

The Second EU conference on lifelong guidance policies:

“Managing change: lifelong guidance in Europe”

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KEY MESSAGES FROM WORKSHOP 1

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1. MODELS OF LIFELONG GUIDANCE SERVICES

There are at least two models of lifelong guidance services:

- all age services eg. Scotland, Wales, New Zealand
- coordinated networked services eg. PRAO Rhone Alpes

It is the role of government to create the conditions for the emergence and development of lifelong guidance systems.

2. FORMS OF DELIVERY OF GUIDANCE SERVICES

Lifelong guidance systems should:

- Have a range of forms – web, telephone, and face to face. Ideally these should be provided in an integrated way eg. Learndirect Careers Advice, UK
- Be deliverable at a variety of locations, including the workplace with the support of employers
- Pay attention to the needs of older workers and the active retired.

3. QUALITY ASSURANCE SYSTEMS FOR LIFELONG GUIDANCE

Quality assurance systems for guidance provision:

- Can act as a mechanism for joining together a coordinated network through the development of a common delivery culture
- Are necessary in a network model so that citizens are comparably served by all network partners
- Should pay attention to user benefit gained as well as user satisfaction
- Should involve users in the design of services for them.

4. SECTOR SKILLS SHORTAGES AND CAREERS INFORMATION

- A well structured lifelong guidance service should contribute to addressing sector skills shortages in cooperation with sector stakeholders
- Occupational and careers information on sector skills shortages provided by such a service should be impartial and objective.

5. IMPROVING CITIZEN ACCESS TO GUIDANCE SERVICES

Keys to improving citizen access to guidance services include:

- The active public marketing and promotion of the concept that every citizen has a career/parcours professionnel
- The active marketing and promotion of existing guidance services so that citizens are aware of the services that can support them in their career/parcours professionnel throughout their lives.