

Career portal of the State Employment Agency



The screenshot shows the homepage of the Latvian State Employment Agency (SEA) career portal. At the top, there is a header with the SEA logo and the text "Nodarbinātības valsts aģentūra". To the right, there is a link "Pieslēgties". Below the header, there is a navigation bar with links: "SĀKUMS", "VAKANCES", "E-PAKALPOJUMI", and "KONTAKTINFORMĀCIJA". The main content area is divided into two columns. The left column features a search form with the text "Mums ir reģistrēti 2906 aktuāli darba piedāvājumi." and a green "MEKLĒT" button. The right column is titled "Izmantojiet NVA e-pakalpojumus" and lists various services available to clients, such as "Vakanču meklēšana", "CV reģistrēšana", "Pieteikšanās bezdarbnieka vai darba meklētāja statusam", "Pieteikšanās vizītei", "Profilēšana", "Testi karjeras iespēju izzināšanai", "Pieteikšanās uz karjeras konsultāciju", and "Pieteikšanās konkurētspējas paaugstināšanas pasākumiem".

**Founding year:**

2006

Geographic level:

National

Target groups:

Employed
Unemployed

Is the initiative a Single Access Point? :

Yes

Providing organisation:

State Employment Agency of Latvia (SEA)

URL:

[View PDF version](#)

Stakeholders roles:

Government institutions

Challenges Addressed:

Facilitation of transition from school education to career selection

Improve matching between skills and jobs
 Improvement of guidance/ employment services
 Promote self-assessment
 Target unemployment

Challenges Addressed description:

The Career Portal aims to: make clients more independent and responsible in finding a job; and ensure that clients can make more informed choices. In this way, the risk of becoming unemployed in the future can be reduced. This objective is achieved by providing support for planning one's career, by providing job search support and by introducing labour market information.

Registration is required for people that are entitled to receive unemployment benefits as well as for people participating to support measures such as the voucher training system.

Policy objectives:

Access to Lifelong Guidance Services
 Assuring the quality of Lifelong Guidance Provision
 Career Management Skills
 ICT in Lifelong Guidance
 Improving careers information
 Improving employability and supporting older workers
 Raising the skills and qualifications of adults
 Raising the skills and qualifications of young people
 Supporting people at risk and disadvantaged groups

The screenshot shows the Career Portal website. At the top, there is a logo and navigation links: "Nodarbinātības valsts aģentūra", "SĀKUMS", "VAKANCES", "E-PAKALPOJUMI", and "KONTAKTINFORMĀCIJA". Below the navigation bar, there is a green header with the text "Mums ir reģistrēti 2906 aktuāli darba piedāvājumi." and "Izmantojiet NVA e-pakalpojumus kā klienta, piesaistiet uz vakancēm un NVA organizācijām pasākumiem, pārvaldi savus apmēģinājumus un sadarbības vēsturi, papildini mūsu CV datu bāzi (reģistrēti: 48610)." The main content area has a search bar with "Arasta novads, Viesīte, U.L.C." and a "Meklēt" button. There are also filters for "Darbības joma" and "Darbības vieta". Below the search bar, there is a list of job opportunities with columns for "JAUNĀKĀS VAKANCES" and "Pieteikšanās konkurētspējai paaugstināšanas pasākumiem".

INNOVATIVE ASPECTS OF LMI description:

The platform offers Labour market information through:

- **Online self-assessment tools;**
- Database of **education opportunities;**
- Database of **occupation descriptions;**
- **Labour market forecasts by sector, occupation and region;**

Darba tirgus prognozes

Profesiju tops

Individuālu profesiju prognozes

NOZARES

- ☒ Tautsaimniecībā kopā
- ☐ A. Lauksaimniecība, mežsaimniecība un zivsaimniecība
- ☐ B. Ieguves rūpniecība un karjeru izstrāde
 - C. Apstrādes rūpniecība
 - D. Elektroenerģija, gāzes apgāde, siltumapgāde un gaisa kondicionēšana
 - E. Ūdens apgāde; notekūdeņu, atkritumu apsaimniekošana un sanācija
- ☐ F. Būvniecība
- ☐ G. Vairumtirdzniecība un mazumtirdzniecība; automobiļu un motociklu remonts
 - H. Transports un uzglabāšana
 - I. Izmitināšana un ēdināšanas pakalpojumi
 - J. Informācijas un komunikācijas pakalpojumi

PERIODS

- ☒ 2017.gada aprīlis - 2018.gada aprīlis
- ☐ 2017.gada aprīlis - 2017.gada oktobris
- ☐ 2017.gada oktobris - 2018.gada aprīlis

APZĪMĒJUMI

- n.d. Nav datu
- ↑↑ Strauji augošs pieprasījums
- ↑ Nedaudz pieaugošs pieprasījums
- Nemainīgs pieprasījums
- ↓ Neliels darbavietu samazinājums
- ↓↓ Straujš darbavietu samazinājums

INNOVATIVE ASPECTS OF LMI:

Blended counselling

Effective job matching

Interoperability with job-search engines

Occupational information

INNOVATIVE USE OF ICT description:

- SEA services fully exploit **social media** while **e-mail counselling** is included;
- **Self-service by clients**: use of career tools, labour market forecasts, application for a job, create CVs add documents;
- **Services for employers**: employers register vacancies free of charge.

INNOVATIVE USE OF ICT:

Combination with offline elements
e-portfolio
Interactive online tools
Online counselling
Personalised information storage

Results and impacts obtained:

- In numbers, approximately **1 560** career guidance & counselling replies have been provided in 2015.
- From qualitative perspective, first, activation measures can be used more effectively, second, the use of the tools brings new information creating **better insights in the skills mismatch** in Latvia and third, career tools help in **reducing the risk of becoming unemployed**.
- Evaluation process: the evaluation system is based on **informal feedback** and **key performance indicators** measuring the performance of local offices as a whole.



Success Factors:

- **Client-centered** approach;
- **Learning and development** approach;
- **Cost efficiency** approach.

Points of Attention:

- Important economic and **social challenges** in Latvia, such as emigration, the position of groups at risk on the labour market and informal economy. Returning emigrants can be provided with specific labour market information.
- Relatively high requirements for **digital literacy**.

Socio-economic-political context:

The development of the SEA portal was triggered by the big overall movement towards e-governance in Latvia. During the 1990s Latvia had career centres specialised in career education and guidance, which were later integrated into SEA, resulting to different types of counsellors: employer agents, job counsellors and career counsellors.

Financial requirements:

The portal financially depends on two main sources: European subsidy programmes for investment and development costs, and the general SEA budget for maintenance, updating and further development issues.

HR requirements:

The career portal is developed by an information systems team and the job search support division at the central office; there are 70 career counsellors in the local offices characterised by higher education in psychology and social sciences, fluent in Latvian and Russian, ICT literacy, a client centred attitude, high ethical standards, good social skills and relevant experience.

ICT elements:

There are four different systems behind the career portal tools at SEA level: the career part of the SEA portal, the system for self-services provided by the portal, a system running the vacancy databases and an internal system. The systems operated by SEA are connected to other national databases.

Non-ICT elements:

- Regular training available for career counsellors;
- Face-to-face career guidance and job counselling complemented with contact by telephone;
- Several stakeholders engaged in the development of the career portal and the labour market information.

Future developments & Trends:

- Continuous improvement process pursued by SEA;
- Integration of short term, midterm and long-term forecasts in the labour market forecast tool;
- Improvement of the integration of educational information;
- Make the portal more comprehensive;
- Continue to use social media in order to provide general information about its services.

Type of initiative:

Public

Politico-administrative domain clusters:

Aligning personal capabilities/ ambitions with job requirements

Source URL: <https://www.cedefop.europa.eu/en/en/tools/resources-guidance/handbook-transferability/case-studies/career-portal-state-employment>