

Telephone and online guidance service

POLICY DEVELOPMENT

PRACTICAL MEASURE/INITIATIVE

 GERMANY

Timeline

2015 Implementation	2016 Implementation	2017 Implementation
2018 Implementation	2019 Implementation	2020 Implementation
2021 Implementation	2022 Implementation	2023 Discontinued

ID number 28132

Objectives

The aim of these measures is to provide guidance for adults throughout their working life.

Description

The Federal Ministry of Education and Research (BMBF) offers a telephone information and guidance service supporting individuals who are considering their further education and qualification options. The telephone guidance service started as a pilot project in 2015-16 to analyse demand for such a service and explore potential success factors in contextual situations in the different Federal States. It became a permanent service in 2017 with an annual funding of EUR 500 000. Since May 2018, telephone advice has been supplemented by the internet portal.

2015 Implementation
2016 Implementation
2017 Implementation
2018 Implementation
2019 Implementation In 2019, approximately 1 200 people per month used the service and received guidance.
2020 Implementation In 2020, about 1 200 people per month used the service and received guidance by telephone on their individual continuing education needs and the financial support available. Joint browsing can support the telephone guidance if required. In addition, the internet portal enables independent research and information. Access is barrier-free from Monday to Friday, from 9.00 to 17.00. Deaf and hearing-impaired people have the option of individual guidance on the sign telephone. There is a special file

with specific offers for people with migration background.

During the pandemic, many new offers of online CET have appeared. The telephone service provides guidance to select an appropriate offer and give information on possible financial support. In the context of the Employment Protection Act, passed during the pandemic, further education and training during short-time work was promoted. Telephone guidance is given on the eased conditions for employees and employers for participation and reimbursement.

In August 2020, the BMBF published a leaflet on the telephone guidance service.

2021 Implementation

In 2021, the offer continued and the website was further developed. In particular, online education offers were pointed out and the concerns of people who are on short-time work due to the COVID-19 pandemic were addressed.

2022 Implementation

The funding for the telephone and online guidance services continued until end of 2022.

2023 Discontinued

In 2023, the telephone and online guidance services were stopped due to discontinuation of funding.

Bodies responsible

- Federal Ministry of Education and Research (BMBF) (until 2025)

Target group

Learners

Young people (15-29 years old)

Learners with migrant background, including refugees

Learners with disabilities

Adult learners

Persons in employment, including those at risk of unemployment

Thematic categories

Supporting lifelong learning culture and increasing participation

Providing for individuals' re- and upskilling needs

Lifelong guidance

Ensuring equal opportunities and inclusiveness in education and training

Subsystem

IVET CVET

Further reading

[Telephone guidance service \(web portal\) - discontinued in 12/2022](#)

Related policy developments

2025 Implementation

National education platform (NOW!)

In 2021, the Federal Ministry of Education and Research (BMBF) is funding the first prototype of a technical infrastructure for a digital education platform.

 GERMANY

Type of development

Practical
measure/Initiative

Subsystem

IVET CVET

2025 Implementation

Municipalities education programme

With the ESF Plus education municipalities programme, the Federal Ministry of Education and Research (BMBF) supports districts and independent cities in the further development of their education landscape.

 GERMANY

Type of development

Strategy/Action
plan

Subsystem

IVET CVET

2025 Implementation

Programmes supporting literacy and basic education for adults

In 2016, the national strategy for literacy and basic education for adults was followed by the Decade for literacy 2016-26, which provided EUR 180 million for the funding of related projects.

 GERMANY

Type of development

Practical
measure/Initiative

Subsystem

CVET

National Skills Strategy

In November 2018, the Federal Ministry of Labour and Social Affairs (BMAS) and the Federal Ministry of Education and Research (BMBF) launched a committee to develop a National continuing education strategy (*Nationale Weiterbildungsstrategie*).

 GERMANY

Type of development

Strategy/Action
plan

Subsystem

CVET

“ ... ” Cite as

Cedefop, & ReferNet. (2026). Telephone and online guidance service: Germany. In Cedefop, & ReferNet. (2026). *Timeline of VET policies in Europe* (2025 update) [Online tool].

<https://www.cedefop.europa.eu/en/tools/timeline-vet-policies-europe/search/28132>