

## MEMORANDUM OF UNDERSTANDING ON COOPERATION IN CAREER INFORMATION, GUIDANCE AND COUNSELING SERVICES

### Purpose

Article 1- The purpose of this memorandum of understanding is to determine the studies that the parties to the Protocol on Cooperation on Career Information, Guidance and Counseling Services will carry out in line with their duties and responsibilities that they have undertaken in providing the career information, guidance and counseling services.

### Scope

Article 2- This memorandum of understanding covers the performance of studies related with lifelong career information, guidance and counseling services at central, local and international (Euroguidance, PLOTEUS portal, etc.) levels, carried out by the parties to the protocol and the procedures and principles regarding the operation of the web-based National Web Based Career Information System coordinated by the Ministry of National Education.

### Basis

Article 3- This memorandum of understanding has been prepared in line with the Protocol on Cooperation in Career Information, Guidance and Counseling Services dated 26/10/2004 and the legislations of the institutions/organizations party to the Protocol.

### Definitions

Article 4- The following expressions shall have the meanings given below;

Career Information, Guidance and Counseling means the process of individuals determining their career development, preferences and decisions by assessing themselves, training and employment opportunities throughout their lives,

National Web Based Career Information System means the web-based system established under the Ministry of National Education, General Directorate of Special Education Guidance and Counseling Services, containing education and labour market information and individual assessment and vocational guidance aspects,

Euroguidance means European Network to Support Guidance and Counselling,

PLOTEUS means Portal on Learning Opportunities throughout the European Space,

Moderator means the personnel assigned by the parties to the Protocol to ensure data flow to the National Web Based Career Information System ,

MoNE system administrator means the manager assigned at the Ministry of National Education, responsible for carrying out all procedures related with the web site of National Web Based Career Information System .

## Abbreviations

Article 5- The abbreviations used in this Memorandum of Understanding;

EU means European Union,

MoLSS means the Ministry of Labour and Social Security,

DPT means the undersecretaries for State Planning Organization,

İŞKUR (İŞKUR) means Turkish Employment Agency

KOSGEB (KOSGEB) means the Small and Medium Industry Development Organization,

CIC means the Career Information Center,

CIGC means the Career Information Guidance and Counseling,

WBCIS means the Web Based Career Information System ,

MoNE means the Ministry of National Education,

MEDAK means the Career Counseling Committee,

MPM means the National Productivity Center,

MYK- Vocational Qualification Authority

OECD means the Organization for Economic Cooperation and Development,

ÖSS (ÖSS) means the Student Selection Examination,

CRC means the Counseling and Research Center,

TESK (TESK) means the Confederation of Turkish Tradesmen and Craftsmen,

TİSK (TİSK) means Turkish Confederation of Employer Associations,

TOBB (TOBB) means the Union of Chambers and Commodity Exchanges of Turkey,

TURKSTAT means Turkish Statistical Institute,

TURK-İŞ (TURK-İŞ) means the Confederation of Turkish Trade Unions,

YÖK (YÖK) means the Higher Education Council.

## Basic Principles Related to Carrying out the CIGC Services

Article 6- The Career Information, Guidance and Counseling (CIGC) services shall be carried in line with the following principles.

6.1. “Community based approach” shall be essential in the provision, operation and dissemination of CIGC services.

6.2. The understanding of “lifelong guidance” shall be the basic in structuring and provision of the services.

6.3. The followings shall be taken into consideration in the policies, strategy determinations and implementations regarding the services;

6.3.1. Needs of different target groups from social, economic and regional aspects,

6.3.2. Basic policies and operations of the country with respect to education, manpower and labour markets,

6.3.3. The EU perspective to ensure the integration with the Euroguidance Network within the context of labour mobility and alignment.

6.4. The conformity of all methodologies, techniques, systems, tools and materials to be used in the services with scientific standards shall be ensured.

6.5. The qualifications and specialization processes of the personnel providing the services shall be planned and developed in accordance with national and international competencies.

6.6. Mechanisms that will ensure monitoring, assessment and quality assurance of the services shall be established, implemented and developed.

6.7. The materials and programs developed under CIGC services shall be shared by the parties to the protocol, provided that the necessary conditions shall be fulfilled.

6.8. Participation of the parties to the protocol to all activities carried out for CIGC services shall be ensured.

6.9. The General Directorate of Special Education Guidance and Counseling Services is responsible for all rights of using and the studies on development and sustainability of the National Web Based Career Information System (NWBCIS) on behalf of the Ministry of National Education (MoNE). The data flow during the processes of system installation and application shall be provided by the General Directorate of Educational Technologies by means of web services. The roles and responsibilities of the institutions in ensuring the sustainability of the national WBCIS are specified below:

The Institutions shall fulfill the followings;

6.9.1. Pursuant to the memorandum of understanding, they shall assign their personnel as WBCIS moderator in charge of carrying out the specified procedures on the web-based system under CIGC Services, and ensure data flow to the National WBCIS.

6.9.2. They shall define the terms of reference of the assigned WBCIS moderators in a manner that they shall also manage the procedures required for the continuity of feeding / updating of the system and the communication.

6.9.3. They shall ensure that the WBCIS moderators will upload the qualitative and quantitative data entries the controls and the other procedures regarding their institutions in the format specified by MoNE system administrators and that other procedures will be carried out through the system.

6.9.4. They shall complete the web infrastructure preparations to allow usage by MoNE system administrators of the portion of the data in the database that they undertake to allow access to the system and carry out other necessary procedures.

6.9.5. In case their databases do not allow sharing data over the web, they shall ensure that data which the institution is liable to provide shall be uploaded by WBCIS moderators over the web.

6.9.6. In order to ensure that the data foreseen to be used in the WBCIS are identifiable and usable by the system, they shall prepare the structures of the database tables where the relevant data are located, data formats and expansions and submit them to the WBCIS system administrator.

6.10. As it is in the National WBCIS, the data required for PLOTEUS database shall also be provided by the moderators assigned to ensure data flow from the parties to the Protocol to WBCIS.

6.10.1. The parties to the Protocol shall periodically update the data of their institutions for PLOTEUS Portal.

6.10.2. The institutions shall publish and provide a link for the PLOTEUS Portal in their web sites or portals.

#### Basic Principles of Cooperation

Article 7- The parties to the Protocol undertake to ensure the required cooperation and coordination based on the characteristics of the below specified institutional tasks and operating fields in order to provide CIGC services to individuals within the context of lifelong guidance.

#### Tasks and Responsibilities of Headquarters and Regional Offices of Parties to the Protocol

Article 8- Ministry of National Education and Ministry of Labour and Social Security, General Directorate of Turkish Employment Agency

Article 8.1. Ministry of Labour and Social Security, General Directorate of Turkish Employment Agency

For implementing the provisions of the Protocol on behalf of the Ministry of Labour and Social Security (MoLSS), The General Directorate of Turkish Employment Agency (İŞKUR) is responsible at central level and provincial / division directorates of İŞKUR are responsible at local level.

8.1.1. Providing career information, guidance and counseling services to all citizens according to their necessities and characteristics with the understanding of lifelong guidance and improving access to such services.

The career information, guidance and counseling services are rendered under the job and career counseling services, labour market information services, employment and unemployment services offered by İŞKUR. In this context;

8.1.1.1. İŞKUR shall hold individual vocational counseling meetings within İŞKUR, and class and group interviews and parent meetings within schools and/or job and career counseling departments of İŞKUR, for the purpose of raising awareness of individuals in choice of vocation process regarding choice of vocation.

8.1.1.1.1. In class interviews, the students shall be provided with information concerning importance of choice of vocation, important points in choosing the vocation as well as the services shall be rendered by İŞKUR in this respect and how and in which way they can benefit from such services.

8.1.1.1.2. Parent meetings shall be hold to share the content of the class interviews with the parents and to contribute to the students making realistic choices.

8.1.1.1.3. In group interviews, information shall be provided in line with the group characteristics and group requests.

8.1.1.1.4. In individual interviews, assistance shall be provided for the individual to know his/herself, set his/her vocational preferences and make a decision by complementing his/her information on vocations, educational locations, business life, etc. and comparing their qualifications with the qualifications and requirements of the vocations. Orientation and admission to the place of education where the individual who has made a decision can gain the knowledge, skills and work habits in the selected vocation is the final stage of this process.

8.1.1.2. Career guidance services shall be provided for adults who want to find a job, have a vocation, change their vocation, improve their career and/or have vocational harmonization problems. In this context, individual interviews shall be made with adults to assist them in knowing themselves and they shall be directed at and/or placed in jobs or training locations.

8.1.1.3. Seminars, trainings and similar organizations aimed at developing job searching skills, where the services of the institutions are presented, shall be hold for enlisted men who are about to complete their military service, final year undergraduate and vocational high school students, students of vocational education centers and individuals looking for jobs. Issues such as demands and expectations of the employers, job application techniques, job request forms, presentation letters, presentation cards, CV preparation, preparation for job interviews and interviews shall be dealt with during such organizations.

8.1.1.4. At the career information centers (WBCIS) operating under İŞKUR, information sources such as career information files, "let's know about the vocations" CD, general training-education information files, regional training-education information files, vocations, vocational education places and information on business life shall be available and be presented for use of individuals who need them.

8.1.1.5. The juveniles and adults staying at prisons and detention centers shall be informed about the rights that they will have when they complete their sentences and shall be provided with trainings aimed at developing their job seeking skills.

8.1.1.6. With the support of local administrations and relevant organizations, CIGC services shall be provided for children working at streets.

8.1.1.7. The information on the need for apprentices of the enterprises under TOBB, TİSK and TESK shall be transferred to WBCIS through İŞKUR.

8.1.2. Developing the sources, programs, methods, techniques, materials and tools to be used in the services.

8.1.2.1. Career information files, “let’s know the vocations” CDs and vocational informative booklets shall be prepared; general training-education files shall be researched / updated; and new vocations shall be introduced to service in WBCISs and the İŞKUR portal.

8.1.2.2. Materials aimed at promoting the awareness of the parents and the beneficiaries of the CIGC services shall be prepared.

8.1.2.3. Brochures and relevant materials in support of the studies shall be introduced to service in the trainings for developing job seeking skills.

8.1.2.4. Vacant job positions notified to İŞKUR shall be announced in the İŞKUR portal, as sorted by vocations.

8.1.2.5. Age, gender, educational status of job seeking individuals in the labour market registered with İŞKUR and the distribution by their vocations.

8.1.2.6. Age, gender, educational status and distribution by vocations of job placements in the labour market done by İŞKUR,

8.1.2.7. Providing numbers of registered businesses at provincial level on the basis of economic activity branches,

8.1.2.8. Distribution of people, who have quit their jobs by economic activity lines,

8.1.2.9. Information on labour training courses held by İŞKUR,

8.1.2.10. Information on vacant job positions by determining the vocations, of which the demand will be increased or decreased in the future,

8.1.2.11. When a survey on labour market information is implemented and made into a report, the data of the survey results that are foreseen to be presented under İŞKUR tables or page setups shall be presented over İŞKUR portal and the data that should be used alone within the database shall be presented over WBCIS.

8.1.3. Developing and sustaining the quality of services, standards, competencies and efficiency of the relevant units and personnel.

8.1.3.1. Competencies of the servers providing CIGC services at İŞKUR shall be determined.

8.1.3.2. In-service trainings shall be provided with the support and coordination of corporate or protocol parties in order to promote the service competencies of the personnel assigned / to be assigned in CIGC services.

8.1.3.3. Studies aimed at establishing system/s regarding the monitoring of service beneficiaries and assessment of the service shall be carried out, developed and sustained.

8.1.4. Ensuring and developing cooperation and cooperation between all parties.

8.1.4.1. Convening of the parties and discussion of the agenda shall be ensured whenever required, besides ordinary MEDAK meetings, the chair and secretary of which are assumed by İŞKUR.

8.1.4.2. Effective provision of cooperation and coordination regarding CIGC services in the provinces; putting on the agenda of and negotiation by the Provincial Employment and Vocational Education Board the studies to be conducted for planning, implementation and result assessment of CIGC services to be carried out at state and private schools, İŞKUR, etc. shall be ensured.

8.1.4.3. A CIGC Services Sub-Working Group, the secretarial services of which shall be provided by İŞKUR Provincial Directorate, shall be established in provinces where job and

Career Counseling services are provided in order to plan, implement, monitor and follow up the results of the decisions taken under CIGC services at the Provincial Employment and Vocational Education Board and to organize the CIGC services to be provided at the schools. Such sub-working group shall consist of;

İŞKUR Provincial Director / Assistant Provincial Director / Branch Director, job and career counsels and career information center officials,

Officials of the Provincial Directorate of National Education, Department of Special Education Guidance and Psychological Counseling,

All Guidance and Research Center Directors at provinces where there are multiple Guidance and Research Centers, and one student advisor each representing the primary schools, secondary schools and vocational technical education schools,

Representatives of the institutions and organizations party to the protocol, considering the organizational status at provincial level.

The sub-working group shall convene in October and February every year in order to plan, implement and monitor the CIGC studies. The studies carried out during the previous period shall be reviewed; the studies to be carried out during the following period shall be planned and drafted into a report in each meeting.

One copy of such report shall be sent to the General Directorate of İŞKUR for negotiation in MEDAK.

8.1.4.4. The decisions taken at provincial employment and vocational education boards shall be shared in MEDAK in order to improve CIGC services.

8.1.4.5. It shall take place in the study of establishing a common jargon and terminology regarding CIGC services with the participation of all parties.

8.1.4.6. It shall ensure that MEDAK assumes an active role in establishing policies and implementation strategies in the field of vocational guidance.

8.1.4.7. The materials and programs developed under CIGC services shall be shared by the parties to the protocol, provided that the required conditions are fulfilled.

8.1.4.8. İŞKUR shall plan and carry out Euroguidance (European Network to Support Guidance and Counselling) activities within the understanding of lifelong education and guidance, and ensure the participation of all parties in inter-institutional cooperation and activities. In this context, the institutions and organizations party to the Memorandum of Understanding shall,

- Provide İŞKUR with all kinds of corporate and technical support needed in carrying out Euroguidance activities.
- Assist İŞKUR in developing and spreading Euroguidance activities.

8.1.5. Supporting private sector undertakings and developments in the services.

8.1.5.1. It shall provide support in carrying out the activities directed at determining the lifelong CIGC services to be provided in order to protect, develop and generalize employment in the private sector (job and career counseling service, vocational education, etc.) and at meeting the need of the labour market for qualified personnel for this purpose.

8.1.5.2. It shall attempt to determine the processes of participation of the private sector in CIGC services.

8.1.5.3. It shall cooperate in the information flow of the private sector to the PLOTEUS Portal.

8.1.6. Establishing connection between CIGC services and studies regarding the development of vocational standards and supporting their institutionalization.

8.1.6.1. The İŞKUR personnel who will work within the scope of CIGC services shall use the vocations with established standards in the CIGC services.

8.1.7. Defending the right of all citizens to receive CIGC services; supporting service requests and its reflection on the applications.

8.1.7.1. It shall defend the right of all citizens to access to Career Information, guidance and counseling services and to receive services and support the service requests and its reflection on the applications.

## Article 8.2. Ministry of National Education (MoNE)

The General Directorate of Special Education Guidance and Counseling Services shall be authorized and responsible at central level and Provincial / District Directorates of National Education shall be authorized and responsible on behalf of MoNE for the enforcement of the provisions of the Protocol.

8.2.1. Providing CIGC services to all citizens in accordance with their needs and qualifications and promoting access to such services.

### 8.2.1.1. General Directorate of Special Education Guidance and Counseling Services

It shall be the institution responsible for developing CIGC services at formal, apprenticeship and mass education institutions and for the establishment, development and ensuring continuity of the National Web Based Career Information System. In this scope, it shall;

8.2.1.1.1. Carry out and ensure the continuity of CIGC services under MoNE through the Career Guidance Services Development Unit,

8.2.1.1.2. Act as the web system administrator of the national WBCIS and provide coordination between the parties to the Protocol,

8.2.1.1.3. Improve the standards and competencies of the personnel carrying out MoNE CIGC services,

8.2.1.1.4. Develop and ensure implementation of guidance programs in accordance with school types,

8.2.1.1.5. Ensure coordination between MoNE units in studies carried out under CIGC Services and ensure that the studies are transferred to WBCIS,

8.2.1.1.6. Take the necessary measures to ensure that the country organization of MoNE fulfill their tasks under CIGC services.

### 8.2.1.2. Provincial / District Directorate of National Education

8.2.1.2.1. It shall make implementations at sector level through cooperation with respective social parties in order to promote school – enterprise cooperation in formal, apprenticeship and mass education.

8.2.1.2.2. It shall carry out studies aimed at ensuring participation and sponsor support by the social parties to the vocational and technical education activities.



8.2.1.2.3. It shall encourage the parents to participate in vocational and technical education fairs.

8.2.1.2.4. It shall cooperate with the bar, chamber of physicians, etc. vocational organizations to popularize the vocational and technical education fairs to vocational fields other than technical education.

8.2.1.2.5. It shall cooperate with the training and education institutions together with the GRCs in order to promote the awareness of the parents and students on vocations and to establish public conscience.

8.2.1.2.6. It shall cooperate with the printed and visual media in order to promote the awareness of the parents and students on vocations and to establish public conscience.

8.2.1.2.7. It shall use of the facilities such as site, technical equipment, transportation, etc. of the units at provincial and town level of the parties to the protocol in order to ensure extend the CIGC services.

8.2.1.2.8. It shall carry out joint studies with the parties to the protocol in order to develop the vocations demanded in their respective provinces and the necessary vocational skills, based on the job and vocation analyses made by the Provincial Employment and Vocational Education Boards.

8.2.1.2.9. It shall ensure effective participation of the vocational organizations in the CIGC Services at provincial / district level through cooperation with the vocational organizations.

8.2.1.2.10. It shall carry out vocational orientation studies for the students under special education in line with the relevant legislation through school and parent cooperation.

8.2.1.2.11. It shall take the necessary measures for the vocational and educational developments of the children needing special education in line with the relevant legislation.

### 8.2.1.3. Formal Education

CIGC services shall be carried out under the leadership of the school administration, coordination of the student advisor of the school and in cooperation with the teachers in formal education. Studies directed at making the individual know him/herself shall be carried out under the guidance and psychological counseling services of the school. To this end, the following studies shall be carried out at schools;

8.2.1.3.1. Studies for presenting the CIGC services to the school personnel shall be carried out,

8.2.1.3.2. Tests and other techniques shall be implemented to identify the interests, capabilities and merits of the student,

8.2.1.3.3. Family / parent interviews shall be held to know the student,

8.2.1.3.4. The academic success, social clubs, social liability projects, elective classes, etc. of the student shall be monitored.

8.2.1.3.5. Classroom observations about the student shall be assessed within the context of teacher observations and orientation instructions,

8.2.1.3.6. The scope of vocational guidance services shall be improved within the school guidance and psychological counseling framework programs. During this process;

8.2.1.3.7. Studies for introducing the superior training and education institutions and higher education institutions,

- 8.2.1.3.8. Studies for selecting a field / branch / vocation,
- 8.2.1.3.9. Studies for examinations and the process of preparing for the examinations,
- 8.2.1.3.10. Conferences, vocational introduction days, etc. aimed at introducing the vocations,
- 8.2.1.3.11. Studies for ensuring participation in the career fairs held by public and private sectors,
- 8.2.1.3.12. Studies for orientation, the process of orientation, the importance of choice of vocation, the relation between training and education programs and the vocations and the labour market, and similar subjects dealt with during parent meetings,
- 8.2.1.3.13. Studies for introducing apprenticeship and mass education and distant education institutions for students, who will not be able to continue with formal education,
- 8.2.1.3.14. Studies for improving the level of vocational maturity and following up the graduates shall be carried out.
- 8.2.1.3.15. Projects for introducing the vocations at primary education level shall be prepared and business visits shall be made.
- 8.2.1.3.16. Homework and projects for introducing the vocations at secondary education level shall be prepared; business visits shall be paid and information on businesses shall be given.
- 8.2.1.3.17. Materials such as posters, brochures, notice boards, etc. shall be prepared at schools in order to promote the awareness of the families and students about the vocations.
- 8.2.1.3.18. Cooperation shall be made with vocational organizations and non-governmental organizations in order to introduce the vocations and establish vocational awareness.
- 8.2.1.3.19. The students shall be provided with individual planning services for their vocational development.
- 8.2.1.3.20. In line with the relevant legislation, necessary measures shall be taken for the vocational and educational development of students who need special education.
- 8.2.1.3.21. When carrying out such studies, cooperation shall be ensured with the parties to the protocol.

#### 8.2.1.4. Apprenticeship and Mass Education

- 8.2.1.4.1. Studies aimed at allowing the individuals attending mass education and distant education institutions to make use of the CIGC services carried out by the GRCs shall be carried out.
- 8.2.1.4.2. Studies shall be carried out together with İŞKUR provincial directorates for the students attending the vocational education center and their parents.
- 8.2.1.4.3. In order to make CIGC services widespread throughout the country and at provincial and district levels, facilities of the parties to the protocol, vocational organizations and non-governmental organizations such as site, technical equipment, transportation, etc. shall be used.
- 8.2.1.4.4. Informative studies on the post-course job opportunities and the labour market shall be carried out together with MoNE and İŞKUR provincial directorates at the formal, apprenticeship and mass education courses under MoNE.
- 8.2.1.4.5. Informative studies shall be carried out jointly with İŞKUR provincial directorates in order to establish vocational awareness at the formal, apprenticeship and mass education courses under MoNE.

8.2.1.4.6. Individuals shall be informed about the results of sector surveys, current vocations and demanded vocations.

8.2.1.4.7. Vocational and technical secondary education institutions and mass education programs shall be introduced to the individuals who are willing to receive vocational education in line with their interests and needs, and they shall be informed about the ways to benefit from such programs.

8.2.1.4.8. Studies such as preparing conferences, posters, brochures, vocation introduction days, etc. shall be carried out to introduce the vocations.

8.2.1.4.9. The results of projection studies carried out by İŞKUR and employer and workers' unions shall be reflected on the program studies.

8.2.1.4.10. Posters, brochures, sign boards, etc. shall be prepared at schools in order to promote the awareness of the families and individuals about vocations.

8.2.1.4.11. Individual planning services shall be provided to individuals for their career developments.

8.2.1.4.12. In line with the relevant legislation, the necessary measures shall be taken for the vocational and educational developments of the students needed special education.

#### 8.2.1.5. Guidance and Research Centers (GRC)

8.2.1.5.1. The guidance and psychological counseling services prepared by the GRCs shall develop the scope of lifelong CIGC services in the provincial framework programs.

8.2.1.5.2. It shall provide lifelong CIGC services for the students and parents of schools with no student advisor.

8.2.1.5.3. It shall provide counseling services by establishing bureaus of preference during preference periods after examinations with the cooperation of provincial / district directorates of national education.

8.2.1.5.4. It shall prepare materials such as posters, brochures, booklets, etc. for introducing the career guidance services.

8.2.1.5.5. It shall prepare projects at national and international levels aimed at rendering the vocational guidance services widespread.

8.2.1.5.6. It shall carry out vocational orientation studies for students covered by special education, in line with the relevant legislation, and provide CIGC services for the families of the students covered by special education.

8.2.2. Development of resources, programs, methods, techniques, materials and tools in the services.

8.2.2.1. It shall make student product selection file (portfolio) applications widespread in training and education institutions.

8.2.2.2. It shall develop guidance framework programs covering CIGC services depending on types of schools.

8.2.2.3. As for lifelong CIGC services, it shall develop activities regarding the field of educational and vocational development and competency within the scope of primary education and secondary education institutions class guidance program.

8.2.2.4. It shall link the results of projection and requirement analyses made by İŞKUR or other institutions and organizations with orientation and guidance activities.

8.2.2.5. It shall ensure that the career information files, “let’s know the vocations” CDs, “let’s know the vocations” booklets and general / regional training and education files prepared by İŞKUR are used in lifelong CIGC services within the scope of WBCIS, as well.

8.2.2.6. It shall create awareness among students and parents about effective use of job and career counseling services provided by İŞKUR and the CICs.

8.2.2.7. It shall ensure that the materials prepared within the scope of CIGC services are regularly sent to the parties to the protocol.

8.2.2.8. It shall ensure preparation of materials for promoting the awareness of parents and beneficiaries of the CIGC services.

8.2.3. Developing and maintaining the quality of services and the standards, competencies and efficiency of relevant units and personnel.

8.2.3.1. It shall develop and continue studies aimed at establishing the system for monitoring and assessing the service recipients.

8.2.3.2. It shall measure the service quality by means of a preliminary assessment at the units where the service is provided and a final assessment made after the provision of the service.

8.2.3.3. It shall determine the competencies of the CIGC service providers at MoNE.

8.2.3.4. It shall establish the service standards of MoNE CIGC from preschool institutions up to the level of higher education institutions.

8.2.4. Ensuring and developing cooperation and coordination between all parties.

8.2.4.1. It shall take place in the study of establishing a common jargon and terminology regarding CIGC services with the participation of all parties.

8.2.4.2. It shall notify İŞKUR the schools and programs opened in formal, apprenticeship and mass education for vocational and technical education.

8.2.4.3. Putting on the agenda of and negotiation by the Provincial Employment and Vocational Education Board the effective provision of cooperation and coordination regarding CIGC services in the provinces, the studies to be conducted for planning, implementation and result assessment of CIGC services to be carried out at state and private schools, İŞKUR, etc. shall be ensured.

8.2.4.4. A CIGC Services Sub-Working Group, the secretarial services of which are to be provided by İŞKUR Provincial Directorate, shall be established in provinces where job and career counseling services are provided in order to plan, implement, monitor and follow up the results of the decisions taken under CIGC Services at the Provincial Employment and Vocational Education Board and to organize the CIGC services to be provided at the schools. Such sub-working group shall consist of;

İŞKUR Provincial Director / Assistant Provincial Director / Branch Director, job and career counsellors and career information center officials,

Officials of the Provincial Directorate of National Education, Department of Special Education Guidance and Psychological Counseling,

All Guidance and Research Center Directors at provinces where there are multiple Guidance and Research Centers, and one school advisor each representing the primary schools, secondary schools and vocational technical education schools,

Representatives of the institutions and organizations party to the protocol, considering the organizational status at provincial level.

The sub-working group shall convene twice (in October and February) every year in order to plan, implement and monitor the CIGC studies. The studies carried out during the previous period shall be reviewed and assessed; the studies to be carried out during the following period shall be planned and drafted into a report in each meeting.

One copy of such report shall be sent to the General Directorate of İŞKUR for negotiation in MEDAK.

8.2.4.5. An item of agenda where CIGC services will also be negotiated shall be established in the meetings corresponding to the 1st and 2nd academic years of the Provincial Employment and Vocational Education Board convening in the provinces every three months. It shall be ensured that decisions on the studies planned to be performed at schools, İŞKUR, etc. within the scope of CIGC services and the cooperation required for more effective conduct of the studies and the implementation of decisions taken at MEDAK are taken.

8.2.5. Supporting private sector undertakings and developments in the services.

8.2.5.1. It shall establish the processes of private sector participation in CIGC services.

8.2.6. Establishing connection between CIGC services and studies regarding the development of vocational standards and supporting their institutionalization.

8.2.6.1. It shall cooperate with the institutions regarding the usage in WBCIS of the vocations with established standards.

8.2.7. Defending the right of all citizens to receive CIGC services; supporting service requests and their reflection on the applications.

8.2.7.1. It shall defend the lifelong right of all citizens to access to Career Information, guidance and counseling services and to receive services, and support the service requests and their reflection on the applications.

## Article 9. State Planning Organization (DPT)

9.1. Establishing and developing the basic policies regarding education, manpower and labour market, and linking them with vocational guidance policies and applications.

9.1.1. It shall develop policies under development plans and annual programs regarding CIGC services within the scope of efficient use of manpower in order to fortify economic, social and cultural development; support the institutions that develop policies; assess this issue among prioritized objectives and monitor applications.

9.1.2. It shall provide opinions and proposals regarding the improvement of the establishment and operation of central and local administrations of the parties to the protocol in order to ensure that the development plans and annual programs are implemented satisfactorily.

9.1.3. It shall develop progressive strategies within the scope of CIGC services in communication with national and international organizations.

9.2. Supporting the services on the basis of strategy development and planning.

9.2.1. It shall establish the relationship between the policies in the field of CIGC services and the national strategy documents to be prepared.

9.2.2. It shall provide support in determining the processes of private sector participation in CIGC services and prepare the general framework of the incentive and orientation policies that will regulate the performance of private sector activities in accordance with the objectives and aims of the plan.

### 9.3. Allocating and supporting resources.

9.3.1. It shall relate the investment program budget proposals of the parties to the protocol within the scope of CIGC services with the program objectives, and appropriate funds.

### 9.4. Ensuring connection between CIGC services and the studies regarding the development of vocational standards and supporting institutionalization.

9.4.1. It shall support and contribute to the preparation of vocational standards and national competencies regarding the vocational competency system.

9.4.1. It shall support and contribute to training, examination and certification activities within the framework of vocational competency system.

### 9.5 Planning CIGC services for all citizens and supporting their reflection on the applications.

9.5.1. It shall provide support to all legislative arrangements made within the scope of CIGC services.

9.5.2. It shall carry out studies aimed at creating public awareness about CIGC services.

## Article 10. Higher Education Council (YÖK)

10.1. Developing, implementing and ensuring the quality assurance of pre-service training programs that would enable the specialists related with CIGC services to work in the labour market organizations and private sector as well, besides educational institutions.

10.1.1. It shall execute post-graduate programs with – without thesis on career guidance.

10.1.2. It shall ensure the accreditation of graduate programs that are source for guide teachers (psychological counsellor) at MoNE.

10.1.3. It shall ensure the number and variety of compulsory and elective classes in graduate programs related with CIGC services.

10.1.4. It shall arrange in-service training programs for CIGC services through the universities.

10.2. Supporting the research, development and relevant service units on this issue within the services.

10.2.1. It shall ensure that researches are made at the universities within the scope of effectiveness, efficiency and development of CIGC services. It shall share the results of such researches with the relevant institutions / organizations.

10.2.2. It shall provide academic support in line with the requests of the public institutions and organizations within the scope of performance and development of CIGC services.

10.3. Ensuring and supporting formation, development and institutionalization of CIGC services at the universities.

10.3.1. It shall provide academic support for implementing the decisions taken at the Provincial Employment and Vocational Education Board regarding CIGC services and for making the services widespread.

10.3.2. It shall ensure that career centers are established at universities, the coordination between the centers is reinforced and webs are formed.

10.3.3. It shall establish a commission at higher education level for developing national guidance and psychological counseling policies and make such commission operable. This

commission shall play an active role in developing personnel competencies and making the services widespread.

10.4. Providing and developing information and counsel on secondary education and higher education programs, Student Selection Examination (ÖSS) and preferences, for use in CIGC services and the information services to be developed to this end.

10.4.1. It shall provide support to the “ÖSS Preference Bureaus” established under MoNE during the ÖSS preference period through the universities.

10.4.3. It shall provide academic support about the ÖSS process and preferences to the families under the National Web Based Career Information System for Universities.

10.5. Establishing connection between CIGC services and studies regarding the development of vocational standards and supporting their institutionalization.

10.5.1. As for the determination of the vocational competencies, it shall support and contribute to the preparation of vocational standards and national competencies, when requested.

10.5.2. It shall support and contribute to the education, examination and certification activities within the process of determining the vocational competencies, when requested.

10.6. Developing guidance, vocational development and orientation formation under the teaching programs.

10.6.1. It shall encourage the opening of a class on guidance with compulsory status under the graduate programs of the faculties of education.

10.6.2. It shall cooperate with institutions providing CIGC services in the applications within the scope of the guidance classes in the graduate programs of the faculties of education.

10.7. Defending the right of all citizens to receive CIGC services and supporting its reflection on the applications.

10.7.1. It shall provide support to all legislative arrangements made within the scope of CIGC services.

10.7.2. It shall carry out studies aimed at creating public awareness on CIGC services through the career centers and other relevant units of the universities.

## Article 11. Turkish Statistical Institute (TURKSTAT)

11.1. Developing labour market, education and employment information; generating the current statistics required for services; and supporting the formation of data banks and systems.

11.1.1. It shall generate and share information and statistics regarding the vocations and educational statuses, age groups and lines of economic activity of those employed, previously employed but currently unemployed and the vocational and educational statuses of the unemployed according to the results of “household labour surveys” under the title of job opportunities.

11.1.2. It shall generate and share statistics regarding the educational levels, years and type under formal, apprenticeship and mass education in the section of educational information.

11.2. Developing statistics regarding CIGC services and information on the labour market as per the characteristics of target masses and country needs.

11.2.1. It shall contribute to the formation and development of the information systems to be developed with respect to CIGC Services.

11.3. Providing technical support in research and development studies.

11.3.1. It shall provide statistical support to the research and development studies to be carried out by the parties to the protocol regarding CIGC services.

11.3.2. It shall provide information about the education and vocation classifications used at national and international levels.

## Article 12. Small and Medium Industry Development Organization (KOSGEB)

12.1. Providing information and counseling about starting one's own business and about entrepreneurship, for use in CIGC services.

12.1.1. It shall organize "Young Entrepreneurship Training Program" with the cooperation of MoNE at local level for formal, apprenticeship and mass education institutions after secondary education and for university students.

12.1.2. It shall provide "Young Entrepreneurship Training" with the cooperation of İŞKUR about starting and managing a business based on a business plan for individuals who consider entrepreneurship as an alternative and are willing to start their own business.

12.2. Providing and developing career information in the work field.

12.2.1. It shall provide training and counseling support for the enterprises, Entrepreneurs, New Entrepreneurs and Operating Organizations registered with the KOSGEB database.

12.2.2. It shall notify to İŞKUR directorates the information about the businesses and staff requirements registered with KOSGEB database at local level.

12.3. Establishing connection between CIGC services and studies regarding the development of vocational standards and supporting their institutionalization.

12.3.1. It shall provide support and contribution to the Vocational Qualification Authority regarding the preparation of vocational standards and national competencies with respect to the vocational competency system.

12.4. Defending the right to receive Career Information, guidance and counseling services of those working in small and medium scaled industrial enterprises contained in the articles of incorporation of KOSGEB and employing less than 250 annual employees in the production sector, with a net sales return or financial balance sheet less than 25 million TL, and supporting its reflection on the applications.

12.4.1. It shall provide support to the legislative arrangements to be made under CIGC services. It shall inform the KOSGEBs about the applications to be made in this respect.

## Article 13. National Productivity Center (MPM)

13.1. Supporting the establishment of quality mechanisms and processes in the career information, guidance and counseling services.

13.1.1. Supporting the establishment of quality mechanisms and processes in the career information, guidance and counseling services



- It shall provide support about assessing and providing opinions on the ease of use (GUI) of the processes of the web-based systems (MBS, PLOTEUS, etc. software) employed in the application of the CIGC services.

13.1.2. Supporting efficiency assessment and development in the services.

- It shall prepare training programs on productivity in line with the requests of the parties to the protocol.
- It shall organize studies aimed at creating awareness about productivity issues in line with the requests received from education and training institutions.

13.1.3. Establishing connection between CIGC services and studies regarding the development of vocational standards and supporting their institutionalization.

- It shall provide publication support in the periodicals and the web site of the institute within the scope of developing CIGC services and announcing new studies.

13.1.4 Defending the right of all citizens to receive CIGC services; supporting service requests and their reflection on the applications

- It shall provide support to the legislative arrangements to be made within the scope of CIGC services.
- It shall provide the demanded support to the schools and institutions deemed necessary in order to provide information and create awareness about CIGC services through personnel competent about CIGC services (by the personnel support of MoNE, İŞKUR or MPM personnel trained in this respect) within the scope of Productivity Improving Projects carried out by MPM at provincial level.

Article 14. Union of Chambers and Commodity Exchanges of Turkey, Turkish Confederation of Employer Associations and Confederation of Turkish Tradesmen and Craftsmen;

14. 1. Union of Chambers and Commodity Exchanges of Turkey (TOBB)

14.1.1. Providing information on vocations and the labour market for use in CIGC services.

14.1.1.1. It shall contribute to the formation, dissemination and updating of the career information documents, and shall play a role in the transfer of such information to the enterprises.

14.1.1.2. It shall forward the number of engineers, technicians, master workmen, workers and administrative personnel working in the enterprises contained in TOBB industrial database to the relevant unit for transfer to WBCIS within the framework of the agreed standards and methods.

14.1.1.3. It shall ensure that the labour market data and the prepared WBCIS are presented to the enterprises through the chambers and the level of awareness is improved. It shall provide the announcement of the studies to be carried out under the protocol through the official web site of TOBB.

14.1.1.4. It shall take the issues related with CIGC services on the agenda of the meetings of Turkish Sector Councils established under its organization, thus introducing them to the target mass.

14.1.1.5. It shall take on tasks within the framework of the principles to be agreed by the relevant units of the Union regarding the information exchange with the non-governmental organizations operating in the sector of information and communication. It shall receive the

opinions and recommendations, if any, on the process developments of the Turkish Sector Councils and forward them to relevant authorities.

14.1.1.6. In case it is requested by the parties to the protocol on issues requiring the use of information technologies, relevant units of the Union shall take on tasks within the framework of the principles to be agreed.

14.1.1.7. It shall cooperate with İŞKUR in the studies regarding provision of apprentice students required by enterprises through the chambers.

14.1.1.8. It shall provide information for forwarding to WBCIS about training, employment, entrepreneurship, etc. issues organized by TOBB.

14.1.2. Supporting the applications for knowing the business life and business place.

14.1.2.1. The Union and the chambers under the Union shall provide support in announcing to the target mass and in information in the organization of fairs aimed at vocational and technical education, employment and the meeting of student and labour market, which are to be held in accordance with the National Principles on Organizing Domestic Fairs, put into effect by the Board of Directors of TOBB.

14.1.2.2. It shall provide technical assistance (providing lecturers, presentation, information, communication, etc.) within the scope of the activities about knowing the business life and business place (career fairs, vocation introduction seminars, career days, vocation introduction days, sector visits of the students, etc.) to be organized with the support of the parties to the protocol.

14.1.2.3. It shall provide technical assistance (announcing to the respective parties via telephone, fax and e-mail about the purpose of the activity, ensuring coverage of the activities in the printed and visual media, documentation and archiving of the media comments on the activities, making interviews when necessary, etc.) in the studies carried out with the printed and visual media with the purpose of creating public awareness under CIGC services.

14.1.2.4. It shall contribute through volunteer companies for maintaining and extending the Industrial Experience Improving (EDA) studies aimed at improving the business experiences of the instructors of the vocational high schools.

14.1.3. Supporting with respect to conformity with the requirements of the labour market of the vocational development applications at the service units and the entrepreneur organizations / commercial enterprises.

14.1.3.1. It shall ensure the provision of entrepreneurship trainings to the senior students of the secondary education institutions through the European Union – Turkey Business Development Centers (ABİGEMs), in line with the received requests and if the necessary financial support is available.

14.1.4. Establishing connection between CIGC services and studies regarding the development of vocational standards and supporting their institutionalization.

14.1.4.1. The reports issued within the framework of the studies of the Women Entrepreneurs Council of TOBB shall be forwarded to the parties to the protocol.

14.1.4.2. It shall support and contribute to the preparation of vocational standards and national competencies regarding the vocational competency system.

14.1.5. Defending the right of all citizens to receive CIGC services and supporting its reflection on the applications.

14.1.5.1. It shall carry out studies on learning the needs of the business world within the scope of CIGC services directed at the handicapped students, upon communicating with the chambers under the union.

14.1.5.2. It shall provide assistance for all legislative arrangements made within the scope of CIGC Services. It shall inform its members and provide support in order to reflect the existing legislative arrangements on the applications.

#### 14. 2. Turkish Confederation of Employer Associations (TİSK)

14.2.1. Providing information on vocations and the labour market for use in CIGC services.

14.2.1.1. It shall contribute to supporting the CIGC services through its members and TİSK representative at provincial level.

14.2.1.2. It shall provide support to İŞKUR when the labour market requirement analyses are made at central and local level.

14.2.1.3. It shall assess the data of “TİSK Working Statistics and Labour Cost Survey (ÇİİM)” regularly made by TİSK every year and contained in the Development Plans and Programs and OECD documents, for use in labour market analyses.

14.2.2. Supporting the applications for knowing the business life and business place.

14.2.2.1. It shall support the applications about knowing the business life and business place (career fairs, vocation introduction seminaries, career days, vocation introduction days, sector visits of the students, etc.) to be organized by the parties to the protocol.

14.2.2.2. It shall support the studies made with the visual and printed media aimed at creating public awareness under CIGC services.

14.2.2.3. It shall support the continuance on volunteer basis of the studies regarding trainings at business of the instructors, arranged with the cooperation of YÖK.

14.2.3. Supporting with respect to conformity with the requirements of the labour market of the vocational development applications at the service units and the entrepreneur organizations / commercial enterprises.

14.2.3.1. It shall provide assistance aimed at ensuring the adaptation of the personnel working at the businesses of its members to the developing / changing requirements and/or technology by means of in-service trainings.

14.2.3.2. It shall support the activities aimed at developing and extending the CIGC services through its representatives in the studies of the Labour Market Information Counseling Board and Management Board.

14.2.3.3. It shall encourage the organization of vocational training activities in line with the requests received from the sectors.

14.2.4. Establishing connection between CIGC services and studies regarding the development of vocational standards and supporting their institutionalization.

14.2.4.1. It shall support and provide technical contribution to the preparation of vocational standards and national competencies regarding the vocational competency system.

14.2.4.2. It shall support and provide technical contribution to the training, examination and certification activities within the framework of the vocational competency system.

14.2.5. Defending the right of all citizens to receive CIGC services and supporting its reflection on the applications.

14.2.5.1. It shall provide support to all legislative arrangements made within the scope of CIGC services. It shall inform its members and provide support for the reflection of the existing legislative arrangements on the implementation.

### 14.3. Confederation of Turkish Tradesmen and Craftsmen (TESK)

14.3.1. Providing information on vocations and the labour market for use in CIGC services.

14.3.1.1. It shall provide information on vocations and the labour market for use in CIGC services in cooperation with the Ministry of Industry and Trade. It shall assist the local units of İŞKUR during the labour market need analyses made at central and local level.

14.3.1.2. At local level, TESK and its sub-organization levels shall cooperate with İŞKUR in the studies aimed at providing the apprentice students needed by the enterprises.

14.3.1.3. Information on the need of the enterprises for apprentice students shall be transferred to WBCIS through İŞKUR.

14.3.2. Supporting the implementations aimed at knowing the business life and business place.

14.3.2.1. It shall support the implementations to be carried out by the parties to the protocol, aimed at knowing the business life and business place (career fairs, vocation introduction seminars, career days, vocation introduction days, sector visits of the students, etc.).

14.3.2.2. It shall support the studies made with the visual and printed media aimed at creating public awareness under CIGC services.

14.3.3. Supporting vocational development implementations at the service units and the entrepreneur organizations / commercial enterprises with respect to conformity with the requirements of the labour market of the.

14.3.3.1. It shall ensure the adaptation of the personnel working at its businesses and its sub-organization to the developing and changing requirements and technology by means of in-service training.

14.3.3.2. It shall organize training activities through the “Super-enterprise Training Centers” based on the requests received from the enterprises and the routine training studies of the organization.

14.3.4. Establishing connection between CIGC services and studies regarding the development of vocational standards and supporting their institutionalization.

14.3.4.1. It shall support and contribute to the preparation of vocational standards and national competencies regarding the vocational competency system.

14.3.4.2. It shall support and contribute to training, examination and certification activities within the framework of vocational competency system.

14.3.5. Defending the right of all citizens to receive CIGC services and supporting its reflection on the applications.

14.3.5.1. It shall support the legislative arrangements to be made under CIGC services. It shall inform its members about the applications to be made in this respect.

## Article 15. Vocational Qualification Authority (MYK)

### 15.1. Preparing Vocational Encodings

The code to be assigned to the respective vocation and the place of the vocation within the ISCO and NACE encoding systems shall be provided together with the national vocational standard document within the framework of the encoding system to be established by MYK.

## 15.2. Developing, Updating and Sharing the Vocational Standards

15.2.1. It shall share the developed and updated national vocational standards with the parties to the Protocol.

15.2.2. It shall share information with the parties to the protocol on the issues of the task, process, satisfaction criteria, knowledge, skill, attitudes and behaviors, tools and equipment required by the vocation, legal arrangements about the vocation, working environment, conditions, etc. within the framework of the format of national vocational standard.

## 15.3. Developing, Updating and Sharing the National Competencies

15.3.1. It shall share the developed and updated national competencies with the parties to the protocol.

15.3.2. It shall ensure that the Accredited Training Centers provide training in accordance with the national competencies and that certification is made in accordance with the national competencies through authorized bodies.

15.3.3. It shall prepare the lists of authorized certification bodies and accredited training institutions.

15.3.4. It shall provide information on the application for and process of certification based on the competencies within the framework of national competency.

## 15.4. Contributing to CIGC services

15.4.1. It shall contribute to extend the CIGC services through the bodies that the agency will authorize in the fields of vocational standards, examination and certification.

15.5. Defending the right of all citizens to receive CIGC services; supporting service requests and its reflection on the applications.

15.5.1. It shall support the planning and implementation of the CIGC services for all citizens.

## Article 16- Confederation of Turkish Trade Unions

### 16.1. Providing data on vocations and labour market.

16.1.1. It shall ensure the data on vocations and labour market to be transferred to WBCIS.

16.1.2. It shall support improvement of CIGC services through CTTU representatives on provincial basis.

16.1.3. It shall support local units of İŞKUR while carrying out the labour market need analysis at central and local levels.

16.1.4. It shall support the activities for introduction of business life and workplace to be undertaken by the parties to the Protocol (supporting career fairs, career promotion seminars, career days, career promotion days, student visits to the industry, etc.).

16.1.5. It shall support activities with visual and printed media aimed at developing public awareness under CIGC services.

16.2. Supporting defending the right to obtain CIGC service for all citizens and particularly employees, and reflecting the same to practices.

16.2.1. It shall provide in-service training under CIGC services under the support and coordination of corporate parties of parties to the Protocol to support vocational development of employees.

16.2.2. It shall follow the recent developments regarding CIGC services and make necessary arrangements for the purpose of informing the employees.

16.3. Supporting establishment and institutionalization of links between CIGC services and the activities for development of vocational standards.

16.3.1. It shall support regulatory activities under CIGC services. It shall inform the employees about the regulations to be published.

#### Career Counseling Committee (MEDAK)

Article 17- MEDAK, chaired by, and secretariat services of which are rendered by İŞKUR shall ensure necessary cooperation and coordination between the parties. The Committee shall implement the activities with the parties to the CIGC Services Cooperation Protocol. In this context;

17.1. It shall ensure that permanent representative(s) and their substitutes in case of their absence are assigned by the parties to the Protocol for MEDAK.

17.2. The public or private sector institutions / organizations other than the parties to the Protocol shall be invited to MEDAK depending on the nature of the activities.

17.3. MEDAK shall meet at least once every three months. The decisions shall be taken at the meetings on the basis of consensus. However, if it is impossible to reach a consensus, decisions shall be taken by absolute majority vote of permanent members.

17.4. MEDAK shall review all matters relating to development and promotion of CIGC services, and ensure that decisions are taken in this respect.

17.5. İŞKUR shall approve the vocation information documentation to be made available at vocational information centers.

17.6. The decisions taken by provincial employment and vocational education boards shall be shared at MEDAK for the purpose of improving the CIGC services.

#### Planning and Implementation

Article 18- The services to be rendered under the Memorandum of Understanding shall be organized and developed by MoNE based on short-, medium- and long-term plans to be prepared with participation of parties. Parties shall provide relevant institutions and departments with institutional support such as technical support, personnel support, etc., where required, in the activities for development and rendering of CIGC services depending on the nature of the fields of cooperation and coordination.

#### European Union and Other International Activities

Article 19- The parties to the Protocol shall share their activities undertaken with national and international institutions and organizations regarding CIGC services in their respective fields of operation at MEDAK. Activities shall be implemented in cooperation where required.

## Validity

Article 20- This document is valid for an unlimited period of time. Necessary amendments depending on newly emerging circumstances in services under the institutional structure and operation of the parties and under the memorandum of understanding shall be handled under MEDAK, and necessary arrangements shall be made under a plan to be developed.

## Entry into force

Article 21- This Memorandum of Understanding consisting of twenty one articles is signed by the parties in thirteen copies and put into force on this 18/03/2009.

## PARTIES

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Faruk ÇELİK  
Minister of Labour and Social Security

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