

# euro | guidance magazine

**Special Issue**  
**December 2019**



**LEARNING  
BY LEAVING  
CONFERENCE  
2019.ITALY**





euro | guidance

European Network to Support  
Guidance and Counselling

#### **Acknowledgements**

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the Autonomous Region of Sardinia  
the European Commission  
and everyone who made the 2019 Cagliari Conference possible.

# Contents

- 3 Foreword
  
- 6 Day 1  
Setting the scene
  - 7 Unconference facts & figures
  - 9 Opening speeches
  - 12 Keynote speeches
  - 14 Lottery of questions
  - 16 Outcomes from the Cologne Conference
  
- 20 Day 2  
Learning across networks
  - 21 Objective and work method
  - 22 Groups and reports at a glance
  
- 52 Day 3  
Looking ahead
  - 53 Unconference takeaways
  - 54 Vienna Conference announcement
  - 55 Breaking news!
  - 56 Participants feedback
  - 58 Wrapping up

## Conference materials

The full Conference materials, including speakers' presentations, videos and list of participants are available on line [www.learningbyleaving.it/content/final-report](http://www.learningbyleaving.it/content/final-report)




**LEARNING CONFERENCE BY LEAVING 2019.ITALY**





**Welcome!**




**LEARNING CONFERENCE BY LEAVING 2019**

# Foreword

The **Learning by Leaving Conference** - a joint effort of the four European Commission mobility networks, EURES, Eurodesk, Euroguidance and Europass - aims to establish closer cooperation among the different mobility experts through regular exchange of information, good practices and peer-learning, as well as to better exploit synergies to boost the quality of service provision.

After a few year break, the Conference was revamped in Cologne (Germany) in November 2018, as the first of a series of Learning by Leaving Conferences to be organized over a three-year period.

The **2019 Conference**, held in **Cagliari** in October, represents a milestone in this three-year journey. This is why first the Italian Team chose to pick up where our German colleagues left off by taking stock of the Cologne outcomes. We then exchanged views on relevant themes and burning issues and, finally, we "*passed the baton*" to our Austrian colleagues, the team in charge of organizing the 2020 event. As European mobility facilitators, the networks need to keep the European spirit going by ensuring that learners and workers are provided with the appropriate information, guidance and competences before and when deciding to go abroad. Thus, the aim of the 2019 Conference was to build upon the 2018 results, strengthen cooperation between the networks while, at the same time, focusing on the next generation EU-funded mobility schemes and programmes.

To promote everyone's active engagement, we adopted a participant-driven method called "Open Space Technology" (OST). Thanks to this approach, participants were facilitated in networking, sharing innovative practices and tools, setting up cooperation with other networks and obtaining information on initiatives regarding mobility at European level.

To stimulate discussion across Networks we proposed the following themes:

- *Reaching end users*: We would explore new ways to reach our target groups, but also different options to get the employers on board (strategies, most suited methods and tools, promotion of synergies between the mobility networks, etc.)
- *Capacity building*: We would discuss the skills to be further developed, as well as the best tools and initiatives to improve our capacity as practitioners (best skills to provide quality services in the transnational mobility field; existing initiatives and tools to improve operators' competences, etc.)
- *Competences visibility*: We would discuss how to transfer skills acquired abroad and the role that digitalisation can play in the process (transparency of skills acquired in mobility pathways; digitalization of transparency tools technologies, such as open standards; interoperability of existing tools, etc.).

These very broad and encompassing themes were meant to only "break the ice" and kick off communication among the different networks.

A total of 31 countries and 105 participants from four networks were involved in the Cagliari Conference. These figures signal a clear commitment by mobility experts and organisations alike. With this Euroguidance Magazine special issue we wish to share the results with all the participants involved and beyond.

Noteworthy is the OST method which aroused the interest of participants and resulted in a range of relevant Reports right after their engaging self-organised group discussions. Among the key topics, which are presented in this special issue, the reader will identify some of the original "key" themes, ranging from networks capacity building, to the new Europass platform, from the role of new technologies as information and training tools and, to, last but not least, a greener approach to deliver sustainable and environmentally friendly activities.

We hope the Italian Learning by Leaving outcomes may provide an inspiring basis for our future work and for ever more effective activities in the coming years.

The Italian Learning by Leaving Conference Team

# Day 1 Setting the scene

## Laying the groundwork for the Unconference

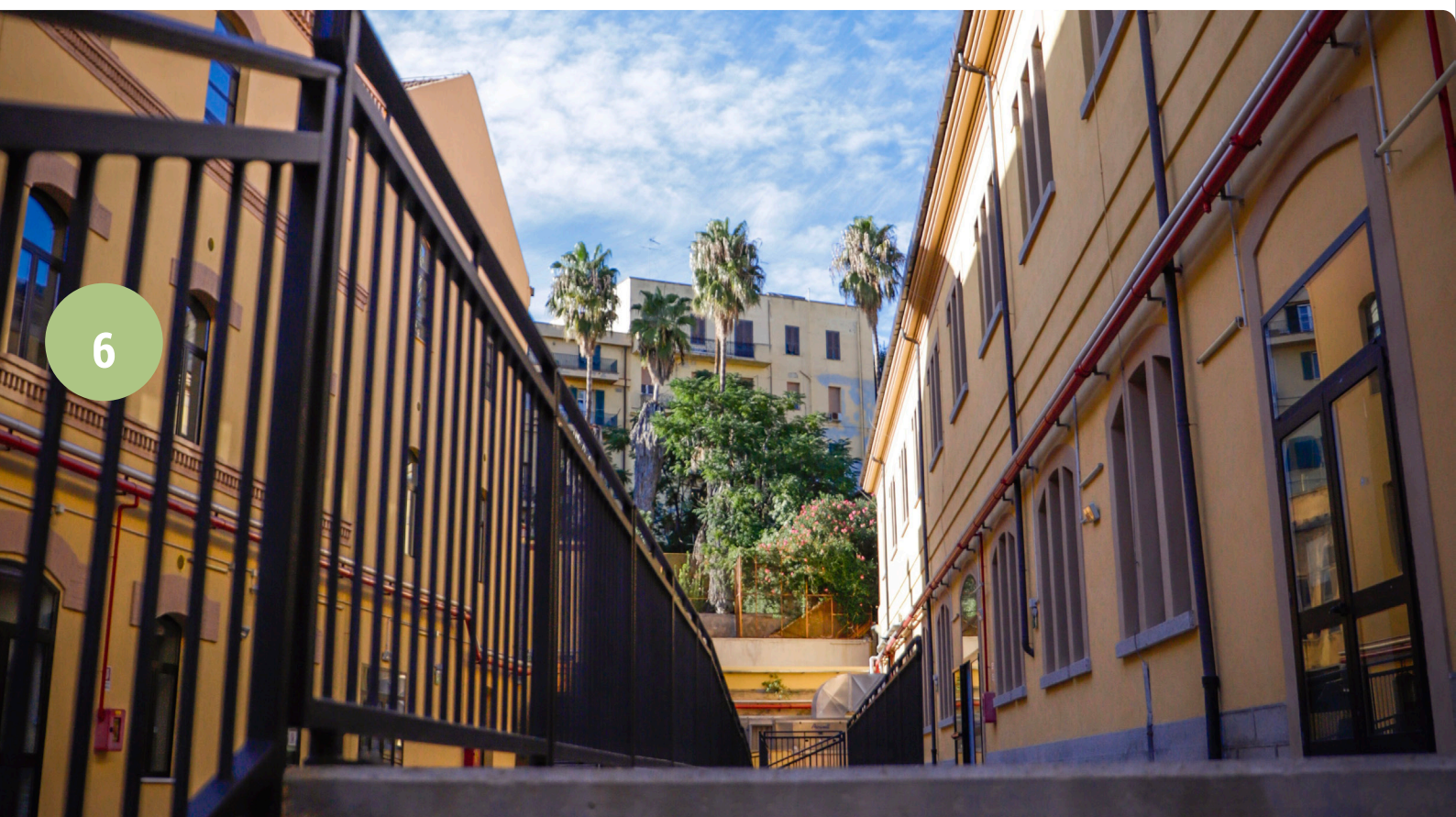
We dedicated the first day to make sure participants would be provided with an overview of the most recent developments in labour and learning mobility policies.

In her welcome address the Councilor for Labour, Vocational Training, Cooperation and Social Security of the Autonomous Region of Sardinia showcased the range of initiatives put in place to make mobility more accessible to Sardinian residents. Next, the Director General of ANPAL (Italian National Agency for Active Labour Market Policies) outlined the Agency's commitment to transnational mobility and shared some thought-provoking facts and figures on mobility in Italy.

Participants then had the opportunity to learn about the latest news in learning mobility and the new Europass online platform and about role and services of the EURES network for labour mobility from the European Commission key speakers.

There followed a "lottery of questions" - type Q&A session whereby participants interacted with our key speakers on different aspects of their presentations.

Finally, the key outcomes of the former edition of the Learning by Leaving Conference (Cologne, 19-21.11.2018) were presented so that participants became better aware of the successful results as well as the continuity between Conferences theme-wise.



# Unconference facts & figures

## Participants

**105**

Attendees



**31**

Countries



## Members by Network

**21**

eurodesk

**24**



**27**



**31**



## Groups

**18**

Groups



**181**

People  
involved



**16**

persons  
Largest group



**2**

persons  
Smallest group



## Attendees social activities

**60**

Cultural tours



**26**

Wine tasting



**5**

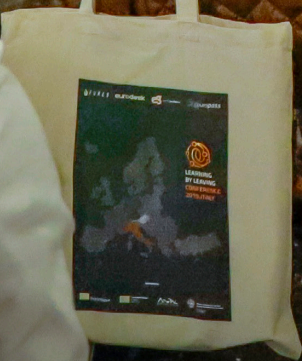
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LEARNING BY LEAVING CONFERENCE 2019. ITALY

EFMD eurodesk europass





# Opening Speeches



## Alessandra Zedda

**Councilor for Labour, Vocational Training, Cooperation and Social Security**

*Autonomous Region of Sardinia.*

Vice President of the Autonomous Region of Sardinia and Councilor for Labour, Vocational Training, Cooperation and Social Security. Vice President of the executive committee of the largest independent network of European Regions (AER) since 2009, Alessandra Zedda was Regional Councillor for Industry and for Programming, Budget, Credit and Territorial Management in the 2009-2014 Sardinian legislature.

She has been active in politics for 25 years and she held posts at local (1994), municipal (2001-2006) and provincial (1995-2000) level.

Good morning and welcome to Sardinia

I would like to bring greetings from Mr Solinas, our President, who would have liked to be here at this Conference, but has not been able to attend, owing to a pressing engagement.

It is with pleasure that we are hosting the 2019 Learning by Leaving Conference in the context of the European Week of Transnational Learning Mobility initiative. Hospitality is an integral part of our identity. This is why we intend to expand our island's borders and take up a European dimension, which we expect to experience in the next three days together.

In the context of our Partnership Agreement with Eurodesk Italy, to strengthen our role towards positive youth policies, we are promoting two joint events under the "European week of transnational learning mobility": a) This Conference which brings together over 100 representatives from four European mobility networks. b) A regional-level seminar organized to train on tools and European programmes dedicated to transnational mobility, transparency and comparability of qualifications.

These events are part of a broader action aimed at promoting youth mobility as a tool for personal and professional growth. As part of our strategy to allow young people to acquire innovative competences abroad, we joined the programme "Talent Up", which allows selected young people to be trained in the Silicon Valley and - once back - develop their business ideas locally. This way the Region of Sardinia favours the creation of innovative enterprises.

Finally, early this year we launched a Call for proposals - in collaboration with the Fulbright Organisation - for BEST (Business Exchange and Student Training), an intensive programme for entrepreneurship and management in Science & Technology aimed to train future leaders of the Italian business world. As a result, we granted fellowships to five Sardinian deserving young people who are undergoing training in the Silicon Valley.

These promising stays abroad perfectly fit into the themes and issues which will be tackled in the 2019 Learning by Leaving which I had the honour to open. Let me finish by wishing you *buon lavoro!*



## Salvatore Pirrone

ANPAL **Director General**

*(National Agency for Active Labour Market Policies)*

A Law school graduate, Salvatore joined the Public Administration (PA) management upon completing the first course-PA management training (1997-2000).

From 2000 to 2007 he was the Head of the Studies and Research Office at the Ministry of Labour. The following year he worked with the Secretariat of the Under Secretary of State at the Council of Ministers Presidency. From 2008 to 2013 he served at INPS (National Institute for Social Security), dealing with income support and tax revenue, Deputy Director. From 2013 to 2016 he directed, at the Ministry of Labour, first the Directorate-General for active and passive market policies and then the Directorate-General for active policies, services for employment and training.

On behalf the 2019 Italian Organizing Team, it is a pleasure to welcome you here today. I am delighted to welcome such an impressive pool of experts from the EURES, Eurodesk, Euroguidance and Europass networks here today to participate and share in our 2019 Learning by Leaving Conference. Thank you for coming.

We all know how **learning and work mobility is a powerful way** to develop competences for life. It is also important to develop a person's employability, and there are many studies showing these various positive outcomes. We are also fully aware of the positive impact of international mobility for personal development, social inclusion and employment prospects. This is why **turning mobility from an exception into a rule** at all levels **should be our collective aim**.

However, achieving this means overcoming a number of **barriers** that, as mobility experts and advisers, you are faced with daily. As a matter of fact **widening access** to mobility opportunities means that the EU but also all of us in our respective countries, working either at regional or local level should invest more in mobility initiatives and make mobility an integral part of general education.

In this respect ANPAL – the Italian National Agency for Active Labour Market Policies - is no doubt a new player. Our agency was set up two years ago. Still ANPAL is very well-placed as we host not only the Italian EURES Coordination Office, but also the Euroguidance and Europass National Contact Points. An added value is that our Teams joined forces under a single three-year work programme together with Eurodesk Italy. Eurodesk is our full-fledged partner in this journey which I would like to especially thank for co-organising this event. By joining forces across different networks and mobility schemes our objective at ANPAL is to deliver better services to our clients.

The Cagliari Conference now provides us with a unique opportunity to signal ANPAL commitment to making mobility opportunities more accessible to a much wider and diverse number of potential clients. What we do know, however, is that **learning mobility and international work placement rates in Italy** have not always been satisfactory:



On one hand:

- Only 5.3% of Italian tertiary education students spend a study period abroad;
- Only about 5,600 Italian nationals found a job abroad in the 2018-2019 time period through the support of the Italian EURES Network;

On the other hand:

- Since April 2017, NEC Italy issued approximately 32,500 Europass Mobility documents (mainly linked to the Erasmus+ projects);
- In the period January-August 2019 Italy was the first European country using the Europass CV with about 4 million Europass CVs generated online from the Cedefop web site. In total, from 2017 to 2019, Italian users generated on line approximately 13,600,000 Europass CVs.

Finally, the Erasmus+ financial resources do not appear adequate. In Italy, in the period 2014-2019, the average success rate was 22%. This is why our Ministry of Labour, the Erasmus+ VET National Authority, is considering financing selected mobility projects in the reserve list with national funds.

Going back to the **Conference themes**, it is plain that there still exist a number of barriers which explain these unsatisfactory mobility rates for Italian nationals. At the same time I am sure that, as mobility experts, you feel that a lot remains to be done to improve access to mobility opportunities in your countries too. We believe that we could make progress if we use this invaluable time together to tackle some broad themes.

In particular we would be eager to exchange views on ways to do things better in three areas.

#### **Reaching our end users**

We would like to explore questions such as:

Can we think of new ways to reach our target groups?

What should we do differently to get the employers on board?

#### **Building our capacity**

As mobility experts, which competences should we (further) develop?

Which tools/initiatives can help us improve our e-guidance capacity?

#### **Making competences visible**

How can competences acquired abroad be transferred and recognized?

What role can digitalisation play in the process?

These are very broad themes which I am certain you can all relate to. But we do welcome the opportunity and look forward to explore a range of **additional topics** or burning issues concerning learning and labour mobility that you, as experienced mobility facilitators, feel strong about. **This is precisely the spirit of our Unconference** that was mentioned in the invitation you received.

So I would like to close by delivering you one single message

**Prepare yourself to be challenged, excited and inspired.**

# Keynote speeches



## Denis Genton

**Head of Unit** D.1 in *DG Employment, Social Affairs and Inclusion* of the European Commission.

Head of Unit since June 2013, today his file deals with labour mobility in the EU. This includes, among other things, the supervision of the implementation by the Member States of the European rules applicable to labour mobility, as well as the close follow-up of the EURES → employment services network and the platform tackling undeclared work. He was also part of the team negotiating the establishment of a European Labour Authority, recently approved by the Council and the European Parliament. Previously he was a Member of the Cabinet of Mr Andor, Commissioner for Employment, Social Affairs and Inclusion. From 2004 to 2009, he was a Member of the Cabinet of Mr Šemeta and Ms Grybauskaitė, EU Commissioners for Budget and Financial Programming. Earlier Denis had been working for the Secretariat General, and DG Education and Culture. He joined the Commission in 1994 as a civil servant. He earned his degrees in Political Science at the University of Strasbourg and at the College of Europe in Bruges, and his degree in European Law in Nancy.

## Job mobility in EU: policies, programmes and future scenarios

Denis presented the latest developments in the field of EU labour mobility by touching upon three main points: relevant facts and trends, supporting tools and, the newborn *European Labour Authority* (ELA). By way of introduction he recalled that a total of 17 million EU citizens, (4% of the working age population) were living and working abroad in 2017 and how this trend is on the rise.

Denis then argued that the EURES network and the European mobility portal (the top three visited EC sites!) support the free movement of workers in many ways, a fundamental principle enshrined in the EU Treaty. Applying this principle, however, might encounter limitations to the right to move, due to time/geographical constraints, grounded on public security or policy concerns, or residence requirements for people not working, just to mention a few.

Next he focused on EU mobility imbalances, as workers tend to move where jobs and higher earnings are available. 75% of mobile workers are currently moving to five countries (DE, UK, FR, ES, IT) and over 50% of them come from five countries (BG, RO, PL, IT, PT). Labour mobility might also pose challenges and threats for sending countries, such as depopulation, ageing and defensive attitude towards mobility for receiving countries, especially in low-income segments of the population. We should therefore consider changing the narrative of mobility taking into account these challenges and the growing malaise in the public opinion.

Finally, Denis touched upon the issue of global markets with EU-wide supply chains on one hand which are scarcely compatible with national rules in labour law, social security and taxation, and the potential consequences, obstacles to high-skill mobility and regulatory complications for companies and workers on the other hand. Still, despite the limits of EU labour and social policy, the goal of fair, simple and effective labour mobility remains the vision to be pursued. The ELA's main objectives - strengthening cooperation between national authorities and ensuring easy access to information and labour mobility services - move in that direction.



## Carlo Scatoli

**Policy Officer** in DG Employment, Social Affairs and Inclusion of the European Commission.

Senior Expert on Skills and Qualifications, has been involved for 20 years in the development and coordination of European instruments supporting learning and career mobility. He coordinated the implementation of Europass, the European Qualifications Framework and ECVET, followed the works of the Euroguidance network and represented the Commission in the European Lifelong Guidance policy Network. A Philosophy graduate from the University of Padoa, before joining the Commission, he worked in tourism, catering, construction, software development, documentation, social research and translation.

## Skills on the move

In his presentation "*Skills on the move*" Carlo focused on the close connection between undertaking mobility projects and acquiring and/or strengthening individuals' skills. He highlighted how skills are "mobile": though within stable areas, skills are transformed over time to meet new professional needs and technological innovations. If skills change, mobility has changed too, mainly under the Erasmus programme.

Compared to the past, also thanks to greater investments, both short and long-term mobility are well designed and prepared by both sending and receiving organisations. In addition, new tools are available, such as the *Erasmus App*, the *European Student Card* and *Erasmus without paper* which represent a step forward towards a European digital society and a European Education Area. Carlo next focused on what is needed to make the most of a mobility experience. Employment services should be considered the most relevant option to offer a virtuous mobility experience.

In this respect the new Europass portal may make a significant contribution as this interface tool is expected to allow students to document their study and work experiences, and receive relevant information on learning and occupational opportunities to improve one's own career and undertake additional study and training projects.

In particular, with the new Europass portal, the E-Portfolio will provide a personal space (My Europass) to record and document a person's working life, since the mobility experience has enriched individuals' skills when these skills are used to ensure a well-thought-out insertion in the labour market.

# Lottery of questions



## “The lucky picks”

**We organized our Q&A session in the form of a lottery of questions. Participants were asked to write down their questions on cards in small groups. Here are the lottery picks that were given an answer to.**

### In what way do you see the relation between education sector and labour market sector when it comes to learning mobility? (focused on end users)

The relation depends much on the kind of learning mobility. There is a very visible link if the learning mobility traineeship is in a company which is the majority of vocational mobility and that is now increasingly used in higher education. Rather obviously a traineeship in a company can be a good asset to present to a potential employer when a person comes back to find his/her way into the labour market. Or it can be a very direct employment opportunity because the company where the traineeship is carried out might offer the trainee a job. This is particularly easy for multinational companies which have operations in the countries of both the sending and the hosting organisations.

While leaning mobility is more a period of study this link depends much on the mobile learner's personal

plans. In higher education mainly periods of study abroad are closely linked to the syllabus of the higher education sector. Whether there is a direct link or not to an occupational perspective depends on the content of the mobility and the kind of study undertaken. For the STEMs, for example, a person studying chemistry or engineering may not work in a company and remain in his/her higher education institution abroad and still carry out a project, which can be quite a good asset for the person to access the labour market.

### How do you see the role of guidance in giving more value to the content of the learning mobility experience?

I would say that it can be seen in two phases. First of all in the preparation of the mobility experience. Guidance counsellors can be helpful with mobile learners to choose an appropriate mobility experience based on their needs for skills development or simply their intellectual interests and career plans. In the second phase career counsellors can support people who come back from a mobility experience in making use of the skills acquired which should, in principle, be documented in documents such as the EUP Mobility or the ECTS transcript of records. So guidance counsellors might support people in better presenting the skills acquired through mobility and might assist them in choosing possible forms of

support, for instance which EUP tools, how to use the EUP portfolio and in general how to connect to the labour market. This can be done by both Eurodesk and EURES, and so on.

## What has really changed in the new Europass in comparison with the old Europass?

Quite simply the new EUP will absorb the old EUP under the name of the European e-portfolio, which will be a portfolio document just as the current EUP that was built around these five documents. They will remain available in the new EUP. The new EUP will include this dimension of e-portfolio which seeks more integration with other tools. These are those being developed for the implementation of the Erasmus programme, such as the Erasmus without papers tool up to the European Student Card. It will also include another dimension of further review of the huge information provision: information on mobility opportunities, opportunities for education and training in general and information on qualifications, validation and other related issues.

In the rebuilt area of digital credentials there are no specific tools for digital signature. There will be a European framework which should be applicable for a number of tools for digital signature. Digital signatures will be used for instance by institutions which award qualifications and which need to sign them. But also for tools like the EUP Mobility which are not qualifications but need to be signed by third parties, not by the learner.

## How to encourage cross-institutional cooperation between the 4 Networks (e.g. when they are not located in the same institution)?

First of all the Commission's plan is to keep the Networks alive, to continue to support them through the new Erasmus Programme which, in principle, has a much bigger budget than it used to have until now. It will also be possible to increase the allocations to the Networks.

This, of course, will need to be discussed together with the Erasmus Committee, as it is the Committee that decides the amount to be given to each item

in the Annual Work Programme. It will therefore be appropriate if the Networks need a bigger budget to discuss it with their national delegates in the Erasmus Committee.

## Which will be the future of the networks in terms of:

- cooperation
- budget allocation/improvement
- visibility

As for cooperation between networks and opportunities to promote cross-institutional cooperation one way is, of course, to organise events like the Cagliari Learning by Leaving Conference that bring the different Networks together. We are also more and more inviting representatives of different Networks in specific events. We have done so in a number of different peer-learning activities organised for the implementation of ECVET. We also do organise Joint Meetings of the EUP, EG and EQF Networks; they may be extended, on specific occasions, to EURES representatives depending on the specific agenda of the Meeting.

We are exploring in the Commission new ways to ensure financial support of a network which might also improve cooperation. One effective way would be to include all the Networks in the agreement with the national Agencies. This would ensure on the one hand that all the Networks respond to one single national entity; it might also give national authorities greater flexibility in managing the budget because they might decide, for example, one year to focus more on EURES, one year more on EG, based on national needs. This solution will certainly enable the Networks to cooperate more closely thanks to the budget being managed by the National Agency.

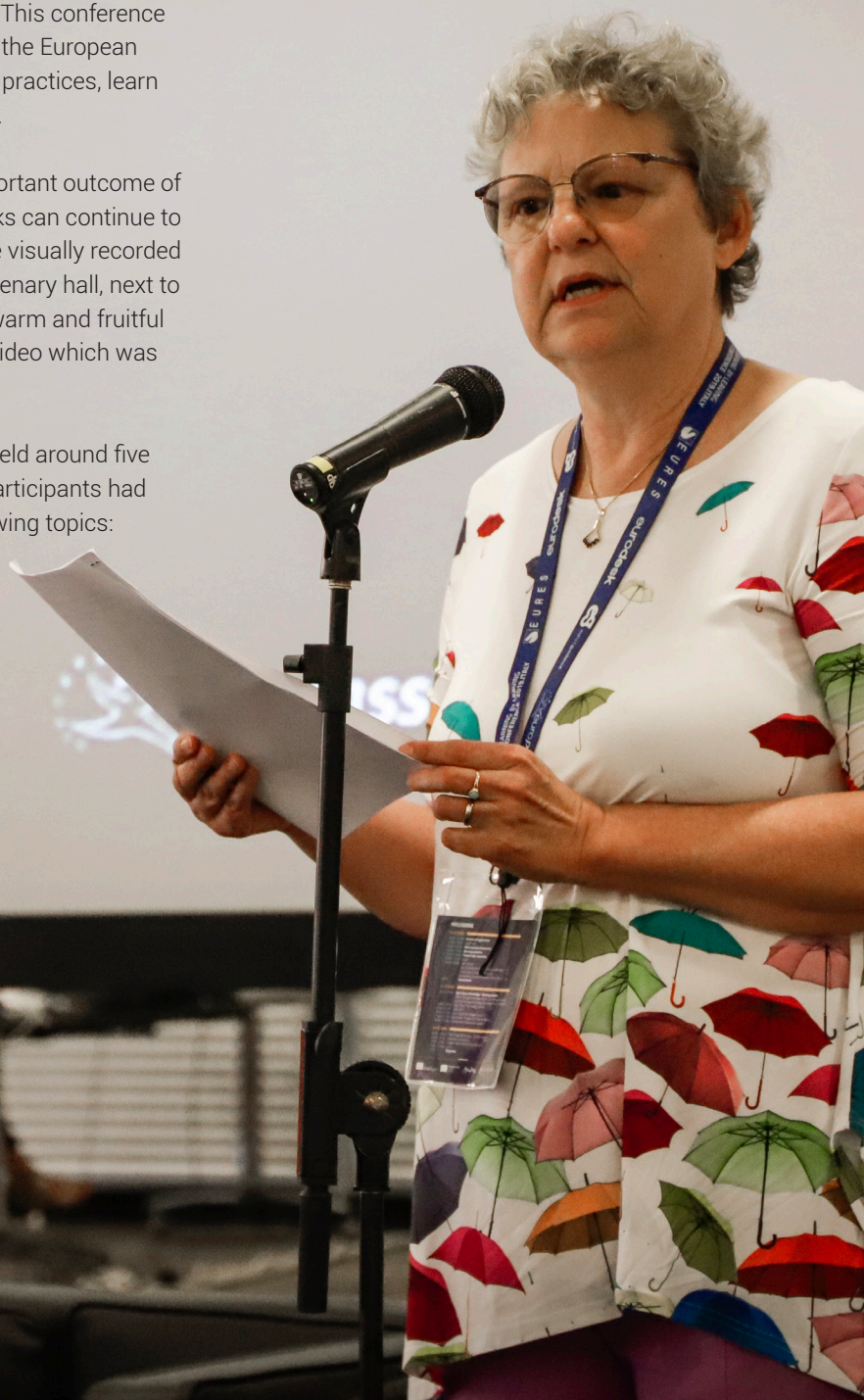
About visibility of the Networks, this very much depends on one hand on the institutional procedures and, again, their inclusion in the national Agency would facilitate their visibility. Cross-visibility can be reinforced by the events they each organize. Today it is very important to use social networks. This will be done more and better at European level but it will be much more effective if done at national level so as to mutually reinforce their respective outreach activities.

# Outcomes from the Cologne Conference

On behalf of Euroguidance, EURES, Eurodesk and Europass Germany, Ilse Lore greeted all participants and thanked the Italian colleagues for organizing the second Learning by Leaving Conference. This conference series is intended to offer a platform for the members of the European networks where they can meet regularly, exchange good practices, learn from each other and initiate joint activities, Ilse Lore said.

The Cagliari Conference may be considered the first important outcome of the Cologne Conference held in November 2018; networks can continue to work on what started there. The Cologne outcomes were visually recorded by Filippo Buzzini, whose artwork was displayed in the plenary hall, next to the ongoing graphic recording of the Cagliari days. The warm and fruitful atmosphere in Cologne is witnessed by the conference video which was displayed: <https://youtu.be/Ms25mxp6DVw>.

In terms of themes and outcomes, 11 workshops were held around five thematic fields in Cologne. After the workshops, many participants had expressed their interest to continue working on the following topics:







## Motivation and Information

Peer-to-Peer concepts on mobility – Let us transfer existing concepts to other networks and countries

Information and Motivation campaigns on mobility – Let us create prototype activities within our four networks

## Training and Qualification

Use of ICT for Competence development of guidance professionals - Let us work together to further develop existing online-tools and courses for mobility guidance

MOOCs a format for large-scale training and qualification – Let us gain experience with MOOC seminars and share your expertise at the next LbyL Conference

## Guidance Processes

Guide my way - A European guidance concept for mobility of the youth – Let us map out different counselling concepts in Europe

## Certification Process

Online badges – a creative tool for the certification of mobility experiences – Let us create an e-learning community for badges

Ilse Lore concluded that in Cagliari attendees would have the opportunity to continue working on these issues with a view to improving closer cooperation among the networks, as well as the overall service provision.

**Ilse Lore Schneider**, Euroguidance Germany





# Day 2 Learning across networks



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## OPEN SPACE TECHNOLOGY

1

Whoever comes is the right people

2

Whatever happens is the only thing that could have

3

Whenever it starts is the right time

4

When it is over it is over

20

## The Law of Two Feet

If at any time you find yourself in any situation where you are neither learning nor contributing: go someplace else.

SUPPORTERS



# Objective and work method

To promote everyone's active engagement, we, the Italian Organizing Team, adopted the **Open Space Technology** (OST) method, a participant-driven process whereby the agenda is created by participants themselves.

In contrast with pre-planned conferences where who will speak at which time is scheduled in advance, OST sources participants once they are physically present at the live event venue. Open Space meetings are commonly referred to as "unconferences" because both the agenda and the discussions are developed by participants.

As result, in Cagliari our actual agenda and schedule were mostly unknown until Day 2! Monica Puel, our professional facilitator, opened the plenary session by briefly explaining the method, including its "Laws" so that participants were able to develop both the agenda and the topics for group discussion. This ultimately kicked off a pleasant and fruitful workday with 18 self-organised groups that passionately debated in different corners of the venue.

The outcomes - built into the process – mirror the genuine interests and sense of ownership of those who participated. By the end of the day, each group had produced a report summarizing the key outcomes of the discussion. We present these inspiring instant reports in the following pages.



*Monica Puel, ANPAL  
opening the OST session*

# Groups and reports at a glance

A number of self-organised groups passionately debated on a range of topics. We clustered these topics around five thematic areas.

| Capacity building   | Globalisation & Inclusion   | ICT & Web-based solutions                                      | The New Europass  | Sustainability                    |
|---|---|--|---|-----------------------------------|
| Competence Developments for Guidance Practitioners on Learning Mobility | How can our networks contribute to the making of global citizens? | Digital tools  | Europass insights into the new Europass portal and its services | How can we work more sustainable? |
| E-course in mobility guidance for guidance professionals                | How to work with third countries                                  | How to use social media to engage target groups?               | New Europass Portal   | Sustainable Mobility              |
| Good practices on working together at national level                    | Inclusion in mobility   | Online/offline outreach  |   |                                   |
| Learning mobility for guidance professionals                            | Preparing for the post-Brexit mobility world and information!     | Presentation of the EMA, the languages and the functionalities |   |                                   |
| Shared learning environment for our professional development            |   |  |   |                                   |
| What tools exist in our networks to measure the impact of our services? |   |  |   |                                   |

22

The following reports reflect the views, opinions and recommendations of the participants listed therein.

*Enjoy the reading!*



# Capacity building

## Competence Developments for Guidance Practitioners on Learning Mobility

### Convener

Ellen Hagen - Euroguidance Norway

### Participants

|                     |              |             |
|---------------------|--------------|-------------|
| Mia Troel           | Euroguidance | Croatia     |
| Ilse Lore Schneider | Euroguidance | Germany     |
| Ralfs Spade         | Euroguidance | Latvia      |
| Jurate Tamosaityte  | Euroguidance | Lithuania   |
| Eva-Maria Ternité   | Euroguidance | Netherlands |
| Dik van der Wal     | Europass     | Netherlands |

### Summary of the discussion

- How do you become a guidance practitioner in the first place?
- Every country has its own system. Education, training, continuing education.
- There are different levels, practitioners, professionals specialists.
- Common feature is the lack of resources.

### Recommendations

- Be aware of portals and databases for Learning Opportunities
- Go abroad yourself. Long term/short term
- Financial information is very important
- Follow up: Reflect together with the student
- Psychological aspects of all phases of mobility: The Mobility Advice Interview publication can be re-used
- Nordic-Baltic online course maybe can become the Euroguidance online course
- Country-specific approach
- Some common features, but very context-bound
- Personal network is important
- Systemic factors influence the possibilities for guidance practitioners
- Also the role of parents is important. Costs, assumptions of costs
- Not only formal education
- Circular mobility – new concept which needs to be dealt with
- The Academia programme is available for guidance practitioners



## E-course in mobility guidance for guidance professionals

### Convener

Nichlas Malmdahl - Europass Sweden

### Participants

|                       |              |             |
|-----------------------|--------------|-------------|
| Mia Trcol             | Euroguidance | Croatia     |
| Birtha Theut          | Euroguidance | Denmark     |
| Margit Rammo          | Euroguidance | Estonia     |
| Juuli Juntura         | Euroguidance | Finland     |
| Isabelle Dekeister    | Euroguidance | France      |
| Ralfs Spade           | Euroguidance | Latvia      |
| Nina Ahlroos          | Euroguidance | Sweden      |
| Mads Madsen Henriksen | Europass     | Denmark     |
| Dik van der Wal       | Europass     | Netherlands |

### Summary of the discussion

Nordic-Baltic Euroguidance Centres are planning an e-course on mobility guidance.

Euroguidance Sweden and Euroguidance Estonia already have an online course.

In France also a course is to be launched soon, during the Erasmus Days (DINAMO on-line course = Discover-Inform-Go along\_Mobility-Orientation).

EURES advisors have a similar kind of course but it is provided by the European Commission.

Target group: guidance practitioners on upper secondary level.

The course would be free for the participants; it would be available in Moodle.

Support before, during and after going abroad → guidance counsellors can help the students.

- What skills and competences should guidance practitioners themselves have?
- A meeting/communicating place in the portal where the course is?
- A badge/diploma/ECTS after completing the course?
- Should we present the tools of other networks, like Europass, Eurodesk, EURES?
- Information about the new Europass could be included in the course
- Can we include the new Europass before it is actually available to users?
- Should we include national opportunities in the course? There are different opportunities in different countries. In the course there could maybe be a part in which you choose according to your home country
- The importance of mobility in national legislation and strategies– What about on the Nordic-Baltic level? There is no common strategy but it varies according to country

European Quality Framework

Europass mobility passport + Youthpass (Youthpass is more for self-evaluation and it is not a certificate)

In the Netherlands there is a pass used at national level in which volunteer work etc. can be included

European student card

There are a lot of tools and portals; How to pick the most relevant for the online course?

It is important to include stories and experiences of students who have been abroad → motivation & inspiration!

Self-assessment at the beginning of the course and after the course

In the pilot phase feedback from the participants

How to get the participants engaged in the course? The idea is to open one module at a time and, when a participant has completed a module, he/she can continue to the next module

## Recommendations

- To look at the Europass mobility certificates and Youthpass
- To consider including the new Europass in the course
- To include self-assessment tools that are motivational and inspiration for young people
- To include general information about how many people go abroad
- To include motivational videos
- If there are some national differences, the participant could choose his/her own country
- Keep it simple – the most relevant sources for the target group



## Good practices on working together at national level

### Convener

Zsófia Bertalan - Eurodesk Hungary

### Participants

|                           |          |             |
|---------------------------|----------|-------------|
| Mario Della Schiava       | EURES    | Luxembourg  |
| Erik van den Broek        | Europass | Netherlands |
| Ratka Repiská             | Europass | Slovakia    |
| Zuzka Spodniakova         | Europass | Slovakia    |
| Other participants' names | n.a.     |             |

### Summary of the discussion

- Share some good examples on cooperation at national level
- Joint mailing of publications, leaflets (Europass, EURES, Euroguidance, Eurodesk and EQF)
- Thematic day on employability – NAVIGATOR
- Joint workshops on inclusion in learning mobility in Slovakia – huge success, they will continue
- Invite representatives/coordinators to each other's national network meetings
- Share presentations – great idea!
- Prepare common leaflets
- Share/split costs – plan budget together for example for a joint large-scale event
- Know about the services of the others – «Hide the wiring»
- Cooperation at national level depends on personalities, willingness and motivation of coordinators. And of course on the directors of the NAs
- «Not competing, but collaborating»
- Invite other networks as well (EuropeDirect, EQF,...)
- Difficulties: the structures of these networks are different (national, regional or local)

### Recommendations

- Cooperation at EU level (European Commission)
- Meet at national level!
- Working together is encouraged, but not specified how/when/to what extent, etc.

## Learning mobility for guidance professionals

### Convener

Jonas Larbig - EURES Germany

### Participants

|                    |              |         |
|--------------------|--------------|---------|
| Antonis Kafouros   | EURES        | Cyprus  |
| Monika Toiger      | EURES        | Estonia |
| Birtha Theut       | Euroguidance | Denmark |
| Margit Rammo       | Euroguidance | Estonia |
| Isabelle Dekeister | Euroguidance | France  |
| Nina Ahlroos       | Euroguidance | Sweden  |

### Summary of the discussion

Having personal learning experience as a guidance professional is an important prerequisite to be able to support clients in mobility. Currently learning mobility with Erasmus+ is limited for guidance practitioners – in many countries professional associations are not able to apply for KA1.

SALTO Youth is financed by Erasmus+ and has many opportunities for professionals in the field of youth work. This kind of approach could be implemented under the Erasmus+ for guidance professionals at all levels (adults and all levels of education). Salto is a network of six centres (BE, EE, DE, FR, PL, SI).

Inadequate professional language skills is one of the main obstacles why professionals hesitate to engage themselves in international co-operation. There is a need for tools to support professionals. Currently OLS (Online Linguistic Support – online language learning environment) is available only for Erasmus+ students.

Academia network and Academia exchanges have been a successful framework for international exchanges in the field of guidance. There is a great source of experience the new 2020+ Programme could learn from.

EURES has an Academy to support the competence development of EURES personnel (external contractor Ernst&Young). This way of learning could be made available for Euroguidance staff as well.

### Recommendations

- To National Erasmus+ Agencies: To open up the learning mobility opportunities for guidance institutions, including associations
- To EU 2020+ planning teams: Include guidance professionals as the target group of learning mobility
- Euroguidance could be systematically involved in planning and implementing learning mobility for guidance professionals
- SALTO Youth could be used as a mechanism for 2020+ to support international learning mobility for guidance professionals
- Open up OLS for guidance professionals
- EURES Academy training opportunities could be made available to Euroguidance personnel

## Shared learning environment for our professional development

### Conveners

Alexandra Enzi - Europass Austria  
Erik van den Broek - Europass Netherlands

### Participants

|                     |              |             |
|---------------------|--------------|-------------|
| Monika Toiger       | EURES        | Estonia     |
| Margit Rammo        | Euroguidance | Estonia     |
| Isabel Goette       | Europass     | Germany     |
| Ilse Lore Schneider | Euroguidance | Germany     |
| Claudia Silvestroni | Euroguidance | Germany     |
| Eva Maria Ternité   | Euroguidance | Netherlands |
| Angela Grieco       | Europass     | Italia      |
| Sofija Petrovic     | Europass     | Serbia      |

### Summary of the discussion

Firstly there are regular changes in the staffing within the four different Networks represented and regular changes occur in the products or processes, which create the need for continuous professional learning and development. Secondly, there is a large overlap in the knowledge needed by these Networks. To some extent, training material has been developed, but is mostly not accessible in a central place by the whole combined networks.

These remarks lead to the following question: Would it be useful to create a common "learning place" for mobility workers (as we are), that offers training courses (these might even be completed with an assessment and earning open badges) on all the interesting themes and products we are working with? The answer to this question was a unanimous "Yes"😊

### Recommendations

- Form a small task force with a couple of people from each of the four Networks (as an example, Euroguidance already has a staff Competence Development Group)
- Start gathering learning material
- Possible subjects for courses would include:
  - o basic info on EURES, Euroguidance, Eurodesk, Europass
  - o intercultural competences
  - o guidance competences
  - o soft skills
  - o how to teach learners how to use an e-portfolio and how to articulate your competences
  - o themes like context of mobility, learning mobility, labour mobility
  - o EU-programmes and regulations
- Involve colleagues with e-teaching skills to develop some first e-courses
- Technical expertise needed also
- Content management approach is to be defined also
- Courses can be in English (at least... to start with)
- Start with a closed environment, open up later, if possible
- Present a first result at the next LbyL Conference in Vienna (June 2020) as a starting point to work further on

## What tools exist in our networks to measure the impact of our services?

### Convener

Ilse Lore Schneider - Euroguidance Germany

### Participants

|                         |              |            |
|-------------------------|--------------|------------|
| Marielle Leonard        | EURES        | Belgium    |
| Monika Toiger           | EURES        | Estonia    |
| Catia Mastracci         | EURES        | Italy      |
| Mario Della Schiava     | EURES        | Luxembourg |
| Madeleine Deland        | EURES        | Sweden     |
| Melanie Welters         | Eurodesk     | Germany    |
| Sofija Petrovic         | Eurodesk     | Serbia     |
| Birtha Theut            | Euroguidance | Denmark    |
| Isabelle Dekeister      | Euroguidance | France     |
| Claudia Silvestroni     | Euroguidance | Germany    |
| Mette Engel             | Euroguidance | Luxembourg |
| Anita Kardos            | Europass     | Hungary    |
| Ángeles Fernández Melón | Europass     | Spain      |

### Summary of the discussion

#### Sharing experience/practices

- **Europass Hungary:** survey on the website about the tool → issue: negative answers (people who are happy don't use the service); face-to-face interviews with employers during fairs → very helpful to get their feedback
- **EURES Sweden:** statistics on outreach/contacts
- **Euroguidance/Europass Luxembourg:** surveys in school projects/coaching
- **EURES Germany:** Europe-wide indicators (i.e. statistics: number of contacts, etc.)
- **Eurodesk Germany:** internal self-evaluation on quality to improve services & identify where help is needed, survey at the end of emails to young people, statistics of contacts
- **Serbia (all Networks):** surveys after specific events, webinars, etc.
- **Europass Spain:** automatic statistics from the online-tool, satisfaction survey as a condition to receive attendance certificate for events, Google analytics for social networks
- **Euroguidance Denmark:** evaluate all activities
- **EURES Italy:** PMS (property management system) tool, customer service survey (quantitative); survey to know the impact of EURES services for young people who participated in the projects → gain qualitative information
- **EURES Estonia:** new customer satisfaction tool → gain more qualitative information
- **Euroguidance Germany:** customer feedback, before and after questionnaires

#### Issues/open questions we are facing

- We are expected to provide numbers but how to do this meaningfully?
- How do we measure impact? What is good impact?
- At what time of the guidance process should we ask people the question?
- What do we do with the statistics? How do we interpret them?

### Tools

- Surveymonkey
- Limesurvey

If you know any more, please write them in the online-document >>link below>>

### Recommendations

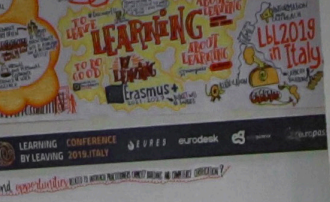
- List of links of survey-providers that are protecting the user data
- Share indicators that are used in the different Networks to share ideas

Open Document To Share Indications & Survey Tools:

<https://medienpad.de/p/LBLmeasuringsuccess>

Please continue discussing & sharing! No need to register





# Globalisation & Inclusion



## How can our networks contribute to the making of global citizens?

### Convener

Claudia Silvestroni - Euroguidance Germany

### Participants

Marielle Leonard      EURES      Germany

### Summary of the discussion

Definition: "A global citizen is someone who is aware of and understands the wider world – and their place in it. They take an active role in their community, and work with others to make our planet more equal, fair and sustainable." ([www.osfam.org.uk](http://www.osfam.org.uk))

No discussion took place because of the small number of participants.

Marielle and Claudia chose to join other discussion groups.



## How to work with third countries

### Convener

Maria Jose Arias - EURES Spain

### Participants

|                     |          |                |
|---------------------|----------|----------------|
| Barbora Tekin       | EURES    | Czech Republic |
| Antonis Kafourous   | EURES    | Cyprus         |
| Nathalie Rivault    | EURES    | Germany        |
| Aikaterini Flaka    | EURES    | Greece         |
| Germana Monaldi     | EURES    | Italy          |
| Liga Bau fale       | EURES    | Latvia         |
| Kristine Stasane    | EURES    | Latvia         |
| Mario Della Schiava | EURES    | Luxembourg     |
| Jeff Hurt           | EURES    | Luxembourg     |
| Madeleine Deland    | EURES    | Sweden         |
| Sophie Gremaud      | EURES    | Switzerland    |
| Reinhard Schwalbach | Eurodesk | Germany        |
| Valeria Scalmato    | Europass | Italy          |
| Imrem Ombaşıoğlu    | Europass | Turkey         |
| Ismail Ozdogan      | Europass | Turkey         |

### Summary of the discussion

- How we work with people from third countries living already in Europe
- How to recruit in third countries for European companies
- How to promote fair mobility starting from the origin in third countries

### Recommendations

- Trying to enlarge UE cooperation with third countries
- There is a need to recruit in third countries to fulfill the growing LM needs in Europe, but procedures and legal obstacles make it difficult
- Should EURES be extended to other third countries? In which way?
- Is it fair that third country legal residents in Europe cannot apply for mobility schemes? Recommendation for the next Programming Period
- There is already a workforce (migrants, refugees, asylum seekers, ...) from third countries in Europe looking for a job and UE countries do not consider them professionals able to fit their vacancies
- Need more money to fund new programmes (language, induction, integration, ...)
- Need an easy procedure for skills recognition accepted all over Europe
- Need specific programmes as part of the MoU (Memorandum of Understanding) between UE countries and third countries (grants for interviews, language courses, relocation, qualifications, skills recognition, integration, information points, ...)
- Humanitarian processes and full UE engagement should be reinforced
- UE countries have a sort of cultural/historical relationship with other third countries that could be considered in a more efficient way
- European institutions, as the PES Network, should share success stories to promote fair mobility with third countries

## Inclusion in mobility

### Conveners

Alena Brunner - Eurodesk Austria  
 Susanne Krischanitz - Euroguidance Austria  
 Alexandra Enzi - Europass Austria

### Participants

|                              |          |          |
|------------------------------|----------|----------|
| Sabrina Brigitte Romstaetter | EURES    | Germany  |
| Germana Monaldi              | EURES    | Italy    |
| Melanie Welters              | Eurodesk | Germany  |
| Óli Örn Atlason              | Eurodesk | Iceland  |
| Mads Madsen Henriksen        | Europass | Denmark  |
| Isabel Goette                | Europass | Germany  |
| Csilla Szabo                 | Europass | Hungary  |
| Solveig Sigurdardottir       | Europass | Iceland  |
| Valeria Scalmato             | Europass | Italy    |
| Pablo Martins                | Europass | Portugal |
| Catarina Oliveira            | Europass | Portugal |

### Summary of the discussion

The group discussed important topics to possibly be included in the 2020 LbyL Conference in Vienna.

The main ideas included:

- Ambassador systems (role models) are needed to reach disadvantaged groups
- There needs to be a training on easy language writing and online accessibility of our information (Tip: Bezev in Germany offers training for Eurodesk)
- The new Europass portal and other websites (Erasmus+ mobility tool) have to be barrier-free. They have to be easy to use also for people with disabilities or socially disadvantaged groups. There are language barriers for third country nationals. Basic information should also be provided in important migrant languages. There should be a workshop offered by the European Commission at the next LbyL Conference

### Recommendations

- Non-EU nationals are currently excluded from many EU programmes and initiatives. This has to be changed at EU level

## Preparing for the post-Brexit mobility world and information!

### Convener

Malgorzata Fiedot-Davies - Eurodesk Ireland

### Participants

|                     |              |         |
|---------------------|--------------|---------|
| Jonas Larbig        | EURES        | Germany |
| Germana Monaldi     | EURES        | Italy   |
| Madelaine Deland    | EURES        | Sweden  |
| Claudia Silvestroni | Euroguidance | Germany |

### Summary of the discussion

- Brexit as challenge but also an opportunity! For example to discover and promote new destinations to work, study, etc. (Ireland – a new destination “replacing” the UK?)
- Promoting other- than-English languages
- Cooperation with relevant embassies in the UK
- Preparing information for returned migrants from the UK (expats): labour market, etc.
- Up-skilling multipliers: new destinations, current situation: mobility to and from the UK

### Recommendations

- All four networks preparing together an **information kit for mobility advisors**
- Post-Brexit & mobility – topic for the **next LbyL Conference!**





# ICT & Web-based solutions

## Digital tools

### Convener

Ghita Kraszuk - Eurodesk Belgium

### Participants

|                       |          |         |
|-----------------------|----------|---------|
| Grazia Cannarsa       | EURES    | Belgium |
| Aria Rouvari          | Eurodesk | Finland |
| Mads Madsen Henriksen | Europass | Denmark |
| Sofija Petrovic       | Europass | Serbia  |

### Summary of the discussion

- Interoperability, competence profile mapping tool, ESCO platform
- MOOC open platform - online courses on career guidance and mobility
- Udemy courses, webinars (live sessions, at least 2-5/month, 10-40 participants)
- Two databases, study in Serbia
- EMA - digital assistant (Eurodesk Chatbot on Facebook Messenger)
- European Opportunity Finder
- Offering guidance for NEETs

### Recommendations

- Interoperability between all platforms
- Expansion of the services

## How to use social media to engage target groups?

### Convener

Giovanna de Mottoni - Euroguidance Italy

### Participants

|                            |              |             |
|----------------------------|--------------|-------------|
| Monika Toiger              | EURES        | Estonia     |
| Jonas Larbig               | EURES        | Germany     |
| Mario Della Schiava        | EURES        | Luxembourg  |
| Irma Vijverberg            | EURES        | Netherlands |
| Óli Örn Atlason            | Eurodesk     | Iceland     |
| Malgorzata Fiedot - Davies | Eurodesk     | Ireland     |
| Mia Trcol                  | Euroguidance | Croatia     |
| Isabelle Dekeister         | Euroguidance | France      |
| Valentina Benni            | Euroguidance | Italy       |
| Jurate Tamasaityte         | Euroguidance | Lithuania   |
| Alessandro Catozi          | Europass     | Italy       |
| Tiziana Germani            | Europass     | Italy       |
| Catarina Oliveira          | Europass     | Portugal    |

### Summary of the discussion

#### **Which social media work best and why?**

It depends mainly on the target group(s):

- LinkedIn seems very effective to reach out skilled students, workers and high-qualified workers (i.e. engineers, IT workers, ...)
- Twitter to reach out multipliers
- Facebook to take parents on board and
- Instagram works best with the younger crowd, the most challenging people to reach out to

#### **It also depends on the country:**

- In one country, the choice was to invest in a single social media (FB) with a dedicated communicator; the choice was made after checking social media statistics (combined with a restricted community for experts)
- Checking social media statistics helps identify your organisation followers and, based on the findings, contents were customised and personas (18 year-olds, etc.) created. The outcome was having highly effective structured FB pages

#### **General concerns:**

- Publishing on social is time-consuming and organisations are typically understaffed
- There are concerns about the contents published/released and who can access such contents
- Privacy issues: Getting consent to publish pictures may be difficult during events, etc. Two tips are successfully used: 1. Ask participants to give consent on their registration form; 2. Provide cords to signal that a particular participant does not want to be included in the event pictures

#### **Effective web-based solutions adopted:**

- Using a chat on your organisation's website provides timely answers to clients/end-users
- Marketing measures can help your organisation determine when to post (example: on LinkedIn Monday and Thursdays work best)

- Buying advertisements on FB is cost-effective and allows your organisation to reach out potentially interested players (How? Use old applicants contact information and ask FB services to target look-alike groups)
- Posting on FB twice a day max and maybe not every day, as people may unfollow your organisation
- Creating specific groups on FB page
- Instagram tip: It is perhaps best to follow first and post contents only when your organisation has learnt to be likeable and "attractive"
- Ensuring a balance between multimedia (videos and pics) and text (little or none) depending on content
- When communicating on social media your organisation should consider:
  - Adopting an honest approach (Do not take yourself too seriously ☺)
  - Being funny (example: "Erasmus for pets" initiative)
  - Being original, putting something interesting
  - Using catchy/original/funny text in the first sentence.

### Recommendations

- Start by identifying your target group(s) and contents and work on your social media event coverage from there
- Do away with top-down communication management styles!
- Consult/talk to the people you have in mind to find out how to talk to them

### How?

For example:

- by organizing focus groups with youngsters
- by meeting students so as to get a desirable "ripple" effect





## Online / offline outreach

### Convener

Grazia Cannarsa - Eurodesk Belgium

### Participants

|                              |              |          |
|------------------------------|--------------|----------|
| Monika Toiger                | EURES        | Estonia  |
| Sabrina Brigitte Romstaetter | EURES        | Germany  |
| Alena Brunner                | Eurodesk     | Austria  |
| Ghita Kraszuk                | Eurodesk     | Belgium  |
| Melanie Welters              | Eurodesk     | Germany  |
| Óli Örn Atlason              | Eurodesk     | Iceland  |
| Ilse Lore Schneider          | Euroguidance | Germany  |
| Isabel Goette                | Europass     | Germany  |
| Solveig Sigurdardottir       | Europass     | Iceland  |
| Sofija Petrovic              | Europass     | Serbia   |
| Radka Repiská                | Europass     | Slovakia |

### Summary of the discussion

Presentation of some Eurodesk online tools used to engage young people and youth workers: Opportunity Finder, eurodesk.eu, European Youth Portal, Eurodesk Mobility Advisor.

### Offline activities

Eurodesk Euroclasses info sessions on:

- Euro volunteering > volunteering opportunities
- Euro participation > active participation in political processes

How to reach the people that we cannot reach anywhere yet?

- Specific activity to get in touch with those who are not connected
- Use social media influencers

### Offline outreach

- Festivals
- Campaign to go where young people are
- Whatsapp chat & call
- E-mails & phone calls can be a big barrier
- Facebook is not for young people anymore
- Create awareness of the benefits of being mobile (Euroguidance counsellors)
- Info sessions in schools promoting the different opportunities (funny ways) 200 ppl. It is important to make fun activities/info sessions: video, experiences, how accessible info officers are, have trained officers, humor, improvise
- Eurodesk Qualifying Training Programme (QTP) > learning tool to train the multipliers, who are in daily contact with young people, on the services they deliver
- Eurodesk e-Academy
- Info sessions in the schools: Always ask young people about ways to engage them
- Very difficult to reach out the NEETs

### Recommendations

- Better cooperation among the different networks Eurodesk, Europass, Euroguidance, EURES  
For example difficult to get to the schools for some countries but it is easy for other networks
- More knowledge of what the different networks do: for example employment sector does not know about the different informal learning opportunities available for young people

## Presentation of the EMA, the languages and the functionalities

### Convener

Ghita Kraszuk - Eurodesk Belgium

### Participants

|                       |              |             |
|-----------------------|--------------|-------------|
| Grazia Cannarsa       | EURES        | Belgium     |
| Jonas Larbig          | EURES        | Germany     |
| Germana Monaldi       | EURES        | Italy       |
| Zsófia Bertalan       | Eurodesk     | Hungary     |
| Maria Kapustová       | Eurodesk     | Slovakia    |
| Kathleen Lapie        | Euroguidance | Luxembourg  |
| Mads Madsen Henriksen | Europass     | Denmark     |
| Erik van den Broek    | Europass     | Netherlands |

### Summary of the discussion<sup>1</sup>

The Eurodesk best practice "Eurodesk Chatbot on Facebook Messenger" was presented and discussed. Named EMA (Eurodesk Mobility Advisor), it is a virtual digital Eurodesk officer providing youth friendly services to the Eurodesk target group to get fast and accurate information and access to Eurodesk services.

In order to ask EMA, users need to go on the Eurodesk Facebook page and start the conversation on Messenger. EMA guides the users through a series of questions in order to be able to provide them with the information they are looking for. It gives them useful links where they can explore opportunities or deepen their knowledge about anything they wish to know. At the same time, the bot supports hybrid human interaction and connects the users to Eurodesk officers so they can practically give them tailor-made information, counselling and specialised support.

EMA is a service available 24/7. The information stored in the system spans from studying to working to volunteering. By offering an automated yet tailored means to communicate it is an example of how new technology can maximise the time and resources to assist young people. This in turn increases the organisations' ability to deliver needed services and empower young people to get support and seek out opportunities.

Give a try to the Eurodesk chatbot at <http://ema.eurodesk.eu/>.

### Recommendations

- Make EMA more interconnected with other European services (EURES jobs)
- Develop more content
- Make it available on more platforms (outside Facebook)

<sup>1</sup>Source: <https://eurodesk.eu/2018/07/31/ema-eu-coe-youth-partnership/>



# The New Europass

## Europass insights into the new Europass portal and its services

### Convener

Csilla Szabo - Eurodesk Hungary

### Participants

|                              |              |             |
|------------------------------|--------------|-------------|
| Sabrina Brigitte Romstaetter | EURES        | Germany     |
| Katerina Vorster             | EURES        | Germany     |
| Irma Vijverberg              | EURES        | Netherlands |
| Sophie Gremaud               | EURES        | Switzerland |
| Alena Brunner                | Eurodesk     | Austria     |
| Óli Örn Atlason              | Eurodesk     | Iceland     |
| Margit Rammo                 | Euroguidance | Estonia     |
| Juuli Juntura                | Euroguidance | Finland     |
| Ralfs Spade                  | Euroguidance | Latvia      |
| Nina Ahlroos                 | Euroguidance | Sweden      |
| Angela Grieco                | Europass     | Italy       |
| Ari Rouvari                  | Other        | Finland     |

### Summary of the discussion

We divided the group into two: Europass NEC colleagues and other networks (EURES, Euroguidance, Eurodesk) interested in the Europass portal developments.

We went through the official Europass presentation of the DG EMPL

Website of the Europass development: <https://ec.europa.eu/futurium/en/europass>

### Recommendations

- Make a portal for everybody for everything. It is too ambitious. It would be better to cater only to learners and workers going abroad
- Guidance on European level: How it will happen? Which system will we use for this? Which national service will deal with it? It will be hard especially in small countries
- Competence profile is needed and should be integrated into the portal
- Learning Opportunities part – user-friendliness has to be maintained as a key element for the end users
- Being interoperable is important, a need for the national systems as well
- What can the Europass portal offer more than LinkedIn? Has to have an answer
- End users testing – a small number of people knows about it
- Authentication of the users: How it will happen? Will it use a local system?
- Eulogin is not inclusive. Any other solution to register?
- A simplified version has to be available for people who cannot comprehend easily EU language/jargon
- Informal and non-formal skills needed to be included in the portal
- Youthpass connection?
- EURES portal – interoperability – new launch of the portal
- Not many stakeholder groups know about the developments and plans. Get in touch with your Europass NEC for further info

## New Europass Portal

### Conveners

Alexandra Enzi - Europass Austria  
Dik van der Wal - Europass Netherlands

### Participants

|                        |          |                |
|------------------------|----------|----------------|
| Jiří Biskup            | Europass | Czech Republic |
| Markéta Spitzerova     | Europass | Czech Republic |
| Katrin Kerem           | Europass | Estonia        |
| Heli Oruaas            | Europass | Estonia        |
| Siret Puust            | Europass | Estonia        |
| Isabel Goette          | Europass | Germany        |
| Solveig Sigurdardottir | Europass | Iceland        |
| Alessandro Catozi      | Europass | Italy          |
| Valeria Scalmato       | Europass | Italy          |
| Caterina Oliveira      | Europass | Portugal       |
| Radka Repiská          | Europass | Slovakia       |
| Zuzana Spodniakova     | Europass | Slovakia       |
| Nichlas Malmdahl       | Europass | Sweden         |
| Imren Onbaşıoğlu       | Europass | Turkey         |

### Summary of the discussion

The group discussed the three parts of the new Europass

- E-portfolio
- Information portal
- Digitally signed credentials

The discussion focused mostly on digitally signed credentials as this was a completely new feature. The first phase of the Europass portal might not be ready as previously stated in February 2020, but later, maybe in April.

A first small part of digitally signed credentials will be ready at the launch. It is important to prove that you own the diploma. You will be able to store it in the Europass portfolio. It will also be available for certificates and badges.

The European Commission is currently preparing the framework. There is an expert group from ten countries involved. The final result might take some time, as all educational systems in the countries are different. One problem also is that it does not work on MACs at the moment.

Universities and other educational bodies will be able to use the framework or parts of it for free. Diploma supplement should be available digitally as well in the future. It will be open standard and GDPR proven. There will be no special funds for implementation.

There should be some promotion on EU level. Before promoting it among end users, some universities in the country should already use it.

The launch event for the new Europass was also discussed. If the launch is postponed, this might be a problem for national launch events.

# The New Europass

The information part is being worked on (Studying in the EU, Working in the EU).

The information is being taken from what is now the LOQ portal (formerly Ploteus). But not all countries have updated information. This will take time. EQF info will be available in the portal.

Another topic was the synergies between Europass and EURES.

They should be more connected, as EURES jobs will be visible in the new Europass portal. There seems to be some barrier at EU level and DG Employment colleagues should be talking more with each other. Also there should be one CV only on both platforms.

Another discussion topic: the new Erasmus without paper and European student card.

There has to be a way to make sure that Europass mobility is taken into consideration. Otherwise Erasmus might come up with its own way of documenting and the mobility will be obsolete.

## Recommendations

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- There should be a meeting especially for Europass and EURES colleagues organized by the Commission (comparable to Europass Euroguidance EQF meetings) since the two networks need to work more closely in the future
- Erasmus+ representatives should be invited to the next LbyL Conference in Vienna and give an update on the new Programme, and also get informed about what we as Networks can do for them



# Sustainability

## How can we work more sustainable?

### Convener

Melanie Welters - Eurodesk Germany

### Participants

|                              |              |            |
|------------------------------|--------------|------------|
| Sabrina Brigitte Romstaetter | EURES        | Germany    |
| Grazia Cannarsa              | Eurodesk     | Belgium    |
| Mária Kapustová              | Eurodesk     | Slovakia   |
| Susanne Krischanitz          | Euroguidance | Austria    |
| Kathleen Lapie               | Euroguidance | Luxembourg |
| Solveig Sigurdardottir       | Europass     | Iceland    |
| Nichlas Maldahl              | Europass     | Sweden     |

### Summary of the discussion and proposals

#### Material for conferences/fairs

- For recurring conferences don't print year and place on material such as lanyards (Instead use a lanyard in the colour of your logo to still show that it's 'your' event)
- More sustainable name tags (no plastic!) or let everyone bring their own name tags (most people have one)
- Less branding material/banners at the event (people usually know where they are ;-))
- Recycle banners into giveaways (e.g. <https://comebags.de>)
- Ask printing companies to not package giveaways separately
- Information material: no brochures vs. digital vs. printed on recycling paper vs. postcards/small cards with links to more elaborate content

#### Food at conferences/meetings

- No single-use cutlery/dishes
- If you use single-use cups: Encourage people to hold onto their cups (provide markers to write their name on cups)

#### Office

- Sustainable electricity sources/contracts
- Wax-printers (example: Germany)
- Sustainable catering
- Inform cleaning companies about separation of waste

#### Travelling

- There is no perfect solution but some ways to make it better: Book early so trains are cheap
- Lobby your agency/organisation to make it easier to take the train (many people HAVE to take the cheapest option/plane) → don't forget: we don't promote other workers' rights if we use low-cost companies
- Consider webinars/online-meetings → less meetings in person
- Compensation for flights → convince your organisation/agency to do it as a general policy
- "Green" hotels

#### Ideas

- Sustainability guidelines & list to share good practice for our multipliers (Eurodesk is currently working on this on the European level)
- List of sustainable giveaways



## Sustainable Mobility

### Convener

Ellen Hagen - Euroguidance Norway

### Participants

|                    |              |                     |
|--------------------|--------------|---------------------|
| Denis Genton       | EURES        | European Commission |
| Marielle Leonard   | EURES        | Belgium             |
| Katerina Vorster   | EURES        | Germany             |
| Catia Mastracci    | EURES        | Italy               |
| Birtha Theut       | Euroguidance | Denmark             |
| Juuli Juntura      | Euroguidance | Finland             |
| Ralfs Spade        | Euroguidance | Latvia              |
| Ellen Hagen        | Euroguidance | Norway              |
| Nina Ahlroos       | Euroguidance | Sweden              |
| Pedro Martins      | Europass     | Portugal            |
| Radka Repiská      | Europass     | Slovakia            |
| Zuzana Spodniakova | Europass     | Slovakia            |

### Summary of the discussion

We want to be fast, quick and green. HOW?

Reference points:

- How can the EU, one of the largest economies in the world, become a more sustainable player?  
People look to the EU to see what they will do
- It is not a solution not to fly. We need to interconnect with the world. We cannot place all the responsibility on the individual

### Recommendations

- Can we use parts of the funding to compensate for the travels you make?
- The way we organise public transport is also a major issue
- Cross border – continental flying should be limited
- Efficiency – if you go abroad for a semester, it does not matter if the travel takes two days
- Group discount. Co-travel, and other incentives for travelling
- Motivate students, also at upper secondary level, to travel locally – not to go so far
- Discount system for entrance at certain events if you travel sustainable
- Reintroduce night trains – like in Sweden
- Do we have to re-invent waiting?
- Bring bottles and change them into tickets on the train.
- Use green hotels. City tax exemptions if you go by train
- Change in attitude – comfort vs. green?
- In the new E+ Programme, preference will be given to green projects. National priorities can be used to promote green provisions
- Use Network Meetings to put sustainability on the agenda!
- Annual conferences should target sustainable Higher Education
- Internationalisation at home, like e-twinning initiatives



# Ballu tundu

We wrapped up the day on a lighter note!  
Warmed up after a typical Sardinian group dance performance and group practice.



# Day 3 Looking ahead



# Unconference takeaways

We are simultaneously beat and energized by everything we saw and learned - and everyone we met - over the course of three days in Cagliari.

What resonated the most from the Conference? Monica Puel asked participants. We would sum it up as follows.

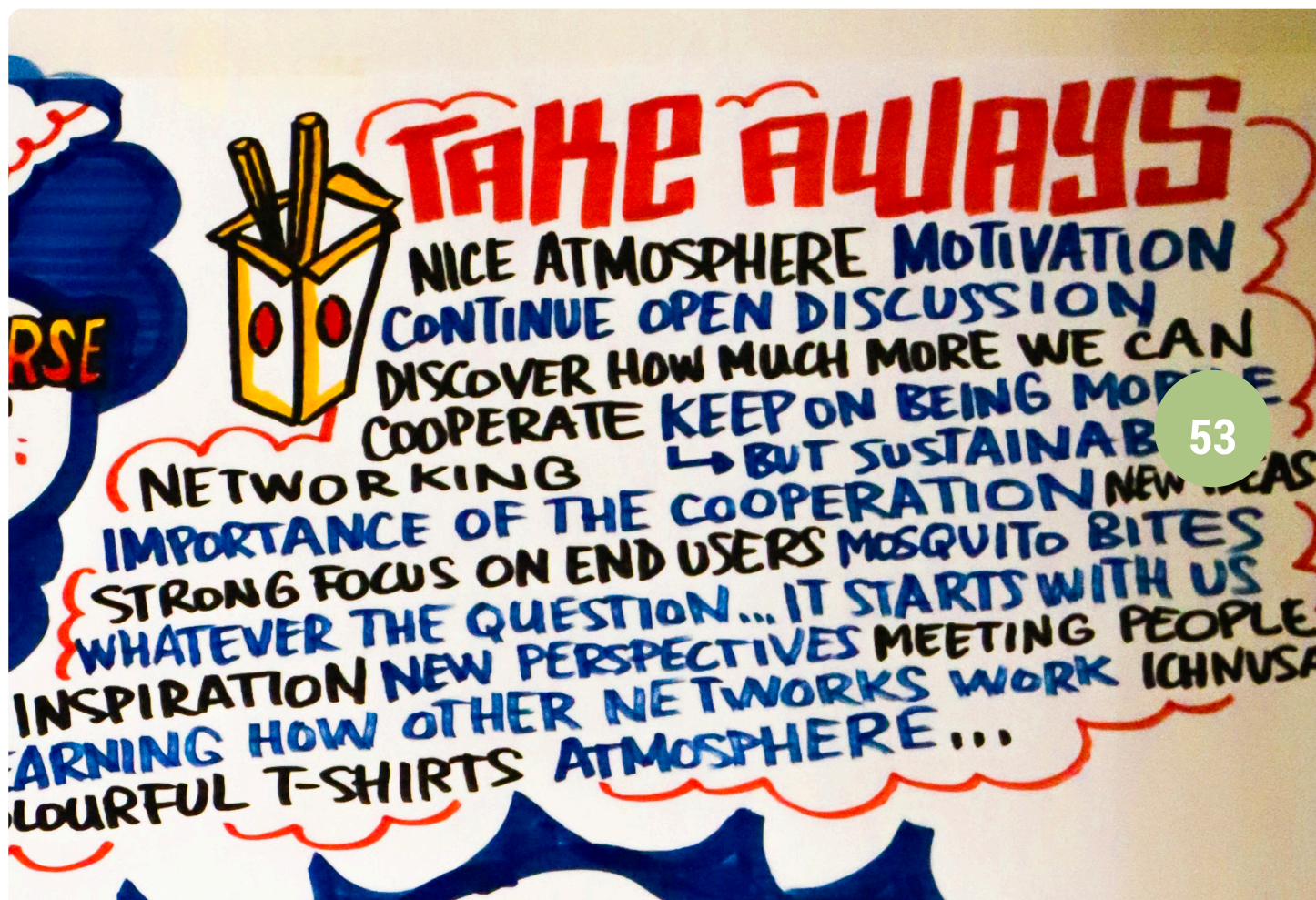
**Networking** ...was a resounding theme of the Unconference—not least because **learning across Networks** was one the Cagliari main objective.!

**New ideas**...Of course and always. Opting for an event with no set agenda, **inspiration, new perspectives** and many proposals flowed more freely. At the same time, these new ideas were effectively captured in highly informative groups reports. Supporting **sustainable mobility** and **activation** ("whatever the question ... it starts with us") are just some of them.

**End users focus** ...took centre stage. No matter what network or mobility schemes we are trying to promote, at the end of the day all our efforts should be aimed at meeting the needs our end users, our clients.

But that's not all. Other take aways? Honesty the **nice atmosphere** (including the **colourful t-shirts** and **Ichnusa beer**) was mentioned: Having an open and clear communication, having "the right people" at the right time – as the OST Laws remind us - helped communicate even unfamiliar notions to those who may not be the 'Europass digital unicorns' many of us are.

We would like to say thank you to everyone who participated and attended our sessions and contributed to make Cagliari a success.



# Vienna Conference announcement



Handover ceremony

Our Austrian colleagues - Alena Brunner (Eurodesk), Alexandra Enzi (Europass) and Susanne Krischanitz (Euroguidance) - were pleased to announce that the next LbyL Conference:

- will take place in Vienna on June 4-5, 2020
- the venue will be Convention & Event ARCOTEL Wimberger.

The Conference topic will be **Inclusion in Mobility**; the Event will cover two main themes:

*How can we best support learners and workers with special needs, including those from underprivileged backgrounds and migrants?*

*Are our existing tools and information sufficient or do we need to make changes to make successful mobility achievable for everyone?*

Additional themes will be considered, the Austrian Organising Team explained (also taking into account the attendees' *ad hoc* feedback see p. 57).

In Vienna participants will have a unique opportunity to network, share innovative tools and practices, get ideas for new (transnational) projects and make recommendations, our Austrian colleagues concluded.

Keeping up the good tradition established in Cologne, the Italian Team handed over to Austrian colleagues a highly confidential box ... The secret recipe to a hugely successful Learning by Leaving Conference lies within!

# Breaking news! Spain will be next...



The Unconference thriving spirit led to some unexpected outcomes.

Maria José surprised everyone by getting on stage. On behalf of her Team, Maria José announced that Spain will be delighted to stage the 2021 LbyL Conference, hopefully in Majorca!

A big round of applause followed.

# Participants feedback

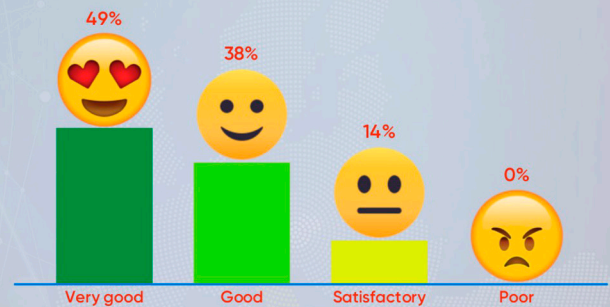
At the end of our three days together, attendees were asked to evaluate the Conference.

Survey respondents provided us with positive feedback. In fact:

- The majority rated the Conference "very good" and "good".
- They considered our event format appropriate to achieve the expected results.
- Respondents especially appreciated the chance to network.
- They felt fairly confident about disseminating the knowledge acquired during the three days.

"We should mix more across networks", a participant said.

## My overall rating of the event is



## The format of the event was appropriate for achieving the desired results



## The Conference provided me a good opportunity for networking







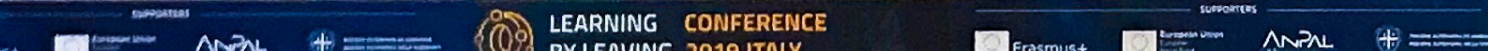
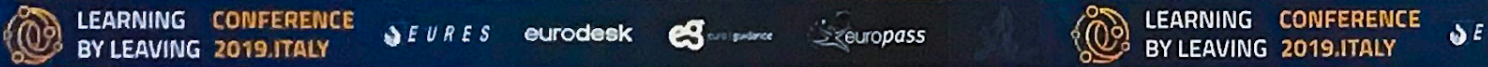
# Wrapping up

To wrap up the Conference we invited our colleagues to take part in three diverse and engaging activities. First, they browsed through the selection of publications and information materials showcased by the participating countries in the dedicated **exhibition area**. Next, they had the opportunity to re-live the Cagliari Unconference spirit by watching the readily delivered **Conference video**.



Finally, we were all amazed by the wealth of ideas and proposals generated during the three days together beautifully captured by Filippo's **graphic recording**.

Filippo Buzzini, Sketchy Solutions





### Information and Outreach

How can we reach end-users?  
How to include employers?  
Which synergies between networks?

### Themes

### Capacity Building

Which skills to be improved?  
Which tools/initiatives to improve our capacity?

EU MOBILITY LEGISLATION

SUPPORT BEFORE, DURING AND AFTER GOING ABROAD

GENERAL INFO ON GOING ABROAD

SUPPLEMENTARY PENSION

MOTIVATIONAL VIDEO

POSTING OF DIRECTIVES

BUT REGULATORY SITUATION

NATIONAL INFO

### PREPARATION OF AN E-COURSE ON MOBILITY GUIDANCE: CONTENT DISCUSSION

KEEP IT SIMPLE

TARGET GROUP: GUIDANCE PRACTITIONERS ON UPPER SECONDARY LEVEL

INFO ABOUT EUROPASS TO BE INCLUDED IN COURSE

if you want to go fast go alone

if you want to go far go with others

PROMOTING BEYOND ENGLISH LANGUAGE

FOR LANDSCAPE

INFO FOR RETURNED MIGRANTS FROM UK

Ball's Jundu

#EUROGUIDANCE #EUROPASS

### TAKE AWAY

NICE ATMOSPHERE MOTIVATING  
CONTINUE OPEN DISCUSSION  
DISCOVER HOW MUCH MORE WE CAN COOPERATE  
KEEP ON BEING MOTIVATED BUT SUSTAINABLY  
IMPORTANCE OF THE COOPERATION NETWORK  
STRONG FOCUS ON END USERS MOSQUITO BITES  
WHATEVER THE QUESTION... IT STARTS WITH INSPIRATION  
NEW PERSPECTIVES MEETING  
LEARNING HOW OTHER NETWORKS WORK  
COLOURFUL T-SHIRTS ATMOSPHERE...

HOW TO BEST SUPPORT LEARNERS WITH SPECIAL NEEDS?

ARE OUR EXISTING TOOLS SUFFICIENT?

Topic INCLUSION IN MOBILITY

VIENNA

### FREE MOVEMENT OF WORKERS

AS FUNDAMENTAL PRINCIPLE

EU MOVERS

EUROPEAN COMMISSION

WHAT IS THE ROLE OF DISTANCE?

### LbL 2020 in Austria

SKETCHY SOLUTIONS @SKETCHYSOLUTIONS

LEARNING CONFERENCE BY LEAVING 2019.ITALY

### supra-national

which challenges and opportunities related to outreach, practitioners capacity building and compliance certification?

COMPLIANCE DEVELOPMENT FOR MOBILITY GUIDANCE PRACTITIONERS

ALL VIRTUAL ASSISTANCE

REOPENING SLICES

PREPARATION OF AN E-COURSE ON MOBILITY GUIDANCE: CONTENT DISCUSSION

GOOD PRACTICES FOR WORKING TOGETHER AT NATIONAL LEVEL

INSIGHTS ABOUT THE NEW EUROPASS DIGITAL AND ITS SERVICES

HOW TO PREPARE FOR LANDSCAPE AFTER BREXIT

HOW CAN WE CONTRIBUTE TO THE MAKING OF GLOBAL CITIZEN

DIGITAL TOOLS

DIGITAL SOLUTIONS TO SUPPORT LIFELONG LEARNING

LEARNING ENGAGEMENT

MOBILITY WORKERS

if you want to go fast go alone

if you want to go far go with others

Ball's Jundu

#LbL2019 #LbL2019ITALY #LEARNINGBYLEAVING #EURES #EURODESK #EUROGUIDANCE #EUROPASS

**If you want to go fast, go alone  
If you want to go far, go with others**

*African proverb*

*The Italian Organising Team*

