

Training for employment counsellors in the Finnish PES

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Training for employment counsellors in Finland

- The Finnish universities or high schools do not provide any special education suitable for PES counsellors
- The new employment counsellors have mainly secondary education, bachelor's or master's degree in different topics
- It is essential that the PES itself can provide comprehensive basic training and also further training
- Development of PES staff is an important task of the PES
 - **Salmia** – Training and Development Centre of Finnish PES organises and coordinates PES training at the national level
 - Regional and local offices are providing training - focusing on work practices



Basic training

- Target is to confirm high level and equal qualifications for employment counsellors in the whole country
- Basic training is mainly focusing on the core knowledge of PES and on the basic qualifications of employment counsellors



Basic training programme

- Before the basic training, initiation into the work and working methods in the PES office
- Preliminary discussion with a senior colleague and close cooperation with own mentor during the whole basic training period
- The programme consists:
 - Contact learning, expert presentations, working in groups, individual exercise
 - Web studies, learning on the job, an exam between modules
 - Mentoring by a senior colleague
- Focus on applying information not just delivering information



Basic training programme

1. Module: Working in PES customer service

Topics:

- Labour market policy and labour market
- Targets of PES customer service, development trends
- 3 + 3 days contact learning, group work on the web -> exam

2. Module: Quality and productivity in working life

Topics:

- Changes of the working life, development of work
- Communication and interactive skills
- Working/practising in a company (5+1days)
- 3+3 days contact learning
- Exam 1 day



Basic training

3. Module: Working as a PES counsellor

Topics:

- Employment services for jobseekers and employers
- Service process, interview, individual action plan
- Active labour market programmes, unemployment benefit

- Exam: recording interview with a customer
- 3+3+3+1 days contact learning
- 1 day on the web work shop



Further training for employment counsellors

- The focus of the further training will be agreed each year between the ministry and **Salmia** as part of the management by target process
- The further training organised at the national level supports the main strategic targets of the PES
- The counsellor's individual training needs and plan will be agreed yearly in the development discussion between the counsellor and head of unit
- Each counsellor should have at least 10 days training during the year



Further training for employment counsellors

Main topics in 2013

- Employment service reform 2015
- Customer services, how to interview and to assess the needs of customers
- Working with employers and companies
- Co-operation in the local networks
- Multi-channel strategy
- Internet services, tools and data systems



How does it work

- A lot of emphasis on development of staff training
- On line feed back collected concerning all staff training (average 8, scale 0-10)
- In the future
 - Even more blended learning: face to face, video conference, web-based learning, learning on the job
 - It is a continuing challenge to confirm equal qualification among the whole staff

