

# Guidance Policy Development Within Public Employment Services (PES) in the EU

Patricia Curtin – Assistant Director General  
Employment Services/Social Inclusion  
FÁS – National Training & Employment Authority, Ireland

Jyväskylä  
Finland  
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# OECD Report 2004

“career guidance is often hard to observe directly, it is very diverse in nature, it is often embedded in other activities, and the outcomes it tries to achieve are diverse, diffuse and to some extent idiosyncratic to the needs of the individual”

# EU Employment Strategy

- “at an early stage of their unemployment spell, all job-seekers benefit from an early identification of their needs and from services such as advice and guidance, job-search assistance and personalised action plans”

# PES – Special Remit

Prioritisation of people most distant from the labour market, for example:-

- Long-term Unemployed People
- Early School-leavers
- People with a Disability
- Lone Parents
- Migrant Workers

# Career Guidance in Europe's PES; Trends & Challenges

“the PES has potentially an important role to play as the gateway to life-long learning, helping people to review the direction of their careers, helping them to determine what learning would benefit them and steering them to appropriate institutions or learning packages”



# Careers Portal

- Careers Information
- Courses Information
- Labour Market Information
- Organisational/Company Profiles
- Assessment Tools
- Testimonials
- Guidance Help-line
- Other Site Linkages



# PES ICT

- Job-matching Facilities
- CV Facilities
- Call Centres
- Guidance tools
- Internet access
- Case-management Systems

# PES Staff Development - Guidance

- Ongoing Professional Training
- Core Competencies
- Group Guidance
- Best Practice Guidelines
- Case Conferencing/Peer Support
- External Technical Support
- Quality Assurance Guidelines



# Conclusion

- PES Specific Guidance Context
- Primarily Labour Market Interventions
- Ongoing ICT Development
- Awareness of all other Relevant Services
- Greater Collaboration with Other Providers