

## 6<sup>TH</sup> EUROPEAN CONFERENCE IN E-GUIDANCE: *WIDENING ACCESS TO LIFELONG GUIDANCE*

### ABSTRACT

#### TITLE OF THE SPEECH

*Use of service desk in strengthening cross-sectoral cooperation in e-guidance*

#### CONTACT DETAILS OF THE AUTHOR(S)

Liisa Wingvist, Department of Employment and Entrepreneurship, MINISTRY OF EMPLOYMENT AND THE ECONOMY, P.O. Box 32 (Mikonkatu 4), 00023 GOVERNMENT, FINLAND, e-mail: [liisa.wingvist@tem.fi](mailto:liisa.wingvist@tem.fi)

#### SHORT AUTHOR(S) PROFILE



The author has worked in different levels of labour administration in purpose to promote and develop guidance and counseling as public employment services in Employment and Economic Development Offices. The author has taken part of developing ICT-solutions as a tool helping educational advising already from the beginning of 1990. The cooperation was then very intensive with the Finnish National Board of Education and has later broadened with the Ministry of Education. The author takes part of cross-sectoral cooperation and is now a member of NUOVE project steering group although the main task is nowadays to promote youth employment.

#### ABSTRACT

Ministry of Employment and the Economy and Ministry of Education have established a national development programme for promoting information-, advice- and guidance services especially for adults. NUOVE project 2007–2013 is one of the three main sub-programmes in the National Development Programme (includes an European Social Fund Programme). NUOVE is targeting to develop multiple channels for public guidance and advisory services. On-line Educational Advice and Career Counselling is in main focus. NUOVE is a nationwide project and responsible organization is Ministry of Employment and the Economy. Budget of the NUOVE project is about 1miljon/year.

Ministry of Education, The Finnish National Board of Education, Helsinki University/ Palmenia Center for Continuing Education (On-line educational advice service, [www.opintoluotsi.fi](http://www.opintoluotsi.fi)), Cimo, Center for international mobility and regional professionals (for ex educational advisers and career guidance psychologists) are working together for developing on-line educational advice and career counselling.

The main objective is to develop easy-to-use on-line information, advice and counselling services for adult people utilising multiple channels. Immediate target group is professionals from Employment and the Economy Offices and



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GUIDANCE POLICY  
NETWORK



Education and Culture DG  
Lifelong Learning Programme



cip  
competence and innovation  
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2007-2013



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second target groups are both educational advice and career counselling professionals in different organizations and citizens.

Activities in NUOVE project are: working in networks, development groups for educational advisers and career guidance psychologists and partners, planning and piloting new on-line services, communicative actions, seminars, workshops and research.

Outcomes of the project are: the availability of information, advice and counselling on-line services have improved, Employment and Economic Development Offices have utilised concept in educational advice and career guidance on-line services and permanent national network for advice and counselling services.

Products of the project are: educational advice and career counselling on-line services for citizens, National Career Counselling Call-line services, educational advice and career counselling website for citizen, new platform, a service desk, for supporting on-line working in guidance practitioners in their daily work and a clients appointment system for career guidance.

Service desk information system will facilitate reception of questions, replies, classification, utilisation of former replies, data collection, organisation of replies to queries (the person with the correct competence replies to questions, regional and network perspectives possible). Information system includes a so-called toolkit for employees, including advice and counselling procedures for customer service, and the possibility for professionals to exchange information and enhance their competencies. Service desk also features customer data management and different rights and views for different user groups.

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