

CAREER SERVICES IMPACT

Final expert review

“Developing Youth Career Services”

***Leonardo da Vinci pilot project
(2002-BG/02/B/F/PP-132018)***

CONTENTS

1. Introduction	3
2. Expert review	8
3. Expert review's results	10
4. Dissemination strategy	12
4.1. General overview of the dissemination strategy	12
4.2. Review of the dissemination by countries	13
5. Analysis of the impact	22
5.1. General overview and summary of the results from the project	22
5.2. Local analysis of impact of the results in the partner countries	24
6. Annexes – Questionnaire for evaluation analysis	33

Introduction

AIM OF THE REVIEW:

The *aim* of the current review is to provide an overview of the impact of the Leonardo da Vinci Pilot project “**Developing Youth Career Services**”/DYCS/ - No: 2002-BG/02/B/F/PP-132018, as well as the dissemination strategy applied in order to secure the achievement of the results of the project as a whole.

TARGET GROUP OF THE SURVEY:

The impact of the project products was studied by means of surveying the expert opinion in the project partner countries, namely Bulgaria, Italy, Spain, Ireland, Latvia, Greece, Slovakia and Sweden, about benefits of using the set, combining *multimedia materials* (CD-ROM “On the job market” and the interactive on-line database “Virtual career center”- www.careercenteronline.org) and *Career development manuals* (“Career Development Manual for consultants” and “Career Development Manual for Consultants working with Youth with Fewer Opportunities”) for improving youth career services not only on local and national, but on European level in general.

It was decided to focus the survey on the people dealing with career problems from professional point of view, not on the final users that face the career problems. The main reason for that was simply because they meet the general target group of the project products. On one side the two manuals are

Career services impact

specially designed for professionals and on the other one though the multimedia CD ROM “On the job market” and the Virtual career center are more oriented to “career beginners” they were developed to be used by the help of career consultant.

BRIEF CHARACTERISTICS OF THE PRODUCTS:

During the two years of the project, a comprehensive set of educational and consulting products has been developed. It includes both multimedia (including on-line and off-line) and printed materials, which are as follows:

- ❖ **Career Development manual for consultants**, available in English and all partners' languages (Bulgarian, Greek, Italian, Latvian, Slovak, Spanish, Swedish);

It aims to help work of professional consultants. The authors concentrate their efforts on developing a set of theoretical and practical advice, flexible tools to be adapted to quite broad context - meeting the client, developing client's profile, helping client in building up a career planning strategy, searching for and using job information resources, applying and passing job interview, work place adaptation and career management.

Also, an **e-consulting leaflet** has been developed as an addendum to the Career Development manual, providing general information on the idea of e-consulting, as well as some practical implementations of this modern means for consulting, namely the Virtual Career Center, developed in the frame of the DYCS project.

- ❖ **Career Development manual for consultants, working with youth with fewer opportunities**, available in English and all partners' languages (Bulgarian, Greek, Italian, Latvian, Slovak, Spanish, Swedish);

The main purpose of this manual is to support the work of professional consultants and other specialists, working with disadvantaged youth, to provide their clients with the required information and professional guidance in order to make good job and career choice. Because of some specific characteristics of those youth a part of consultancy work has to be oriented to personal development of client related to trust and self-esteem building, development of self-assessment, goal setting, and self-direction skills. Another part of consultancy work with disadvantaged youth is related to job searching and keeping and career development's planning.

The manual is organized in sessions as each of them offers practical steps to be made and useful tips for consultants.

- ❖ Multimedia guidance material for career consulting (**Multimedia CD “On the job market”**) in order to reach wider young audience, using the attractive approaches and opportunities provided by the ICT and multimedia. Available in English and all partners' languages (Bulgarian, Greek, Italian, Latvian, Slovak, Spanish, Swedish);

The CD-ROM is a multimedia product which main idea is to attract the attention of the young people on specifics career developing issues using user friendly methods of learning. That is why it could be used by youth making first steps in the job searching, as well by consultants working with youth.

The CD-ROM contains the following three main sections:

1. “*Theory*” – information about how to set up own business; assessment of the personal abilities; job searching and applying; tips for successful job interview;
2. “*Workshop*” – practical interactive modules, exercises and tests;

Career services impact

3. “Resources” – useful web addresses and job information, divided into two main sub-sections: national information resources /for each European country/ and international resources.

- ❖ **Virtual career center** in Internet - new tool for career services, based on ICT. This product was developed in order to support young people (using the advantages of the modern media) to receive information how to develop their career or business, and in this way to facilitate their integration into the new labour market. The main sections of VCC are those, dedicated to providing **e-consulting** and **e-learning** service. There is specially developed **Training center** with the opportunity for the user to make on-line tests self-assessment, motivation, etc, as well as obtain useful information on topics such as applying for job, job searching, during the interview, etc. In the meanwhile, there is **Resources section** with search option – quite useful tool for the user.

VCC is available in English and all partners' languages (Bulgarian, Greek, Italian, Latvian, Slovak, Spanish, Swedish);

Virtual career center (VCC) - www.careercenteronline.org - offers step by step useful and pleasant information and e-consulting, related to the professional and career development. At the first stage “client” could use self-assessment tests for personal diagnostic of individual abilities and professional goals. The second stage offers advices for job searching, followed by explication about CV writing, successful interview passing and career development.

The VCC is designed for youth and consultants needing job and career development information and guidance. It is a good example of using new information and communication technologies for the practical purposes.

Career services impact

EUROPEAN DIMENSION:

Thanks to the wide project partnership **(10 partners from 8 countries)** we succeeded to obtain feedback and opinion for the project impact and its materials from all over Europe. The Involvement of all European parts was achieved as follows:

- ❖ Nordic countries – through Sweden;
- ❖ Balkan and Eastern European countries - through Bulgaria and Greece;
- ❖ Central European countries - through Slovakia;
- ❖ Baltic countries and Russia - through Latvia;
- ❖ Western European countries - through Spain, Italy and Ireland).

Expert review

The expert review in the frame of the project is carried out in the all the partner counties by the partner organizations as follows:

- ❖ **Bulgaria** – Student Computer Art society (SCAS), Sofia University, Young Women from Minorities - Bulgaria
- ❖ **Greece** - FOURNOS
- ❖ **Italy** – Studio e Progetto 2 (SP2)
- ❖ **Ireland** – Fastrack to IT (FIT)
- ❖ **Latvia** – State Youth Initiative Center (SYIC)
- ❖ **Slovakia** – University of Presov
- ❖ **Spain** – Youth Association of Cazalla
- ❖ **Sweden** – EDUCTUS

As experts are invited 95 professionals, representatives of the following categories:

- ❖ Education and career youth consultants,
- ❖ Employment officers;
- ❖ NGOs youth consultants;
- ❖ Human resources managers,
- ❖ School consultants,
- ❖ Social workers,
- ❖ University teachers (pedagogues and psychologists) teaching at the specialties preparing future consultants, etc.

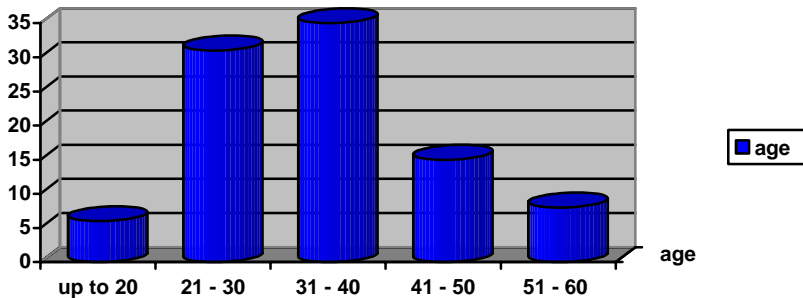
With respect to **work experience as consultants**, the inquired people could be divided in the following categories: from 1 to 5 years – 33, from 6 to 10 years – 27; from 11 to 20 years – 13, from 25 to 40 years – 8, other – 14.

Career services impact

As it refers to the **distribution by countries**, the number of experts is as follow: from Bulgaria – 18; from Greece – 15; from Italy – 12; from Ireland – 11; from Latvia – 4; from Slovakia – 5; from Spain – 22, from Sweden – 8.

Women represent 56,8% (54 persons) of all the experts against 43,2 % (41 persons) for men. Most of the participants have higher education diploma (including PhD and ScD degrees), and six of them are students, working as NGO consultants.

With respect to the age, the distribution of participants with regard to the age is as follows:



Expert review results

The questionnaire for experts contains six questions. Percent separation of opinions is summarized at the next table.

To what extent....	3 (%)	2 (%)	1 (%)	0 (%)
1. Project products improve the flexibility of young people in education and job searching process	21,1	50,5	28,4	-
2. Project products improve the quality of existing youth career services	27,4	47,4	23,2	2,1
3. By using those products the opportunities for integration of disadvantaged youth in the labour market is improved	29,5	42,1	26,3	2,1
4. Provision of free access to information resources (project products) creates opportunities and conditions for increasing employability of youth	21,1	49,5	29,5	-
5. Project products are applicable in your country	31,6	46,3	22,1	-
6. Project products can contribute for unification and quality improvement of career counseling services in your country	22,1	47,4	24,2	6,3

Legend: 3 – Very Good; 2 - Good; 1 – Poor; 0 – Not at all)

These results are similar to the evaluations given to each product in the partner countries. It is clear that the Project products are assessed as good by almost half of the experts, and almost a quarter of them give the highest mark.

Career services impact



Figure 1: the project products improve the career services in your country

The answers to the 3rd and 4th question could be explained with the unstable labour market in some countries. Thus, integration of youth into the labour market and the level of youth employment depend on not only on the quality of job searching and career development services, but to quite a high degree on comprehensive state policy.

This inference is based on the fact that the products are results of common work of an international teams from 8 European countries (representing more or less each region of the continent), that has taken into consideration the differences, springing from the different approaches for implementation of youth information policy (including youth employment policy), the specific levels of career development services, level (and number) of consultants working in this area, national and international tendencies and perspectives.

Dissemination strategy

a/ General overview of the dissemination strategy:

Dissemination strategies and activities:

The distribution of the results and estimation of the impact started from the project beginning.

Distribution strategy includes the following elements :

- Distribution of guidance materials and online databases;
- Networking the partners and dissemination all the project results on the partners networks;
- Sending the project results to youth careers and youth information centers networks (like Eurodesk, Eryica, etc.) ;
- Popularizing of Virtual Career Center on famous search engines in Internet .
- Dissemination in to the neighbourhood countries (to Nordic countries - from Sweden, to Balkan countries - from Bulgaria and Greece, to Central European countries - from Slovakia, to Baltic countries and Russia - from Latvia, to Western European countries - from Spain, Italy, Ireland and UK)

Distribution levels:

- International – on European level;
- National – in political structures, national and local authorities, other organizations working in the project theme;
- Internal – in the partners networks;

b/ Review of the dissemination by countries:

BULGARIA

Dissemination on local and national level:

Being the homeland of three partner organizations in the frame of Developing Youth Career Services project, Bulgaria has quite important role in the dissemination strategy of the partnership.

The Bulgarian partners – Student Computer Art Society, Faculty of Pedagogy with Sofia University and Young Women from Minorities – Bulgaria – gathered and coordinated their efforts in order to implement a comprehensive dissemination plan involving a combination of promotional events, presentations, conferences, seminars, meetings with representatives of governmental institutions and NGOs in the related field, as well as presentation of the project and the project results at international events, distribution in partner networks, as well as promotion by using the advantages of the Internet – by their web sites and by the Virtual Career Center (www.careercenteronline.org) and Developing Youth Career Services project www site: www.careercenteronline.org/dyccs.

Presentations and dissemination of the project products was carried out among university students from the leading Bulgarian universities: Sofia University “St. Kliment Ochridski; University of National and World Economy; University of Veliko Tarnovo; Plovdiv University; Shumen University; Blagoevgrad University; Free Bourgas University; New Bulgarian University.

Information given to the **secondary school students** and teachers about project and project materials: secondary school in Sofia, Panagyurishte, Vidin, Oriahovo, Pazargik, Sliven, etc.

Career services impact

Presentations and meetings with representatives of the main institutions working in the field of youth policy and labor market opportunities: Ministry of Labor and Social Policy, Ministry of Education and science, Ministry of youth and sport, Labor offices and social workers, as well as a wide number of career centers and centers for vocational education and training form Sofia and some other Bulgarian cities.

International level:

Information given to the specialists (university teachers, representatives of NGOs and communities, social workers) during international conferences, events, partner meetings:

- **“Youth Immigration and emigration” (May 2003, Poland)** - “Youth immigration and emigration” was held in Poland as a contact-making seminar in the frame of “Empowering Youth Immigrants” long-term Project.
- **“Computer Space 2003” forum (October 2003, Bulgaria)**
- **CHOICES project partners meeting (October 2003, Northern Ireland)**- a project developed in the frame of Leonardo da Vinci Programme for development of assessment tools and centers for career development.
- **“Youth information and modern media in work with disadvantaged youth” (December 2003)** - promoting the role of modern media in the process of supporting disadvantaged youth so as to overcome the obstacles, springing from their specific position.
- **“Media_net virtual center” project partners meeting (January 2004, Greece)** - project developed in the frame of “Culture 2000” Programme for the development of web database
- **Youth Resources in Internet project partners meeting (August 2004, Wales)** - an international project developed in the frame of Youth Programme of EU. For development of web site hundreds of useful links related to educational possibilities, career and opportunities, leisure time activities, etc

Career services impact

- **PRO::ICT project partners meeting (September 2004, Austria)** - a project developed in the frame of Leonardo da Vinci Programme aiming at supporting young women for starting career in the field of ICT.
- **Computer Space 2004 forum (October 2004, Bulgaria)**- during the forum SCAS presented the final version of the Virtual Career Center web site as a best practice that takes advantage of the **e-learning** and **e-consulting** as innovative means technology.

GREECE

Dissemination on local level:

- to the National Unemployment Office, to Universities, to Human Resources Departments, to Private Organisations and Offices dealing with Labour as well as to Non governmental organizations focusing on Disadvantaged people and the Minorities.
- Presentations and Discussions with people in charge from the above mentioned places could be arranged.
- Press releases to daily newspapers and on line newspapers and magazines.
- All the useful material with the results - uploaded on the partner's website

Dissemination on National level:

- to unemployment offices of other big cities of Greece
- Universities from all over Greece

Dissemination on International level:

- partners across Europe

ITALY

Dissemination on Local/national level:

Career services impact

- to Employment Agencies and to structures that work to insert in the job market people with fewer opportunities.
- to local Provinces: they recently acquired new competencies from our Region and Regional Agency in Labour market policies and are now developing their plans to improve social inclusion;
- to local social and youth workers/youth leaders.
- a public relations and media “strategy” for the project, identifying a space to publicise it (press clippings and other proof of media coverage) during local workshops;
- to local schools and University;

Dissemination on National level

- the National Support Structure for Guidance called ISFOL, which is part of Italian Ministry of Labour.

Dissemination on International level

- to international partners working in the same field;
- participation in Employment Week 2005.

SWEDEN

Dissemination and promotion is of great importance for the DYCS project to survive and have possibilities to continue as a living product. The target groups are already stated. The stress should be put on reaching these people.

Dissemination on local level:

- the printed manuals and CD ROM are distributed to all unemployment offices, schools, Universities, career centers in the Region of Vasteras by mail/e-mail – it can be their reward for answering some questions in a survey or something so we know that they are really interested in the issue.

Career services impact

- Newly registered unemployed at the employment office should get a free copy.
- Advertise the website in local papers, on business cards, make stickers or pins
- Local newspaper promote the project by articles
- Participate at local trade fairs with theme youth, employment, company growth etc
- Debate article in local newspapers- youth unemployment

Dissemination on National Level:

- A contact person from every unemployment office, school, University, careercenter, etc spreads the information to their main office round the country
- The careercoaches have links on their websites
- National tradefares
- Work together with the political parties youth section and let their members try the Products
- Build employment networks (funded by EU) where they can learn about the generation who's looking for job now. Also, meetings about rights of employment, working environment, how to requit for the future and let the members in the network use the DYCS banner on their website, know more about the project in common.

Dissemination on International level

- International tradefares as EU JOBRROTATION meetings
- On international searchengines on Internet.

IRELAND

Dissemination on local and national Level:

As a pro-active partner within the DYCS Project funded by the Leonardo da Vinci Programme, FIT has ensured wide dissemination of the concept and findings of the project both nationally and internationally. Accordingly, theyhave

Career services impact

incorporated the Project into our presentations made in a variety of fora, including:

- Presentation to the FIT Board of Directors (involving senior executives from major global ICT companies and successful indigenous companies: (AOL / Time Warner, Alchemy, AIB, CSC, CGS, Dell, Eircom, EsatBT, HP, IBM, Oracle, Pivotal Microsoft, Skillsoft, Symantec)
- Presentation to Department of Enterprise Trade & Employment; Department of Communications, Marine and National Resources.

Dissemination on international level:

- Presentation of DYCS to a delegation of the Employment and Social Affairs Committee of the European Parliament as part of an overall presentation on the FIT Initiative in Ireland and its collaboration with international partners.

LATVIA

Local and national level:

At the project partner from Latvian side is the governmental institution responsible for youth policy, namely the State Youth Initiative Center (SYIC) with the Ministry of Education and youth policy is a cross sartorial policy aiming to ensure the integration and welfare of youth. Youth employment is one of the most essential parts of the youth policy goals.

The dissemination activities on local and national level concentrate on:

- provide information about the developed products and work out a common strategy to promote them, especially the Manual for consultants, working with youth with fewer opportunities;
- engagement of the State Employment Agency – meetings with representatives of the Agency, as well as presentation of the project products and results;

Career services impact

- As member of the EU “EQUAL” programme, aiming to develop employment rates and strategy , as well as youth employment structures, the DYCS products are very appropriate and useful for the purposes of the local Employment agencies;
- Career development manual could be further developed and integrated as useful tool in the work with disadvantaged youth in Latvia;

Dissemination on International level:

- it is carried out mainly in the frame of the EQUAL project, aiming at supporting youth employment. It involves partners from Finland and Germany, namely the Finnish Ministry of Education and German organizations in the related field. Thus the DYCS products are spread not only to representatives of other countries’ NGOs, but also state institutions, as it is the situation with Finland.
-

SLOVAKIA

Dissemination on local level:

- Dissemination of guidance materials in a local network - through the counsellors working part-time for the Prešov University Student Services Centre.
- The link to the VCC will be advertised on the counsellors’ websites.

Dissemination on national level:

- Distribution of guidance materials to potential users - through the Prešov local authorities dealing with young people and employment matters to all registered youth centres in Slovakia. For this purpose, the printing facilities of the University of Prešov will be used.
- Promoting the Virtual Career Centre - The Student Services Centre of University of Prešov is spreading information on the VCC on the net. For this purpose, the

Career services impact

web masters responsible for the topic-relevant websites incorporate the VCC logo into their links.

Dissemination on international level:

- Distribution of the guidance materials via university networks - All international (contractual) partners are addressed with a request to identify potential users of the materials in their respective countries.
- Promoting the Virtual Career Centre - The international partners are requested to contact the web masters responsible for the topic-relevant websites in their venues with the aim to incorporate the VCC logo into their links.

SPAIN:

Dissemination on local level:

- Organizing seminars and meetings with the respective representatives of information centers of educational institutions that offer to youth information and career consulting. During these events, there are presentations of the DYCS project materials and they are distributed to a large number of persons.
- A dissemination campaign aiming at promoting the DYCS products in different institutions working in the field of professional realization;
- Presentation of the materials to schools for professional education so that the student who finish their education have the chance to immediately be acquainted with the specifics of the labour market and make the right decision in their career development.
- Presentations in front of local authorities, especially the youth and labour market departments.

Dissemination on national level:

- Implementation of the dissemination plan for local level on national level, taking into account the difficulties with respect to spreading information to much wider audience

Career services impact

- Dissemination of the DYCS project materials among the institutions working in the related field on national level;
- Special attention is paid to acquainting the following institutions with the DYCS project materials: Labor services centers, employment offices, Youth employment services in the leading universities in Spain.

Dissemination on international level:

- the large number of contacts with various foreign regional and national organizations from all over the Europe in the sphere of Youth information and career development will be duly used for the dissemination of the DYCS products; from their part, these partner organizations will further distribute the information on the project and the project results, especially the project materials.

Analysis of the impact

a/ General overview and summary of the results from the project

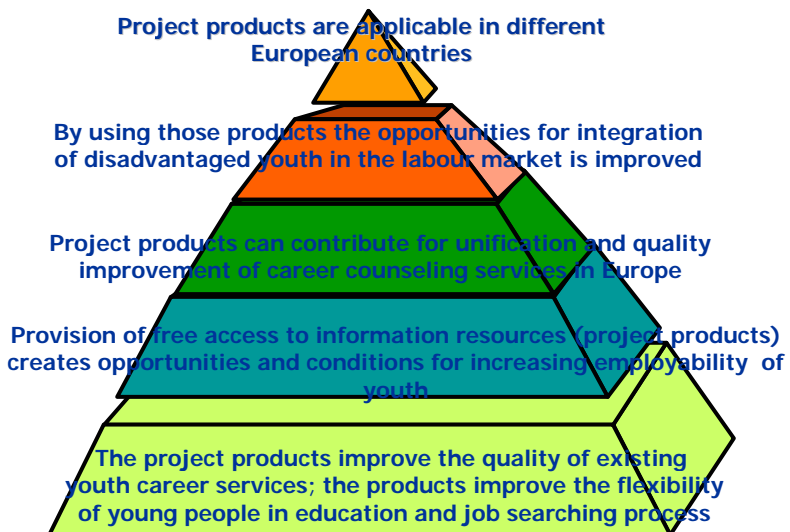


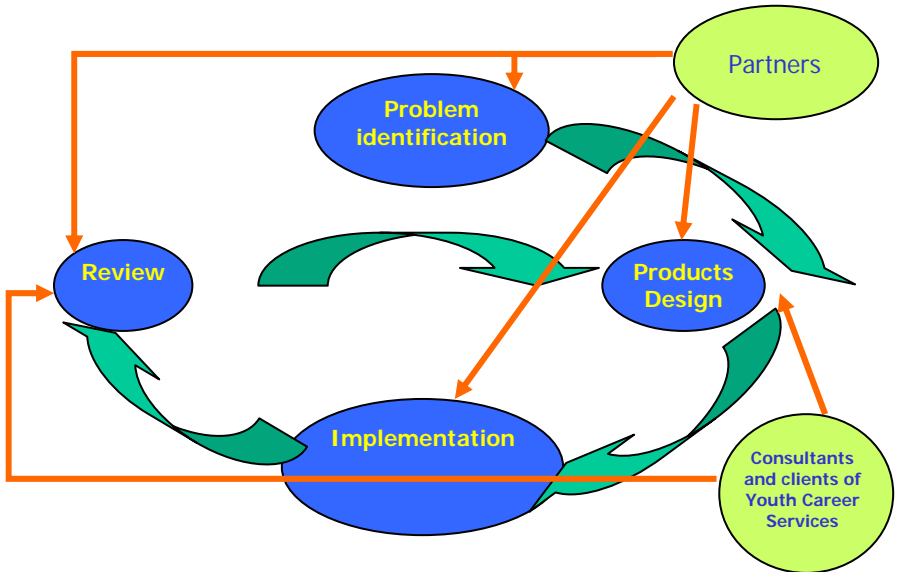
Figure 1: Graphic representation of the project results

Assessment of the impact of the products:

The assessment of the project products' impact could be graphically represented by means off the following scheme. It presents quite clearly the crucial role of the partnership, comprising of representatives from different countries for the

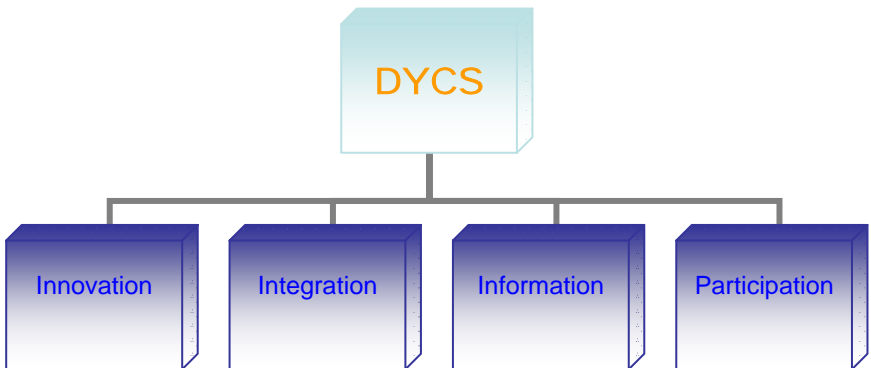
Career services impact

comprehensive dealing with the issues tackled in order to secure the achievement of the certain goals of the project.



One very important conclusion, springing from the above scheme is the importance of the evaluation of the project products and results by consultants and clients of Youth Career Services. Their assessment provides for drawing quite objective picture of the real value of what has been achieved on the basis of evaluation by those, who will use the developed materials.

Key findings from the testing of DYCS products



b/ Local analysis of impact of the results in the partner countries

SWEDEN

The participants are seeing the projects as a compliment to all the services around Career coaching/building in Sweden, especially since it adds the international view.

There are many existing youth career services in Sweden and they tend to existing services that they are used to and from national employment offices recruitment companies that are famous like Manpower etc.

Integration of disadvantaged youth in the labour market is a political question, it is not solved only by the products but the products are necessary for start somewhere. The different

Career services impact

cultural matters play a big role in the prevailing answer that part of the products is applicable but some are not. The users want a complete product.

There are so many local differences and rules on the employment market even in a small country as Sweden. As mentioned earlier, the products are seen as a compliment that suits individuals – not a revolutionary product that will change career services as a whole.

IRELAND

The evaluation of the project products in Ireland was carried out by involving professional staff off URBAM Multimedia Limited, an independent, non-profit, multimedia training agency operating in the Ballyfermot area of Dublin.

The significance of the tools developed by the DYCS project towards preparing the youth for the world of work was estimated as quite big, taking into consideration the fact that for trainees operating in multimedia environment, the combination of diverse platforms – manual, web base, CD-ROM, proves a major success and encourages significant self-appraisal ad self-learning.

The evaluated products were regarded as easy to follow and used friendly. The interactive nature of the products was particularly suitable for specific training environment. Having used the products for a period of 5 weeks, the progression through the lessons proved to be excellent and saved considerable time researching different exercises and routines to retain the participants' interest.

GREECE

The testing of the DYCS products in Greece was realized in collaboration with Delta Singular, a Company of Occupational and Consulting Services. Fournos has been working with this company for more than 5 years. The people of our center often participate in educational seminars that this company organizes by giving lectures and presentations in the field of professional advising for the cultural field. The company on the other hand has a number of advisors and experts who work there as consultants for the young and unemployed people.

Therefore, we decided to allocate this task to them. We passed the questionnaires for the manuals to their consultants and the questionnaires for the VCC and the CD ROM to a group of students they were currently working on. We need to point out that this work was done of course with no financial involvement but on a friendly collaborative basis.

We discussed thoroughly with them the aims of the DYCS project, the Leonardo programme and the network the project is based on and run by. We explained to them the need and the value of these questionnaires. They preferred to undertake the work and run it on their own with the young people as they said that it would be most comfortable for them.

The results that were given to us were in summary the following.

Overall, the director of the company and the personnel that viewed the material was enthusiastic pointing out the need of such products in Greece and the contributory role they can play if used in the near future.

LATVIA

Results from the testing of the DYCS products

DYCS products – Manual for Consultants, Manual for the Consultants working with disadvantaged young people, CD and VCC were tested in Latvia by independent professional consultant from the biggest Consulting and training company Komin Sia (www.e-work.lv), which provides consulting, training and retraining courses, provides researches in the field of employment.

The products were also tested by a group of young people aged 18-19 (last school year), volunteers of the YMCA Latvia and non-organized youngsters this year starting their job.

These two different group of youngsters were chosen taking in consideration difference between both of them – youngsters finishing high school and facing the question – what to do in the future, in the same time acting as volunteers in a youth organization and collecting skills and experiences of a real job, and youngsters finishing school, without any experience of non-formal education and work experience facing in the same time the same question about future plans, professional or educational development.

ITALY

The testing of the DYCS products/final evaluation takes the form of a questionnaire, to be filled by the consultants and clients of Youth career services.

Feedback from Studio e Progetto 2's participants is good and the evaluation medium average is 2.16. Into details: as for the question 1 “The project products improve the flexibility of young people in education and job searching process”,

Career services impact

participants give a score between 2 and 3, with an average of 2,08. At question 2 “The project products improve the quality of existing youth career services?”, participants give a score among 1 and 3, with an average of 2. Participants give a score between 0 and 3 (with an average of 2.16) to the following question 3, “By using those products the opportunities for integration of disadvantaged youth in the labour market is improved?”. For question 4, “Provision of free access to information resources (project products) creates opportunities and conditions for increasing employability of youth?”, participants give a score among 1 and 3, with an average of 2.16. At question 5 and 6 participant were asked to give their feedback about two statement. The first was “Project products are applicable in different European countries”: they express a score between 2 and 3 (average of 2.41). Second statement was “Project products can contribute for unification and quality improvement of career counselling services in Europe”; participants give a score between 1 and 3, with an average of 2.16.

BULGARIA

The impact of the DYCS project and project materials in Bulgaria was implemented by the three Bulgarian partners: SCAS, Sofia University and yWFM by means of organization and implementation of series of interactive workshops for testing the materials by a wide scope of users, involving quite a large number of persons.

SCAS organized more than 15 workshops with students and career consultants in Sofia and some other Bulgarian cities – Plovdiv, Bourgas, Haskovo, etc. Different workshops were organized with regard to the nature of the DYCS products – one for the Manulas and one for the multimedia products – VCC web site and the CD-ROM “On the job market”. SCAS used the potential of its network of contacts to ensure the

Career services impact

participation of as many interested young persons and consultants as possible.

Sofia University organized evaluation workshops of the DYCS projects in Sofia, Panagyurishte, Stara Zagora – with students and with university teachers /consultants on free practice.

Young Women from Minorities also carried out a few workshops with representatives of minorities. These workshops enjoyed the relatively high interest of the participants – namely representatives of the minorities in Bulgaria, but also some other disadvantaged youth groups such as socially disadvantaged young persons.

The key results could be summarized as follows:

- Career development manual for consultants: The whole process of career developing consulting is considered thoroughly; It embraces the main term apparatus, the different kinds of documents, as well as the practical directions, concerning conducting the process of career consulting. The topics are not so theorized, it is emphasized on the possibility of their application to concrete situations.
- Career development manual for consultants, working with disadvantaged youth: The aim of the material is well considered, namely specialization of consultants to work with people from the pointed out target group so as to provide for more understanding of their needs and make the adequate decision.
- CD-ROM” On the job market”: The information is presented in an original and amusing manner for the youth audience (the target group), accompanied with a musical background. The theoretic section takes into consideration concisely the main characteristics of the process of career development (these characteristics are considered more profoundly in the Manual for career consultants); The

Career services impact

interactive exercises provide opportunity for checking the knowledge acquired in the “Theory” one.

- Virtual Career Center / www site/: It offers consultations in different stages of the process of professional development: from searching jobs to developing career after the appropriate professional realm has been found; E-consulting provides effective online consulting service; From a technical and a design point of view the material is of great value.

SLOVAKIA

The testing of the DYCS products took place at the Students Services Centre of the University of Prešov and involved student volunteers, who responded to the invitation, received all the products for reading one week before the workshop.

The workshop was led by the head of the Centre. The main objective was to get opinion from the participants on the materials they had read. The students filled in the questionnaires (one for each product) and made comments on their evaluation.

The summary of views:

- VCC - The main strengths are: Simple access to the database and the online tests; Well structured and organized; Clear instructions and easy navigation; Useful information;
- CD-ROM “On the job market” - Well organized and structured; Understandable and easy to use; Practically oriented; Clear content; Useful information
- Career Development Manual for Consultants - Covers all important issues in the related field; Useful as a guide for both consultants and clients; Well organized
- Career Development Manual for Consultants working with youth with fewer opportunities - Covers all important

Career services impact

issues; Useful as a guide for consultants; Clearly and well structured and organized; Good language;

SPAIN

The persons who participated in the evaluation of the project materials and a group of consultants involved remarked the utility and opportunity of the project materials in Murcia and in Spain in general and the benefits of implementing this idea in the field of youth unemployment. The main products were evaluated as follows:

- Career Development Manual for Consultants working with youth with fewer opportunities – in general the manual is considered to be really useful tool though the Spanish translation still needs some clarifications according to the context and a little bit of self adaptation to the phenomena of immigration. Some of the strong points of the manual were considered; its practical information, its easy reading, its wide range of different pieces of information, its clear structure and guidance.
- Career Development Manual for Consultants - the best elements of the project they considered: design and logical structure of the consultants; general overview of the subject; type of information offered; methodologies undertaken. The manual responds to the needs of the group but it might be interesting to check some aspects specially those concerning the methodology to apply in certain situations with the young clients.
- Virtual Career Center - The most interesting elements of the site were considered the approach proposed for the job seeking, the preparation for the interview and the setting up of one's own business. Also the web design, the

Career services impact

information about sites of e-counselling, the e books and the e-learning were outlined as high quality products.

- CD ROM “On the job market” - Best features pointed out: the interface designed and its comfort ability, the amount of information and the nice layout offered in general for the CD, the information about preparation for the job interview and the suggestions for one’s own career.

Annexes – Questionnaire for evaluation analysis

Statistics

		The project products improve the flexibility of young people in education and job searching process	The project products improve the quality of existing youth career services	By using those products the opportunities for integration of disadvantaged youth in the labour market is improved
N	Valid	95	95	95
	Missing	0	0	0

		Provision of free access to information resources (project products) creates opportunities and conditions for increasing employability of youth	Project products are applicable in your country	The project products can contribute for quality improvement of career counseling services in your country
N	Valid	95	95	95
	Missing	0	0	0

Career services impact

The project products improve the flexibility of young people in education and job searching process					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	poor	27	28.4	28.4	28.4
	good	48	50.5	50.5	78.9
	very good	20	21.1	21.1	100.0
	Total	95	100.0	100.0	

The project products improve the quality of existing youth career services					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not at all	2	2.1	2.1	2.1
	poor	22	23.2	23.2	25.3
	good	45	47.4	47.4	72.6
	very good	26	27.4	27.4	100.0
	Total	95	100.0	100.0	

By using those products the opportunities for integration of disadvantaged youth in the labour market is improved					
		Frequency	Percent	Valid Percent	Cumulative Percent

Career services impact

Valid	not at all	2	2.1	2.1	2.1
	poor	25	26.3	26.3	28.4
	good	40	42.1	42.1	70.5
	very good	28	29.5	29.5	100.0
	Total	95	100.0	100.0	

Provision of free access to information resources (project products) creates opportunities and conditions for increasing employability of youth					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	poor	28	29.5	29.5	29.5
	good	47	49.5	49.5	78.9
	very good	20	21.1	21.1	100.0
	Total	95	100.0	100.0	

Project products are applicable in your country					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	poor	21	22.1	22.1	22.1
	good	44	46.3	46.3	68.4
	very good	30	31.6	31.6	100.0

Career services impact

	Total	95	100.0	100.0	
--	--------------	----	-------	-------	--

The project products can contribute for quality improvement of career counseling services in your country					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not at all	6	6.3	6.3	6.3
	poor	23	24.2	24.2	30.5
	good	45	47.4	47.4	77.9
	very good	21	22.1	22.1	100.0
	Total	95	100.0	100.0	

country					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bulgaria	18	18.9	18.9	18.9
	Greece	15	15.8	15.8	34.7
	Ireland	11	11.6	11.6	46.3
	Italia	12	12.6	12.6	58.9
	Latvia	4	4.2	4.2	63.2
	Slovakia	5	5.3	5.3	68.4
	Spain	22	23.2	23.2	91.6
	Sweden	8	8.4	8.4	100.0
	Total	95	100.0	100.0	

Career services impact

		Age interval			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0-20	6	6.3	6.3	6.3
	21-30	31	32.6	32.6	38.9
	31-40	35	36.8	36.8	75.8
	41-50	15	15.8	15.8	91.6
	51-60	5	5.3	5.3	96.8
	61	3	3.2	3.2	100.0
	Total	95	100.0	100.0	

		Sex			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	mail	41	43.2	43.2	43.2
	female	54	56.8	56.8	100.0
	Total	95	100.0	100.0	

		Educational status			
		Frequency	Percent	Valid Percent	Cumulative Percent

Career services impact

Valid	college degree	3	3.2	3.2	3.2
	diploma	7	7.4	7.4	10.5
	DIPLOMA DI RAGIONIER	1	1.1	1.1	11.6
	Diploma Scuola Media Superiore	1	1.1	1.1	12.6
	DIPLOMA SCUOLA SUPERIORE	1	1.1	1.1	13.7
	high school	4	4.2	4.2	17.9
	highschool	1	1.1	1.1	18.9
	laurea	1	1.1	1.1	20.0
	MA	4	4.2	4.2	24.2
	Media Superiore	1	1.1	1.1	25.3
	PhD	1	1.1	1.1	26.3
	primary school	5	5.3	5.3	31.6
	secondary school	1	1.1	1.1	32.6
	university degree	62	65.3	65.3	97.9
	vocational training modules	2	2.1	2.1	100.0
Total	95	100.0	100.0		

Career services impact

		Job			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	career consultant	1	1.1	1.1	1.1
	career consultant trade union	1	1.1	1.1	2.1
	Career Guidance Consultant	1	1.1	1.1	3.2
	Career Guidance Consultant, ICTU Centre for Unemployed	1	1.1	1.1	4.2
	Career Guidance Counsellor	2	2.1	2.1	6.3
	Career Guidance Tutor	1	1.1	1.1	7.4
	careercoach with disadvantaged youth	1	1.1	1.1	8.4
	clinical psychologists	1	1.1	1.1	9.5
	Communications	3	3.2	3.2	12.6
	CONSIGLIERE D'ORIENTAMENTO	1	1.1	1.1	13.7
	Director, Career Guidance Teacher	1	1.1	1.1	14.7
	education company	2	2.1	2.1	16.8

Career services impact

Educational Consultant	6	6.3	6.3	23.2
Employee in Consultants Occupational Office	2	2.1	2.1	25.3
Human Resources	1	1.1	1.1	26.3
impiego in cooperativa sociale	1	1.1	1.1	27.4
labour consultant	1	1.1	1.1	28.4
labour mediator	5	5.3	5.3	33.7
local employment office	1	1.1	1.1	34.7
local unemployment office	1	1.1	1.1	35.8
Manager Resource Centre	1	1.1	1.1	36.8
Managing Director, Multi Media Lecturer	1	1.1	1.1	37.9
NASAS' consultant	5	5.3	5.3	43.2
Operatore di sportello	1	1.1	1.1	44.2
Operatore di sportello informagiovani	3	3.2	3.2	47.4
Operatrice centro I.G.	1	1.1	1.1	48.4

Career services impact

operatrice di sportello	2	2.1	2.1	50.5
operatrice Informagiovani	1	1.1	1.1	51.6
orientatore esperto	1	1.1	1.1	52.6
pedagogical psychologists	2	2.1	2.1	54.7
Personal Development Tutor & Training Supervisor	1	1.1	1.1	55.8
project manager, youth employment project	1	1.1	1.1	56.8
public staff	1	1.1	1.1	57.9
requirment company	1	1.1	1.1	58.9
school consultant	2	2.1	2.1	61.1
Social Worker	2	2.1	2.1	63.2
sociologist	1	1.1	1.1	64.2
Sociologist	1	1.1	1.1	65.3
student - unemployed	2	2.1	2.1	67.4
student	7	7.4	7.4	74.7
Student looking for a job	2	2.1	2.1	76.8

Career services impact

student of sociology	1	1.1	1.1	77.9
teacher	1	1.1	1.1	78.9
Tirocinante presso CIG Ala dei Sardi (SS)	1	1.1	1.1	80.0
Training Consultant	1	1.1	1.1	81.1
unemployed - carpenter	1	1.1	1.1	82.1
unemployed - construction field	1	1.1	1.1	83.2
unemployed - cook	1	1.1	1.1	84.2
unemployed - plumber	1	1.1	1.1	85.3
unemployed youth; free lance	1	1.1	1.1	86.3
unemployed; counselling young women	1	1.1	1.1	87.4
unemployrd; full time consultant	1	1.1	1.1	88.4
University teacher	7	7.4	7.4	95.8
Video & Web Design Tutor	1	1.1	1.1	96.8
Youth affairs coordinator, Jelgava district	1	1.1	1.1	97.9

Career services impact

	Youth consultant	1	1.1	1.1	98.9
	youth trainer	1	1.1	1.1	100.0
	Total	95	100.0	100.0	

Work experience as consultant					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	4	4.2	4.9	4.9
	1	4	4.2	4.9	9.9
	2	9	9.5	11.1	21.0
	3	6	6.3	7.4	28.4
	4	4	4.2	4.9	33.3
	5	6	6.3	7.4	40.7
	6	3	3.2	3.7	44.4
	7	8	8.4	9.9	54.3
	8	7	7.4	8.6	63.0
	9	3	3.2	3.7	66.7
	10	6	6.3	7.4	74.1
	11	2	2.1	2.5	76.5
	12	3	3.2	3.7	80.2
	13	1	1.1	1.2	81.5
	14	1	1.1	1.2	82.7
15	3	3.2	3.7	86.4	

Career services impact

	16	1	1.1	1.2	87.7
	18	1	1.1	1.2	88.9
	20	1	1.1	1.2	90.1
	21	1	1.1	1.2	91.4
	23	1	1.1	1.2	92.6
	25	1	1.1	1.2	93.8
	30	2	2.1	2.5	96.3
	38	2	2.1	2.5	98.8
	40	1	1.1	1.2	100.0
Missing	System	14	14.7		
Total		95	100.0		