



Promoting VET in computer, electrical/electronic and mechanical engineering to reduce skills mismatch

Study visit to Vienna Analysis of good practice examples Report

Vienna, Austria, 2022.



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1. ABO Jugend.pdf
2. Education system.pdf
3. Youth_coaching.pdf
4. Youth_coaching_pptx.pdf

1. Introduction

The project ProCEM seeks to increase attractiveness of a career path in computer, electrical/ electronic and mechanical engineering (CEME) by promoting respective VET with an online multimedia platform and concepts for tailor-made career counselling (CC) including STEM-oriented competence checks and a digital self-assessment tool.

In order to achieve these objectives, the Project ProCEM's one of the expected outcomes is the Analysis of Austrian good practice examples, in order to create a substantiated basis for the development of the multimedia online platform and the concepts for CC to promote VET in CEME.

The study visit in Vienna envisaged job training / job shadowing for seven experts from AEI Praxis, Technical School Karlovac and Employment Service Karlovac.

Experts from Karlovac had to understand during the on-the-job training how ÖSB supports through projects young people in secondary schooling and NEETs in the areas of career counselling, job-orientation, avoiding school and VET dropouts and the level of readiness for VET and the labour market.

2. The study visit to Vienna

The experts from Karlovac were thoroughly informed of the work of counsellors and trainers in the ÖSB youth projects and how do career orientation coordinators (obligatory in Viennese schools) operate. In addition, the objectives and scope of other labour market projects (funded by the Public Employment Service and the Social Ministry Service) providing career counselling to young people in Vienna will have to be analysed so as to be able to understand eventual application in the framework of development of VET career counselling services within the Regional Centre of Competence Karlovac.

2.1 Basic background information

The study visit to Vienna was held from 25st of April till 28 April 2022. Participants of the visit were: From Praxis: Karolina Horvatinčić and Mirjana Kovačić; from Croatian Employment Service: Ivana Mehle and Barbara Dejanović; from Technical School of Karlovac: Ivan Janković, Dubravko Sila and Milan Bijelić; from OSB Consulting: Sandra Strobach and Mohamed Koura.



From the study visit to OESB partners in Vienna – the Project team

2.2 Review of the partner organisation and expert in youth counselling

ÖSB Consulting is part of the ÖSB Group, the largest independent provider of labour market services in Austria, with more than 30 years of experience. They have been developing innovative concepts, counselling programmes and pilot projects for the working world of tomorrow; implement national and intern. projects/programmes in its 5 core areas of expertise: Active Aging & Health at Work, Business Consultancy, Employability, Entrepreneurship, Gender Equality and Vulnerable Groups. ÖSB has projects which provide individual counselling to unemployed persons, young people at the threshold from schooling to labour market and/or at risk from dropping out of school as well as vulnerable groups including NEETs, long-term unemployed, migrants/refugees and working poor (with a focus on girls and women). On an international level they cooperate in technical assistance projects related to

employment policies and VET and further implement mutual learning programmes for decision makers on EU level (Benchmarking for EU Public Employment Services).

ÖSB supports 8.460 young people in compulsory/secondary schooling and NEETs in the areas of CC, job-orientation, avoiding school- and VET-dropouts and readiness for VET and labour market. ÖSB has these projects: “Work|Counselling|Orientation Youth” (implemented since 2015) assists young people to develop their individual career perspective and to foster VET/job placement), “Youth Coaching” (implemented in three federal provinces of Austria since 2013) prevents/reduces young people’s drop-out of the secondary school level and support the integration of NEETs into the VET system), “CheckPoints” - competence profiling through standardised interviews and individual counselling to increase job placement probability and “Apprenticeship Now!” (Special vocational training for youths in danger of becoming NEETs) provides comprehensive support to the target group of the project ProCEM. They include e.g. individual counselling addressing specific needs of their young participants in order to find occupational perspectives, to enable apprenticeship and/or job readiness, to place them in VET and/or in the labour market and/or to work with a case management approach on psycho-social challenges.

2.3 Best Practice example 1: Jugendcoaching/ Youth Coaching

Youth coaching is funded by the Social Ministry Service and has existed since 2012. Youth coaching offers young people who have dropped out of school and are at risk of exclusion counselling to help them decide on their further education and career path. It provides individual support until sustainable integration into a further education system or the labour market is achieved. The counselling services also include supporting young people in those areas (personal and social problem areas), which can hinder their ability to complete their education.

The principles of youth coaching are based on the principles of voluntariness of all participants, on a relationship of trust and resource-oriented work with young people. The active inclusion of young people's social environment is strived for.

The target groups are:

- Young people from the individual 9th year of school attendance onwards
- Young people from outside the system up to their 19th birthday
- Young people with (former) special educational needs or a disability up to their 24th birthday

Youth coaching is important to prevent early school and education drop-out and thus low qualification levels, keep young people in education and training until they are 19, if possible, and reintegrate young people outside the school system and work with them to develop suitable perspectives.

Young people are found through standardized school procedures in schools or they can be recommended to the programme by other agencies. Young people in the target group can visit the sites independently, and parents or teachers can get in touch via social media (Instagram, Facebook) or chat.

Youth coaching is done in 3 levels:

Level 1 – Initial interview where people are getting to know each other, registration of the national insurance number. They go through an overview of youth coaching, general information and get clarification of whether further support is needed through youth coaching. If necessary, they get a referral to the appropriate office according to the problem. This lasts around 3 to 5 hours.

Level 2 – consulting which gives clarification of the situation and agreement on goals, vocational orientation and help with personal decision-making as well as targeted placement and expert opinion. This lasts 10-15 service hours in max. 6 months.

Level 3 – Accompaniment where a target agreement is made with intensive support through case management. The strengths/weaknesses analysis is made as well as aptitude and ability profile. This level also consists of a clearing report including a development plan. It lasts around 30 service hours in max 12 months.

Follow up to the levels - Retention or re-entry into the school system and transfer to the vocational training system or the labour market. Young people with disabilities or special educational needs, if applicable, further support by youth work assistance.

The main contents and goals of Youth coaching are help with personal decision-making, information on possible follow-up measures, support with registration formalities, clarification of abilities and interests, psychosocial problems, Internship search and support, application training and networking with parents, school, companies, employment services, etc.

2.4 Best Practice Example 2: A|B|O JUGEND

Sanja Dzigumovic and Jennifer Wolf presented the concept and talked about personal advice and support from personal consultants from A|B|O JUGEND. This works as a one-to-one conversation about the personal path and teaching as well as helping to overcome work or personal problems of the participants. There are various topics from which visitors can choose in the programme.

Strength analysis of the participants are done and they get assistance with personal problems such are:

- Assistance in the creation of application documents
- Advice on the choice of suitable career and training paths
- Support for apprenticeship and Job search
- Preparation for entrance tests and job interviews
- Workshops
- Use of extensive company contacts by A|B|O youth

Users can also get apprenticeships and jobs. Every week there are new jobs and apprenticeships, on which the young people focus apply and prepare. At A|B|O Youth, their participants benefit from their good contacts to different companies. Participants get assistance in placement with apprenticeships and jobs, preparation for tests and assessments, control of the application documents, excursions to companies, attending apprentice events in the company and get to know HR managers and apprentices.

One of the helpful services offered are the communication assistants which master the Austrian sign language and support young people who have hearing impairment within their inter-company vocational training.

They are offered content translation of the teaching and Work content in sign language; individual support while learning and deepening of the training content; accompaniment of the hearing-impaired teenager during a trial or company internships the ÜBA; networking with other support services in the ÜBA.

Girls and young women get girl guides. The guides specifically support girls and women from the ages of 15 to 21. They are provided supplementary counselling for girls, specific questions about work and profession, support for testing at ÜBA carrier facilities, excursions in small groups to ÜBA supporting facilities and companies, a weekly girls workshop "Talk & Chill" and get to know interesting professional fields for girls and young women.

3. Conclusion

ÖSB Consulting has more than 30 years of experience in developing and managing VET and labour market-oriented projects/programmes. Studying the example of good practices in business tools and methods in career counselling implemented by ÖSB can be used as a basis for the development of counselling and orientation tool concept for primary school and VET students and NEETs in Croatia. This is a direct contribution to objectives related to the introduction of career counselling services in the Croatian technical VET institutions, including the beginning of the development of a platform for teachers training in VET promotion and counselling.