



Government Office of
Békés County

YES – YOUNG EMPLOYMENT START

European Best Practices for Youth Employment

Final Completion Study



**Professional material carried out in international partnership lead by the Government
Office of Békés County in the framework of the Erasmus+ project
number 2017-1-HU01-KA102-035474,
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1. Introduction of the project

The project titled „**YES (Young Employment Start) – european best practices for youth employment**” has been carried out in consortium lead by the Government Office of Békés County collaborating with the Chamber of commerce and Industry of Békés County and ALFA KISOSZ Advocacy and Training Association between 01. June 2017 and 31. May 2019.

The main objective of the project – in accordance with the county’s employment and its part of international cooperation strategy – is the prevention of youth unemployment, the placement of those already unemployed, the promotion of youth entrepreneurship as well as reducing the number of early dropouts as laid down in the EU 2020 Strategy.

Recognized professionals in the particular professional fields researched best practices, cooperation schemes between organizations involved in career orientation, vocational education and training, adult education, and institutions interested in the facilitation of employment and entrepreneurship in the 2 year-long project in the framework of 4 professional study visits to effectively promote the labour market integration of the young.

The main priorities of the Government Office of Békés county leading the consortium - resulting from its responsibilities - are to increase the county’s employment rates, reduce the number of unemployed, to meet the needs of employers with properly qualified labour force, and early job placement of those unemployed.

The Erasmus+ mobility and strategic partnership programmes provide great opportunities for colleagues and professionals involved in the field of career orientation, vocational education and training, adult education, employment and entrepreneurship development to learn from each other, exchange experiences in the framework of an international outlook and to look for new, innovative solutions for mutual problems in international cooperation.

In this final completion study those best practices have been highlighted from each study visit that could be well integrated in our national practices, and for their successful application further development proposals have been drawn up in line with the principles of sustainable development.

Consortium Partners:



Government Office of Békés County

Since the 1st of January 2011, as the successor of the County Administration Office as well as through the partial integration of parts of the territorial state administration organs, the Government Office of Békés County was established as peak body of territorial state administration. The government office coordinates and facilitates the implementation of government tasks at regional level in accordance with legislation and government decisions. The Government Office of Békés County consists of organizational units directed by the government commissioner and 9 district offices. The Social Security and Employment Department of the Government Office of Békés County and the employment departments under its direct professional control – that operate within the district

offices – play a key role in the improvement of the labour market situation, the facilitation of employment, the prevention and mitigation of unemployment in the county.

As a public body it has been available for both employers and jobseekers since 1991 and offers labour market services, employment support, complex labour market programmes. Its main aim is to satisfy the labour market needs of employers by appropriately qualified workforce and provide job placement for jobseekers as soon as possible. The department has long been implementing various projects in national and international cooperation that target the vocational and educational system to better adapt to economical needs as well as employment facilitation.



Chamber of Commerce and Industry of Békés County

The Chamber of Commerce and Industry of Békés County has members of all businesses with their seat or place of business in Békés county that undertake an active role in the economic organization of the county. The ever expanding classic services of the chamber include – among others – provision of information on trading technology, and issues of quality and protection of industrial property. The chamber takes part in the organization and supervision of practical training for non-formal education at county level, in apprenticeships, examinations and training of trading and crafts experts. It plays a key role in anticipated employer needs related to economic development initiatives to be known and in the growing number of participating employers and students in work-based vocational training. In line with the Vocational Education Act, the chamber also engages in career orientation activities. As a body of employer advocacy and responsible for vocational education, it has interest in the quality improvement of VET apprenticeships and the development of conducted career guidance activities.

ALFA KISOSZ Advocacy and Training Association



ALFA KISOSZ Advocacy and Training Association is a large-scale adult training institution providing training for jobseekers, but it also serves as interest protection for entrepreneurs and provides business consulting. Vocational training of young adults is carried out in workplace conditions, and it is interested in learning and applying methods that have successfully been used abroad in work-based learning, and is committed to the development of quality vocational education and training systems. It is also has an interest in a more effective guidance system available for those young people wishing to set up their own business.

Host Partners:



IDENTIFICAMOS O FUTURO



The **Portuguese CIOR** Regional Vocational and Adult Education and Training School is located in Vila Nova de Famalicão, in the northern region of Portugal and has been offering professional trainings for over 25 years in various fields such as environment and labour protection, hygiene, electro mechanics and social

animation, etc. . The school is in partnership with local businesses and conducts more than 300 agreements annually to provide its pupils with the opportunity to learn in real work environment. It also offers adult education promoting the update of existing knowledge in the following professional fields: air conditioning, building automation, mechanics, electronic installations and maintenance, child protection, foreign languages. In order to improve the employment situation of its pupils it operates a guidance office for the purpose of learning skills development, and implements joint projects with the municipality in various fields to improve the labour market situation of young adults, such as career guidance system development and the prevention of early dropout.



The **Spanish ESMOVIA** cultivates a close relationship with the world of work, cooperates in the organisation of European mobility projects with organizations that have extensive experience in work-based learning. In the field of vocational education it aims to meet the needs of pupils, professionals and teachers engaged in the field of vocational education and persons responsible for adult education by providing them opportunities for professional practice and apprenticeships. ESMOVIA participates in various European Union projects that emphasise the development of personal skills and competences through foreign exchange training opportunities. By their advisory activities they prepare the training and employment plan of participants of different ages and from different backgrounds, taking into account the acquired experiences and achieved learning outcomes. Their mobility projects cover various professional fields such as institutional organization, marketing, mechanics, tourism, environment protection, agriculture, architecture, social sector.



The Employment Office of Krakow Voivodship is a labour market institution of Malopolska region that has extensive experience in handling issues of youth unemployment. They apply innovative tools in their everyday practice to facilitate the employment of the under 30ies and the entrepreneurship of graduates. They have flagship programmes in the field of career orientation and career planning and in the framework of the Youth Guarantee programme they tailor for the individual needs of young adults by offering job placement promoting services and grants.



Aspire-igen group is the biggest organization in the Yorkshire region of England engaging in vocational education and training. The group as a non-profit social enterprise has over 20 years of experience in supporting the job search of young people and adults. They facilitate the social integration and re-integration of disadvantaged groups by a wide range of services such as the National Career Services that provides access to training and vocational training materials supporting job placement in the labour market. They carry out career guidance in schools in the region and provide training mainly for youth at risk of social exclusion as well as for career counsellors. They develop basic skills of the young and provide information, training and mentoring support as part of their services offered.

2. Best practices learnt in the framework of the project

2.1. United Kingdom

The institutions met during the study visit in Bradford (eg.: Opportunity Centre, Connexions, Bridge Project) regarded the search and support of underprivileged (Young People Not in Education, Employment or Training - NEET) young people as their main call.

The counselor of **Carrier Works Team** presented a complex career counselor training consisting of several modules that provides a recognized NVQ level qualification upon completion. The training has been developed and run successfully since by a team of career counselors.



The host institution: The Opportunity Centre

The training course consists of 23 modules that can be completed by the participant flexibly, but professionally successively according to their own needs or work demands. Workshops are held in a 4 to 6 weeks basis, therefore the training can be attended whilst continuing to work and it promotes better reflecting on own professional work of those engaged in career guidance. The training offers a nationally recognised NVQ level 6 qualification and those successfully completing the training become registered and recognised advisers.

From the work carried out by the institutions „**Connexions**“, „**Job Center**“ and „**Aspire-igen**“ visited during the study visit it was clear to see that the United Kingdom has a much more extensive social network than our domestic.



With the representatives of the Chamber of Commerce

There are various support organisation operating in the region that have diverse tools available for clients to enable them to change their own lives whether it be housing, clothing, food or cash benefits. These support organisations work in close collaboration.

The **Aspire-igen** host partner addresses disadvantaged students that have dropped out of formal education. For them career guidance and the acquisition of vocational qualification are available free of charge. The courses offered – taking into account the backgrounds

of their clients – are more practical, more direct compared to formal education to reduce dropping out. The scope of activities and the popularity of the organisation increases year by year as they succeed to return hundreds of students to school each year.

The institution, however, does not intend to enrol all young people in trainings. The budgetary support they receive is in proportion to their pupils successfully graduating, therefore in case of dropouts received funds must be returned. Clients are provided with tailor-made help in the selection of the most suitable training. Advisors, counsellors of the organization aim to assess the interest and skills/competences of each individual client.



Discussion of the Bradford Manufacturing Weeks - minden asztalnál minden terület képviselteti magát a konkrét igények felmérése érdekében

The **Opportunity Centre** offers the opportunity to gain qualification free of charge and those most in need receive financial support thanks to the allocated financial framework. A course generally entails 540 training hours, of which 30 hours are dedicated to practice. More practice time may be allocated, but as pupils are problematic they work with less training hours not to frighten them away from training, as they have already left the school system once.

Personalised services are provided taking into account the individual difficulties of the client. Most of their students continue with their studies, and they are followed up through a service provider. Dropout rates are 10%, which are resulted by serious issues such as serious behaviour problems. One of the reasons the rate is so low is because thanks to the professionally qualified counsellors and support organisations applicants are only enrolled in training when they are prepared for it.

During the visit to the **Job Centre** it could be clearly observed how closely different civil organisations cooperate, and how many possibilities the labour office has to assist the client in receiving adequate financial or mental support by referral to the competent organisation. They are constantly on the lookout for new partners in order to be up-to-date in meeting the needs of clients (welfare organisations, local community organisations). Administrators do not only work in offices, they also carry out activities in the streets to reach problematic clients along with colleagues from social organizations.

Connexions is a social welfare organisation working with underprivileged young people. There are a large number among their clients who are mentally injured, drug-addicted, or struggle with financial, housing or family matters as well as those who have conflicts with the authorities. These pupils lack in their core competences and have mental issues. The council have a database that contains information on all pupils in Bradford regarding data from schools and other social institutions, even police records.



Notice board of Connexions

This database is accessible by social, support and welfare organisations to assist their work with their clients. It is their task to build a trusting relationship and reveal those problems that hinder these young people in their studies or their access to the labour market. After the first contact a monitoring process follows for at least 3 weeks, during which time 45-minute interviews are made. This service is available all day, and on average 12 young adults are interviewed daily who generally come along with a parent or carer.

An individual plan is drawn up for following the progress of the young person. During the interview factors hindering learning are mapped. They aim to eliminate barriers, find the appropriate way, course for them. Clients are in focus, after all formalities, data protection and legal statements are signed, counsellors immediately start working on identifying the problems. Solving housing problems can be a major issue for these clients, so it is treated as priority and, if necessary, food packages are also provided for those in need.

For this to happen and to grant every client the most appropriate assistance, many social organizations are required to collaborate (e.g.: council houses, or accommodation provided by the Bradford Centre for 16-20 year-olds who receive benefits).

2.2. Spain

ESMOVIA in Valencia has collaboration with more than 600 private enterprises, governmental and other organizations, and chambers, and cultivates close connections with several international organizations, vocational training schools, secondary schools and institutions of higher education. Throughout the study visit it was possible to observe practices of several institutions, and in this final study we are going to present the best practice of a vocational education and training institution, and of an institution providing labour market services that could also be applied in Hungary.

The main field of **Valencia Activia** is employment, the facilitation of employment, the promotion of entrepreneurship, recruitment and organization and implementation of trainings. The services provided vary by target groups and by regions. On the one hand, they work with low skilled and underprivileged young people and on the other hand, they support young people who are trained in the field of entrepreneurship.

Not only do they provide financial support, other assistance services are also available (e.g.: business incubators, competence development). Their strategy is specialized for the regions and cities, and is in line with the national strategy. They have a number of offices in the city and in the province as well, with a constantly growing number. Their operation is supported from EU funds, and regional management and municipality resources.

A country's economy could not be viable and have the potential to develop without successful businesses. By recognizing this fact, Valencia Activa considers it as priority, thus regarding the promotion of business activities of those possessing entrepreneurial skills as well as supporting start-ups as priority tasks. This service, however, is not necessarily provided by the financial aid targeting the initial launch, but emphasis is on the development of individual entrepreneurial skills.

The operation of a successfully sustainable, profit-oriented business can only be undertaken and managed by professionals having expertise in business and in the chosen field. For this, it is not enough to have professional knowledge or experience corresponding to the chosen scope of business activity, the future entrepreneur must have an outlook on the marketing and economical environment of the business, must be able to identify potentials and risks, so must have adequate entrepreneurial competences.

To promote the start-up of long-term sustainable businesses Valencia Activa – instead of the initial financial support – organises business competence development trainings for selected individuals, which is in line with the accepted intervention points of the Entrepreneurship 2020 Action Plan after revision of the SBA, namely „the teaching of entrepreneurial skills and training for the promotion of growth and business start-ups”.



Visit to the headquarters of Valencia Activa

By the application of this present practice – regardless of the scope of business start-up of entrepreneurs participating in the competence development training- business knowledge, core competences and attitudes improve, including initiative, creativity, the understanding of risks and sense of responsibility.

Knowledge acquired during the entrepreneurial competence development trainings helps the selected participants form such business mentality by which they transform ideas into actions.

Altaviana Vocational Training Centre was established by the “Association for the support of Women of Portomar” in 1978 for the independence and promotion of business of women. It offers trainings to ease the lack of professionals in the hospitality, tourism sectors in the province of Valencia. Chefs, bakers, confectioners are trained at secondary level (medio), whereas food and beverage managers and catering professionals are trained at higher levels. In the first year of the training pupils only study and train in the school, while from the second year they practice in catering businesses.

The placement ratio of student graduating from this school is very high, they are in high demand. Success lies in the high level development of personal competences. The module contains a part on anthropology, teamwork, cooperation skills and techniques of conflict resolution and problem-solving. Once a month the director of the school provides pupils with the opportunity

for a personal meeting, when apart from learning matters personal and private issues may also be discussed.

The school operates an open catering unit in its building. It is possible to order a la cart from a selection of 4-5 menus (soup, main course) and of 2-3 dessert options. Students carry out all the work in the unit under the supervision of teachers. The setting up of the restaurant, the laying of



Students of Altaviana during training

the tables and table service are the tasks of waiter/waitress and hospitality manager students, and food is prepared by chef, baker and pastry-baker students. The restaurant is open to public, during lunch time customers may be from the street, guests are not only teachers and employers of nearby institutions, but they take reservations even for groups.

Guests evaluate the consistency and flavour of the food as well as the table service at the end of their meals upon receiving the bill in a card

previously prepared for this purpose. Regular guests are already familiar with the system and are keen to evaluate in this manner as they feel they can also contribute to the professional development of the student as their assessment results are based on guest evaluations.

From the kitchen high quality food is served that is of high standard, pleasing and dished in an appetizing manner. Before serving teachers also evaluate in the kitchen, and the two reviews result in the evaluation of the student for the day.

2.3. Poland

The „Desk Zone” in Tarnow promotes start-up businesses, and the application of the practice observed there could also increase the number of start-up rural businesses in Hungary.

In the local municipal organization the economic department and the Industrial Park of Tarnow are within the competence of the deputy mayor. Desk Zone operates in close cooperation with them, the chamber of commerce and training institutions. Financial resources are from EU grants and municipal support as well as from advertising revenue, so entrepreneurs may use their services free of charge.



Entrance of Desk Zone

One of the main tasks of Desk Zone is to create place for entrepreneurs. In the building there are allocated office and meeting rooms and internet access is provided. Entrepreneurs from around the country may use the premises in pre-arranged times for business meetings or small scale conferences. In the economic zone mentoring services are also available, in the framework of which entrepreneurs are assisted through personal guidance. In the institution an investment adviser is constantly



Office and meeting room

available and twice a month an associate of the National Taxation Association may assist clients. Guidance is available not only for entrepreneurs, but also for unemployed individuals.

Desk Zone arranges free of charge study visits that provide the opportunity to learn foreign best practices and gain experiences. Cooperation is close with training providers in order to have adequate workforce available in the labour market. They organize such trainings that can promptly and efficiently respond to the needs of the labour market.

During the joint work several competitions are held:

- 10-12. grade students can measure up their skills in making business plans, prize is money reward,
- inter-school manager and virtual stock exchange competitions are organised,
- Innovation Competition of Tarnow is organized for businesses,
- academic teachers also have the opportunity to compete,
- a joint competition with the Architecture University of Krakow, that gives the opportunity to collect ideas for investments for parts of the city that are not yet built or in need of development. Investment forums are held that also serve as economic and political forums with start-up ideas, the best of which receive money reward. In 2019 a Community Service Centre will be opened with the main purpose of providing e-services.

The municipality of Tarnow pays great attention to its entrepreneurial sphere. Not only does it provide tax relief for investors in the neighbourhood, but also supports development through continuous cooperation and joint events. Desk Zone (entrepreneurial zone) provides services that increase entrepreneurship. The presented activities were very interesting and useful, especially the core idea of the provision of a building for start-up businesses to carry out administrative activities. It does not only mean the provision of the place, but also assistance in gaining experience to support successful and stable companies in the long term.

Voluntary Labour Corps in Poland is a state-run organizational unit working to prevent the social exclusion of young people by offering educational and other services.

The institution operates state-wide with several centres and various organisational units within the centres on a temporary or permanent basis. 20 units offer labour market services in particular (e.g.: career counselling), but they also offer free accommodation and board. at the time of our visit 110 young people were living and studying there. The main goal of their services is to provide young people the opportunity to learn. The main target group is the young NEETs with underprivileged backgrounds.

2 main groups of young people attending the organization:

- young people aged 15-17 years with learning difficulties, behavioural disorders, drug- or alcohol addiction (aim: to keep them in education and provide them with qualification);
- individuals aged 18-25, who are jobseekers or wish to be retrained.

Young people aged 15-17 – due to the compulsory school age (18) – may select the occupation of their choice and whether they wish to reside.

Success of the programme with this age group depends on cooperation. Institutions are supplied by a reliable database (from the central statistical office, schools, social institutions, local governments, churches), but counsellors who are familiar with the local conditions walk through the



The hosts and visitors

streets of the settlements and, if necessary, literally bring the children from the streets. Residential and all other services are completely free of charge. Great care is taken when managing deviance, preventing aggression, and solving learning difficulties.

The institution not only carries out education, but they also provide care. As pupils are not obliged to stay, the only reason they choose this way is the professional support, many times the only chance for survival, the recognition of the opportunity to progress. Personalised communication, the variety of activities and the learning environment convince pupils that it is better for them in the institution than at home, or in the streets. The first step of the programme is the assessment of skills, then the participation in a course entitled „ Transform You” (styling, clothing, hair, etc.) Following this participants are offered various trainings the most popular of which are ICT, hairdressing, entrepreneurial skills development and obtaining a drivers’ licence. Leisure activities are also varied, visits to the theatre, cinema, concerts, outings and playing sports are also free of charge. Traineeship of students in vocational education takes place within the school or at external practical training premises. All of this could not be possible without empathic professionals, carers and teachers and without the inclusion of other actors, as this institution has active relationship with the police, local government, churches and parents.

The following services are available for individuals aged 18-25:

- career guidance,
- recruitment (collecting local and foreign workforce demands and offering them by an electronic job offer system),
- vocational guidance determining professional direction (initial training, further trainings, additional trainings),
- carrying out career aptitude assessments,
- organisation of job fairs,

- organisation of seminars, conferences,
- wage subsidies for youth employment,
- EU co-financed project implementation.

In Poland, to ensure the quality of the training market **Quality Assurance Centre** is operated, that is based on the Quality Assurance Standard. Adult training institutions receive a classification that is valid for 3 years. The training participants receive vouchers that may be used in any institution of their choice. Vouchers can be used for up to 180 training hours courses, any course can be selected, and the voucher grants 83% support with 17% self-contribution.

Companies, businesses may also receive training vouchers for up to 1500 training hours, with 50% state aid, 50% self-contribution.

2.4. Portugal

The hosting organisation **CIOR ESCOLA PROFESSIONAL** provides training courses for mostly disadvantaged young students who formerly dropped out of education. The school currently runs nearly 36 courses from the 3rd level/cycle (grade: 7-9th, age: 12-15) of public education to the 4th level/cycle (grade: 10-12th, age: 16-18). They are organised in a way to be adaptable to labour market demands, motor industry is quite developed in Vila Nova de Famalicao within the country therefore students learn in qualifications related to electronics, mechatronics, using renewable energies as well as social studies.

The 25-year-old training provider has active relation with the local employment office as well as the aerial businesses. It can rapidly react to the regional market changes due to the role of businesses in dual VET. If labour shortage occurs in any of the qualifications (field of qualification), direct specialised trainings are initiated in order to cease the status of shortage.



Theoretical training and conversation with the students

As regards results performed, the rate of employment in the 6 month following the termination of a training is 100%. That extremely high rate is also due to the well-established network of relations with the employers operated for 12 years. They react to economic changes more rapidly, and do not wait 10-12 applicants to launch a training but start it even with 1-2 students as well.

During the visit to the school some preventive methods were also presented, which provide the continuity of young students' life path, the 'uninterrupted' transfer from one period to the other.

The methods are the following:

- the student CVs are forwarded to the 52 employers of the region even before their graduation,
- another opportunity for students to promote and introduce themselves is the school magazine having great traditions: articles issued focus on graduates, the papers are sent to the employers in order to make their students known before starting the actual job,
- applying a counselling programme (3G programme).

The school counselling programme covers 10 topics. It helps young students in planning their career, writing their CVs, preparing them for job interviews, providing information on new training courses, knowing administration tasks related to launching an own business.



During the last school year professionals (psychologists) measure students' competences and try to reach the catching up of young students having difficulties in the form of individual counselling.

*Presenting activities implemented by the municipality at
'Made in Famalicao'*

The **Vila Nova de Famalicao Municipality** plays key role in the process of career counselling for the young ones. The following activities are to be highlighted as regards career counselling:

- the training curricula of schools are developed in cooperation with aerial employers;
- career fairs and related events are organised and carried out by the municipality every year for 12 years now;
- career orientation activities are started at the age of 5 (in kindergarten); the process is implemented in a funny way by using adventure focused activities considering features typical of a particular age group;
- creating rooms, workshops and venues with the purpose of education; there is a spectacular showcase museum called Museo de Automovel displaying veteran cars and motorcycles, which provides workplace training for CIOR graduate students to apply knowledge in practice.

During the study visit, the organisation called 'Centro Qualifica' (Escola Secundaria D. Sancho) presented an exemplary and innovative helping activity.



*Meeting and discussion with the professionals of
'Centro Qualifica'szakembereivel*

Adults over the age of 18 visit the centre who need information related to further education or labour market, or want to make their competences assessed and recognised thus becoming able to acquire a new qualification in non-formal education. Counsellors, psychologists and teachers working at the centre receive clients and through an assessment they measure what professional and personal competences their clients have.

The process of acknowledging and validating competences is a highly innovative initiative. The essentials of the phenomenon is similar to acknowledging credits in the Hungarian system of tertiary education. The client does not need to attend school classes to acquire the relevant certificate – in case he has the appropriate competences necessary to acquire the certificate.

3. Recommended fields/topics to be developed

3.1. Improving career guidance activities

As part of the career guidance fair organised by Vila Nova de Famalicao Municipality, a so called **'Parents' Night'** event was also presented, which can well be adapted. The programme lasts between 18:00 – 23:00 p.m. during the night. Visitors can watch interesting presentations and try different occupations. Thus parents' knowledge on careers is also broadened, which can foster that they provide greater support for their children in making more sound career decisions. Following the study visit in 2017, the Department of Social Security and Employment of the Government Office of Békés County intends to make its career guidance fair attractive and easily accessible also for the parents of young students making career decisions.

The programme element has already been adapted on 27th October 2018 (between 9:00 a.m. – 16:00 p.m.) called Career Guidance Family Day (a further step on the way to career guidance), which was implemented as an event accompanying the career guidance fair. While the event was held during the evening hours in Portugal, our office made it possible for parents interested to accompany their children to the career guidance session during the weekend. The guidance counselling professional provides a 45-minute session, through which students about to make a career decision receive some guiding instructions on mapping their fields of interest with the help of career guidance tests. Besides providing individual sessions, an interactive career guidance programme was also held, called 'Career Guidance on Cinema Screens', through which young students could become acquainted with the different professions with the help of a psychologist.



Group work at the Career Guidance Family Day

At the weekend nearly 60 families visited the event and were confirmed as regards their original concepts or choosing another alternative to make a career decision.

As further steps, we are to create the Career Guidance Round Table of Békés County in cooperation with organisations concerned with career guidance, which is in accordance with the actions and measures planned and the surveys on demands conducted by the VET Working Group. Within the Round Table a package of proposals is to be developed as regards the content of Career Guidance Days at primary schools and a Professional Forum is to be held for specialists working in the field of career guidance.

The Round Table would be established as a structured partnership cooperation and forum of career guidance organisations actively working in it with the aim of harmonising and reconciling their activities, sharing their knowledge, information relevant in particular topics with each other and preparing their professionals to support career guidance.

In cooperation with cross-border Romanian partners, the Government Office of Békés County, the Békés County Chamber of Commerce and Industry and the Békés County Foundation for Enterprise Promotion submitted an application with a 5-partner consortium to the INTERREG V-A Romania-Hungary Programme. As a result of the project, the Government Office is creating a Career Guidance Counselling and Methodological Centre to help those concerned with making career decisions in improving their designing skills, providing information on career and VET, self-knowledge.

3.2. Professional training for guidance counsellors

Currently, the qualification of a professional guidance counsellor does not exist in the form of a state-accredited training in Hungary. Although universities do deal with the topic within different faculties, there are certain related training types as well but they do not certify a guidance counsellor qualification with unified content controlled by the state.

Our proposal is to develop the draft version for programme requirements of a professional training (a so called 'B' type miscellaneous professional training, not included in the National Training Registry) called Guidance counsellor in cooperation with adult education providers of Békés county (in the form a signed cooperation agreement) and submit it to the Hungarian Chamber of Commerce and Industry for approval.

While composing the professional requirements, the guidance counsellor job could be analysed, the tasks related to the job and professional requirements to perform those could be defined on the basis of learning outcomes with the DACUM method. A guidance counsellor should, among others, be able to measure and assess the client's skills, abilities and interests, to create the life path model and continuously monitor the advancement of clients. Joining the training could be related to higher level education as a requirement and the existence of such competences as openness, commitment, self-awareness and empathy.

Special professionals who are currently practicing the profession (staff members of employment offices, chambers, form masters, career counsellors) would review and provide feedback on the draft version of programme requirements. When compiling the professional content, the training elements of the British system and its experiences would be considered. The approved programme requirements would be official and public, on the basis of which any training provider could create its own training course and once it is approved and accepted by the Government Office of Pest County, the training course could be launched. Collecting and developing the professional content necessary for the approval process takes a lot of time and costs a reasonable amount of money but it is important to have it reviewed among form masters, specialists form government offices and chambers – and last but not least it would help young employment to a great extent.

3.3. Promoting entrepreneurship

The good practices experienced and known in Spain and Poland are well adaptable and applied in order to promote entrepreneurship.

In Hungary there is an EU-funded programme (a GINOP programme number 5.1.9-19 17-2017-00003 entitled 'GO! – Gondolkozzunk Okosan, meaning 'Let's Think in a Smart Way' – Supporting Young People and Job Seekers in Promoting Entrepreneurship in the Southern Great Plain Region), in the frames of which participants of the programme can attend a training course run by Valencia Activa as well that is aimed at acquiring entrepreneurial studies (80 hours) prior to starting up their businesses.

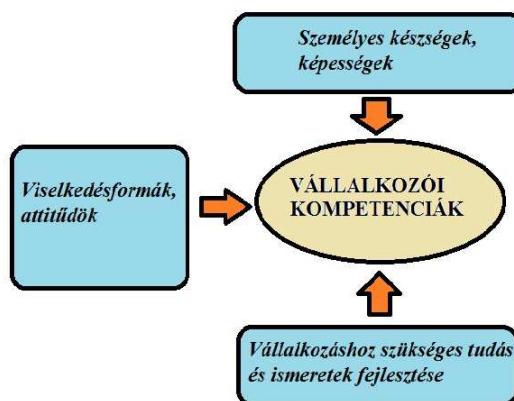
As part of the programme, the selected persons can take part not only in the training but following a successful graduation they also have the opportunity to claim for a non-refundable financial grant to support investment to be realised as part of their new businesses.

It is our proposal that a labour market programme should be developed and launched by the Government Office of Békés County, in which clients being in a status of registered job seekers (hereinafter referred to as target group) for at least a month can participate. As regards the target group, it is important to mention that they are expected to have professional experience or appropriate qualification (in case the activity requires any professional vocational qualification) related to the selected field as well as willingness to become entrepreneurs.

The labour market programme would be made up of several units. On the one hand, it should be a requirement for the participant to attend an intensive (longer in duration than the training course run by the current programme) training course, which could improve the target group's entrepreneurial skills thus providing the relevant self-confidence and overview for them of the future and efficiency of the to-be-business.

Once acquiring the necessary entrepreneurial competence, it is indeed reasonable to be followed by offering a grant for investment inevitable for starting up a new business, which could provide a non-refundable contribution for the target group – besides the existing own contribution prescribed – in case it seems to be objectively justified based on the business plan to be submitted as an annex.

As a third unit of the labour market programme, it is proposed to apply mentoring service, which could offer a supervision and professional help for the target group who is at that moment in the status entrepreneurs for a duration defined by the programme. With that helping service, we on the one hand would intend to improve the target group's self-confidence, on the other hand all the knowledge acquired during the training course aiming at improving entrepreneurial competences would be transferred into practice under a professional supervision.



Of the activities implemented by Desk Zone in Poland, the concept of counselling should be emphasised. In Békés county, young entrepreneurs also need to acquire or even broaden some knowledge on investment opportunities and taxation. A service system in a joint cooperation between the state employment service and tax office can be established, which could provide the clients a forum for sending enquiries related to financial, taxation and entrepreneurial topics. Extending the already existing Mentoring Programme (from 2018) run by the tax office to the period prior to starting up a business would be useful for clients applying for receiving a grant promoting entrepreneurship to the public employment service.

3.4. Kitchen workshop and restaurant open for the public

Based on the example seen in Valencia, a study kitchen workshop and restaurant would also be created and run in Hungary – with smaller legal amendments – maintained by education providers of VET offering training courses in the topic of trade-catering. It is to be highlighted that sales should be in accordance with market prices and adapted to the actors of it. The restaurant could also contribute to the students' training costs besides providing the necessary knowledge for them.

When observing the process of VET in Spain, it can be claimed that the alternating periodical cycles of school classes and practice in the workplace result in a more effective transfer of knowledge. In Hungary, the 2 school semesters (10th and 11th grades) following 9th grade provide the student with practical knowledge at the workplace. Via realising the restaurant workshop, acquiring practical knowledge and experience would be continuous. In Hungary, the current system of training and VET is less effective and quite split. It can definitely be claimed that the 4-week continuous workplace practice in the summertime brings much more effective professional improvement within the training pro rata temporis than the previous semester time including theoretical and practical sessions in weekly alternating cycles.

In case selling the products, a quick feedback would greatly be resulted concerning the students' efforts. During education, students would receive an overall and immediate picture of catering as a whole. They could experience how a partial work made by them is related to the complex process. Positive feedback coming from the customers would give the students a boost, they would become more motivated and success-oriented.

It is to be suggested that the VET Working Group formerly created by the Government Office of Békés County should be used related to the topic, and preparing the requirements of initiating, testing and running the best practice would be implemented in cooperation with vocational training centres involved.

Organisations interested in career guidance, VET, adult education, employment and enterprise promotion should collaborate in applying the acquired good practice – considering national legal conditions as well – to prevent and handle youth unemployment.

3.5. Quality assurance system of training providers

It is extremely important to continuously improve the quality assurance system of training providers in Hungary as well. In many cases employers are dissatisfied with the level of current Hungarian VET and especially adult education. Making a competition for training providers and evaluating them would contribute to a higher level of education, and to adapting training courses to employer expectations thus making them more practical ones. Feedback coming from employers would also be a basis for creating the system of scoring.

In Poland it could be seen that businesses and companies work in close cooperation with training providers therefore both parties are aware of the demands thus helping each other in performing better results. That could be realised in Hungary as well. To create and implement a quality assurance system for labour market trainings, it is suggested to develop the system of evaluation for adult educators.

3.6. Tailor-made assistance

Clients can be involved in a programme/training course if they are ready and willing to do so and problems hindering the above are solved. A client cannot by any means be involved if housing or meals for instance are not solved. In Hungary, helping and mentoring organisations do not really know about each other's work thus cannot provide assistance in a complex way. They help one part of their client's life but not the whole. In case these organisations knew each other's activity in a better way, they would work in a closer and more continuous contact thus offering a complex assisting package to the client.

Helping and mentoring organisations would be able to know each other in a better way if they invited each other to the different events organised by them. Based on the example seen in Bradford, employers, schools, students and others (e.g. Family Support and Childcare Centre of Békéscsaba) exhibiting at the Career guidance Fair could be invited for a 'meeting of organisation matters' before the actual fair is realised. Therefore demands can be collected well before the fair even from the students (e.g. who they would like to visit, what professions they would like to see) as well as employers (information provided on concrete demands for labour force). Such forums can create relations and office workers could refer their clients to the relevant bodies or organisations. Thanks to the cooperation among the organisations, a central database could be created, which would contain the entire life path of a client no matter at which organisation he has been turning up (what kind of help has been provided from whom).

IT skills of clients would improve because applications, claiming for different benefits or correspondence would be made in a digital form. Such a platform however should be created on the one hand, and IT skills of clients should be developed on the other hand. Social media could also be a means of contact between clients and organisations.

3.7. Measuring and assessing basic skills of job seekers

Of the experiences acquired during the study visit, activities of 'Centro Qualifica' concerning recognising and acknowledging competence and measuring it would mean an advanced level at

our office work as well. A higher and higher proportion of registered job seekers does not have basic skills and transversal competences necessary both for taking up a job or entering VET.

Our staff members have implemented several measures of competence regarding clients involved within the Territorial and Settlement Development Operational Programme 5.1.1. and 5.1.2., however measurement has not been realised related to all registered job seekers yet. Colleagues need to identify themselves with the method and a subcontractor can also be asked to implement such an activity (measuring job seekers' competences). To release employment tension coming from the employers and filling in labour force demands effectively, the competence measuring method approved and applied in Portugal could produce positive results in the everyday work of the employment service.

4. Contact details of partner organizations

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