

PROMISING/BEST PRACTICES

Country: Croatia – CISOK centres

Description	
<p>1. Overview of Program</p>	<p>CISOK (Lifelong career guidance centre) is a partnership-based one-stop-shop, model for lifelong career guidance where users can receive information, advice and guidance on enhancement of career management skills, job search, educational possibilities etc.</p> <p>So far there are 11 CISOK centres in 10 Croatian regions. It is planned to open at least 11 new Centres until 2020 to increase accessibility and quality of career guidance services in the whole country.</p>
<p>2. Why Developed?</p>	<p>Lifelong career guidance centres (CISOK) are established in order to provide lifelong career guidance services to all citizens based upon their identified needs with the main purpose of (re)integration into the labour market. Partnership approach is integrated into different aspects of CISOK's functioning: this approach creates strong bonds with the stakeholders, including labour market sector, educational sector, social inclusion etc. CISOK collaborates with all the relevant stakeholders in the regions they are set up in: NGOs, youth organisations, local bodies/municipalities, schools, universities, employers, training providers, social institutions, social partners etc.</p> <p>Priority is given to young people for whom various services have been developed. The goal is to provide guidelines for successful career planning for the young people based on the assessment of their potentials and interests as well as to develop and upgrade their career management skills. Special attention is paid to young people who are not in education, employment or training (NEET) and that are not registered at the Croatian Employment Service (CES). A key function of CISOK is coordination and cooperation with other partners in the outreach and activation of inactive NEETs in order to improve their integration into labour market and/or education/training or into other activities aimed at increasing their employability.</p> <p>Currently, in cooperation with the relevant stakeholders, considerable efforts are made to establish a model of identification and outreach of NEETs. The agreement is established and signed between the Ministry of Labour, the Ministry of Education, the Croatian Employment Service and the Croatian Pension Insurance Institute for linking and exchanging different data which allow tracking an individual's path and identifying those who drop out from education system and need (re)education, training or employment interventions.</p>
<p>3. Key Features</p> <ul style="list-style-type: none"> • <i>Innovative</i> • <i>Effective</i> • <i>Promising</i> 	<p>CISOK is based upon a differentiated services model which includes different levels of support according to the assessed clients' needs: self-help and e-services, brief assisted services and individual case managed services.</p> <p>These services are delivered through individual and/or group counselling, workshops for developing and improving career management skills, e-tools (e.g.</p>

	<p>self-assessment questionnaires, Labour market information system, Statistics on-line, Job exchange portal), brochures, guides etc.</p> <p>Self-assessment of needs and possibilities consists of identifying resources and services which are used to make an informed choice of occupation, education or employment possibilities.</p> <p>Self-help websites include self-assessment tools, information on occupations, job vacancies, educational opportunities etc.</p> <p>Group activities are conducted to improve career management skills and other competences needed for successful integration into the labour market/education.</p> <p>Case managed services include career counselling – individual coaching for those who need more help in career decision making.</p>
4. Targeted Audience	<p>CISOK is available to everyone – its goal is to offer lifelong guidance services to the broadest range of users, including those that are not registered at CES. This includes various groups: pupils, students, employed and unemployed. The main focus is on young people and especially inactive NEETs (those that are not registered at CES).</p>
5. Difficulties or Barriers	<p>Occasionally, CISOKs face the need to identify priorities in delivering services and to make the best balance with the resources available (human resources, financing and other). Motivating partners to take place in CISOK activities can sometimes be an issue. Finally, there are sometimes challenges in creating (new) services according to the local needs.</p>
6. Key Results or Outcomes	<p>From July 2013 when first 8 CISOK centres were set up to December 31, 2015 there were:</p> <ul style="list-style-type: none"> • 110 713 users of CISOK services of which: <ul style="list-style-type: none"> • 43 064 primary and secondary school pupils • 44 504 unemployed persons • 6 308 employed and job seekers • 2 435 students • 14 330 others (employers, parents, school associates, career counsellors etc.) <p>Satisfaction with the service is very high: 95,6% of the clients are satisfied or very satisfied with provided services.</p> <ul style="list-style-type: none"> • Career guidance services have been delivered to new clients who are not included in services by some other institutions • New partnerships have been set up • Public awareness about the importance of career guidance services has been raised • Better cooperation and coordination of the organizations in sector of employment, education and social inclusion has been established.
7. Key Contact Details/ Website or Other Information Source	<p>Jadrana Bekavac, expert advisor for CISOK jadrana.bekavac@hzz.hr</p> <p>CISOK web portal: www.cisok.hr</p>

	<p>Moore, N., Zećirević, M. and Peters, S. (2014). Establishing Croatia's lifelong career guidance service. Journal of the National Institute for Career Education and Counselling: http://www.derby.ac.uk/media/derbyacuk/contentassets/documents/ehs/icegs/Nicki-croatia-article.pdf</p>
8. Other Relevant Info	<p>CISOKs are partnership-based, which means they collaborate with all the relevant stakeholders in the regions they are set up in: NGOs, youth organisations, local bodies/municipalities, schools, universities, training providers, social institutions, social partners.</p>
9. Author	<p>Mirjana Zećirević Assistant director general in Croatian Employment Service Head of Sector for labour market and labour market policies</p> <p>mirjana.zecirevic@hzz.hr +385 1 6126 091</p>