



Lifelong Career Guidance Centres – CISOK

A centre offering integrated career guidance and public employment services to young jobseekers

CROATIA

Title of the practice (in original language)

Centri za informiranje i savjetovanje o karijeri (CISOK)

Who is implementing the practice?

Ministry of Labour and Pension System (MLPS)

Which other organisations are involved in the practice?

Organisation involved in design and implementation:

- Hrvatski zavod za zaposljavanje – Croatian Public Employment Service (PES) – which is responsible for monitoring and evaluating the activities of every lifelong career guidance centre, known as CISOKs.

Organisations involved in support:

- Ministry of Science, Education and Sports
- Croatian Pension Insurance Institute
- Croatian Employers' Association (HUP)
- Croatian Chamber of Economy (HGK)
- Croatian Chamber of Trades and Crafts (HOK)
- Universities in Croatian cities: Zagreb, Split, Rijeka, Dubrovnik, Osijek, Zadar, Pula
- Primary and secondary schools in every city
- Agency for Vocational Education and Adult Education (ASOO)
- Local municipalities in every region/city
- Trade unions
- Non-governmental organisations (youth organisations, organisations for people with disabilities, women protection associations, etc.)

What are the main objectives of the practice?

CISOKs were established to provide lifelong career guidance services to all citizens based on their identified needs with the main aim of enabling (re)integration into the labour market. They provide professional career guidance services in an accessible, open and distinct fashion to all citizens (free of charge). Their activities are particularly focused on inactive young people (NEET not registered with the Croatian PES) in order to integrate them more effectively into the labour market. The programme foresees to open 22 Centres until 2020 to increase accessibility and quality of career guidance services in the whole country.

When was the practice implemented?

Since 2013 (ongoing)

Which groups are targeted by the practice?

Although CISOK centres provide guidance to a larger public (including those not registered with the Croatian PES such as pupils, students, parents or school staff), their primary target is young people, in particular those who are not in education, employment or training (NEETs).

What activities were carried out?

In order to meet a wide range of needs, CISOKs provide multiple support services: counselling, e-guidance, one-off assistance or recurring assistance (longer intervention), self-help services and staff training.

CISOK counsellors provide information on the competences and skills that are needed in the labour market for young people (and people generally) who are considering a career pathway or a change in their career. These services are delivered through two main channels:

- Web-based services via the CISOK web portal (www.cisok.hr);
- Face-to-face services for NEETs in CISOK premises. These include:
 - Information on opportunities (e.g. employment, apprenticeships/ internships, education, and training).
 - Individual and group counselling sessions on career management skills (e.g. creating CVs, creating a training plan or finding training opportunities) for those who need additional support.
 - Workshops on job search techniques.

Information campaigns in various forms (e.g. web, social networks, brochures and panel discussions) target specific groups (e.g. according to education, age, gender). They are also planned according to regional and seasonal labour demands.

The CISOKs are organised according to the so-called 'differentiated services model' by providing different types of support based on the assessed needs of each young person. For those who need more help in making career decisions, CISOK provides individual case-management services that can include individual and group counselling sessions.

What were the sources of funding?

CISOKs were originally established through the Component IV "Human Resource Development" of the Instrument for Pre-accession Assistance (IPA) of the European Union, but are currently financed by the Croatian national budget. Further development and establishment of new CISOKs will be financed through the European Social Fund (ESF) Operational Programme 2014-2020 for Human Resources Development.

What are the outputs: people reached and products?

People reached

- Since the first CISOK was established in 2013, there have been 190 867 users of CISOKs' services (as of September 2017). This can be broken down as follows:
 - 80 560 primary and secondary school pupils (42.21 %)
 - 73 519 unemployed persons (38.52 %)
 - 36 788 others (employed people, students, employers, parents, career counsellors, etc.) (19.27 %)
- In 2016, CISOK's services were used by 2 719 NEETs, of which 2 519 were active job-seekers and 200 inactive.

Products

- 13 CISOKs have been opened by September 2017 in 12 cities.
- CISOK offices are normally located in central urban areas and are separate from PES offices. Once a CISOK office is established, the MLPS, the Ministry of Science, Education and Sports, the Croatian PES and the Croatian Pension Insurance Institute sign a Cooperation Agreement covering a mutual exchange of data and database availability, which enables an accurate identification and analysis of unregistered NEETs. Based on information received from this data exchange, the centre can put in place tailored and differentiated local services.

What were the outcomes: medium-term results or effects?

Outcomes:

- Satisfaction levels have been very high, with 95.6 % of clients stating they are 'satisfied' or 'very satisfied' with the service.
- CISOKs have led to an increase in public awareness about the importance of career guidance services.
- The partnership approach is integrated into all CISOK activities. This approach creates strong relationships between stakeholders, both in the labour market sector and education sector.

What were the lessons learnt and success factors?

Lessons learnt:

- To achieve optimum results, new local partnerships (e.g. with schools or employers) must be established and existing ones enhanced. This helps CISOKs to provide the services needed in specific locations and labour market situations.
- CISOK counsellors take over a part of the delivery of career guidance services from the PES counsellors/career guidance specialists. They are therefore able to use dedicated resources to provide more comprehensive services to young people and those that need more assistance, such as NEETs.

Success factors:

- The Cooperation Agreement for data exchange has proved particularly effective. It allows CISOKs to make use of data from different public sources and thereby identify the needs of specific groups and to target them accordingly.
- The implementation of an annual work plan ensures that the particular needs of CISOK users, in particular young people, are catered for. This is evaluated through performance indicators (e.g. client satisfaction) that are assessed on a monthly, quarterly, half-yearly, and annual basis.
- Good level of public awareness-raising of CISOKs ensures that young people engage with the service, particularly those who are not registered with the PES.
- Ensuring a distinct identity and separate location from the PES offices makes CISOKs more accessible to potential users, including young people.
- Long-standing cooperation with the educational sector. In particular, CISOKs work very closely with schools which often send their pupils for group activities and careers sessions. Additionally, schools may also flag up individuals who they feel are in need of extra assistance so CISOKs are able to provide personalised careers guidance at the earliest possible stage.

What are key source(s) of information?

<http://www.cisok.hr/>