



*5th European conference in e-guidance
Quality and Ethics in Web-based Guidance*

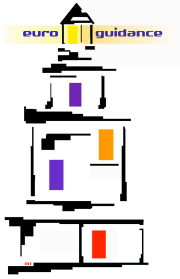


Education and Culture DG

Lifelong Learning Programme

Quality and Ethics

- Quality and ethics as guiding principles in all development work
- Ongoing dialogue between those who plan, carry out and implement the services of crucial importance
- Balance between global and local dimension in e-guidance provision
- Web-based guidance part of a flexible network of services



*5th European conference in e-guidance
Quality and Ethics in Web-based Guidance*



Education and Culture DG

Lifelong Learning Programme

Interactive career tools on the web

Recommendations:

- Explicit theoretical framework
- Information about responsibility to the user
- Data confidentiality taken into account
- Rating of good sites



*5th European conference in e-guidance
Quality and Ethics in Web-based Guidance*



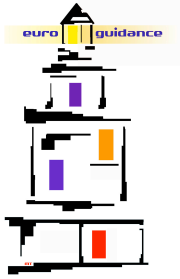
Education and Culture DG

Lifelong Learning Programme

Interaction between the client and the counsellor

Recommendations:

- Same professional standards as in face-to face guidance
- Face-to-face interaction must be available if needed
- Practitioners and users should have real influence on the development of new tools for interaction
- Interests and motives of the service provider should be clearly expressed



*5th European conference in e-guidance
Quality and Ethics in Web-based Guidance*



Education and Culture DG

Lifelong Learning Programme

Development of information resources

Recommendations:

- European Expert Group should be established
- Emphasis on the potential of communication features
- European Portal on learning opportunities
- Systematic funding for all stages of the service



*5th European conference in e-guidance
Quality and Ethics in Web-based Guidance*



Education and Culture DG

Lifelong Learning Programme

Access to web-based guidance

Recommendations:

- Take different needs of target groups into account when developing internet-based services
- Equip young people with skills to be lifelong critical users of Internet based guidance services
- Provide free access for all to Internet based guidance services



*5th European conference in e-guidance
Quality and Ethics in Web-based Guidance*



Education and Culture DG

Lifelong Learning Programme

The new role of the guidance counsellors

Recommendations:

- Initial and in-service training for all guidance Practitioners
- The new role should define the way we work with the technology, not the other way around
- Test existing counselling theories in the context of Web based guidance



*5th European conference in e-guidance
Quality and Ethics in Web-based Guidance*



Education and Culture DG

Lifelong Learning Programme

But is it Guidance?

- Web based guidance as information and advice?
- Fear of replacing counselling with technology
- “Support for decision-making” rather than “guidance”?



Education and Culture DG

Lifelong Learning Programme

Thank you!

[www.programkontoret.se/Global/program/euroguidance/
Euroguidance_konfrapport_gbg_2001.pdf](http://www.programkontoret.se/Global/program/euroguidance/Euroguidance_konfrapport_gbg_2001.pdf)

www.programkontoret.se/euroguidance