



HELPING USERS TO KNOW THEIR TRUE TALENTS AND STRENGTHS IN ORDER TO FIND AND PLAN THEIR PROFESSIONAL WAY.

New Plan

A self-assessment tool for orientation and counselling

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The worlds of work and life are changing: digitisation, demographic change, unsteady employment biographies - these are keywords for future challenges on the labour market. In future, employees will stay in the labour force longer and the likelihood of job changes will increase. Thus, throughout their working lives, people need support in professional guidance - offline and online.

For people in need of vocational (re)orientation and further education - even without a concrete vocational or educational goal - the German PES (Bundesagentur für Arbeit - BA) is developing the online tool 'New Plan'. The tool helps users to know their true talents and strengths in order to find and plan their professional way. Users can also search for available further educations and get inspired.

Name of the PES

Bundesagentur für Arbeit (BA)

Scope of measure (a pilot project or a national reform)

Law on opportunities for qualification (since 2019), National Skills Strategy, regional and sectoral initiatives.
Part of the Lifelong Career Guidance plan.

When was the practice implemented?

The project was initiated in late 2019. The tool is online since December 2020 in a first version. New Plan is being further developed until the end of the project in October 2022.

What was the driver for introducing the practice? Was it internal or external?

In 2018, Germany launched Lifelong Career Guidance to support young people and adults in coping with labour market changes by establishing high-quality online and face-to-face services for guidance throughout their working lives. New Plan was introduced in the context of Lifelong Career Guidance to complete the BA's already existing counselling services.

Which organisation was involved in its implementation?

There are running exchanges with several partners and experts to develop the tool and get feedback on it.

Which groups were targeted by the practice?

Against the background of the far-reaching changes in the labour market, employees are facing new challenges:

- ▶ They have to think about their career path in a new and more thoughtful way.
- ▶ Adults are often unclear about their strengths and professional development opportunities.
- ▶ People need food for thought in professional matters.

What were the practice's main objectives?

The practice's objectives are the following:

- ▶ New Plan supports individuals during vocational orientation (even without having a fixed goal).
- ▶ New Plan assesses individuals' true talents and strengths by a questionnaire.
- ▶ New Plan is a high-quality product developed with experts.
- ▶ New Plan is easily accessible 24/7 and free of charge.
- ▶ New Plan can be used independently or in combination with a face-to-face service.

<p>What activities were carried out?</p>	<p>New Plan consists of three pillars:</p> <ol style="list-style-type: none"> 1. <i>Testing</i>: Based on psychological tests, self-assessment procedures and information services, users receive assistance with their professional orientation and statements of suitability for specific professional concerns. 2. <i>Inspire</i>: Suggestions inspired by others' employment experiences in similar fields. 3. <i>Search</i>: New Plan supports searches for further training opportunities.
<p>What resources and other relevant organisational aspects were involved?</p>	<p>The labour market department in the BA hosts the project.</p>
<p>What were the source(s) of funding?</p>	<p>Public sector.</p>
<p>What were the outputs of the practice: people reached and products?</p>	<p>The tool is online since December 2020 in a first version and has been very warmly welcomed by the target groups. The BA has received numerous positive feedbacks.</p>
<p>What outcomes have been identified?</p>	<p>The reaction of BA's customers shows the necessity and the positive effect of New Plan as an online tool and a high-quality product, developed with experts, available 24/7 and free of charge, and which can be used independently or in combination with a face-to-face service</p>
<p>What are the lessons learnt and success factors?</p>	<p>The BA continuously asks for customers' feedback and uses the results for further development. New Plan is based on an agile development that can react quickly to feedback and changing conditions.</p>



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