



Self-assessment Report for the European Peer Review

ANPAL National Contact Points

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Contents

1. Data Sheets

1.1 Contact informations.....	3
1.2 Starting point.....	3
1.3 Internal organisation for the management of the Peer Review.....	3
1.4 Overview of the procedure and time schedule.....	4
1.5 Quality Areas.....	4
1.6 List of Peers with names and contact information.....	4

2. Description of the providers

2.1 Description of ANPAL provision.....	6
2.2 Cooperation with partners.....	7

3. Quality assurance/quality management

3.1 Quality assurance and development policy.....	8
3.2 Quality assurance activities and improvement measures (including QM system and an overview of data generated and used).....	8
3.3 Overall assessment of quality of ANPAL NPCs provision.....	8

4. Assessment of Quality Areas

4.1 Quality Area: Communication and dissemination – Joint multi-channel communication and dissemination strategy.....	10
4.2 Quality Area 2 – EQF: The NQF Register implementation process in the contest of the interoperability of the databases within the Europass Portal.....	13
4.3 Quality Area EUROGUIDANCE: Competence development of guidance practitioners.....	16
4.4 Quality Area EUROPASS: EUP communication and dissemination activities by a targeted approach (end-users, practitioners, upper secondary students, Italian enterprises).....	20

1. DATA SHEETS

1.1 Contact informations

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1.2 Starting point

This peer review with a transnational perspective was planned as part of the external evaluation activity. Therefore, Italian NCPs invited some NCPs colleagues in their capacity as peer reviewers.

Because of the overlapping and concurrence of different activities in the last programming period of the current Grant Agreements, the planned two-days on-site Peer review activity has been turned into an online one. On Day 1 (20th September) the exercise will concentrate on reviewing Italian NCPs transversal activities and processes. On Day 2 (21st September) the exercise will instead focus on reviewing outputs and deliverables specific to the three different NCPs (EQF, Euroguidance, Europass) through three parallel single sessions.

1.3 Aims and purpose of the Peer Review

The peer review is aimed at both highlighting successful practices and suggesting improvements as part of Grant's quality assurance and impact assessment.

The goal is to build common understanding of issues under discussion, to identify and highlight good practices, but also to suggest areas for further improvements. From the point of view of the institution under review, the main purpose is to obtain critical yet friendly feedback on the quality of provided services from colleagues working in the same field.

1.4 Internal organisation for the management of the Peer Review

The peer review will be structured in an introductory part relating to transversal joint activities and three parts relating to specific activities of each of the 3 NCPs.

The National coordinator is in charge of the transversal joint activities, while the NCPs responsables are in charge of the specific sessions.

1.5 Overview of the procedure and time schedule:

Activity	Timeframe and (due) dates
Preparatory phase	June-September 2023
Self- Assessment Report	Sent to reviewers on early July 2023
Peer Visit	20 th -21 st September 2023
Peer Review Report	mid October 2023
Action Plan and Improvements	Results/findings and recommendations of the peer review report will be used for the reprogramming of the activities within the next call

1.6 Quality Areas

1. Joint activities: Joint multi-channel communication and dissemination strategy
2. EQF: NQF Register development process
3. EG: Competence development of guidance practitioners
4. EUP: EUP communication and dissemination activities by a targeted approach (end-users, practitioners and upper secondary students)

1.7 List of Peers with names and contact information

	Name	Institution	E-mail
Peer coordinator			
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2. Description of providers

2.1 Description of ANPAL provision

ANPAL, National Agency for Active Labour Policies, established in 2015, has legal personality under public law and is subject to supervision by the Ministry of Labour and Social Policies.

The main objective of ANPAL is the coordination of active labour market policies in favor of jobseekers and the relocation of unemployed in new social insurance schemes, of employees and precarious workers with unemployment allowance, through the preparation of tools and methodologies to support public and private operators in the labour market.

For the implementation of the new active labour market policies (ALMPs), Anpal carries out the unique information system of labour policies, in cooperation with Ministry of Labour and Social Policies, Regions and Autonomous Provinces, National Institute for Social Security - INPS and INAPP. Anpal coordinates the national network composed by regional structures for active labour market policies, INPS (National Social Security Institute), National Institute for Labour Accident Insurance - INAIL, employment agencies and other subjects authorized for delivering matching activities, training institutions, INAPP (National Institute for Public Policies Analysis), system of Chambers of Commerce, Industry, Crafts and Agriculture, Universities and upper secondary schools.

ANPAL is therefore in charge of:

- supporting activities aimed at favouring the matching between labour supply and demand.
- coordinating European Social Fund (ESF) at national level.
- managing national programmes co-financed by the ESF and by the Youth Employment Initiative.
- coordinating policies aimed at integrating training, education and employment.
- coordinating employment services.
- undertaking EURES activities.

ANPAL's mandate includes promoting the use of EU tools for transparency, designed to support learners and workers' employability and mobility, facilitating young people's transition into the labour market, as well as improving communication between job-seekers and employers.

Since the three **National Contact Points (EQF, EG, EUP)** are all placed in Anpal and taking into account the successful experience carried out in the 2018-2020 programming period, Italy again adopted a **joint work plan** also for the three-year period 2021-2023. It is about a "convergence-driven" model based on a joint management structure and on activities, events, and products to be carried out jointly by the three NCPs. This model can ensure:

- a) a joint management approach delivering the three single NCPs work plans;
- b) scaled up joint activities, events and outputs.

The **rationale** is both to maximise the NCPs impact in terms of benefits for the main target audiences (VET providers, PES practitioners, guidance professionals, etc.) and end users (a variety of individuals ranging from students to unemployed people, from workers to people with a migrant background, from teachers to employers) and promote NCPs' visibility.

The NCPs common specific objective is twofold: to contribute to upgrading the main target audiences' capacity to promote and implement the Europass, EQF and Euroguidance tools and to increase end users' awareness-level of the learning and mobility opportunities offered by the EU transparency tools, thus improving individual employability and mobility across Europe.

2.2 Cooperation with partners

In delivering the workplan activities, the NCPs are supported by two high qualified partners (co-beneficiaries), identified to provide specific know-how and to liaise with professionals from education, training and work systems and with other stakeholders as well.

EURODESK ITALY, member of Eurodesk, is a non-profit body managed by public law established in 1997.

The organization works in cooperation with Erasmus+ Italian National Agencies (National Agency for Youth, Inapp – the National Institute for Public Policies Analysis, and Indire – the National Institute for Documentation, Innovation and Educational Research) and manages a network composed by about a hundred of national, regional and local authorities responsible for European youth policies.

Main target of the Eurodesk Local Relays are: students of schools and universities, young researchers and NEETs. Eurodesk Italy fosters the access of those who do not belong to youth associations and organizations and hence have more problems to find information and grasp opportunities.

Eurodesk Italy organizes, in cooperation with the relevant national and regional agencies working in the field of Youth, Education and Vocational Training, several infodays and training activities.

UNIONCAMERE

Italian Union of Chambers of Commerce, Industry, Handicrafts and Agriculture is a public institution whose task is to represent the general interests of Italian Chambers of Commerce in respect of all institutional stakeholders at local, regional, national and international levels, including business organizations, consumers and workers.

Unioncamere formulates common orientations, promotes and carries out joint initiatives, supports the activities carried out by the Chambers system and all its bodies, with a view to favoring its development as a network at European and global level.

Unioncamere support a widespread promotion of corporate culture, intervening in the guidance of young people from high school and university to direct them in their educational-professional choices and to favor their transition towards the labor market, also through school-work alternation paths, internships and traineeships.

3. Quality assurance/quality management

3.1. Quality assurance and development policy

In line with the joint work plan of the three National Contact Points (EQF, EG, EUP), that adopted the above mentioned “convergence-driven” model (joint management structure and activities, events, and products carried out jointly by the three NCPs), the single 2021-2023 Grant Agreement has provided for an internal and external monitoring and self-evaluation system inspired by the continuous cycle of quality.

The joint management structure is carried out by the Management Group (MG), that is entrusted with the sound delivery of the three NCPs work plans. To this end, the MG is assisted by a Quality Assurance Officer in charge of supervising the QA Plan implementation. The QA Plan informs the operations of the three NCPs and the Grant partners (co-beneficiaries). The Plan features the following contents and tools:

- Part 1 - Project overview, including: objectives, planned joint, transversal and NCP-specific activities, expected results and main outputs;
- Part 2 - Plan Implementation, that is method and tools to quality assure processes, outputs, products, and events.

The QA Plan, due to the delay in approving the GA, was integrated with the expected deviations and the new due dates. The QA Plan is also enriched by specific templates such as: meeting minutes report, 2 ongoing monitoring reports, main outputs checklist, product evaluation grid (for joint and NCP-specific products), events evaluation questionnaire, webinars evaluation questionnaire.

Processes and deliverables are quality assured within 2 periodic surveys (M1-M15 and M16-M24 with two QA intermediate Monitoring Reports). For monitoring the progress of both joint and specific NCP activities, customized modules are prepared on the basis of the planned activities. Findings, lessons learnt, and recommendations are provided in the relevant QA intermediate Monitoring Reports and shared both within and across NCPs. In addition, a QA final survey concerning the period M25-M33 is carried out and a final overall Monitoring Report is drawn up. The Management Group meets with the NCPs to reflect on the key findings and act upon the proposed corrective measures.

3.2 Quality assurance activities and improvement measures (including QM system and an overview of data generated and used)

A comprehensive monitoring and self-evaluation activity aimed at self-reflection and constant improvement is completed with the deadlines described above. Thus, so far, two (the third one is expected at the end of 2023) QA Reports were produced which provide: a) the project “big picture” (Facts & Figures), b) insights into clients’ assessment (event participants’ feedback), c) findings on activity progress and products delivery and, d) corrective measures related to events, products and processes, as well as lessons learnt.

3.3 Overall assessment of quality of ANPAL NPCs provision

The overall quality of the NPCs provision can be summarised as follows:

The overall joint management structure has proven effective, providing added value and delivering significant benefits, in terms of reduced administrative burden, economies of scale, peer-learning and cross-fertilization (by delivering joint transversal services), greater visibility,

broader networking capacity, enhanced impact (i.e. by delivering “one-stop-shop” joint events).

Having said that, from the inception phase the NCPs provision has been adversely affected by the most important external factor that is:

- the delay in the process of finalizing the GA (which was only signed at the end of March 2022) and consequent state of uncertainty regarding the financing of the activities to be carried out, especially those pertaining to the partner Eurodesk Italy;

4. Assessment of Quality Areas

4.1 Quality Area: *Communication and dissemination* – Joint multi-channel communication and dissemination strategy

Description

NCPs are tasked with securing appropriate dissemination and communication activities to ensure the widest possible reach, efficiency, and impact of activities. To fulfill this objective NCPs adopted a holistic communication strategy, based on a flexible and multichannel approach, that is the joint NCPs communication (with the brand identity “SkillON”) outlined in the **2021-2023 Communication and Dissemination Plan**. The Plan defines communication strategy objectives, target audiences, key communication tools and channels (online/offline), joint and NCP-specific activities, monitoring and evaluation indicators, etc. Therefore, key features of our communication strategy/tools are the following:

Joint NCPs communication (*Brand identity – SkillON*)

SkillON – *Highlight your skills* is the joint NCPs communication project to promote Europass, EQF and Euroguidance at national level. It is an explicit invitation to act towards a new training/work path in Italy and in Europe. Thanks to SkillON, students, job seekers, workers, trainers, practitioners can keep up to date on transparency tools, skills, training, mobility, and job search in Europe.

SkillON web communication consisting of:

- **SkillON website** <https://skillon.anpal.gov.it/it/home>
Conceived as our primary information gateway for practitioners and end-users on each transparency tool (Europass, EQF, Euroguidance). The SkillON website has been set up in the last programming period (2018-2020) in line with international standards and guidelines, including accessibility requirements. In the current programming period, our partner Eurodesk Italy is tasked with website maintenance, continuous update and newsfeeding.
- **SkillON social media**
A social media manager (Eurodesk Italy) ensures regular posts and adequate information coverage of specifically related NCPs contents, as well as of relevant guidance, lifelong learning and international mobility opportunities contents. Facebook, Twitter and Youtube channels (<https://www.facebook.com/skillonIT>; https://twitter.com/SkillON_it; <https://www.youtube.com/@skillon7021>) were set up in 2020 and a new channel (Linkedin <https://www.linkedin.com/company/skillonit/>) in 2022.

The implementation of the SkillON web communication was made possible by the following organization which has proved to be effective:

- a bi-weekly editorial programme (PED) presented by Eurodesk,
- approval of the PED by an internal NCPs ad Hoc communication working group,
- the actual content loading on social and web channels by Eurodesk,
- a monthly report, edited by Eurodesk, on the website and social media channels' performance to possibly review the current web communication strategy.

The web communication strategy maximizes the opportunities to interact with potential users, making their pathway and the communication of the SkillON brand fluid, homogeneous and coherent.

SkillON e-Newsletter – SkillONews <https://skillon.anpal.gov.it/it/newsletter>

On behalf of the 3 NCPs, the Euroguidance team takes care of the publication of a bi-monthly e-Newsletter named SkillONews consisting of Europass, EQF, Euroguidance latest news and of a special focus section on transversal NCPs ones.

Joint webinars are one of the cores of the NCPs communication strategy aimed at informing and supporting operators and practitioners in promoting and using the EU transparency tools for learning and training mobility for different end-users (learners, job seekers, etc.). The webinars catered to the information needs of relevant stakeholders such as school staff, VET providers, Universities, PES guidance counsellors, EURES advisors, and other employment service organizations on opportunities and functioning of Europass, EQF and Euroguidance.

A particular format has been devised to make Joint webinars more attractive to the participants and to allow for an effective management of the webinar itself (interventions, Q&A session, evaluation). To quality assess the joint webinars, Eurodesk provided an online evaluation tool (Mentimeter) and processed instantly the results. Key findings and lessons learnt were elaborated upon in the above-mentioned Quality Assurance Report in due time to inform the following webinars. All the Joint webinars were timely promoted via the SkillON channels (website and social media), as well as via ANPAL website.

NCPs delivered 3 joint webinars involving a total of 474 participants, who expressed their satisfaction about the overall webinars and their effectiveness.

Job/Career fairs

NCPs, through the SkillON brand, participate in the main yearly national-level job and career fairs, thanks to Eurodesk Italy staff that provides relevant information and promotional material to end-users and practitioners.

Improvement measures (planned and implemented)

Concerning **SkillON web communication**, the introduction of a new social media channel to increase the interaction with a younger audience was amongst the activities planned. However, following an internal debate that identified the main social/web target (practitioners and stakeholders), as well as an in-depth analysis on existing social media channels, the ad Hoc communication working group identified LinkedIn for a better interaction with the target. In addition, to constantly increase the interaction with users and thanks to the results emerged in the above said monthly report on social media and web performance', the ad Hoc Communication working group decided to partly review the communication strategy. An example is given by the publication of more news on the website with the link to be then shared on social media channels.

With regards to **joint webinars**, the results of the JW quality assessment highlighted the need for greater interaction between the audience and the speaker, practical examples on the use of transparency tools, as well as webinars specifically designed for different types of users. Therefore, the following improvement measures were introduced at each new joint webinar:

- more participatory dynamics by providing for: a) a Question & Answers session, aimed at clarifying and deepening the topics covered; b) a new format with plenary and specific sessions-rotation mode for each tool to let all participants attending the 3 sessions; c) content and interaction during the specific sessions with brief

presentations to give more time to users' questions, to provide practical/concrete answers, and to propose specific/operational exercises.

- preparatory phase improvement by providing participants with materials in advance to have a preliminary idea of the JW, thus also allowing more time for better prepare/manage the Q&A session, in particular: a) a concept note with the presentation of the JW, its purposes and very brief descriptions of the 3 tools; b) the link to the SkillON website.
- delivering a joint webinar (realised in 2023) specifically designed for operators belonging to the educational sector (school and universities teachers and staff).
- the quality assessment of the JW carried out with the effective online Mentimeter method.
- participants, attending at least of 80% of the JW, received a “participation open badge (OB)”.

Finally, regarding **job/career fairs**, Eurodesk staff prepared a quality note on performance results (n° of people acceding the NCPs desk, material distributed, etc.) highlighting pros and cons at the end of each job/career fair. It has therefore been possible to implement the suggestions received by improving the quality of the service offered.

Evaluation questions for the Peers

1. *Do you think is it useful to have a national dedicated website, and eventually brand, for NCPs or for each tool? How do you manage it? Which kind of information do you provide through it? Do you have any dedicated communication staff?*
2. *How do you use social media to engage target groups? According to your experience, which social media works best and why for different groups? How effective have social networks proven for you in your communication strategy?*
3. *Do you have any dedicated Newsletter for NCPs (or single tool)? If yes, which of information do you provide through it? In which way is it distributed?*
4. *Do you propose any dissemination event like Joint webinar? If yes, for which kind of target group and which format? Do you still propose onsite events?*
5. *Do you cover Job/career fairs? If yes, is it through small dedicated events inside the fairs venue or fixed stands? What kind of information material do you propose to end-users?*

4.2 Quality Area 2 – EQF: The NQF Register implementation process in the contest of the interoperability of the databases within the Europass Portal.

Description

The EQF NCP activities are strictly connected to the national priorities, shared with the Italian Ministry of Labour and Social Policies. Specifically, to promote the transparency, accessibility and portability of qualifications and competences in different learning contexts, the EQF NCP focused on the implementation of the NQF, established in 2018, in order to make it operational (T5 1). This meant referencing all types and levels of qualifications to the EQF through the NQF and ensuring information on qualifications and their learning outcomes is transparent, accessible, and public, also through the implementation of a NQF Register, to be connected to the Europass Portal - as required by the Europass Decision. In addition, the NQF register will be also functional to the progressive implementation of national database/s on learning opportunities and EDCS framework.

To achieve these important objectives, the EQF NCP provided the National Authorities in charge of the respective qualification systems, the technical support for developing the "national procedure for referencing to NQF/EQF all individual qualifications issued at national and regional level". As stated in the Updated Referencing Report, adopted by the Inter-ministerial Decree on 15 June 2023, the referencing procedure will be managed through a dedicated IT infrastructure which aims both at collecting the referencing requests submitted by the Public Competent Authorities and storing the referenced qualifications in the NQF Register.

The referencing procedure and the NQF Register are mainly aimed at improving the qualification design (both in terms of description and levelling of the qualifications) and the interoperability at national and European level of the different dataset. Through the procedure it will possible to verify both the correctness of the levelling of the qualification with respect to the description in terms of learning outcomes, and, vice versa, the correctness of the description in terms of learning outcomes with respect to the level assigned, in a logic of transparency 2.0 (as defined in the context of the EQF Advisory Group). It could help to overcome the one-dimensional approach of the level (adopted so far for referencing) and at achieving greater consistency and accessibility of the qualification in terms of learning outcomes.

Improvement measures (planned and implemented)

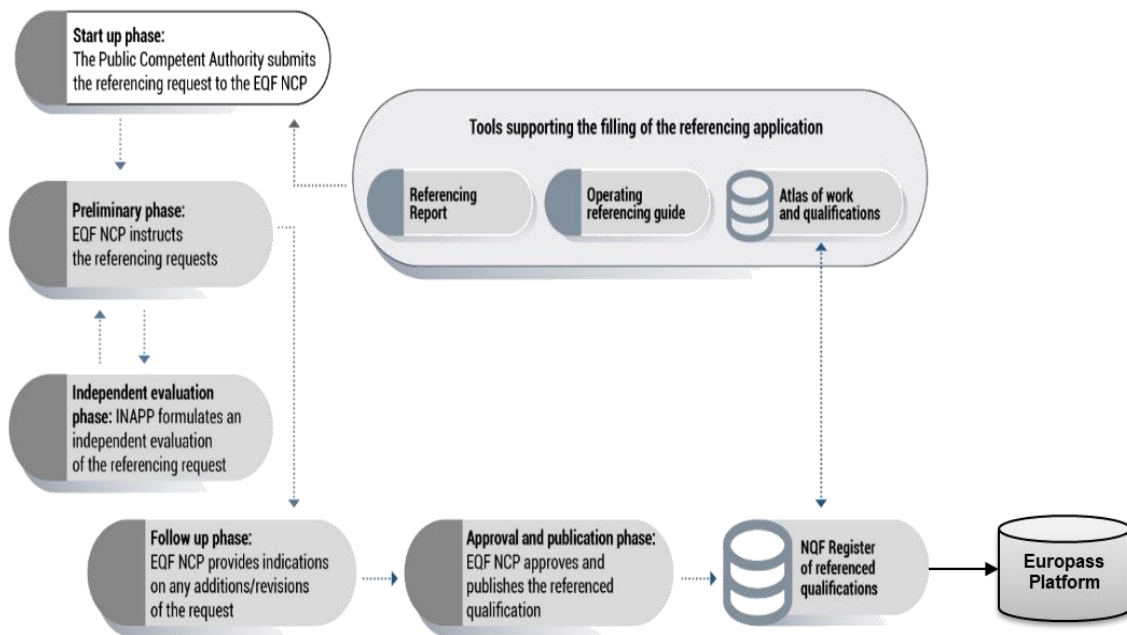
At this stage, the EQF NCP is developing, in cooperation with the partner of the project Eurodesk and its IT team, the IT infrastructure able both to support the referencing procedure and to create/set up the NQF Register.

As shown in Figure below, the referencing procedure is divided into five phases:

- a) *start-up* phase: Public Competent Authority submits the referencing request to the EQF NCP taking into consideration the minimum descriptive requirements defined in Annex IV, of the EQF Recommendation and in coherence with the legislative context of the NSCC.
- b) *preliminary* phase: EQF NCP instructs the referencing requests for qualification to the NQF;
- c) *independent evaluation* phase: the National Institute for Public Policies Analysis formulates an independent evaluation of the referencing request;

- d) *follow up* phase: EQF NCP provides indications to the Public Competent Authority on any integrations and shared revisions of the qualification for the purpose of consistency with the requirements of the EQF Recommendation and by the national regulations in force.
- e) approval and publication phase: EQF NCP approves the referencing of the qualification to one of the NQF levels and its publication in the Italian NQF Register of qualifications referenced to NQF/EQF.

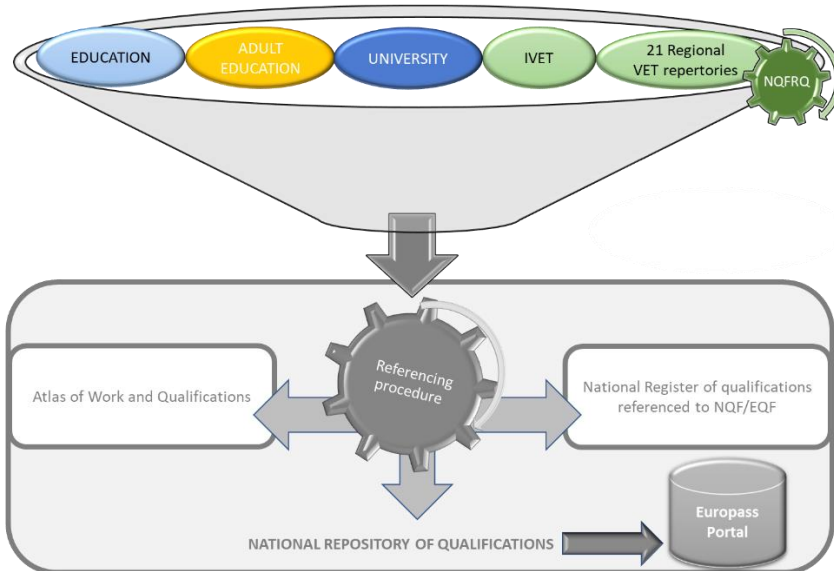
Figure 1 - Chart of the referencing procedure of qualifications to NQF/EQF



Specifically, the IT team is developing the IT infrastructure starting from the data fields of the Annex VI of the 2017 EQF Recommendation as well as the information available in the Atlas of Work and Qualifications, a classification and information tool, created and managed by INAPP, to support the development of the National Repository of education and vocational training qualifications. The Atlas of Work and Qualifications is interoperable with the main statistical sources since the codes of the ATECO and CP Classifications are associated with the descriptive sequences of the contents of work and professions.

To simplify and optimize the submission of the referencing applications by the Public Competent Authorities, as stated in the new referencing Report, the IT management infrastructure automatically draws on the information already available in the existing databases especially in the Atlas of Work and Qualifications above mentioned (such as authorities issuing the qualifications, qualifications main dimensions and descriptions and so on)

The Figure below summarizes the interrelationships among the repertoires, the National Repository, the Italian Register of qualification referenced to NQF/EQF, the Atlas of Work and Qualifications.



The NQ Register will, therefore, have a double function:

- a “back office” function, for managing the referencing procedure of individual qualifications, by collecting all useful information referred to in Annexes IV, V and VI of the EQF Recommendation;
- a "front office", function in order to disseminate and make transparent such information at national and international level, as the NQF Register is developed in full compliance with the technical and technological standards defined at European level for the Europass Portal.

Following the development of the IT infrastructure, some testing pilots are foreseen in cooperation with the Public Competent Authorities. The testing aims at checking the procedure itself, the criteria adopted for comparing/levelling qualifications and the development of the NQF Register.

Before testing the IT infrastructure, we would like to share with the reviewers the ongoing development and the next steps both in terms of content and flow and procedures for the full implementation of the Italian register of referenced qualifications.

Evaluation questions for the Peers

Quality of the Register: *clarity of the Register characteristics and functions; completeness of the data fields included and the capacity of the NQF Register to improve comparability and diffusion of the qualifications at national and international level.*

Comments and remarks: *weakness/ strengths and suggestions for the improvement of the work.*

4.3 Quality Area EUROGUIDANCE: *Competence development of guidance practitioners*

In the framework of Task 3.3 “Training provision” the EG WP includes the delivery of 2 online training packages. The expected results: awareness of the key role of transnational mobility and better knowledge on EU learning/job mobility opportunities.

The 2020 Peer review recommendations were considered when designing the 2022 training. In the 2020, the first edition of the training Blended Course was presented. Judging the valuable work carried out to build it, peer colleagues suggested to raise the number of beneficiaries in the forthcoming editions. Besides it was recommended to extend the training to practitioners in more sectors of the LLG cycle (Schools, Universities, Adult education, and PES guidance counsellors).

As the professional background of guidance practitioners in Italy is very fragmented, in the 2022 course the EG NCP decided to open participation to members of the Italian Dissemination Network (RND)¹. On 2022, the EG Team delivered a training package featuring the novelties and expected changes in the transparency tools and main EU mobility schemes by bringing together national experts from EU-level Networks and National Agencies. The recipients of the training were a selected group of Eurodesk Mobility Advisors (new participants + those who did not attend the previous training) and RND members. Despite this non-homogeneous background, the learners share awareness of the added value and key role of quality-guidance.

In mid-June/mid-September 2022, **62 learners were delivered an online training on a range of international mobility opportunities** for learning/job purposes funded at EU level. Upon completing the training, participants became aware of: - the latest novelties, changes in the relevant tools/programmes, the implications for their work. As training outcomes, participants were expected to be able to: 1. gain a general understanding of learning/work mobility programmes/tools; 2. acquire good knowledge of international sites/resources on guidance/mobility issues; 3. identify, select and/or suggest appropriate pathways/tools for different beneficiaries and indicate where further information can be found; 4. acquire knowledge on how to improve skills to guide beneficiaries to learning/work mobility.

The 55 learners who passed the final test were awarded with an open-badge of knowledge.

As far as the **impact** of training action is concerned, we can state that **the experts** commit themselves to **act as multipliers** with colleagues and other users (impact at individual level). In the medium term, the Italian guidance community will benefit from EG-funded training, as both EMAs and EG RND members will share the know-how acquired beyond their respective networks. In detail, the activities implemented:

1. *Guidance practitioners’ identification and training provision design*
2. *Online training course delivery*
3. *Monitoring and Evaluation (M&E)*
4. *Capitalization of results*

1. Guidance practitioners’ identification and training provision design

For the 2020 course edition, EG Centre identified 62 learners: EMAs (selected by Eurodesk partner) and EG RND members. According to the work plan, the EG Team considered the

¹The Italian Dissemination Network (RND), coordinated by EG Italy, is made by bodies engaged in guidance and international mobility. The RND promotes the cooperation of various actors at local, regional, and national level, ensuring the dissemination of information and practices. It shares innovative practices/tools for mobility and promotes the identification of partners to develop projects. Currently, the RND consists of about 80 local centres. RND Membership is free of charge, it allows to receive information and to participate in EG events.

findings of the 2019 blended course and the 2020 online course which highlighted additional needs beyond those identified by the training needs analysis (2019) and get a better insight into:

- a. the baseline knowledge of relevant mobility networks/programmes (self-assessment)
- b. perceived relevance of proposed learning objects
- c. additional competence areas learners would like to develop.

Key findings and conclusions can be summarized as follows:

- the training offer would be designed to fill knowledge gaps. Indeed, several participants state that they are unfamiliar with EU Transparency Tools, though they are considered rather important working ones
- Special attention should be paid to the Erasmus+ VET/EURES projects and the ESF traineeships
- Two other additional topics of interest, that will be further explored, emerged: the recognition of university degrees obtained abroad and stage/internships.

In addition, feedback from participants showed a demand for more interactive elements.

Regarding the areas of interest and expected training outcomes for the RND's members, these were explored by the EG Team during several regular meetings since 2017 and the network meeting interactive session (Mentimeter App) held in March 2021. All RND members expressed strong interest in participating in: - a) an online course organized by the NCP; b) study visits (in-site/online) in English organized by other EG centers -. About the expected training outcomes, the following were indicated as most relevant (top-down ranking):

- to be able to acquire useful knowledge to guide beneficiaries more effectively towards learning/work mobility
- to gain a good knowledge of international resources on guidance/mobility issues and relevant updating
- to be able to identify, select and suggest pathways/tools for different beneficiaries as well as to indicate where to find relevant/updated information.

With reference to topics/tools, the participants' priority interest included the following (top-down ranking): Erasmus+ VET, Europass, Stage4EU App, EQF, EURES, Erasmus+ EDU, Erasmus+ Youth, Insights, Cimea, European Solidarity Corps.

To make the training provision closely related to the learners' professional goals, the design phase considered the *Eurodesk Competence Framework*². The training package was co-design in close cooperation with:

- in-house experts (NCP colleagues/EURES Team)
- external experts from the Erasmus+ NA, CIMEA (Information Center on Academic Mobility and Equivalence) and the National Institute for Public Policy Analysis (INAPP)
- Eurodesk Presidency partner.

A total of 10 experts were involved, in addition to the Italian Eurodesk President.

2. Online training course delivery

Based on the information gathered, the online training provision [Euroguidance Training Course Mobility Opportunities for Learning and Working in Europe](#) (2022 edition) was structured as follows:

- 1 introductory webinar (optional participation)
- 9 self-paced training modules

² [Mobility Advisor Competence Framework 2018](#), Eurodesk Brussels Link, Brussels, 2018.

- 2 in-progress follow-up webinars (optional)
- 1 final webinar (compulsory) for overall course assessment.

Each webinar was recorded and made available on the course platform.

To properly complete the course, participants were asked to:

- attend all 9 modules
- watch the video of each module (about 3 hours in total)
- go into the topics of each module through the resources available
- answer multiple-choice questions related to the content of each module,
- participate in the final online assessment session with the EG Italy Team.

The provision of two in-depth webinars between participants and the EG Team addressed the participants' request for more interaction during the course. In addition, alongside an online Q&A section, a chat between participants was activated to share doubts and exchange hints. In this way, recommendations from EG France - where informal training for counsellors is delivered in modules, recommended fora, monthly chats, and online Q&A - were successfully taken up.

The course was delivered through a dedicated web area on the Eurodesk extranet including an open-source repository.

Participants were invited to register via a link received by e-mail giving access to Module 0 where they could find:

- the training programme description, including practical information on platform management and planned online meeting
- the repository of e-course materials including: - expert presentations, relevant open learning resources on international mobility opportunities, video tutorials, reference materials -.

The online training course lasting from 15th June to 16th September 2022 was delivered as follows:

Module 1	<i>Euroguidance</i>
Module 2	<i>Europass</i>
Module 3	<i>European Qualification Framework (EQF)</i>
Module 4	<i>Erasmus EDU</i>
Module 5	<i>Erasmus VET</i>
Module 6	<i>Erasmus YOUTH and ESC</i>
Module 7	<i>CIMEA</i>
Module 8	<i>EURES</i>
Module 9	<i>Stage4EU</i>

To successfully complete the course, participants were required to complete each module by 16th September 2022 and to participate in the final online assessment session with the EG Italy Team (20th September 2022). The completion target was 85% achieved: 55 out of 62 learners successfully completed the course and were awarded an Open Badge of knowledge.

Upon the suggestion of peer colleagues, funds were allocated to enable six of the best learners (the ones with the highest scores) to participate in the Academia mobility experience. Five of them participated to Academia in the winter-spring 2023.

3. Monitoring and Evaluation (M&E)

According to the learners' feedbacks collected during the final online assessment session, all participants found the course useful (45%) to very useful (55%) and all of them declare they would be interested in participating in other courses in the future. Concerning the expected outcomes of the training, 82% of the participants agreed with the statement "*I gained a general understanding of learning and work mobility programmes and tools*" and "*I acquired*

a good knowledge of international sites and resources on guidance and mobility issues”, and 78% agreed with the statement “I have acquired knowledge on how to improve my skills in guiding beneficiaries towards learning and working mobility” and “I am more able to identify, select and/or suggest appropriate pathways and tools for different types of beneficiaries ...”. In terms of course content, the modules considered most interesting and useful in daily practice were Stage4EU and Europass.

4. Capitalisation of results

The wider EG community was informed of our initiative through web and social media (social media coverage of ANPAL and EG + SkillON website) and the September-October 2022 [Newsletter SkillON](#). The benefits obtained by the trained practitioners were also communicated at EU level thorough an Article for the [Highlights](#) 2022 issue.

Improvement measures (planned and implemented)

With reference to the 2022 edition, we provided an optimized training course upholding the comments/recommendations of previous’ editions participants and peer colleagues’ ones.

As a result of the three training editions (2019, 2020, 2022), EG training offer covered the entire Eurodesk network, as we trained more than 80 mobility advisors out of about 100 in Italy, reaching EMAs in each Italian region. Furthermore, as recommended in the 2020 peer review, the target audience was broadened. To reach more practitioners RND members were invited to participate in the 2022 course edition.

In terms of content, as requested by participants in the course final assessment, the following topics of interest were included: recognition of university degrees obtained abroad and stage/internships (Cimea and Stage4eu modules). As requested by previous participants, efforts were made to make the training more interactive. During the 2022 training four webinars were organized to present the course methodology; to evaluate the course itself and the learnings acquired; to evaluating the training modules’ progress and to clarify any doubts that may have arisen during the course attendance. The combination of online content and webinars can be considered a distinctive feature of EG's training offer. Participants assessment show that this structure is highly appreciated. In addition, the final evaluation sessions allow the EG Team to gather useful information/input to improve the quality of forthcoming courses and better meet the training needs of the target audience. Furthermore, all learners who successfully completed the training were awarded with an Open badge to make their newly acquired knowledge visible. Finally, as recommended in the 2020 peer review, six of the best learners (chosen from those with the highest scores) were granted scholarships to participate in the Academia mobility experience. Five learners participated to Academia in the winter-spring 2023. All participants were enthusiastic and highly recommend the experience to fellow practitioners. EG Team hope to be able to offer this opportunity to future course participants.

Evaluation questions for the Peers

- 1. What topics do you focus on when offering training to guidance practitioners and what are the most popular topics among career guidance practitioners in your country?*
- 2. How do you deliver your training activities – online vs. on-site training or blended model?*
- 3. How do you identify the target groups? Do you use a training need analysis? If yes, is it based on the results of this survey that you identify the real training needs and conceive the course?*
- 4. Are the course contents strictly related to the EU mobility opportunity (EG mission) or do you also cover other topics more closely related to the guidance profession? Did you foresee courses for practitioners dealing specifically with fragile target groups? Have you ever foreseen courses providing information on green guidance?*
- 5. What kind of certification do you issue if any?*

4.4 Quality Area EUROPASS: EUP communication and dissemination activities by a targeted approach (end-users, practitioners, upper secondary students, Italian enterprises).

Description

NEC Italy, in cooperation with its partners Eurodesk and Unioncamere, developed a number of deliverables in order to comply with the goal of a deeper dissemination and of a better understanding of the Europass tools.

The deliverables have been set up on the basis of specific lines of intervention and were focused on different kinds of targets i.e. upper secondary students, end-users, practitioners, Italian enterprises.

In detail, the lines of intervention are as follows: 1) inclusion of the Europass tools (E-Portfolio section) in the educational pathway to train young people for their future “practical” use; 2) inclusion of disadvantaged users who need additional support for EU tools access; 3) spreading of a better knowledge among the Italian companies on the potential of Europass tools; 4) increasing end-users and enterprises connections in the Europass tools use.

The deliverables to review are the following:

- 1) Europass online module addressed to the upper secondary students:** Europass Italy, in collaboration with Eurodesk, developed an online module to be disseminated among Italian upper secondary schools within the mandatory schoolwork based experiences (the so-called “PCTO”, or “Paths for Transversal Skills and Orientation”). The module consists of the following three learning units: 1) Europass general structure description; 2) E-Portfolio services and tools description; 3) mobility programmes in Europe for young students.

- 2) Video/videotutorials for disadvantaged end-users supported by PES (i.e. low digitally skilled adults, long-term unemployed people, refugees, asylum seekers, etc.):** Europass Italy, in collaboration with Eurodesk, realised a video and three videotutorials for supporting the above mentioned target in the Europass tools use. These videos have been uploaded both on SkillON website and on Youtube channel. Videos have been conceived to address different end-users based on their features. At the same time, it is possible to enjoy them as a unique pack of contents, since every video makes a brief recall to the previous one at its beginning.
The four videos deal with:
 - 1) a brief presentation on the new Europass portal (<https://youtu.be/YEgcrUO1h3E>);
 - 2) how to create a CV and a cover letter from a smartphone and without registering (<https://youtu.be/hD1di1W-ul>);
 - 3) how to set up the 2 factor-authentication (<https://youtu.be/JZQetgATUgM>);
 - 4) how to access and to use the tools of E- Portfolio (<https://youtu.be/w4MB7tzVqkY>).

- 3) Promotional video for Companies (in particular small and medium-sized enterprises), focused on the new EUP E-Portfolio:** Europass Italy, in collaboration with Unioncamere, created a promotional video addressed to Italian companies available both in full and short version at the following links:

<https://youtu.be/mpDaICLmHHk> (full version);
<https://youtu.be/nko8Qm8LjH4> (short version).

- 4) EUP webpages on Chambers of Commerce websites:** Europass Italy, in collaboration with Unioncamere, developed a “Europass mini-website” reachable at the following link: [Europass per le imprese | Unioncamere - Anpal](#).
The connection to the website is currently hosted in 13 Chambers of Commerce, namely those which are accredited to employment services.

Improvement measures (planned and implemented)

The activities have been carried out to comply with some of the outcomes to be expected in the Grant and were based on the analysis of the different needs laid down in it.

In detail, to create an online module (deliverable n° 1) addressed to PCTO students - who mandatorily participate to schoolwork-based experiences - the process aimed at spreading the knowledge of Europass tools among a younger audience.

The module is addressed to high school last three classes students', since they will presumably have an interest to know how correctly use Europass tools' for career and educational development.

For the first and second learning unit of the module we took inspiration from and revised the Euroguidance EU Network module on Europass, which is addressed to practitioners. We re-elaborated the units for younger audience, focussing on attractive contents and user-friendly language, thus responding to the target group interests. A widespread national diffusion of the module is foreseen, thanks to the collaboration with the Ministry of Education and with other public entities which are involved in guidance processes in Italy.

Concerning the deliverable n° 2, the video and the videotutorials have been created after having identified the main necessities and difficulties encountered by the target group, thanks to the collaboration with PES operators of the EURES network. This cooperation has been an essential element, since they have a direct contact with the audience, and it is easier for them to be aware of the issues encountered by the end-users.

After having identified the main topics, the video and the videotutorials have been created to comply with a double goal: a) to help end-users to overcome the issues to use the new Europass portal, b) to create a support which shall be useful for training and information activities, such as workshops on active job search led by local PES operators. In addition we sent massive e-mails to local PES to promote the videos uploaded on the SkillON website. The activity has been managed with the ANPAL Unit in charge of coordinating the Italian local PES.

Regarding the deliverable n° 3 – promotional video for Companies (in particular, small and medium-sized enterprises) - the product has been created with a clear overall aim: Europass tools can be useful for end-users and effectively spread only if the companies and business sector get familiarized with and, consequently, are aware of the contribution they can provide to job matching. Europass Italy and Unioncamere have then created this video to explain the Europass tools potential and functionalities to Italian enterprises. In detail, the video focuses on the new E-Portfolio tools/services: 1) the profile; 2) the new CV 4 different graphic formats; 3) the new cover letters 4 different graphic formats; 4) the new way to send an application thanks to the application tracker.

The video therefore offers companies a key to better understand and assess the applications they receive. It has been provided and launched within the 4 territorial Chambers of Commerce webinars with the aim of promoting EUP and its innovations among the Italian business system.

As for deliverable n° 4, Europass mini-website was created to fulfill a double goal: a) to present and describe to the Italian companies Europass tools and services that can be of their direct interest, in particular for recruitment; b) to offer end-users the opportunity to have a more direct interaction with the Italian business world, thanks to a database which is hosted on the website and which allows applicants to send their CVs directly to Italian companies. In addition, end-users will have the chance to benefit from guidance, placement and job matching activities held by the single Chambers of Commerce.

Evaluation questions for the Peers

- 1. Do you have the same need of creating videotutorials for disadvantaged end-users? Or is the Europass portal perceived as easy to use from this target group in your country? If they encountered difficulties, which are the main ones? Did you create some supports? Which actions did you undertake in order to support them?*
- 2. How are Europass tools promoted among youngsters in your country? Is there a training on it during higher school years? If this is the case, how the training and dissemination of Europass is provided in your country?*
- 3. Did you, as well as Italy, provide teachers and operators with training? If this is the case, did you provide it according to a structured plan or upon request? Which kind of institutional agreements manage the process?*
- 4. Did you create some tools to spread the knowledge of Europass tools among the companies of your country? If so, could you please tell us which are them and how did you promote them among the companies?*
- 5. Is the new CV Europass format frequently used in your country? If so, did you receive some feedback on its strenghts/ areas for improvements from companies or end-users?*
- 6. Do you have some evidences on the level of appreciation of the new Europass tools among the companies of your country (we are referring not only to the new CV, but also to the E-Portfolio and to the various options to submit applications, i.e. with a link to the applicant profile/ link to the documents which can be attached to CV and cover letters). If so, how did you collect those evidences? Did you conduct a survey or a focus, a webinar, etc.?*