The LLCG Centres offer Croatian citizens a new one-stop-shop for career guidance. Eleven LLCG Centres have been established since 2013. As part of the national Youth Guarantee implementation plan, LLCG Centres are a central point for identifying, tracking and activating NEETs. Between 2013 and 2015, 110,713 users accessed services at the Centres.

The Centres use a partnership-based model and they work with relevant stakeholders to deliver services. A major success includes the signing of an agreement between the Croatian PES and the Ministry of Science, Education and Sports to exchange data on career intentions, including those preparing to leave school.

In addition, in November 2015, a second agreement was signed between the Croatian PES, the Ministry of Science, Education and Sports, the Ministry of Labour and Pension System, and the Croatian Pension Insurance Institute to exchange data for the purpose of tracking NEETs. Each LLCG Centre tailors their services to local needs. In practice, this means that while there is a standard model with common goals and methods, their delivery and target groups vary and it can be challenging to monitor the standard of delivery.

<table>
<thead>
<tr>
<th>Name of the PES</th>
<th>Croatian Employment Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>When was the practice implemented?</td>
<td>2013 – on-going</td>
</tr>
<tr>
<td>Which organisation was involved in its implementation?</td>
<td>Croatian Employment Service</td>
</tr>
<tr>
<td>Which groups were targeted by the practice?</td>
<td>All Croatian citizens, including: School pupils, Students, Employed, Unemployed people</td>
</tr>
<tr>
<td>What were the practice’s main objectives?</td>
<td>The LLCG Centres’ objective is to increase the availability and quality of lifelong career guidance services to all Croatian citizens and to provide different target groups at local and regional levels appropriate support.</td>
</tr>
<tr>
<td>What activities were carried out?</td>
<td>The first LLCG Centre was established in July 2013. So far 11 Centres have been established and there are plans to open at least 22 Centres by 2020. LLCG Centres use a client-orientated approach to provide individual and tailored services to users based on their individual needs. These include: Self-help web-based services: self-assessment tools, information on careers, job vacancies, education opportunities and other labour market information; Group activities: these include group counselling, designed to improve career management skills and other competences required to integrate into the labour market; Individual case-managed services: this includes career counselling and it is suited to those who need more help in making decisions about their careers.</td>
</tr>
</tbody>
</table>
What resources and other relevant organisational aspects were involved?

LLCG Centres use a partnership-based model. It requires cooperation among relevant stakeholders including NGOs, youth organisations, local bodies/municipalities, schools, universities and employer organisations.

In addition, a data exchange system between the Croatian PES and the Ministry of Science, Education and Sports. The agreement aims to allow the exchange of data on the career intentions of those in the final years of school and includes clear roles and responsibilities. This data is collected on an annual basis on 1 November. The results are used to identify, and prevent, those who are likely to be early school leavers.

In November 2015 an agreement on data exchange was signed between the Croatian PES, the Ministry of Labour and Pension System, the Ministry of Science, Education and Sports, and the Croatian Pension Insurance Institute. The aim is to gather all of the relevant information on tracking NEETs, which will be a basis for creating target-oriented measures for the identification and activation of NEETs.

The Croatian PES central office coordinates and monitors LLCG activities and help steer the future direction. They also ensure that the services are standardised, according to established quality standards. While the main LLCG are employed by the Croatian PES, some activities (e.g. workshops, round table discussions) are delivered by specialist organisations such as NGOs and employer organisations.

LLGCs are physically independent of the Croatian PES, and other statutory services. They are located in town centres in areas that are easily accessible.

What were the source(s) of funding?

European funding, national funding

What were the outputs of the practice: people reached and products?

People reached:
From July 2013, when the first eight LLGC Centres were set up, to 31 December 2015, 110,713 users accessed the Centres’ services. These include:
- 43,064 primary and secondary school pupils (39%)
- 44,504 unemployed people (40%)
- 23,145 others (employed people and job seekers, students, employers, parents, career counsellors, etc.) (21%)

Products:
- 11 Lifelong Career Guidance Centres
- Web portal: http://www.cisokh.hr/ (in Croatian)
- Training materials for staff
- Guidance and training materials for different user groups

What outcomes have been identified?

Career guidance services are delivered using a new ‘one-stop-shop’ approach and to new clients, which are not covered by services offered by different institutions. In addition, LLCG Centres have helped raise public awareness about the importance of career guidance.

The services delivered are of a high quality, with 96% of users satisfied or very satisfied with the delivery of services.

In addition, the established LLCG Centres and related agreements have led to enhanced cooperation and coordination between employment, education and social inclusion related organisations.

What are the lessons learnt and success factors?

Well defined and agreed partnerships for delivering and financing the LLCG Centres services are a key element to the success of the practice. The agreements that have been established to share information are a real strength as they help the LLCG Centres to identify and target specific groups and plan activities around their needs. In addition, there is a long tradition of cooperation between the Croatian PES and schools and this has helped the cooperation on the new initiative.

The locations of the LLCG Centres away from the Croatian PES premises have also helped to make the services more accessible to users.
Services are created and delivered to the assessed needs of a specific group so that they are closely aligned to their real needs. On a wider level, each LLCG Centre tailors their services to local and regional needs to ensure that they are ‘fit for purpose.’ This means that while there is a standard model with common goals and methods their delivery and target groups vary. The specific needs of a local area may not be immediately clear and can take time to uncover. For example, one LLCG Centre targets university students, new graduates and employers, whereas another LLCG Centre operates in an area of high long-term unemployment and therefore it focuses on supporting hard-to-place groups.

As the practice began in 2013, there is further work needed on raising public awareness of the importance of lifelong career guidance and raising the profile and visibility of LLCG Centres.

Contact details for further information

Name: ZEČIREVIĆ, Mirjana
BEKAVAC, Jadrana

Email: mirjana.zecirevic@hzz.hr
jadrana.bekavac@hzz.hr

Telephone: +385 1 61 26 091
+385 1 61 26 036