



NETWORKING AT A EUROPEAN LEVEL

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FRANCE

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INTRODUCTION

First to say, networking is to communicate between real people, even if we use most of virtual communication.

The idea of networking is to establish relationships with particular people and involving oneself in particular professional communities.

A guidance network is usually formed by a group of guidance providers from a variety of organizations who

- Have common area of interest
- Shared aims and objectives
- Wish to develop their service to clients through an exchange of information and experience
- Establish new and effective working links

Nowadays, the development of networking is very linked with ICT. Even if the principle of working altogether between professionals on a same task, a same theme, in a same professional organization, was established long ago. We could have called them work groups or associations or clusters...The daily use of internet has developed this method reducing distance, delay of answers, allowing a greater number of new networks to grow and develop, especially on an international basis.

DEFINITIONS: NETWORK and NETWORKING?

Network is a social process involving a certain number of actors to achieve a common goal.

The network can offer on a wide range of aspects, from a loosely based occasional co-operation between organisations that operate in the same field to more formalised interaction with agreed standards of operation

Networking is the ability to use the different networks to develop and promote one's own professional activities, to exchange information and practices.

A guidance network ?

The term 'Guidance Network' is used to describe the formal partnership arrangements which exist between guidance providers to offer the most effective guidance service to clients. It does not refer to informal networking and personal contacts, although these practices are in themselves very important.

A network is usually formed by a group of guidance providers from a variety of organisations who:

- have common areas of interest
- shared aims and objectives
- wish to develop their service to clients through an exchange of information and experience
- establish new and effective working links with organizations who may have previously been unknown to them. A characteristic of a guidance network is that it will result in more effective joint working practices for both practitioners and their organisations.

In a trans-national perspective, the network is the way to build relationships with other practitioners in Europe for the benefit of the end-users, it can be in an informal or formal way in order to:

- share and exchange updated, validated, relevant information in the fields of labour offers and learning and training opportunities
- find a European professional identity through common key themes, shared experiences and resources
- get a relevant approach to intercultural realities and specificities in the country
- exchange good practices and innovative experiences
- get the key entrance to other national guidance networks of professionals in each country

B. What good be a good network?

- Responsive
- Based on reciprocity
- Respectful of ethical principles
- Giving concise, concrete, accurate and updated responses
- Operating to agreed/formalised quality standards which all members meet
- Innovative
- Cooperative with other networks
- Not just a virtual community but people who know each other
- Identified members through "identity cards" and professional backgrounds
- A good marketing with outstanding events

C. Skills for networking

- ICT skills
- Flexibility
- Creativity
- Good communication

And at a European level?

- Intercultural knowledge
- Language skills, fluency in English
- Very open-minded
- A European culture on VET, guidance, life long learning, labour market, regulations and legislation

D. Benefits of Networking

Organizations who participate in guidance networks will recognise the following benefits for membership:

- exchange of information, knowledge and ideas with other members
- sharing good practice
- efficient use of resources
- collaborative staff development
- opportunities for joint-working projects
- mutual support
- effective referral systems
- joint marketing and publicity
- participation in joint promotional events
- pressure group support.

E. A possible network model at a European level: a proposal

- The core : generally the initiator with other members which are really the heart of everything and a the dynamic and the moderator without any research for influence or power
- The members considering themselves as equal, being interested in the area defined by the network and really active, participating , producing exchanging, not only consumers.
- A technical team to support the network for organizations of meetings, ICT portals, events, different outputs
- Maybe some clusters to work more precisely on important issues.
- Being innovative, a sort of think tank
- Giving a detailed and clear definition of the network, what it can do, its fields, its limits , its target public compared with other European networks
- Being in close interconnections with other networks at national levels in the same area
- Offering training opportunities for newcomers as a sort of relay point
- A network stability linked with the coaching of monitoring of newcomers

In the annexes to this report, you can have a complete survey of the guidance networks at a national level in each partner country that is to say (France, Germany, Italy, Poland and United-kingdom)

GUIDANCE NETWORKS AT A EUROPEAN LEVEL

Here we give a list of number of outstanding networks which can be useful in the daily working life of a guidance practitioner.

An attempt to classify these networks

Networks encouraging mobility in Europe, developing European dimension directly meant for end users but also guidance professionals

Euroguidance

Description

Euroguidance is the European network of the National Guidance Resource Centres; it is supported by the European Commission and by the relevant national authorities in each country, through the Leonardo da Vinci programme accompanying measures. Among its innovative aspects, the online tool based communication practices within the network stand out.

Members

One or more operational centres are available in each member state. An additional innovation brought in by Euroguidance is its level spanning configuration, including sites which can be:

- national, represented by the National Resource Centres;
- territorial, represented by dissemination points, differing by legal status, service provision and territorial coverage;
- local, represented by all legal and physical individuals offering end user services.

Key Activities

Mobility experiences in each European country are encouraged and facilitated through information collection, processing, exchange and dissemination, regarding opportunities associated with education, vocational training, mobility, national education and training systems, qualifications and diplomas, guidance systems. The network products and tools include portals, such as Ploteus, publications and informative guidelines. The Euroguidance centres join the working group activities carried out by a number of transnational networks, with Eures (introduced further on) among them.

WEBSITE : <http://www.euroguidance.net>

The website includes a password controlled access section which allows timely responses to operators from each participating country, with all information they may require.

Target User Base

Euroguidance network territorial and local members, end users.

How can guidance practitioners use this network?

The Euroguidance centres in each country act as national resource centres for the guidance community in that country. Practitioners may contact them with general or specific enquiries concerning inward or outward mobility. Many centres are also involved in the Academia programme, organising study placements in other countries for guidance practitioners. They can also assist in finding partner organisations for pilot and mobility projects in the field of guidance. Euroguidance centres can also offer training for guidance practitioners in their own countries. Euroguidance centres also usually have their own websites supporting the guidance community in their own country. To find the contact details for your national centre go to the Euroguidance website www.euroguidance.net

Eurodesk

Description

Funded by the European Youth Programme, Eurodesk has a presence in about 30 countries, where it aims to disseminate information about youth targeted European programmes. This network is run by an international association (Eurodesk AISBL) located in Brussels supported by the European Commission;

Members

Eurodesk is a multilevel structure network, coordinated by a Brussels based operational unit, through a collaboration with the individual national coordinating structures, which are in charge of result dissemination across the service providing decentralised local points. (around 600 local relay points across Europe)

Key Activities

The network has been established to grant:

- information spreading across the decentralised points about the National Structure;
- local decentralised point detection of the user base profile and information requirements; transmission to the national structure of the collected data;
- information sharing and exchange among all network participants.

In addition to the internet website, the information spreading tools include a monthly newsletter and the Eurodesk database, also available in simplified format through the website. Capillary information spreading across all decentralised points is also achieved thanks to training initiatives, taken at network start-up time and subsequently.

WEBSITE : <http://www.eurodesk.org>

Target User Base

Youth, youth motivators, associations and informal groups, civil servants and local bodies, information and guidance counters, higher secondary school institutions, universities, vocational training bodies, students and worker in general, unemployed people.

How can guidance practitioners use this network?

By accessing their information through their local representatives, such as Youth Information Centres in most countries, by asking questions through the Youth Portal <http://europa.eu.int/youth>

Eures

Description

Eures (European Employment Services) is a European Union network service aiming to make work demand and supply meet within the European Economic Space.

Members

Euro counsellors located in those countries where service provision conforms to minimum service standards and provision practices. Operator training has a significant role in standard conformance achievement.

Key Activities

Services to citizens:

- information for anybody envisaging a work experience abroad;
- guidance meetings for the detailed discussion and definition of the user's professional project, including the presentation of active job search techniques in other European countries;

- demand/supply matching, through the identification of suitable offers and the application submission to the relevant euro counsellor.

Services to enterprises:

- international personnel pre selection, by entering the position vacancy notice in a database and making the offer available in all identified countries;
- demand / supply matching, achieved through the screening of the available curricula and the delivery of the prospective applicant list to the employer;
- consultancy, addressing the legal aspects an employer must be aware of, among which the contractual agreements related to the territorial displacement of the applicant.

WEBSITE: <http://europa.eu.int/eures/index.jsp>

TARGET USER BASE

End users, companies, career advisers

How can guidance practitioners use this network?

Eures is a useful network if a guidance practitioner has a client who wishes to find a job in another Member State. The client can be directed to the EURES website or nearest EURES adviser. On the EURES website one can also find good information on the Labour Market in Europe, and on working conditions in other Member States.

CEDEFOP Virtual Community

Description

Cedefop - the European Centre for the Development of Vocational Training, established in 1975, is a European agency that helps promote and develop vocational education and training in the European Union (EU). It is the EU's reference centre for vocational education and training.

Cedefop was one of the first specialised and decentralised agencies set up to provide scientific and technical know-how in specific fields and promote exchanges of ideas between different European partners

www.cedefop.gr

Cedefop has developed a virtual community of practitioners, policymakers and researchers, it is known as the "Training village"

Members

The ETV is an interactive platform bringing together policy-makers, social partners, practitioners, researchers and all those with an interest in vocational education and training. Established in 1998, the ETV has become an expertise community counting up to more than 45 000 registered members.

Key Activities

The ETV provides up-to-date information on vocational education and training in Europe. The website is structured around six main areas, 'ETV news', 'Information resources', 'Projects and networks', 'Exchange of views', 'Youth at ETV' and 'Extranets'. It also provides access to Cedefop's knowledge management system which contains information on vocational education and training structured according to 11 themes and several sub-themes.

The ETV also has areas for cooperative working to enable users make contacts and exchange information. It also hosts several virtual communities supporting developments in policy and research. They provide a platform for members to engage in dialogue, publish documents, share bookmarks and access news

How can guidance practitioners use this network?

Any guidance practitioner can join this community registering oneself through a login and a password on the site. It is a good way to get informed of anything new concerning VET and guidance on a European level, to exchange ideas, to find partners or experts..;

www.trainingvillage.gr

Guidenet

Description

Careers Europe promotes Guidenet, a pilot project funded within the Leonardo da Vinci Community Program - Transnational Network Measure, aiming to create a European guidance expert network. Guidenet offers the Italian operator community the opportunity of working in a network environment, where strong links are established with various kinds of bodies in charge of education and guidance in the European Union countries, or in the EES, and with bodies which are entering their membership application procedure.

Members

Guidance operators, guidance bodies, institutional actors and other bodies / individuals with an involvement in transnational and / or national guidance activities.

Key activities

Transnational expert network establishment, to collect, assess and analyse all information on guidance related initiatives, enabling its dissemination to the widest possible user base, within the guidance operator community in Europe.

WEBSITE

<http://www.guidenet.org>

How can guidance practitioners use this network?

Membership of Guidenet is open to individuals and organisations working in the field of Career Guidance. Membership is free and offers you the opportunity to network with colleagues from across Europe, sharing ideas on good practice and innovation in guidance.

Fedora

Description

Forum européen de l'orientation académique. FEDORA is an association for those involved in all aspects of student guidance in institutions of higher education in Europe.

Members

FEDORA is an association of individuals and not of organisations or their representatives. It aims to collaborate closely with other organisations involved in university student guidance, both within and outside the European Union.

Full Membership of the Association is open to any person working in the area of student guidance in higher education in one of the Member States of the European Union. Such work could be in educational guidance, personal counselling, careers guidance, placement, employment assistance or advisor/counsellor training.

Associate Membership is open to people involved in similar activities in European countries outside the European Union, as well as people in the EU who are interested in student guidance but whose work does not involve them directly in this activity.

Associate Membership is open to representatives of employers who are interested in graduate recruitment.

The Annual subscription (2005) is 70 Euros for full and individual associate members. Membership is only effective after payment is received.

Key activities

Exchange of information and good practices , running of workshops, training sessions and meetings

WEBSITE

<http://www.fedora.eu.org>

How can guidance practitioners use this network?

By joining this network guidance counsellors or advisers involved in higher education can exchange and meet with other professionals working in the same field of activities

Guidanceforum

Description

A network for discussion, documentation, research and training in careers and educational guidance for adults via the Internet

Members

Some of us are careers guidance practitioners either already conducting or interested in conducting careers guidance activities through the use of the Internet, others have been engaged in the study of careers guidance for a number of years.

All of us are interested in studying and researching Internet potentialities for further improving careers guidance activities.

Key activities

To put together a comprehensive overview of all the work that has been done and is currently being done in the various countries of the partners participating in the project and also elsewhere in Europe in the area of IT-careers guidance for adults. To disseminate this information through existing forums to other professionals involved in adult careers guidance.

The main resources pointed out:

Services: examples of best practices and testimonials

Projects: cutting edge and those in the planning phases

Bibliographical resources: articles, books, web-addresses

Meeting places: seminars, conferences, discussion groups, trainings, meetings, channels for distributing information from our group

WEBSITE

http://www.guidanceforum.net/pages/pag_uk/home.asp

How can guidance practitioners use this network?

They can join the mailing list to get informed of what is going on. They can also bring their own experiences or their own knowledge on this topic and exchange with other practitioners.

The European Guidance and Counselling Research Forum

Description

This is being developed through an LDV project 'Supporting innovative counselling and guidance: building dialogue between research and practice'. The project aims to pilot the development of a network for guidance and counselling, supported by a web-site to bring research and practice closer to improve services to clients.

The EGCRF is based on the process that led to the [National Guidance Research Forum](#) in the UK. The NGRF site was developed through an innovative ongoing consultative process which involved extensive face to face and online participation by members of the communities the site is intended to serve. The framework and seeds of the site's contents were developed together with these representatives of the guidance community, and the quality and suitability of the content has since been improved by cycles of editorial work, feedback and improvement.

The EGCRF is an ongoing effort to trial similar processes in other European countries and contexts.

Members

For the moment the partners of the project

Key activities

Mainly discussion groups through community activities area

WEBSITE

<http://www.guidance-europe.org>

How can guidance practitioners use this network?

If you are interested in participating in discussion and debate about guidance and counselling across different European contexts, please join the site and participate in discussions at the Community Activities area.

The IAEVG

Description

International Association for Educational and Vocational Guidance, is an association of guidance practitioners. In 2003, they agreed 'International Competencies for Educational and Vocational Guidance Practitioners' which can be downloaded from their site. They publish a newsletter and a journal and hold an annual conference.

Members

Membership in IAEVG falls into several categories. Membership application forms may be printed from by first clicking on the type of membership, and then printing the application form.

Individual Members: guidance counsellors or any other professional person concerned with educational and vocational guidance. The annual dues for individual members currently is US\$60.00, or equivalent.

Association Members: National or regional associations of guidance counsellors or associations whose aims involve educational and vocational guidance.

Supportive Members: ministries, institutions and organizations active in the field of educational and vocational guidance.

IAEVG has members in some 60 countries, on all continents.

For membership information please contact the IAEVG' Administration Center at the Canadian Career Development Foundation : membership@iaevg.org

Key activities

advocate that all citizens who need and want educational and vocational guidance and counselling can receive this counselling from a competent and recognized professional

recommend the basic nature and quality of service that should typify the service provided to students and adults

recommend the essential training and other qualifications that all counsellors in educational and vocational guidance should have

urge governments to enhance, facilitate or establish an agency, institution, or office with responsibility to develop and maintain

- policies governing the provision of educational and vocational guidance
- the provision of training and continuing education programs for counselling and guidance practitioners
- the development and provision of appropriate and effective methods and materials for guidance
- the conduct of research and development to create new, more comprehensive, and better ways of conducting educational and vocational guidance
- the development of appropriate methods of evaluation of counselling and guidance
- the advancement of public awareness as to the protection of individual integrity, when appealing to services rendered by educational and vocational guidance practitioners, who accept a publicly known code of ethics in connection with an independent and unimpeachable body, with which the public can lodge grievances.

Organizing of international conferences, producing publications

WEBSITE

<http://www.iaevg.org>

How can guidance practitioners use this network?

To exchange ideas with practitioners from all over the world, to identify the outstanding themes and issues concerning the world of guidance in the world , to meet other practitioners for sharing ideas even projects.

Bibliography on networks and networking

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AEGI handbook section 4 Networking and Referral *Open Campus Learning, Glasgow Caledonian University/Liz Thomson Consultancy*

The Educational Management of adult guidance training manual
 COPYRIGHT: SCOTTISH OFFICE EDUCATION AND INDUSTRY
 DEPARTMENT, GLASGOW CALEDONIAN UNIVERSITY (CETD), LEONARDO DA VINCI
 PROGRAMME. NCGE 2003

NUI MAYNOOTH / NCGE GLASGOW CALEDONIAN UNIVERSITY (CETD)/SOEID

http://www.guidance-research.org/EG/ip/ip/network_sharing/

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D'Elia, A. e Ricci, A. (2003) "Il lavoro in rete" ("Work in a network environment"), in Consolini, M. *Progettare un servizio di informazione*. ("Information service project making") Milano. Franco Angeli Editore.

Pavoncello, D. e Marcigliano, F. (October 2003) "Le reti territoriali. Sviluppo e organizzazione dei servizi di orientamento (D.M. 166/2001)" ("Territorial Networks. Guidance Service Development and Organisation") in *Magellano*, n. 17, pp. 33 - 42

Internet websites

RIRO' project deliverables in website:

<http://www.orientamentoirreer.it/riro/RicercaIrreIndiceRiro2.htm>

Bologna province operational project for guidance action territorial coordination:

http://www.provincia.bologna.it/pls/provbo/consultazione.mostra_pagina?id_pagina=1135

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No. 23. "New trends in vocational guidance at the threshold of 21st century", Ministry of Economy

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- German Rector's Conference: Beiträge zur Hochschulpolitik 7/2000: Voneinander lernen Hochschulübergreifende Qualitätssicherung in Netzwerken und Verbänden 2. Nationales Expertenseminar zur Qualitätssicherung Bonn, 23./24. September 1999, Projekt Qualitätssicherung Bonn, Juli 2000 (www.hrk.de/de/download/dateien/Voneinanderlernen7-2000.pdf).
- Beiträge zur Hochschulpolitik 9/2001: "From Bologna to Prague" - Reform of Study Programmes and Structures in Germany Conference organised by the Association of Universities and Other Higher Education Institutions in Germany (Hochschulrektorenkonferenz) Berlin, 5 - 6 October 2000 Bonn, August 2001.

ANNEXES

How to find appropriate guidance networks in our partnership countries

FRANCE

Name	AFIJ
Understanding the acronyms	Association pour faciliter l'insertion professionnelle des jeunes Association to facilitate the access to the job market for students once they are graduated
Regional or national networks	National
Staff members	Welcome staff, information provider, counsellors a manager by center
Umbrella organization	Ministry of Education, Ministry of Labour, regional and local assemblies
Definition of the main tasks and missions	To help and to accompany young students with a higher education diploma to find a first job, summer jobs and job students
Target-public	Young students with a higher education diploma
Free of charge or not	free
Services provided	Information, access to database, training to develop jobseekers skills, personal interview, thematic seminars on a professional field. Collecting job offers from companies
Addresses/ websites	http://www.afij.org/
How to contact them	Directly in their premises

Name	AFPA
Understanding the acronyms	Association pour la formation professionnelle des adultes Association for adult continuous education
Regional or national networks	National

Staff members	Welcome staff, information provider, trainers, career advisers, counselling engineers
Umbrella organization	Ministry of Labour
Definition of the main tasks and missions	According to your particular project, we can give you our professional advice, or assist you in recruitment, diagnosis, assessment, validation, training, educational engineering, financial engineering. We can also provide you with our savoir-faire in the counselling, expertise, research & development areas.
Target-public	Adults but also companies, professional bodies..
Free of charge or not	Free for job seekers and adults
Services provided	Our psychologists specialize in labour relations. They are the ideal partners to develop a training scheme with as they will take into account your interests, abilities and skills when helping you to develop your own individual training programme.
Addresses/ websites	http://www.afpa.fr
How to contact them	Directly in their premises

Name	ANPE
Understanding the acronyms	Agence Nationale pour l'Emploi National Agency for Employment
Regional or national networks	National network
Staff members	Counsellors and a manager in each center + secretary staff
Umbrella organization	Ministry of Labour
Definition of the main tasks and missions	To register jobseekers, to help them to find a new job or a more fitted job Services for companies as well for recruitment training
Target-public	Jobseekers mainly
Free of charge or not	free

Services provided	Information on the job markets, database with job offers, collective information sessions, career development, guidance interview...collecting job offers, interface between job seekers and companies
Addresses/websites	www.anpe.fr
How to contact them	Directly to go to a local agency , the one where you are registered but you can have access to the job offers in any place even on internet

Name	APEC
Understanding the acronyms	Association pour l'emploi des cadres Association for employment for executives
Regional or national networks	National
Staff members	Counsellors, trainers, information provider, librarians a manager for each agency
Umbrella organization	Professional organisations, both employees and employers organization
Definition of the main tasks and missions	Interface for executives between two jobs, collecting job offers, consultant for companies in the field of human resources, career guidance
Target-public	Executives who are Apec members and enterprises Young students with a four year degree minimum
Free of charge or not	For executives you have to pay for this service it is free for young students
Services provided	Information, databases, personal career development programme, job seeking skills training , thematic training sessions...personal interviews, developing skills for recruitment Services to companies for recruitment, consulting, human resources management
Addresses/websites	www.apec.fr
How to contact them	Phone call and check if you can benefit from their services first

Name	APECITA
Understanding the acronyms	Association pour l'emploi des cadres, ingénieurs et techniciens de l'agriculture et de l'agro-alimentaire Association to encourage and promote jobs and training for executives and technicians in the food industry and in the agriculture field

Regional or national networks	National network with a representation in each region
Staff members	APECITA counsellors
Umbrella organization	Ministry of Agriculture and professional organizations
Definition of the main tasks and missions	Information , career guidance
Target-public	executives and technicians in the food industry and in the agriculture field
Free of charge or not	yes
Services provided	Databases of job offers, counselling, collecting job offers , counselling companies as well
Addresses/ websites	http://www.apecita.com
How to contact them	Thanks to their website, you have to register first and pay for the services

Name	CIBC
Understanding the acronyms	Centre Interinstitutionnel de Bilan de Compétences Skill Assessment centers
Regional or national networks	150 centers all over the territory
Staff members	Secretary staff, librarians , psychologists/counsellors
Umbrella organization	Ministry of labour, ministry of Education, Regional Assemblies
Definition of the main tasks and missions	Skill assessment/career guidance/information
Target-public	Unemployed or employees. Youngsters between 16 and 26
Free of charge or not	Yes for the individual

Services provided	skill assessment services to companies as well
Addresses/ websites	www.cibc.net
How to contact them	Directly or through one's job center or company

Name	CIO
Understanding the acronyms	Centre d'Information et d'Orientation Information and guidance center
Regional or national networks	National network all over the country 600 centers. In each town more or less there is a CIO
Staff members	Conseillers d'Orientation Psychologues COP (Guidance counsellors) secretaries, librarians, a manager for each center(who is a guidance counsellor)
Umbrella organization	Ministry of Education
Definition of the main tasks and missions	Information and Guidance on study routes and pathways, careers, professions
Target-public	Youngsters during schooling time from their entrance in lower secondary school, when out of school as well, students and adults. No age limit
Free of charge or not	Free
Services provided	Personal Interviews .Collective information. Interest and motivation questionnaires, organization of placements in companies, Meetings with professionals, Databases on studies and professions on internet and CD Rom...
Addresses/ websites	http://www.education.gouv.fr/orient/listcio.htm http://www.onisep.fr/national/reseau/html/reseau.htm
How to contact them	To go directly to their premises or give a phone call to get their opening hours. You have to contact the center which is the nearest from your residence in France

Name	CIDJ /CRIJ/BIJ/PIJ
Understanding the acronyms	Centre d'information et de Documentation Jeunesse/ Centre Régional d'Information Jeunesse/ Bureau d'Information Jeunesse/Point d'Information Jeunesse Youth Information Centers
Regional or national networks	National network

Staff members	Secretary staff, information provider, librarians, counsellors
Umbrella organization	Ministry of Youth, Sports and Associations Member of the Eurodesk network
Definition of the main tasks and missions	Information on social life ,practical issues (accommodation, sports, students jobs, or summer jobs leisure activities.... On studies and professions
Target-public	Youngsters but any kind of public can come to the centers
Free of charge or not	free
Services provided	Information, databases, personal interviews, thematic conferences or forum , collective information more an information provider than a counselling service
Addresses/ websites	www.cidj.fr
How to contact them	Directly on opening hours. All the addresses on the site Always a center near your residence

Name	MIFE
Understanding the acronyms	Maisons de l'information sur la formation et l'emploi Information houses on training and employment
Regional or national networks	National network
Staff members	Secretary staff, information provider, counsellors
Umbrella organization	Ministry of Labour and Regional assemblies
Definition of the main tasks	Information and counselling services for adults, job seekers or employees or self-employment individuals on training opportunities, job opportunities, career choices
Target-public	Adults, jobseekers or not
Free of charge or not	free
Services provided	Information, personal interviews, counselling
Addresses/ websites	www.intermife.net
How to contact them	Directly on opening hours. All the addresses on the site

Name	Missions locales et PAIO
Understanding the acronyms	Permanences d'accueil d'information et d'orientation Information and guidance welcome services
Regional or national networks	A national network around 3000 front desks all over the country
Staff members	Psychologists, counsellors, secretary staff, one manager by center.
Umbrella organization	Ministry of labour and regional assemblies
Definition of the main tasks and missions	Information and guidance and socialization
Target-public	youngsters from 16 to 25 with difficulties to enter the job market. Some without any qualification some with unfitted qualification or diploma. They need to be registered as unemployed
Free of charge or not	free
Services provided	Information, personal interview, educational guidance, collective sessions, career development, decision making...organizations of work placement....a real mentoring for youngsters with a very low qualification
Addresses/ websites	http://www.travail.gouv.fr/annuaire/adresses.asp http://www.onisep.fr/national/adressesutiles/html/carte.asp?type=ml http://www.onisep.fr/national/adressesutiles/html/cadre_adresses_orga.htm http://www.missions-locales-france.org/
How to contact them	Directly by phone or in their premises according to your residence address in France

Name	SCUIO
Understanding the acronyms	Service Commun Universitaire d'Information et d'Orientation Guidance and information service in universities
Regional or national networks	National network
Staff members	Secretary staff, welcome staff, librarians, counsellors, information provider and specialists...A University professor who is responsible for each unit.
Umbrella organization	Ministry of Education

Definition of the main tasks and missions	Guidance, information and help for the research of a first job. Information of the learning opportunities of each French university
Target-public	Students of the university considered
Free of charge or not	free
Services provided	Information, documentation available on a paper support internet cd rom, personal interviews , career guidance sessions, educational guidance, organization of work placements collective information. From companies or professional organizations. Questionnaires of interest , motivations..:
Addresses/ websites	http://www.onisep.fr/national/adressesutiles/html/carte.asp?type=scuio
How to contact them	Directly when you are a registered student in the university considered

Name	CITE des Métiers
Understanding the acronyms	Cité des métiers" is an integrated information and counselling centre open to the general public who is looking for employment, professional guidance or lifelong learning possibilities. The first such centre opened in Paris in 1993, at the Cité des Sciences et de l'Industrie (the biggest contemporary science museum in France). Other "Cités des métiers" have since opened both in France and in several other countries based on the Paris experience.
Regional or national networks	National and international network network
Staff members	Secretary staff, welcome staff, librarians, counsellors, information provider and specialists...A University professor who is responsible for each unit.
Umbrella organization	Ministry of Education/ Ministry of Labour
Definition of the main tasks and missions	Guidance, information and help for the research of a job, training and learning opportunities in a life long learning and guidance perspective
Target-public	Any kind of public
Free of charge or not	free
Services provided	Information, documentation available on a paper support internet cd rom, personal interviews , career guidance sessions, educational guidance, organization of work placements collective information. From companies or professional organizations. Questionnaires of interest , motivations..:
Addresses/ websites	http://www.reseaucitesdesmetiers.org/public/index.html

How to contact them	Directly in their premisses
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GERMANY

Name	BA
Understanding the acronyms	Bundesagentur für Arbeit German Federal Employment Agency
Regional or national networks	National network. One main office in Nuremberg, 10 regional directions and 178 local agencies all around Germany. Also 4 specific bureaus: Institute for Employment Research (Nuremberg); Central Placement Office (Bonn); Training Institute (Lauf); University for Applied Sciences for Public Administration (Mannheim).
Staff members	Information providers, counsellors and placement officers in each local agency.
Umbrella organization	National institution with self-administration, underlies the legal supervision of the Ministry of Labour.
Definition of the main tasks and missions	Vocational, career and professional guidance for young, adult and disabled people. Placement of unemployed or job seeking people. Recruitment training.
Target-public	Scholars, students and adults. Employers and employees.
Free of charge or not	Free of charge
Services provided	Information, vocational and professional interviews, access to database, profiling training, thematic seminars. Collecting offers for apprenticeships, vocational training and job placement from companies.
Addresses/ Websites	www.arbeitsagentur.de Contact addresses and opening hours of every local agency can be found in the website under the link to Ihre Agentur für Arbeit .
How to contact them	Directly in their premises, by phone, fax or mail according to the place domicile.

Name	ES-BA
Understanding the acronyms	Europaservice der Bundesagentur für Arbeit European Service of the German Federal Employment Agency
Regional or national networks	National network with 15 regional teams throughout Germany (Berlin, Bremen, Cologne, Dortmund, Erfurt, Frankfurt, Hamburg, Magdeburg, Munich, Nuremberg, Rastatt, Rostock, Stuttgart, Trier/Saarbrücken, Pirna).
Staff members	In each regional team: a team leader, a front office (counsellors, placement officers) and a back office.

Umbrella organization	Central Placement Office in Bonn (subordinated to the German Federal Employment Agency, Nuremberg).
Definition of the main tasks and missions	Information, advisory and recruitment services for people looking for study or job possibilities in the European Economic Area.
Target-public	Scholars (of the last school grades), students, graduates, employees and employers.
Free of charge or not	Free of charge
Services provided	Information, advisory services and recruitment solutions to jobseekers and employers; guidance on vocational training and further education; support and assistance to employers seeking highly-qualified staff; candidate pre-selection; arrangement of recruitment fairs. Information about living and working conditions in European countries. Questions regarding an employee's return to Germany.
Addresses/ websites	www.europaserviceba.de Addresses, e-mails, phone and fax numbers of every team can be found in the website under the link to "Europaservice". National hotline number at +49 (0180) 522 20 23.
How to contact them	Personally, by phone, fax or mail according to the own place of domicile, or calling the national hotline number.

Name	BVA
Understanding the acronyms	Bundesverwaltungsamt - Informationsstelle für Auslandsstätige und Auswanderer Federal Office of Administration - Information Centre for Emigrants and Germans working abroad
Regional or national networks	National network with 40 Information Centres mostly running under non-profit organisations like German Red Cross or <i>Raphaelswerk</i> (13 of these centres are EURES-Information Centres within the framework of the European Union's Employment Services).
Staff members	Mostly front desks with information providers respective counsellors.
Umbrella organization	The BVA is an independent higher Federal authority within the portfolio of the Federal Ministry of the Interior.
Definition of the main tasks and missions	To compile and publish information brochures for emigrants and Germans working abroad; to grant federal subsidies and thus financially assist institutions responsible for informing and advising emigrants and Germans abroad; to cooperate with federal and <i>Länder</i> agencies as well as with national and international organisations concerned with migration; to establish migration statistics and observe migration movements.
Target-public	Emigrants and Germans working abroad.
Free of charge	For a nominal fee, emigrants, Germans working abroad and other interested

or not	persons can obtain these information brochures from about 40 Information Centres nationwide.
Services provided	Information brochures about the living and working conditions in the country applicants intend to move to. Counselling.
Addresses/ websites	Barbarastr. 1 50735 Cologne Phone: +49 (01) 88 83 58-49 99 (Hotline), Fax: +49 (01) 88 83 58-48 29 Mail: InfostelleAuswandern@bva.bund.de Web: www.bva.bund.de/aufgaben/auswanderung All contact addresses and opening hours of the Information Centres can be also found under: www.bva.bund.de/imperia/md/content/abteilungen/abteilungii/referatiib6/81.pdf
How to contact them	Directly in their premises, by phone, fax or mail according to the place domicile (for contact addresses and opening hours s. above).

Name	dvb
Understanding the acronyms	Deutscher Verband für Bildungs- und Berufsberatung e.V. German Association for Educational and Vocational Guidance
Regional or national networks	National network.
Staff members	One federal board (<i>Bundesvorstand</i>), one regional board (<i>Landesvorsitzende</i>), regional "groups" (<i>Landesgruppen</i>).
Umbrella organization	The dvb is a non-party, non confessional registered association.
Definition of the main tasks and missions	To directly cooperate with international vocational counselling organisations; to bring all guidance practitioners in Germany together and to offer them further and advanced training possibilities.
Target-public	Only for guidance practitioners (individuals or institutions) that become dvb-member.
Free of charge or not	Member monthly contribution: € 6,25 monthly (or € 75 annually).
Services provided	Further and advanced training courses for counsellors; addresses of guidance practitioners (dvb-members), regularly publications.
Addresses/ websites	Bergstr. 9, 55595 Roxheim Phone and fax: +49 (671) 45592 Mail: dvb-Kontakt@berufsberater.net Web: www.berufsberater.net All addresses of the <i>Landesgruppen</i> can be found under: www.berufsberater.net/html/adr-landesgruppen.html

How to contact them	Personally, by phone, fax or mail at national or regional level.
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Name	AG BFN
Understanding the acronyms	Arbeitsgemeinschaft Berufsbildungsforschungsnetz Working Group "Research Network on Vocational Education and Training"
Regional or national networks	National network.
Staff members	Since 1991, association of seven German institutions researching on Vocational Education and Training (Federal Ministry for Education and Research, Federal Institute for Vocational Education and Training, Universities, Institute for Employment Research of the German Federal Employment Agency etc.)
Umbrella organization	Networking association.
Definition of the main tasks and missions	To the promote the scientific cooperation on vocational education and training.
Target-public	Associated institutions and researches (actually about 700). Not-members could also be invited to the different activities (see below).
Free of charge or not	Free of charge (membership only for researchers in the mentioned area).
Services provided	Documents on research projects, online database, a regular "Forum for Vocational Education" (also for not-members). Also Workshops (irregularly) under: www.bibb.de/de/wlk8002.htm .
Addresses/ websites	Staatsinstitut für Schulqualität und Bildungsforschung (ISB) Schellingstraße 155 80797 Munich Phone: +49 (89) 2170-2201; Fax: +49 (89) 2170-2205 Mail: arnulf.zoeller@isb.bayern.de Web: www.agbfn.de/ http://ldbb.bibb.de/ (online database on vocational education)
How to contact them	Addresses and contact persons of all member institutions on the website under: www.agbfn.de/ .

Name	DBS
Understanding the acronyms	Deutscher Bildungsserver German Education Server
Regional or national networks	National information server.

Staff members	Network of federal and regional authorities (<i>Länder</i>) in Germany; editorial teams.
Umbrella organization	Non-profit organisation.
Definition of the main tasks and missions	Information about Germany's federal education system and for vocational guidance.
Target-public	Pupils, teachers, parents, apprentices, students, vocational counsellors as well as groups interested in education management and continuing education and training.
Free of charge or not	Free of charge.
Services provided	High-quality web-based and print information on Education, School, Vocational Training, Higher Education, Science and Educational Research, Continuing Education and Adult Education.
Addresses/ websites	Deutsches Institut für Internationale Pädagogische Forschung Informationszentrum Bildung / Geschäftsstelle Deutscher Bildungsserver Schloßstr. 29 60486 Frankfurt am Main Phone: +49 (69) 2 47 08326; Fax: +49 (69) 2 47 08328 Mail: dbs@dipf.de . Web: www.bildungsserver.de/pdf/Englisch_end.html www.bildungsserver.de/index_e.html (overview in English).
How to contact them	Website.

Name	NA beim BIBB NA at BIBB
Understanding the acronyms	Nationale Agentur beim Bundesinstitut für Berufsbildung National Agency at the Federal Institute for Vocational Education and Training
Regional or national networks	National central office.
Staff members	One director, 26 members subdivided in five areas (including five team leaders).
Umbrella organization	Commissioned by the Federal Ministry for Education and Research.
Definition of the main tasks and missions	Application of the European educational programs in Germany through information and counselling, research support and networking of European and national projects and initiatives. Promotion of the aims of the Lisbon Strategy. To encourage the creation of the "European Education Area".
Target-public	All kind of public.

Free of charge or not	Free of charge.
Services provided	Information, Counselling, research projects support, public relations -all concerning the application of European education programs in Germany.
Addresses/ websites	Robert-Schuman-Platz 3 53175 Bonn Phone: +49 (228) 107 1608; Fax: +49 (228) 107 2964 Mail form under: www.na-bibb.de/home/kontakt_email_form.php?site=Kontakt&subsite=E-Mail+Formular Web: www.na-bibb.de/home/
How to contact them	By phone or mail.

Name	CSND
Understanding the acronyms	Career Service Netzwerk Deutschland Career Service Network Germany
Regional or national networks	National network of career centres at universities.
Staff members	Main board, extended board (with a representative of a University, of a University of Applied Sciences and of the German Rectors' Conference), one assembly and the career centres at the member universities.
Umbrella organization	Non profit organisation.
Definition of the main tasks and missions	To counsel and prepare students for the transition from university to work; to inform about labour markets and employment opportunities for graduates. Contact between graduates and potential employers.
Target-public	Students, graduates.
Free of charge or not	Free of charge.
Services provided	Information, counselling and contact between graduates and potential employers.
Addresses/ websites	Career Service Freie Universität Berlin Iltisstr. 7 14195 Berlin Phone: +49 (30) 83855090; Fax: +49 (30) 83854280 Mail: Ruth.Girmes@uni-due.de Web: www.csnd.de Addresses of the university career centres under: www.csnd.de/data/de/cat/16

How to contact them	Directly in their premises or under the phone and mail addresses of the university career centres (see above).
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Name	DGfK
Understanding the acronyms	Deutsche Gesellschaft für Karriereberatung e.V. German Association for Career Counselling
Regional or national networks	National network.
Staff members	Vocational and careers counsellors.
Umbrella organization	The DGfK is a non-profit organisation.
Definition of the main tasks and missions	For counsellors: forum for academic work, further development and documentation in the specialized area of career counselling. For clients: to offer a career counselling service, developed to his or hers individual needs. DGfK works in close contact with universities, businesses, foundations and public institutions to make the benefits of career counselling for the individual and the public transparent.
Target-public	Any kind of public.
Free of charge or not	Member monthly contribution (determined every year by the board).
Services provided	Further and advanced training seminars for counsellors; addresses of guidance practitioners, regular publications.
Addresses/ websites	Paul-Kornfeld-Weg 52 60439 Frankfurt am Main Phone: +49 (69) 47 88 44 79; Fax: +49 (69) 47 88 36 74 Mail: info@dgfk.org Web: www.dgfk.org
How to contact them	Personally, by phone, fax or mail.

	DAJEB
Understanding the acronyms	Deutsche Arbeitsgemeinschaft für Jugend- und Eheberatung e. V. German Working Committee for Youth und Marriage Counselling
Regional or national networks	National network.
Staff members	Independent counsellors, information and counselling centres.

Umbrella organization	The DAJEB is an non-party, non-confessional association financially supported by the Federal Ministry for Family, Elderly, Women and Youth (BMFSFJ).
Definition of the main tasks and missions	Main focus on further and advanced education, research on marriage and family.
Target-public	Counsellors (especially doctors, lawyers, psychologists, social workers, pedagogues and theologians working on the topics marriage, family and life counselling)
Free of charge or not	Free of charge
Services provided	Further and advanced training seminars (3-4 years), academic conferences, regular publications (e.g. "The Counsellors Guide"), online databases for all German hotlines and counselling centres (actually 12.144 addresses).
Addresses/ websites	Neumarkter Str. 84c 81673 Munich Phone: +49 (89) 4361091; Fax: +49 (89) 4311266 Mail: info@dajeb.de Web: www.dajeb.de Telephone hotlines of counselling centres under: www.dajeb.de/sd.htm ; www.dajeb.de/bwtel.htm ; counselling centres in Germany: www.dajeb.de/suchmask.htm
How to contact them	Personally, by phone, fax or mail.

Name	DGSV
Understanding the acronyms	Deutsche Gesellschaft für Supervision e.V. German Association for Supervision
Regional or national networks	National network (one main office in Cologne, 27 associated institutes and over 3400 members nationwide).
Staff members	Independent counsellors, information and counselling centres.
Umbrella organization	Non-party registered association.
Definition of the main tasks and missions	To promote the supervision as a counselling way in the fields of education, health, culture, politics, pastoral care, social work, administration and economy.
Target-public	Employees and employers, enterprises.
Free of charge or not	Free of charge (registered members disburse an annual contribution).

Services provided	Information, documentation, personal interviews, database of counsellors throughout Germany (i.e. for adult education)
Addresses/websites	Lütticher Str. 1-3 50674 Cologne Phone: +49 (221) 92004 0; Fax: +49 (221) 9200429 Mail: info@dgsv.de Web: www.dgsv.de Information and databases under: http://213.168.113.46
How to contact them	Personally, by phone, fax or mail.

	DGBV
Understanding the acronyms	Deutsche Gesellschaft für Bildungsverwaltung e.V. German Society for Educational Administration
Regional or national networks	National and international network (belonging to the European Forum on Educational Administration, Paris).
Staff members	Central Board; advisory board; working groups on: quality standards, media, first and continuing education and training, education law.
Umbrella organization	Non-profit registered association.
Definition of the main tasks and missions	To promote the practice of educational administration and management.
Target-public	Any kind of public.
Free of charge or not	Free of charge.
Services provided	It contributes to the development of training and further training in the area of educational administration and management; promotes the professional development of people working in educational administration and management; organizes annual and special meetings, symposiums and expert seminars and edits publications, and is committed to international cooperation, particularly within Europe in the field of educational administration and management.
Addresses/websites	Geschäftsstelle c/o Sibylle Krüger Platanenstraße 5 15566 Schöneiche Telefon: +49 (0173) 62 36 218 Fax: +49 (30) 649 038 26 Mail: krueger-dgbv@web.de Web: www.dgbv.de/

How to contact them	Personally, by phone, fax or mail at national or regional level.
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ITALY

Name	Rete Nazionale di Diffusione Centro Risorse per l'Orientamento
Understanding the acronyms	National Network for Information and Dissemination - Resource Center for Guidance
Regional or national networks	National
Staff members	Local and Regional Information and guidance Centers
Umbrella organization	Ministero del Lavoro (Ministry of Labour)
Definition of the main tasks and missions	The main aim of this network is to spread all available information about work, placements, study opportunities, education systems, employment markets, and living conditions in the countries of the EU. The regional points of the network promote the dissemination of the Centro Risorse's information materials through their local networks.
Target-public	Users and practitioners
Free of charge or not	Free of charge
Services provided	Information and vocational guidance in a European dimension.
Addresses/ websites	http://www.centrorisorse.org
How to contact them	On this web site: http://www.centrorisorse.org , you can find the addresses of each local point of this network.

Name	Progetto SPINN - Servizi per l'Impiego Network Nazionale
Understanding the acronyms	SPINN Project - Employment Services National Network
Regional or national networks	National Network
Staff members	Public Employment Services

Umbrella organization	Italian Labour Ministry, with the technical agency "Italia Lavoro"
Definition of the main tasks and missions	The Project aims at: 1. Support public employment services in their development in areas with difficulties. 2. Promote exchanges among national and European services, also with the use of new technology multimedia tools. 3. Production of thematic monograph, guides, SPINN review. 4. Support to exemplary and innovative experimentations, interesting at the national level for their replicability and transferability.
Target-public	SPINN Network has been created in order to support public employment services at national level. Target-public of these services are unemployed persons, but also employed and people who want to choose a training course.
Free of charge or not	Free of charge
Services provided	The services provided from network members are not the same in all the Italian regions. The basic services are: job matching and information regarding laws and rules of the labour market. In some regions, public services provided also information and vocational guidance and courses about techniques for active job search.
Addresses/websites	http://spinn.welfare.gov.it/SPINN/home.asp
How to contact them	You can contact the institution responsible for the SPINN Project starting from this site. http://www.italialavoro.it/ITALIALAVORO/home.asp

Name	C.O.R.A. - Centri Orientamento Retravailier Associati
Understanding the acronyms	Associated Centres for vocational guidance "Retravailier"
Regional or national networks	National
Staff members	Educators and operators that work in placement field, with an approach centred on personal development. Contact:
Umbrella organization	Association C.O.R.A. composed by Public or private centres that adopt "retravailier" methodology.
Definition of the main tasks and missions	C.O.R.A. network promotes the exchange of member's experiences and it has the aim to make these experiences known by institutions. C.O.R.A. network promotes the development of centres that use C.O.R.A. methodology in Italy.
Target-public	Unemployed, students, people who want to create an enterprise, people who are attending professional training programs.

Free of charge or not	Free of charge
Services provided	The services available are: vocational guidance and advice, vocational guidance during professional training, courses about techniques for active job search, skill inventory, courses about techniques for the analysis of local economical context, placement, vocational guidance for people with an entrepreneurial idea, courses for guidance counsellors.
Addresses/ websites	http://www.coraonlus.it/
How to contact them	E mail: nazionale@coraolus.it In this website you can find addresses and e - mail address of each centre http://www.coraonlus.it/

Name	Réseau Cités des métiers
Understanding the acronyms	"Cités des metiers" network
Regional or national networks	National
Staff members	Centres named "Cités des metiers". In Italy, they are in Milan, Genoa, Taranto, Cagliari.
Umbrella organization	Association "Cités des metiers"
Definition of the main tasks and missions	The network aims at sharing their experiences and skills and working together to improve local professional practices. It has also the aim of encourage and support the development of other such centres and to guarantee service quality.
Target-public	Heterogeneous public
Free of charge or not	Free of charge
Services provided	A "Cité des métiers" allows evryone, whatever their age, qualifications or geographical location to choose or change their professional life, to find a job, to find professional training or to create their own business.
Addresses/ websites	http://www.reseaucitesdesmetiers.org/public/it/index.html http://www.cittadeimestieri.milano.it/
How to contact them	Bernadette Thomas Tel. + 33 01 40 05 72 05 - bernadette.thomas@cite-sciences.fr In Italy : segreteria@cittadeimestieri.milano.it

Name	Rete informativa per l'orientamento Regione Friuli Venezia Giulia
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Understanding the acronyms	Information network for vocational guidance - Friuli Venezia Giulia region
Regional or national networks	Regional
Staff members	Each structure or organisation that provides information in vocational guidance field, using tools and instruments product by regional institution, for free. The structures members of the network are more or less 70 and must operate in Friuli Venezia Giulia territory.
Umbrella organization	Friuli Venezia Giulia Region - Servizio regionale istruzione e orientamento (regional service for education and vocational guidance).
Definition of the main tasks and missions	The project aims to connect structures that have different missions but that deal with informative aspects of vocational guidance. It is important, for users, that structures cooperate and be centred more on users' need than on their specific field of intervention.
Target-public	Heterogeneous public.
Free of charge or not	Free of charge.
Services provided	Information useful for vocational guidance.
Addresses/websites	http://reteorientamento.regione.fvg.it/AMBIENTI/view_page.asp?ID_Nodo=99
How to contact them	In this website you can find all the addresses of the organisation part of the net. http://reteorientamento.regione.fvg.it/main.asp?PAGE=/AreaDati/Enti.asp&MENU=RISORSE

Name	Rete dei servizi pubblici a titolarità provinciale presente nella provincia di Bologna.
Understanding the acronyms	Public employment services of Bologna Province
Regional or national networks	Regional
Staff members	Servizio Lavoro (Labour Service, Bologna Province). Centres for employment of Bologna Province and municipality services for employment.
Umbrella organization	Bologna Province, local Municipality
Definition of the main tasks and missions	The network is managed by Labour Service, Bologna Province that aims at connect all the public employment services of the province. It works in order to improve the services offered also through training for operators. It also produces publications and multimedia supports to be used in the services.

Target-public	Unemployed, but also employed and people who want to choose a training course, disabled people.
Free of charge or not	Free of charge
Services provided	Centres for employment furnish the following services: <ul style="list-style-type: none"> - counselling for active research of a job; - preseselection of candidates; - organization of training period; - placement for disabled people; - consultation of information materials and data base; - administrative services.
Addresses/ websites	http://www.provincia.bologna.it/lavoro/index.html
How to contact them	Addresses for contact can be found: http://www.provincia.bologna.it/pls/provbo/consultazione.mostra_pagina?id_pagina=464

Name	Sportello Marco Biagi
Understanding the acronyms	"Marco Biagi" Counter
Regional or national networks	Regional
Staff members	Milan Municipality, Italia Lavoro (Labour Ministry technical agency), the "Centro Studi Marco Biagi" and seven private employment services companies (Adecco, Quanta, Obiettivo Lavoro, Ranstad, Kelly Services, E Work and Select).
Umbrella organization	Milan Municipality
Definition of the main tasks and missions	Public and private subject cooperate in order to support disadvantaged workers in finding work and training opportunities.
Target-public	Disdvantaged workers as defined by Regulation (CE) n. 2204/2002
Free of charge or not	Free of charge
Services provided	The unemployed can use, with the help of a tutor, services for placement and enrichment of skills. The individual tutor supervises workers using structured or semi structured interviews and helps them in training and job individuation and search. The tutor work with the person to create and individual project, that suit the person's profile and skills. Placement occurs through private employment services agencies and thanks to their capability to find work opportunities.

Addresses/ websites	http://www.sportellobiagi.it/
How to contact them	You can contact the staff Tel. +39 02 83241978 You can write through the web site: http://www.comune.milano.it/milanolavoro/index.html

Name	Progetti d'Impresa - Provincia di Bologna
Understanding the acronyms	Enterprise's Projects - Bologna Province
Regional or national networks	Regional
Staff members	Network of centres for enterprise creation located in the Bologna's provincial territory.
Umbrella organization	Bologna Province - Councillorship for production activities
Definition of the main tasks and missions	The network aims at homogenize and coordinate the action of the five centres present in the territory. Centres deal with creation, development and take-off of new enterprises, economically well - grounded.
Target-public	People who have an entrepreneurial idea
Free of charge or not	Free of charge
Services provided	The aspiring entrepreneur is followed during the phasis of creation of the enterprise: development and verification of the idea, planning and realization of business plan.
Addresses/ websites	http://www.provincia.bologna.it/proimp/
How to contact them	In this website you can find all the addresses of the centres: http://www.provincia.bologna.it/proimp/ E - mail address: progimpresa@provincia.bologna.it

Name	Centri Territoriali Permanenti per l'istruzione e la formazione in età adulta (CTP) of Bologna province.
Understanding the acronyms	Permanent Territorial Centers (CTP) for education and training in adulthood of Bologna province.
Regional or national	Regional

networks	
Staff members	Permanent Territorial Centers of Bologna Province
Umbrella organization	M.I.U.R. Ministero dell'Istruzione, dell'università e Ricerca (Ministry of Education, University and Research)
Definition of the main tasks and missions	Territorial Permanent Centres aims at project and realize education and training courses for adulthood, also collaborating with other training agencies. The network is useful in order to program the education activities with other centres and institution.
Target-public	Adults
Free of charge or not	Free of charge
Services provided	Courses for adults, vocational guidance
Addresses/ websites	http://www.retectpbologna.it
How to contact them	Addresses for contact can be found: http://www.retectpbologna.it/modules/tinycontent/index.php?id=3

POLAND

Name	PUP
Understanding the acronyms	Powiatowe Urzędy Pracy Local Labour Offices
Regional or national networks	National
Staff members	Welcome staff, counsellor, placement officer, job club leader, training specialist, programme specialist, EURES adviser
Umbrella organization	Ministry of Economy and Labour
Definition of the main tasks and missions	Assistance in finding employment and solving career problems
Target-public	Adults - unemployed and job seekers, employers
Free of charge or not	Free
Services provided	Individual career counselling, group career counselling, job matching, career information for individuals and groups, job club, mobility in Europe
Addresses/ websites	www.praca.gov.pl
How to contact them	Directly in their premises

Name	WUP - CIiPKZ
Understanding the acronyms	Wojewódzkie Urzędy Pracy - Centra Informacji i Planowania Kariery Zawodowej Information and Career Planning Centres - Woivodship (Regional) Labour Offices
Regional or national networks	National
Staff members	Welcome staff, counsellor, placement officer, training specialist, programme specialist, EURES adviser
Umbrella organization	Ministry of Economy and Labour

Definition of the main tasks and missions	Comprehensive, professional service - career information and vocational counselling
Target-public	Adults - unemployed and job seekers, employers
Free of charge or not	Free
Services provided	Individual career counselling, group career counselling, career information for individuals and groups, mobility in Europe
Addresses/ websites	www.praca.gov.pl
How to contact them	Directly in their premises

Name	GCI
Understanding the acronyms	Gminne Centra Informacji Local Information Centres
Regional or national networks	National
Staff members	Welcome staff, counsellor, information specialist
Umbrella organization	Ministry of Economy and Labour
Definition of the main tasks and missions	The network is being developed in the regions in danger of structural unemployment
Target-public	Adults - unemployed and job seekers, youth
Free of charge or not	Free
Services provided	Career information, training opportunities, setting up own business, data base, internet connection
Addresses/ websites	www.praca.gov.pl www.mqip.gov.pl www.bazy.ngo.pl
How to contact them	Directly in their premises

Name	ABK
Understanding the acronyms	Akademickie Biura Kariery Academic Career Offices
Regional or national networks	National
Staff members	Welcome staff, counsellor, adviser, information specialist
Umbrella organization	Ministry of Economy and Labour
Definition of the main tasks and missions	Career counselling service
Target-public	Students, graduates
Free of charge or not	Free
Services provided	Information exchange, training, study visits, job matching, internship, exchange programme
Addresses/ websites	www.praca.gov.pl www.mgip.gov.pl www.biura-karier.net/view.index.php
How to contact them	Directly in their premises

Name	OHP
Understanding the acronyms	Ochotnicze Hufce Pracy Voluntary Work Corps
Regional or national networks	National
Staff members	Welcome staff, counsellor
Umbrella organization	Ministry of Economy and Labour
Definition of the main tasks and missions	Prevention of social exclusion, helping young people to finish school and find job
Target-public	Youth (under 25)

Free of charge or not	Free
Services provided	Supporting youth with special needs, counselling and information
Addresses/ websites	www.praca.gov.pl www.mgip.gov.pl www.ohp.gov.pl
How to contact them	Directly in their premises

Name	SzOK
Understanding the acronyms	Szkolne Ośrodki Kariery School Career Centres
Regional or national networks	National
Staff members	teacher, counsellor
Umbrella organization	Ministry of Economy and Labour
Definition of the main tasks and missions	Supporting pupils and parents
Target-public	Pupils (under 19)
Free of charge or not	Free
Services provided	individual counselling, group counselling, workshop, career information
Addresses/ websites	www.praca.gov.pl www.mgip.gov.pl www.ohp.gov.pl
How to contact them	Directly in their premises

Name	Poradnie psychologiczno-pedagogiczne
Understanding the acronyms	Psychological and Pedagogical Centres

Regional or national networks	National
Staff members	psychologist, counsellor
Umbrella organization	Ministry of National Education and Sport
Definition of the main tasks and missions	Supporting pupils and parents
Target-public	Pupils (under 19)
Free of charge or not	Free
Services provided	Diagnosis, family counselling, learning difficulties, career counselling
Addresses/ websites	www.menis.gov.pl
How to contact them	Directly in their premises

This kit was produced in February 2006 by *Elisabeth Gros* of the Centre d'Information Internationale, Lyon (France). It is based on the national reports produced by the "Ergo-in-Net" project's partnership.