

CZECH REPUBLIC

Table 10.1. Baseline and progress across GOAL’s five intervention strategies, plus policy interest/support

Source: GOAL National Evaluation Report Czech Republic, p. 85-89

ASPECT OF PROGRAMME OR POLICY		LEVEL OF DEVELOPMENT
Partnerships and networks	<i>Start of GOAL</i>	_____
		1 2 3 4 5 6 7 8 9 10
	[Explanation of choice]	
	In the beginning of project, there was no cooperation with stakeholders such as regional branches of labour offices. GOAL project team started from scratch.	
<i>End of GOAL</i>	_____	
	1 2 3 4 5 6 7 8 9 10	
[Explanation of choice]		
Within the project implementation, GOAL project team managed to create intensive and mutually beneficial cooperation with regional branches of labour offices. In terms of outreach, cooperation has been beyond our initial expectation. GOAL project team also managed to establish contact with NGO’s such as House of Romani culture in order to reach clients in socially excluded locations (particularly in Ustecky region). Although the cooperation with regional stakeholders has been at a very high level, the cooperation will not remain sustainable in long term future if the systemic solution/approach in terms of funding won’t be found.		
Counsellor competences	<i>Start</i>	_____
		1 2 3 4 5 6 7 8 9 10
	[Explanation of choice]	
	In the Czech Republic, approved professional qualification standard career guidance within the National Register of Qualification exists. All the counsellors in the project have pedagogical experience (teaching, research and educational projects, etc.) and are very familiar with the national educational system. They also have experience with the target group (social work), they know the terrain, have contacts at the Labour office and cooperate with local NGOs.	
<i>End</i>	_____	
	1 2 3 4 5 6 7 8 9 10	
[Explanation of choice]		

		<p>Counsellors in the Czech Republic are skilled professionals and steps have been taken to provide further training to staff so that they are up to date on current trends and methods in career guidance and how these can be applied with the GOAL target group. None of the counsellors is able to spend a 100% of their time working with clients because there is no external support in client acquisition, PR activities, marketing etc. Counsellors are responsible for these activities and they have to travel to clients, negotiate with suitable stakeholders and partners and inform them about project activities at the regional level. This may present a challenge to ensuring that counsellors are trained and developed in the full range of competences required. On the other hand, it is quite obvious that counsellors are perceived as competent and they received very good rating from their clients. The majority of the clients in both Olomouc and Most reported positively about the professional competency of their counsellors.</p>
Outreach	<i>Start</i>	<p>_____</p> <p>1 2 3 4 5 6 7 8 9 10</p> <p>[Explanation of choice]</p> <p>The outreach approach in career guidance is an uncharted territory in the Czech Republic. According to experimentation protocol, GOAL project team mentioned that there are Lifelong learning centers based in schools and there is good cooperation and contact with schools in the regions. Establishing the cooperation with regional labour offices and NGO's has been identified as a crucial in terms of outreach.</p>
	<i>End</i>	<p>_____</p> <p>1 2 3 4 5 6 7 8 9 10</p> <p>[Explanation of choice]</p> <p>Both centres used the promotional tools that come within the allowed budget. Project websites have been launched together with contacts and information about working hours. Regarding the target group and their lack of relevant information, direct contacts through cooperation with relevant stakeholders is seen as the most effective tool at present. One thousand leaflets have been distributed and offered to Labour offices and other stakeholders, contact points etc. Regional counsellors struggled with the client acquisition in the beginning mostly due to fact that choosing suitable partners and establishing the mutual beneficial cooperation took more time than expected; the second issue was that they found out, clients would not come to them - they had to go to client.</p>
Tools	<i>Start</i>	<p>_____</p> <p>1 2 3 4 5 6 7 8 9 10</p> <p>[Explanation of choice]</p> <p>Existing tools: Infoabsolvent.cz – Information system for the education outcomes of school graduates on the labour market –information on options within both education and the labour market, Narodnikvalifikace.cz –Information on the system of nationally recognized professional qualifications in the Czech Republic, Nsp.cz –occupations, monitoring requirements of the labour market, Laws and</p>

		<p>regulation –concerning education, guidance, etc. Worksheets for clients aim to encourage self-discovery, self-reflection and awareness, identification of interests and learning how to plan and manage one’s own career. Pictures, cards: A set of cards displaying emotions and feelings make it easier to identify, and express without using words the feelings of children and adults. Cards with stories use original photographs where everyone can find a part of their own life. They help open up the conversation and disclose the client’s needs, dreams, values, etc.</p>
	<i>End</i>	<p>_____</p> <p>1 2 3 4 5 6 7 8 9 10</p> <p>[Explanation of choice]</p> <p>A methodology for counsellors, “Career Guidance Counsellor Assistant”, was developed by the GOAL project team. This methodology contains the structure of the guidance process, sets up the cooperation with clients, the plan for examining solutions, semi-structured steps in career guidance, feedback, and self-reflection. In addition to this a number of online tools (career information sources) are used, as well as worksheets for clients, pictures and cards. The selection of particular tool has to correspond with client’s needs. It is therefore always essential to identify and examine goals and needs of every client. There is no universal approach in guidance services because every client is different. Within the GOAL project implementation. GOAL project experts have also developed Methodological recommendations and summary for work with low skilled adults. This methodology includes: characteristic of the target group as a receiver of counselling services, preparation of career counsellors, feedback and methodological recommendations, active partnership in guidance process, mapping the client’s needs, structured interview, exploring the client goals, rejection of client.</p>
Overall service quality (holistic judgement)	<i>Start</i>	<p>_____</p> <p>1 2 3 4 5 6 7 8 9 10</p> <p>[Explanation of choice]</p> <p>The availability of services for this target group was insufficient. Labor offices do not have the capacity (personnel and time) to work with clients on an ongoing basis. GOAL project team would like to increase the participation of the target group in further education and influence significantly a positive change in the client’s low socio- economic status.</p>
	<i>End</i>	<p>_____</p> <p>1 2 3 4 5 6 7 8 9 10</p> <p>[Explanation of choice]</p> <p>Key strenghts of the experimentation has been an establishment of two regional career guidance centers in both regions; motivated staff having wide range of professional skills; development of intensive and mutually beneficial cooperation with labour offices and other relevant partners has been established and further professional development of the staff.</p>
	<i>Start</i>	<p>_____</p>

Policy interest and/or support		1 2 3 4 5 6 7 8 9 10
		[Explanation of choice] GOAL project team have hoped that this experimentation will help us to build at least one guidance centre in each region in the Czech Republic. These expectations were partially met; career guidance centres were established in 2015 (within the project) in two regions - Olomouc and Ústecký region. Policymakers generally consider GOAL as a first positive step that should lead to integrated system of the career guidance.
	<i>End</i>	_____
		1 2 3 4 5 6 7 8 9 10
		[Explanation of choice] According to staff members and policy actors, there is a need for a systematic solution at the national level. In terms of funding, discussion should be focused on finding a systemic solution that addresses the main challenge to the service to date, namely, that the target group are not able to fund their own education. Policymakers would like to use GOAL as the basis for the development of a sophisticated, structurally embedded guidance system. In order to improve quality of the service, there should be more sophisticated measures introduced and financial issues should be resolved.