



Education, Audiovisual and Culture Executive Agency

Lifelong Learning: Eurydice and Policy Support

EUROGUIDANCE CENTRE FINAL REPORT

PERIOD: 1 JANUARY 2012 - 31 DECEMBER 2012

Name of the Euroguidance centre	TURKEY
Operating Agreement reference N° and name of the country	2012-0509/001-001
Name of the contact person	Sinan TEMUR
E-mail of the contact person	sinan.temur@iskur.gov.tr
Phone of the number contact person	+90-312-458 42 50

1. Declaration of the legal representative of the Euroguidance centre

"I hereby declare that the information contained in the present final report and its annexes is accurate and true. I herewith request payment of the balance in accordance with the terms of the agreement. I confirm that the electronic version of the final report (including financial statements of account) was sent to EACEA (Executive agency) and is identical with this paper version. I hereby declare that according to the General Condition n. 12, points 3 and 4 (Decision) or Article II.15.4. (agreement) of the Decision/agreement the grant did not produce a profit for the centre."

Name: Dr. Nusret YAZICI

Function (**LEGAL REPRESENTATIVE**): General Director

Signature: _____

Date: _____

ELIGIBILITY CHECKLIST

Nr.	Document	Y = Yes NA = Not applicable N = No (write "Y" or "NA" or "NO")
1.	Declaration of the legal representative and activity report and excel table "List of specific activities" and budget - appropriate model used - original signature of the legal representative	Y
2.	Attachments to the final report (refer to the "List of specific activities") - printed copy of publications, CD Rom, DVD with audio, video materials (section 1 + section 6 – for section 6 electronic copy, photo or web link are sufficient) - official invitations and agendas of conferences, meetings, trainings or other events organised by the centre (sections 2,4,5) - electronic version is sufficient - references to the internet sites	Y
3.	List of attachments (point 13 in the final report) is filled in	Y
4.	Certification of accounts (if final requested EU grant equals/is over 100 000 eur) - appropriate model used - original signature	NA
5.	Electronic version of the final report sent to EACEA - narrative part (word document) - list of specific activities (excel tables) - final statement of account - certification of accounts if relevant + attachments if relevant	Y
6.*	a. The name of the organisation, Legal representative and address are the same as in the Agreement/Decision b. 1. I provided already a new Legal Entity Fiche or Official nomination letter b.2. I attached to the final report new a Legal Entity Fiche or Official nomination letter	a. b.1.-Y b.2.
7.*	a. The bank account is the same as in the Agreement/Decision b. 1. I provided already a new Financial Identification Fiche b.2. I attached to the final report a new Financial Identification Fiche	a. b.1.-Y b.2. -Y
8.	Costs presented in the report are eligible (see the Operating Grant Agreement/Decision + TOR).	Y
9.	Costs are consistent with the activities undertaken during the eligibility period.	Y
10.	All tables have been completed in €. Exchange rates have been calculated following the article 10.1. of the Decision or article I.10.1 of the Grant Agreement.	Y

11.	I attach to the final report an official attestation by a tax office that the VAT is not recoverable by the Euroguidance centre (original signature)	Y
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Please, fill in the table.

***Nota bene:**

Please note, that all changes to the Decision/grant agreement must be notified immediately. If this has not been done, please send the relevant documents with the final report. Otherwise the payment of the balance could be delayed.

ACTIVITY REPORT

BASIC INSTRUCTIONS:

Technical:

1. Assessment of the activities carried out in 2012 (maximum 7 pages for this part of the final report).
2. Present the activities, events, products you will describe in the same order as in the grant request form.
3. Please insert your answer to any specific question within the table below; the boxes will expand as you type.

Content:

When completing this part of the final report compare it in detail with the grant request form. Refer to each point of the grant request.

- | |
|---|
| <ol style="list-style-type: none"> 1. What were the most significant results and achievements of your centre during the period 2012 (refer to all parts of the grant request)? To what extent were you able to master the priorities set in your work programme 2012 (refer to the part "2" of the grant request)? |
|---|

Results, achievements, priorities:

Core objective 1 - Promoting the European dimension in guidance (for details see question 11):

1. In 27-28 September, a **National Workshop** was organized as in the Working Plan. In this activity all the partners of ISKUR which were **Vocational Information, Guidance and Counselling Services Agreement Protocol Parties, Private Employment Agencies, Universities and Career Centre representatives** came together and studied/discussed 3 topics: 1. Where was Turkey in terms of life long guidance and learning issues, 2. Qualifications, training programs, the conditions of service provision of the job and vocational guidance counsellors, 3. Development of new policies for the vocational information and counselling services. The output of the Workshop would be seen in the attached CD.
2. In 8-9 October an International **Training** about "Quality Measurement for Life Long Guidance: Following and Evaluation Methods." for the first target group. 60 participants attended to the Training in Ankara by all the partners of ISKUR and also ISKUR's job and vocational counsellors, employment experts, training experts, psychologist by Dr. Deirdre Hughes. Training materials would be seen in the attached CD.

3. **Sweden and Hungary** representatives from Euroguidance Center of that countries had visited Ankara to share knowledge about current Job and Vocational Counselling activities both in employment and education sector as planned in 15-16 June. **The study visit** programme would be see the attached CD.
4. New 2000 job and vocational counsellors of ISKUR had been informed by e-mails about the translated books of Euroguidance Center and also some of them participated to the Workshop and Training.
5. A CEDEFOP book which name is "Channing Qualifications: A review of qualifications policies and practices" had been **translated into Turkish** from English at the end of the year. It was only published in the Euroguidance Turkey's web site, but the distribution of the books will be completed in 2013.

Core objective 2 - Providing quality information on lifelong guidance and mobility for learning purposes (for details see question 11):

1. **Integration studies about 'Web Based National Career System's to the PLOTEUS Portal have been started.** A working group was established with the cooperation of Ministry of Education which is responsible from the management of Career System and also Vocational Qualification Authority. Working group discussed the future studies. Those studies were shared with the PLOTEUS Coordination Group's meeting in Brussels in 13th September. The PLOTEUS-EQF Project Group proposed a study visit to Ankara for supporting the technical issues.
2. Euroguidance Center Staff participated to the **8 University seminars, national career, education and employment fairs** in order to promote/increase the awareness/efficiency of Euroguidance and Ploteus activities.
3. **New promotion materials, brochures and leaflets** had been produced and used in Workshop and in the Training and distributes in the seminars and fairs to the **all target groups**.

2. How efficient and effective were you in reaching your **target group(s)** with your mix of **communication tools** serving different purposes (collection, raise awareness, dissemination and exploitation = valorisation of projects and initiatives etc.)? Indicate in the table below the **final (estimated) number** of members of the different target groups that were in contact with the Centre in comparison to the total number of the target group.

Direct/primary target groups (guidance community):

1. The first group members (Career counsellors in universities, private institutions; guidance teachers in schools; job and vocational counsellors in İŞKUR, some universities and private institutions; other vocational counsellors, potential guidance counsellors/teachers. (from education and labour market)were invited to the Workshop, Training; they were informed about Euroguidance, Network, PLOTEUS, Europass by different methods such as face to face conversation, telephone, e-mail, invitation letters, seminars, fairs.

2. Translated documents were put to the Euroguidance Turkey's web page :

<http://euroguidance.iskur.gov.tr/belgeler/pdf/CEDEFOP%20-%20Yeterliliklerde%20Gorulen%20Degisimler.pdf>.

Indirect target groups (students, pupils, parents etc.):

1. They were informed as the first target group about Euroguidance, Network, PLOTEUS, Europass by different methods like face to face conversations, phone, e-mail, seminars, fairs.
2. The web page of Euroguidance Center is a good and efficient resource for the young students and job seekers.

The main web site of the centre (fill in URL: <http://euroguidance.iskur.gov.tr>).

1. Write the names of the networks, organisations (for the name of the networks, organisations refer to the question nr. 4 of this final report) and common Euroguidance web site which appeared on your main webpage in 2012: <http://euroguidance.iskur.gov.tr/ab.aspx>; <http://euroguidance.iskur.gov.tr/egm.aspx>, National Agency's web page link (as Ulusal Ajans in Turkish) and the communication details, and links of other Euroguidance Center's would be seen in

those links.

2. What are the main changes you introduced on your main web site in the year 2012?

There was no important change in our web page in 2012.

The common Euroguidance web site- www.euroguidance.net.

1. What was your contribution to the common Euroguidance web site in the year 2012?

We had no important contribution to the Euroguidance web site.

<p>Type of the target group (refer to the target groups in the section "3" of the final report)</p>	<p>Number of the PRIMARY target group (users) that were in contact with the centre in some way (include only - participation in events, consultation, mailing list, co-operation with the Centre) Use intervals:</p> <p>A: 0-50; B: 51-100; C: 101-150; D: 151-200; E: 201-250; F: 251-300; G: 301-350; H: 351-400; I: 401-450, J: 451-500; K: 501-600; L: 601-700 M: 701-800; N: 801-900, O: 901-1000; P: 1001-1100; Q: 1101 – 1200; R: 1201 – 1300; S: 1301-1600, T: 1601 – 2000, U : 2001 – 2500; V: 2501 – 3000, W: 3001 – 4000. X : 4001 – 5000, Y : more</p>	<p>Total number of the PRIMARY target group (potential users) (If statistics do not exist, please put an estimate). Use intervals:</p> <p>A: 0-100; B: 101-200; C: 201-300; D: 301-400; E: 401-500; F: 501-600; G: 601-700; H: 701-800; I: 801-900, J:901-1000; K:1001-1300; L: 1301-1600, M: 1601 – 2000, N : 2001 – 2500; O : 2501 – 3000, P: 3001 – 4000, Q : 4001 – 5000, R : more</p>
<p>TOTAL DIRECT/PRIMARY TARGET GROUP</p>	<p>200 Counsellors from Ministry of National Education Guidance Research Centre's +2817 ISKUR' province job and vocational counsellors+81 Ministry of National Education Province Directories' Personal+75 Participant of Workshop+20 participants of study visits+60 participants in Training, mailing list and co-operation with Centre.</p>	<p>17.000 = 13.000 (guidance teachers) +4.000 (guidance counsellors in public and private sector and also in universities).</p>
<p>2. How did you contribute to the development of a Euroguidance network ? (Refer to the part "5" of the grant request. Mention your contribution to the working group or groups you are a member of.)</p> <p>Euroguidance Turkey is a member of promotion Working Group. We had participated all the Network meetings to study the Working Group activities. Euroguidance Turkey made an interview with Mrs. Prof. Fusun Akkok who is the invited expert of ELGPN in Euroguidance Insight (in April 2012).</p>		

1. Working groups (name of the group, describe your role in the working group – leader, co-leader, member- , activities you participated in and the results you contributed to):

-- Euroguidance Turkey is a member of Promotion Working Group,

- Euroguidance Turkey is a member of PLOTEUS Coordination Group.

2. Joint events : We organized an hosting event for Euroguidance Network about career guidance activities in Turkey both in employment and education sector in 15-16 June in Ankara. We participated to 2 study visits, one of them by Czech Republic Euroguidance in 17-21 June about « Career Counselling for Disadvantaged Groups » in Prague and the other one was by Sweden Euroguidance in 5-6 December with the topic of « Learning By Learning » with Eures, Eurodesk, Europass Networks' representatives.

4. What were your **cooperation and networking** activities with other European mobility related networks (e.g. PLOTEUS, Europass, EURES, Eurodesk, NARIC, Europe Direct Information Relays)? (refer to part "6" of the grant request)

EU REPRESENTATION OFFICES: They were invited to Workshop and Training activity and one representative participated to the each activity.

ELPGN: Ministry of National Education (MONE) is contact point in Turkey. Relationships continued in 2012 for the integration of National Career Information System to the PLOTEUS. We established a working group for integration studies with MONE and Vocational Qualification Authority. MONE also was invited to Workshop and Training activity and representatives participated to the each activity.

EUROPASS: Vocational Qualification Authority (VQA) would serve as network representative. VQA was invited to Workshop and Training activity and two representatives participated to the each activity. We organized a seminar cooperatively with VQA in Middle East Technical University for Architecture Faculty students.

EURODESK: National Agency would be serving as a network member beginning from 2008. were invited to Workshop and Training activity and one representative participated to the each activity.

CEDEFOP: Ministry of National Education is contact point in Turkey. Euroguidance Turkey is planning to communicate more actively in 2013. A CEDEFOP Book of "Changing Qualifications" had been translated into Turkish, in the scope of the Working Plan.

ENIC-NARIC: Higher Education Council (YOK) serves as a network member. They were invited to Workshop and Training activity and one representative participated to the each activity.

EURYDICE: Ministry of National Education would be serving as a network member. Within the frame of Vocational Information, Guidance and Counselling Services Cooperation Protocol, cooperations between our Organization and Ministry would continue in 2012.

EURES: There is no representative.

NATIONAL AGENCIES FOR LLP, YOUTH PROGRAMME, TEMPUS: National Agency is responsible for the applications of programmes. Euroguidance Turkey (EUG) invited them to Workshop and Training activity and one representative participated to the each activity. There is an introduction page about the youth programs of EU in the EUG web page.

EUROPE DIRECT INFORMATION RELAYS: There is no representative.

INFORMATION POINT FOR PROFESSIONAL RECOGNITION: There is no representative.

EURAXESS (former EAR-MORE): There is no representative.

5. What were the main **difficulties** you encountered during the period 2012? What **solutions** did you find to deal with them? Which activities from the initial work programme planned for 2012 could **not be carried out**? Why? (Refer to the whole grant request. Do not repeat the information from the tables 1 – 6 of the final report). Which activities not planned in the initial work programme for 2012 were **carried out in addition**? (Refer to the whole grant request. Do not repeat the information from the tables 1 – 6 of the final report).

Difficulties and solutions:

We have no important difficulties during the main activities.

Not implemented priorities, activities, results (Please, do not repeat the information from the tables 1 – 6 of this final report):

1. Translation of Euroguidance Newsletter had not been done in 2012.

Priorities, activities, results **implemented above the plan** (Do not repeat the information from the tables 1- 7 of this final report):

1. Euroguidance Turkey is a member of PLOTEUS Coordination Group. Euroguidance Coordinator had participated to the Meeting of PLOTEUS Coordination Group in September.

2. A working group has been established and began to study for the integration of Web Based Career System of Turkey to the PLOTEUS.

6. Which **organisational and/or procedural changes**, if any, have been introduced in your centre in 2012?

1. Euroguidance Center had been taken into status of Job and Counselling Department from the Active Labour Market Services Department. There are no procedural changes. 3 more staff had begun to work in Euroguidance Team as part-time.

7. How were the **competences** of your Euroguidance centre's staff developed and how did this development contribute to an improved **performance of your centre (give concrete examples of improvements)**? (Refer to the part "7" of the grant request)

1. Training (active – provider, passive – receiver): Euroguidance staff organized and participated to the Training by Euroguidance Turkey.

2. Study visits: 2 Euroguidance staff had participated to the study visit in Czech Republic in June; 2 staff had participated to the study visit in Sweden in December.

3. Events: Euroguidance staff organized and participated to the Workshop by Euroguidance Turkey.

4. Seminars in Universities and Career Fair: 8 University Seminars and participation to Career Fairs improve the network of Euroguidance Turkey, and enhanced the staff experiences about such kind of promotional events.

8. What would you describe as a **"good practice"** implemented in 2012 that other Euroguidance centres are/could be interested in ?

1. Workshop topics would be good practices which were: 1.Where was Turkey in terms of life long guidance and learning issues? 2. Qualifications, training programs, the conditions of service provision of the job and vocational guidance counselors, 3. Development of new policies for the vocational information and counselling services.

2. Training topic would be good practice which was: "Quality Measurement for Life Long Guidance: Following and

Evaluation Methods.” by the Dr.Deirdre Hughes who is the expert of ELGPN.
<p>9.1. Are there any comments you would like to mention in relation to the network in general? What are your proposals for improving the function of the network?</p> <p>9.2. Proposals for improving the work of EACEA regarding the administration of Euroguidance operating grants.</p>
<p>9.1.</p> <p>1. We think Euroguidance Network is working very effectively and efficiently in the guidance field.</p> <p>9.2.</p> <p>1. The Agreement would be signed in the first 2 months of the year, because procedural issues about getting VAT permission is too long in Turkey. In general we are glad with working with EACEA.</p>
<p>10. How do you measure the satisfaction rate of your target groups with the products, events, services etc. you provided and what are the general results? What are the 3 main strengths and 3 main weaknesses/challenges of your products, events, services in the opinion of the target groups?</p>
<p>How do you measure the satisfaction rate:</p> <p>Beneficiary Satisfaction Questionnaire within the frame of Total Quality Management is used in ISKUR. It was also used for the activities of Euroguidance Turkey Working Plan in 2012 as in the previous years.</p> <p>Strengths:</p> <p>1. Collecting every partners of guidance field for the activities in the Working Plan enhances cooperation and effective studies; spread of applications to whole Country; and also holds lively the topics of job and vocational guidance and Euroguidance mission.</p> <p>Weaknesses/challenges:</p> <p>1. Changes in top managerial positions in all governmental bodies of guidance field would lead slow rates of developments, and also gradually decrease the motivation of related staff and experts.</p> <p>2. There was a suggestion about the duration of trainings by the participants, like”Trainings would be longer”.</p>
<p>11. What is the general expected impact of your products, services, activities you implemented or provided? Please describe (use this wording* and then give concrete examples) three areas in order of importance for each of the core objectives of your products, services, activities etc. that have had the most impact in your opinion.</p> <p>Core objective 1 - Promoting the European dimension in guidance:</p> <p>1. The opinion of “the activities held by Euroguidance Turkey are not a one year “project” activities, but they are the real tasks of Turkish Employment Organization which Euroguidance Turkey dependant on it” is understood very well.</p> <p>Core objective 2 - Providing quality information:</p> <p>1. All the promotional activities and materials increased the visibility of Euroguidance Turkey and PLOTEUS and cooperation with other European Networks such as establishing a working group with VQA and MONE (ELGPN represantative), participation of members to all Euroguidance activities from other EU Networks.</p>

***Wording that should be used:**

The **core** objectives of Euroguidance networks are as follows:

A. Promote the European dimension in guidance

A.1. Enhance the knowledge and skills of guidance practitioners so they are better able to promote mobility and support positive outcomes of individual mobility experiences

A.2. Promote mutual awareness and cooperation between guidance services in the different EU and EEA Member States and in candidate countries, e.g. in relation to working methods and dissemination of innovative practices.

A.3. Complement the work of the European Lifelong Guidance Policy Network (ELGPN) and support EU policy initiatives through dissemination and provision of expertise in the fields of guidance practice and the European dimension in guidance and mobility.

B. Provide quality information on lifelong guidance and mobility for learning purposes

B.1. Support the development of information and guidance services in order to place these services in a better position to promote educational mobility, and to support the realisation of the learning potential in mobility, including through participation in the PLOTEUS portal.

B.2. Provide, exchange and disseminate quality information on:

- i. educational and vocational guidance systems in the EU and EEA Member States and the Candidate countries;
- ii. project results, innovative working methods and good practice in the field of lifelong guidance;
- iii. education and training systems in the EU and EEA Member States and the candidate countries (descriptions targeted to promoting mobility for learning purposes);
- iv. the European initiatives and programmes within the field of education, training and mobility; participation in the initiatives covered by the Youth on the Move and Agenda for New Skills and Jobs flagships under the Europe 2020 Strategy for smart, sustainable and inclusive growth could be part of this activity;
- v. other opportunities for mobility for learning purposes.

12. Information on the staff* working for the Euroguidance centre

A. Total number of centre staff*

6

Title (Mr/Ms) + Name(add or delete lines as necessary)	Specific Euroguidance task (Head of centre, Coordinator, IT specialist, Accountant etc)	Share of full time co-paid from Euroguidance**
Mr. Sinan TEMÜR	Head of The Center, Head of the Job and Vocational Department, part-time work %20.	5962,70
Mr. Şakir İNALTUN	Euroguidance staff, Sub-director, Part-time %20.	3738,98
Mrs. Nurdan ÜNALAN	Coordinator of the Center, Psychologist, full-time.	15056,42
Ms. Ülkü YÜKSEL	Euroguidance staff, Researcher, part-time %20.	3041,05

Mrs.Pınar Çağlar KUŞÇU	Euroguidance staff, Education Expert, part-time %20.	2664,27
Mrs. Canan Can GÖKYAY	Euroguidance staff, Deputy Employment Expert, part-time %20.	3497,11
B. Total of full time equivalents co-paid by Euroguidance** budget		2 full time equivalents=33960,53
C. Total number of staff***equal to full time equivalents spent on Euroguidance (but not paid from Euroguidance)		10 staff equal to 1 full time staff in Press and Public Relations, Computer Center and in Finance Department.

*A. Staff costs. This should include wages for internal, permanent staff (employees) and payments to external staff contributing to the Euroguidance centre operation (e.g. an ICT technician with a 12 or 9 month contract to manage the information system), which to this purpose can be assimilated to internal staff.

This should not include ad hoc external contributions, which can be assimilated to purchase of services. These costs should be included in the appropriate item: e.g. a one-off contract to a designer for improving the website should rather contribute to "Information and communication" costs; a fee for external account auditors is part of "Operating costs". (Terms of reference).

**B. The total of full-time equivalents indicated in this column must be consistent with the final accounts (and cannot be higher than the total number of staff in the "C" line).

*** C. More staff members may work on Euroguidance than are taken into account in the budget. The information provided in this line does not have any budgetary meaning, it is meant as additional information on the Euroguidance management.

13. List of attachments

Please list here all attached pieces (e.g. detailed statistics, material related to events, copies of publications, etc.).

No	Title of the attachment
1	CD,
2	CEDEFOP Book,
3	Legal Identity Form,
4	Financial Identification Form,
5	VAT Permission Document,

6	Promotion Materials and Brochures.
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LIST OF SPECIFIC ACTIVITIES COMPLETED DURING THE CONTRACTUAL PERIOD 2012 (special ANNEX in EXCEL)

Please complete the tables in excel . Also enclose **one copy of each product** as listed in points **1. - paper or hard copy** and **6. – electronic (picture, electronic copy, web link etc.)**

BASIC INSTRUCTIONS (Technical):

1. All tables – put in the tables all PLANNED ACTIVITIES (refer to the grant request) and all CARRIED OUT ACTIVITIES.

2. Fill in the tables simply by putting "YES/NO, letters, figures or text" (as requested), save and print. If the number of rows is insufficient, please contact ALWAYS EACEA, do not introduce new rows.

3. All tables - If possible, do not change the order of all products, activities etc. from the grant request 2012. (e. g. if one product is mentioned in the grant request in the table "8.1." on the first place it should also be mentioned in the final report in the table "1" on the first place.

4. All tables - If something has not been completed, the Centre should send the result in the unfinished state as it was until 31 December, 2012 or if that is not possible then in a present state.

5. All tables - Put the label/sticker with the reference number (e.g. 1 or 2 – refer to the list of attachments) on each product/result you attach to the final report.

6. Table 1 - If the Centre published a newsletter (paper or electronic version) it should be mentioned in the table "1" of the final report.

7. Tables 1, 6 - The title should be in the original language and also in the language the final report is written (EN, FR or DE)

8. Tables 2, 4, 5 – Attach (electronic version is sufficient) to the final report the official invitations and programme/agenda of conferences, meetings, visits, training or other events organised by the Centre (sections 2,4,5). [\(In CD\)](#)

9. Tables 2, 4, 5 - For each new event use a new row.

10. All tables – Always put one event/product ONLY in ONE table, do not put the same event/product in two different tables.

FINAL STATEMENT OF ACCOUNTS

PERIOD 1 JANUARY 2012 - 31 DECEMBER 2012

(See enclosed excel table)

Annex II

CERTIFICATION OF ACCOUNTS (if applicable)

PERIOD 1 JANUARY 2012 - 31 DECEMBER 2012

(See the model attached)