

eVejledning

om valg af uddannelse og erhverv

Ug.dk and eGuidance in Denmark

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Vejledningstilbud fra Ministeriet for Børn og Undervisning

Agenda

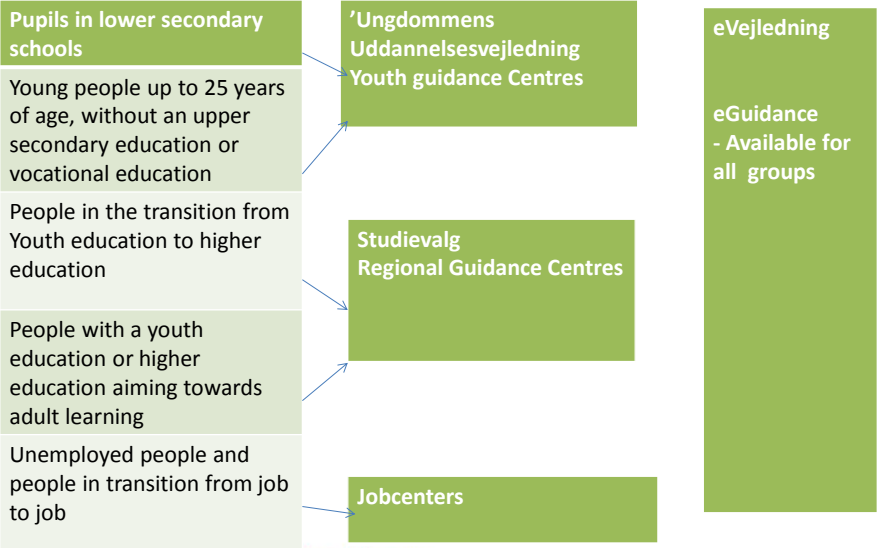
- The digital society
- eGuidance – background and purpose
- The organization of career guidance
- Experiences with eGuidance
- eGuidance methods
- Visit at our guidance center

The digital Denmark

- eGovernment strategy 2011-2015: The central government, regions and municipalities are proposing a new eGovernment strategy in order to accelerate the adoption of digital solutions in the public sector.
- More than 2 million smartphones
- More than 2 million tablets
- 92 % internet at home, 55 % internet on the mobile
- 3 million Danes on Facebook

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Guidance Services



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Political background of ug.dk and eGuidance

- 2004: The Danish Parliament adopts the 'Guidance Law' and establish ug.dk and two new guidance services
- 2010: The Danish Parliament adopts the "Ungepakke 2":
 - 95 % of all young people will have an education after leaving the lower secondary school
 - eGuidance is a part of this
- 2011: The opening of eGuidance

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The purpose of eGuidance and ug.dk

- To release resources in other guidance services to concentrate on young people with special needs
- To help young people with readiness for choosing education – as well as their parents
- To contribute to reach the target of maximum to get an education after basic school

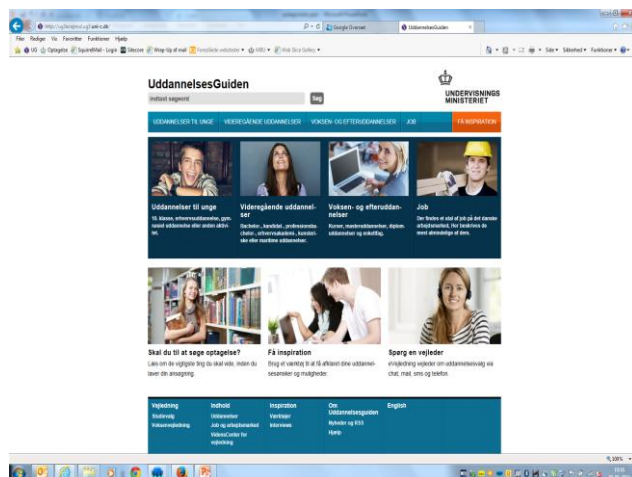
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UddannelsesGuiden



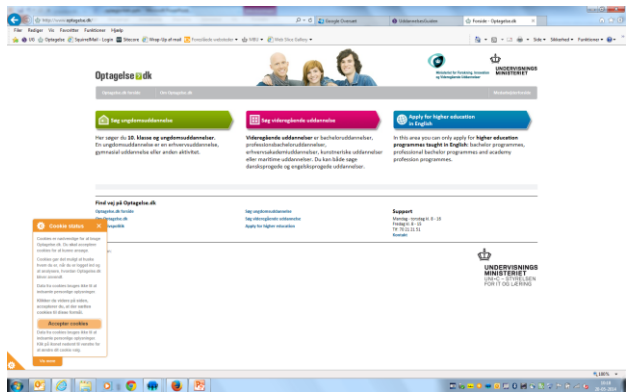
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UddannelsesGuiden from august 2014



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Optagelse.dk – digital application



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eVejledning



Vejledningstilbud fra Ministeriet for Børn og Undervisning

eVejledning on Facebook



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Channels for counselling

- Telephone
- Chat
- e-mail
- Text message
- Facebook
- Webinar
- Twitter (communication channel)

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Organization, eGuidance

- eGuidance is a part of the Ministry of Education
- 35 skilled counsellors:
 - 12 full time counsellors in Copenhagen
 - 23 part time counsellors, also working in other guidance services – spread around the country
- Availability
 - Opening hours from 9 am to 9 pm on weekdays
 - Opening hours from 12 am to 4 pm on Saturdays, from 12 am to 9 pm on Sundays

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eGuidance at work



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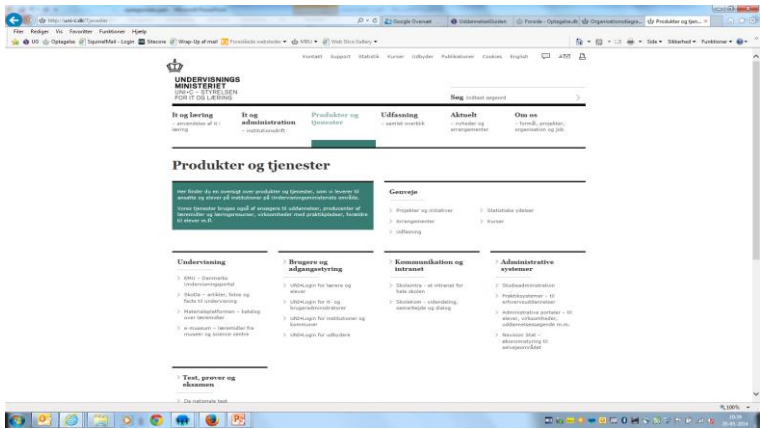
eGuidance at work



- A Communication System Platform
- Internal chat during opening hours
- Common guidelines
- Common knowledge bank
- Cooperation with other guidance services
- Cooperation with The Education Guide

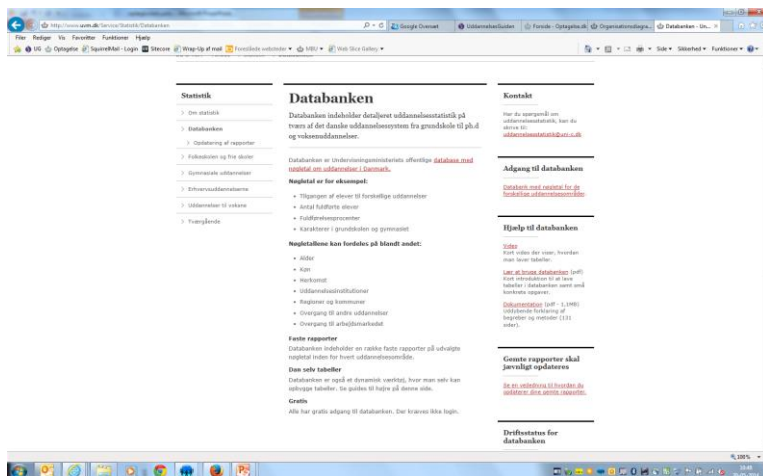
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Department for ICT and Learning,
Uni-C



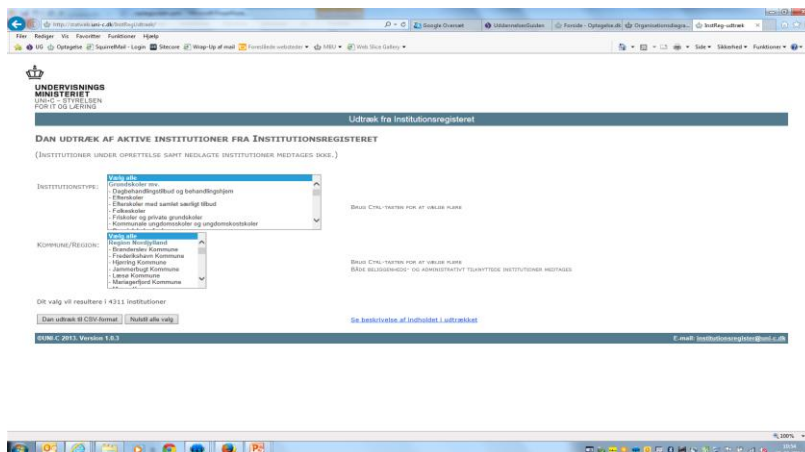
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A data bank



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Register of Institutions



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