 project 'Strengthening counselling work with young people'

Before the pandemic, the counsellors' main tasks were related to the activation of recipients of social assistance, who tend to perceive themselves trapped in inactivity. The service providers worked even more intensively with this subgroup of young people and encouraged them to find suitable career and consequently life goals. Counsellors provided individual and group counselling, referred them to active employment policy measures, PUMO, to job vacancies. The provision of services was adapted to the COVID-19 pandemic. In April 2020, many young people lost their jobs due to the first economic consequences of the epidemic. Newly registered young people expressed high motivation for employment. The counsellors were trained in identifying competences through behavioural interviews and online training for acquiring networking skills. They also conducted approximately 2 170 consultations for young unemployed people.

The 2016-22 project 'Service development of lifelong career guidance'

Preparations started for a website for the presentation of professions as an aid in the career orientation of young people, part of the renewed web portal mojaizbira.si.

(mychoice.si). Descriptions of professions adapted for primary school children are being published there. The aim is to increase interest in shortage and lesser-known professions. Over 30 education events for lifelong career guidance were organised. Promotion activities were implemented, including the I know where I am going (*Vem kam grem*) competition for primary school students.

The 2016-22 project 'Performing services for the unemployed, other jobseekers and employers'

Promotion activities included a webinar Preparation for a job interview (*Priprava na zaposlitveni razgovor*). Counselling process: on average one employee out of 65 realised 2 014 counselling sessions. In addition, there were 233 208 contacts with users through various communication channels, among which there were 124 182 calls, 34 101 emails and 74 925 questions posed to the interactive institute assistant (IZA). Due to COVID-19, there was an increased number of calls, so an additional phone line was set up.

The 2016-22 project 'Development of services for workers' transnational mobility facilitation, EURES'

In 2020, 6 423 individual contacts, 50 informative EURES group seminars and other forms of group counselling were largely conducted online. Due to the need for online communication with clients during COVID-19, the counsellors developed four online modules for informing and counselling within the EURES services (such as the webinar Return to Slovenia after employment in Europe), which can be applied for via the web.

2021 Implementation

The 2015-22 project 'Strengthening counselling work with young people'

The year saw a big share of newly registered young people's quick transition into employment. Those young people still registered as unemployed were the ones with troubles and obstacles preventing them from finding employment, most without upper secondary education. In this situation the importance of counselling and specialisation for working with young people is emphasised. The project is in line with the Youth Guarantee. According to analysis of results, Slovenia is very successful in responding to challenges but there are some remaining, including inactivity of NEETs and long-term unemployment of young people. In 2021, 2 199 counselling sessions with young people took place.

The 2016-22 project 'Service development of lifelong career guidance'

The 2021 activities included:

- (a) materials entitled Descriptions of professions for primary school children;
- (b) a tool for encouraging discussions with primary school, upper secondary school students and the unemployed: cards and a manual 'Jump';
- (c) preparation and realisation of the reward game for primary school children, 'I know where I am going';
- (d) various training exercises for career orientation counsellors: Career orientation for special needs persons; Internet – a career possibility or dangerous opportunity for addiction development; Training on personality disorders.

The 2016-22 project 'Performing services for the unemployed, other jobseekers and employers'

Training and workshops were organised for counsellors working with the unemployed and jobseekers on psychological approaches, communication and digital skills. The counsellors working with the employers received training on working in line with the emergency measures, green economy and the future of work. Through various communication channels 181 797 contacts were made. 107 529 individuals were informed and counselled via telephone and 19 218 via email.

The 2016-22 project 'Development of services for workers' transnational mobility

facilitation, EURES'

Due to COVID-19, the work was mainly done online, to that effect extra workshops were prepared for the users: how to use the EURES portal and other sources of information. 16 workshops took place instead of the planned seven. The counsellors had 8 658 contacts with jobseekers, unemployed and employers. A total of 253 participants took part in 23 EURES seminars. There were 24 workshops on How to prepare a good international CV; there were 266 participants.

2022 Completed

The 2015-22 project 'Strengthening counselling work with young people'

In 2022 the counsellors implemented the following activities:

- (a) basic career counselling, activation of young unemployed individuals immediately after registering as unemployed;
- (b) determining the individual needs of young people and their employability, as well as preparing their employment/career plan;
- (c) referral to the active employment policy measures;
- (d) organisation of workshops.

In 2022 an in-depth evaluation of the effects of counselling on young people was conducted by the Business Excellence Centre of the Faculty of Economics in Ljubljana. It was based on counsellor focus groups, counsellor survey, survey among young unemployed people, and the analysis of the Employment service micro data. The results showed that the project had a positive effect on shortening the unemployment period of young people. The effects were even more pronounced with the individuals who were unemployed for a longer period of time. The project concluded in 2022.

The 2016-22 project 'Service development of lifelong career guidance'

In 2022:

- (a) professional and administrative support to the National Expert Group for Lifelong career guidance (LCG) was provided. The implementation of the Inventory of Lifelong Orientation Systems and Practices in Slovenia, which CEDEFOP carries out every 2 years, was ensured;
- (b) a free training in the field of online technology use (Online facilitation skills, Rhetoric, Group dynamics in VKO) was provided and newer VKO tools (making career decisions in primary schools, Points of you and use of MFBT for adults) were presented;
- (c) the use of developed VKO tools free of charge was enabled and the eVOIZ online questionnaire, its manual and interpretation of the results for customers, were revised following the current needs.
- (d) the book 'Practical guide to the unknown waters of career orientation', was translated and published.
- (e) the manual of the pilot programme 'I know where I'm going', which was implemented for 2 years in cooperation with the Kamnik Gymnasium, was completed;
- (f) promotion was carried out and the awareness of the professional public was raised with the help of the VKO point, a monthly newsletter, participation in several events organised by other stakeholders and with the final conference of the project in co-organization with Euroguidance Slovenia entitled 'Digitisation and Professionalisation in VKO'.

The project concluded in 2022.

The 2016-22 project 'Performing services for the unemployed, other jobseekers and employers'

Various trainings were provided for the employees during the reporting period, 950 participations in training, which means that on average each project employee participated in 10 trainings. The project employees initiated promotion activities:

- (a) distribution of corporate gifts;
- (b) promotion through online channels;
- (c) counselling adjusted to the specific needs of the target groups (mainly long-term unemployed, unemployed over 50 years old and unemployed with lower education);
- (d) encouraging the unemployed persons to use the tools for independent career management (poiščidelo.si – findwork.si);
- (e) provision of services through various communication channels, a total of 140 762 contacts with service users or 11 730 contacts per employee (including IZO).

Furthermore, following statistical data are available regarding the activities that took place in the framework of the above-mentioned project during this reporting period:

- (a) informing and advising users via telephone and e-mail: the number of calls (incoming and outgoing) was 72 608, the number of received e-messages was 11 596, total: 84 204 or 7 017 per employee;
- (b) the number of questions asked to the Interactive Institutional Assistant (IZA) was 56 558;
- (c) implementation of the coaching service 'Preparation for a job interview' (94 services provided);
- (d) implementation of the SOS telephone service: 'Screen Sharing' - screen sharing with the user (45 services provided);
- (e) implementation of activities for the development of the new service 'Preparation for a job interview' via video call (creation, introduction and implementation of the service).

The project concluded in 2022.

The 2016-22 project 'Development of services for workers' transnational mobility facilitation, EURES'

The implementation of EURES services took place mainly via the web, e-mail, telephone and online chat. In the period from January to the end of October 2022, EURES advisers made 7 899 individual contacts with jobseekers, employers and other clients. They held 13 EURES information seminars, which were attended by 108 job seekers. They held workshops that were developed as part of the project, namely: 8 workshops on '*How to write a good international resume for job search abroad*' (93 participants), 10 workshops '*What I need to know when going abroad for employment*' (66 participants), 4 workshops '*Using the EURES portal and other sources of information for job search abroad*' (14 participants).

Promotion activities included co-organization of several fairs, also on an international level. The project concluded in 2022.

Bodies responsible

- Employment Service of Slovenia (ZRSZ)

Target group

Learners

Young people (15-29 years old)

Young people not in employment, education or training (NEETs)

Unemployed and jobseekers

Education professionals

School leaders

Guidance practitioners

Entities providing VET

Companies
VET providers (all kinds)

Other stakeholders

Social partners (employer organisations and trade unions)

Thematic categories

Modernising VET offer and delivery

Diversifying modes of learning: face-to-face, digital and/or blended learning; adaptable/flexible training formats

Developing and updating learning resources and materials

Teachers, trainers and school leaders competences

Systematic approaches to and opportunities for initial and continuous professional development of school leaders, teachers and trainers

Supporting lifelong learning culture and increasing participation

Promotion strategies and campaigns for VET and lifelong learning

Lifelong guidance

Ensuring equal opportunities and inclusiveness in education and training

European and international dimensions of VET

Mobility of learners and staff

Subsystem

IVET CVET

Further reading

[ZRSZ projects](#)

[Vem kam grem competition](#)

[Preparation for a job interview](#)

[Material](#)

[Tool](#)

Related policy developments

2019 Completed

National School for Leadership in Education projects contributing to guidance

ESF projects coordinated by the National School for Leadership in Education also contribute to developing guidance: the 2016-18 project Leadership support programme for school staff, produced for staff in schools and kindergartens in order to develop knowledge and

skills in lifelong career guidan

 SLOVENIA

Type of development

Practical
measure/Initiative

Subsystem

IVET CVET

“ ... ” **Cite as**

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