



FINDING A CAREER PATH

Getting your career back on track

Information review: October 2015

FRANCE

The law of November 2009 on 'Lifelong vocational guidance and training' commissioned Pôle Emploi to supply career guidance. As a result, life-long career guidance – which helps safeguard careers – was integrated into the core objectives of employment policy. To achieve this, 917 career guidance officers from the Public Training Service were transferred to Pôle Emploi in 2010. Since 2010, Pôle Emploi has gradually developed a new range of career guidance services, encouraged by the arrival of these officers. Thus, the 'Getting your career back on track' service was launched (first as a regional pilot, and since 2012 mainstreamed). It allowed jobseekers to use the Pôle Emploi offer to create their career paths.

Name of the PES

Pôle Emploi
Employment Centre

When was the practice implemented?

2011 – 2012
Since 2012, the practice was mainstreamed named as 'In-depth skills assessment' – on-going

Which organisation was involved in its implementation?

Pole Emploi (PES)
Depending on regional choices, the PES decided to subcontract the service through a public procurement procedure

Which social groups were targeted by the practice?

All jobseekers

What were the practice's main objectives?

The measure was a short individual service for jobseekers wishing to assess their career plans. It was particularly aimed at jobseekers with some professional experience, who had at least chosen a career path and who want to consolidate it or sharpen its focus. This service aimed to complement other PES existing career guidance services, providing in particular:

- ▶ Extended collective provision of support to define career plans (cap projet professionnel)
- ▶ Guidance on training (creation of a training plan).

What activities were carried out?

Jobseekers registered at Pôle Emploi are referred to the practice via a Pôle Emploi adviser. Participation lasts for eight weeks (six weeks is delivered by an external provider), consisting of three phases:

- ▶ There was an investigation period, consisting of face-to-face interviews with a psychological adviser (1 to 6 optional interviews, each lasting 90 minutes, with flexible content). During these interviews, the psychological adviser investigated various dimensions of the issues identified by participants, particularly their educational approach, self-awareness/experiential knowledge, awareness of their environment, and the translation of these aspects into a career path and how the career path can be confirmed.
- ▶ There was then a summary interview (with a duration of 90 minutes) which, based on the aspects addressed, enables participants to determine whether their career plan was coherent and realistic, and whether they were able to pursue it. This summary can be used during the same interview to decide on the steps needed to implement the plan.

What resources and other relevant organisational aspects were involved?

The service was developed at the national level by Pôle Emploi and is implemented by various local agencies either internally or externally (through a public procurement procedure), depending on regional choices.

Source(s) of funding

National budget (tax revenue)
Social contributions
European Social Fund (ESF)

<p>What were the outputs of the practice: people reached and products?</p>	<p>People reached: As a result of the pilot practice, 130 jobseekers with a variety of profiles benefitted from it over those five months. No goals were set as to the number of participants in the practice.</p> <p>Products:</p> <ul style="list-style-type: none"> ▶ A training guidance 'passport' was available to jobseekers using this service: this 'passport' was intended to record the participant's entire professional history and the skills developed throughout their career. ▶ Pôle Emploi has also developed a manual for the methodology to be used for career guidance: this manual is intended to specify how 'Getting your career back on track' is run and the tools to be used for it. The manual consists of three parts: the first part sets out the basic principles of career guidance at Pôle Emploi; the second part describes the methods and tools to be used for improving skills; the third part sets out the content to be included in each service.
<p>What outcomes have been identified?</p>	<p>The practice was tested for five months in 2011–2012 in six areas (Aquitaine, Bourgogne, Limousin, Rhône-Alpes, Réunion and Martinique) in order to verify the relevance of its content and the tools used. The evaluation showed that the service was flexible and adaptable to each individual case; that the summary interview enabled the service to find solutions which promote jobseekers' return to work in a significant number of cases. A large majority of beneficiaries expressed their satisfaction with this service</p>
<p>What are the lessons learnt and success factors?</p>	<p>The evaluation of the practice highlighted the fact that jobseekers are generally very receptive to the idea of using this service, although some of them were apprehensive about the idea of the involvement of an 'industrial psychologist'. However, this apprehension was dispelled at the first interview and generally participants expressed their satisfaction with the personalised interviews.</p> <p>From the advisers' viewpoint, this service represents genuine added value, especially in helping jobseekers to overcome previous negative professional experiences. Additionally, employment advisers based in local agencies appreciate that the service was provided by industrial psychologists belonging to Pôle Emploi and believed that this genuinely added value to what Pôle Emploi offers.</p>
<p>More information on the practice</p>	<p>http://ec.europa.eu/employment_social/empl_portal/weesp/FR-8.pdf</p>



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