

Partners The consortium is by 22 public and private partners from 5 countries: Bulgaria, Iceland, Italy, Romania, Spain.

The project leader is the **Provincia di Arezzo** (Arezzo Provincial Government), strongly interested in the project idea and in its future development due to its institutional responsibility of setting up useful and efficient tools promoting active citizenship and employability.

The group of core partners is composed by **Melius** (guidance contents and methodology, transnational co-ordinator), **Lynx** (software), **MasterStudio** (design, communication, dissemination), **Totem** (hardware). They are the developers of the eGOS prototype service and will commercialise the service after the project testing in the partner countries and its prototypesation. The complete partners' list follows.

- **PROVINCIA DI AREZZO** (Italy) *Project Co-ordinator*
- **MELIUS** (Italy) *Technical and transnational Co-ordinator | Core partner*
 > contents/methodology
- **LYNX** (Italy) *Core partner > software*
- **TOTEM** (Italy) *Core partner > hardware*
- **MASTERSTUDIO** (Italy) *Core partner > design/communication/dissemination*
- **CITY HALL OF IASI** (Romania) *Tester partner*
- **THE EAST ICELAND KNOWLEDGE NETWORK** (Iceland) *Trainer partner*
- **DIPUTACIÓN DE JAÉN** - Jaén Provincial Government (Spain) *Tester partner*
- **FAFFE Fundación Andaluza Fondo de Formación y Empleo** - Andalusian Foundation for Training and Employment (Spain) *Trainer partner*
- **CAMARA DE COMERCIO DE JAÉN** - Chamber of Commerce of Jaén (Spain) *Tester partner*
- **SAITC**, the State Agency for Information Technology and Communications (Bulgaria)
- **FEJIDIF-COCEMFE Federación Provincial de Asociaciones de Minusválidos Físicos de Jaén** - Provincial Federation of Associations of Physical Handicap People (Spain) *Evaluator partner*
- **ZNANIE Association** Sofia (Bulgaria) *Trainer partner*
- **iCENTRES Association** (Bulgaria) *Tester partner*
- **POLYMETIS srl** (Bulgaria) *Evaluator partner*
- **AYUNTAMIENTO DE VILA-REAL** - Vila-Real City Council (Spain) *Tester partner*
- **MUNICIPALITY OF HAFNARFJORDUR** (Iceland) *Evaluator partner*
- **UNIVERSITY OF ICELAND**, Research Liaison Office/EuroGuidance Centre (Iceland) *Tester partner*
- **Cooperativa O.R.SO.** (Italy) *Tester partner*
- **Associazione GI.O.C.** (Italy) *Evaluator Partner*
- **Cooperativa sociale STUDIO PROGETTO 2** (Italy) *Tester partner*
- **E.N.A.P.** (Italy) *Trainer partner*

For further information (literature, mailing list, eGOS newsletter, contact reference) please visit eGOS website:

www.egos-cip.eu

or send an e-mail to
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Distance vocational and educational guidance through the use of ICT-based tools: an innovatory solution for inclusive and efficient eGovernment services

Objectives The project aims at improving employability and guidance practitioners' capacity building through the activities of a prototype service enabling the delivery of educational and vocational e-guidance services, also to cross-border mobility. A multi-channel open source platform (WISP: Web-based Integrated Services Platform) will enable e-guidance practitioners to deliver information, advice and help services by using different ICT-based tools such as video-conferencing, e-mail, chat-rooms, forums, and so on.

The e-guidance services will be accessible to final beneficiaries online on their home PC, from EG-kiosks placed in their living areas (traditional and/or PIK-type ones, equipped with solar panels and satellite connections) and from EG-stations within the tester partners' or any associated organisation.

Decision makers in charge with educational, training and employment policies and guidance practitioners will reach citizens that wouldn't be able to take benefit from traditional guidance. In a long term, such a service could reduce management costs and procedures (less human resources needed, less clients applying traditional desks, etc.).

The eGOS prototype will be jointly used with already existing traditional educational and vocational guidance services. Users who won't use distance guidance activities will receive help and advice in a traditional way as always. Thus, digital divide won't be improved: on the contrary, information and training activities for final users will be organised during the project length.

The Project



The eGOS project started on November 2008 and it will finish on October 2011.

It is partially funded by the European Community under the ICT Policy Support Programme (ICT PSP) as part of the Competitiveness and Framework Programme (http://ec.europa.eu/ict_psp).

The system is based on the integrated use of software, hardware and guidance contents' supply.

SOFTWARE. A multi-channel open source platform (WISP) will enable the delivery of the eGOS guidance services by guidance practitioners and their use by final beneficiaries.

HARDWARE. Kiosks will be settled down in remote areas; in areas with few or no traditional guidance services; near public centres (i.e. employment centres, universities, etc.) in order to deliver guidance services after the closing time of the traditional guidance centres; within public centres where no practitioners give support to clients (i.e. sport centres, chambers of commerce, etc.). Final beneficiaries will benefit of the guidance activities from there, instead of applying traditional guidance services.

CONTENTS' SUPPLY. E-guidance practitioners will be trained to deliver customised guidance services to their clients. Contents and communication fluxes will be managed by the WISP. With reference to the accessibility of the eGOS services, final beneficiaries will take benefit from e-guidance activities from home (i.e. through Internet on their PC), from the EG-kiosks or from EG-stations. See page 3.

Target Groups and Validation

- Two main policy priorities are so supported:
- 1. FINAL USERS' EMPLOYABILITY.** They will be reached either through vocational guidance activities and educational advice/guidance. Final users will improve their knowledge and competences in different areas, thus increasing their employability profile.
 - 2. CAPACITY BUILDING OF GUIDANCE PRACTITIONERS.** They will be trained to the use of ICT-based tools for e-guidance delivery. They will use the eGOS prototype during the pilots and after the project ends.

The project envisages the interaction of pilots, trainer, tester and evaluator partners from five countries, in order to get a reliable test of its functionality. The validation will be acquired after a two-year test, through a step-by-step monitoring of the activities.



Expected Results & Impacts

- To integrate the traditional guidance services with distance ones, in order to reach also those target groups that, for different reasons, have difficult access (or no access at all) to traditional help-desks.
- To deliver highly customised on users' needs and sophisticated e-guidance services.
- To improve and support cross-border mobility for educational and professional reasons.
- To reduce in a long term administration costs of these services when delivered in a traditional way.
- To simplify internal administration procedures in a medium and long term.
- To train guidance practitioners to use ICT-based tools in the delivery of help services to their clients, in view of a future implementation of the service.
- To train and inform final beneficiaries on the use and benefits they'll be able to have in using the eGOS system.
- To test a prototype that will be commercialised after the project end by the core partners to public but also private services to citizens, not only in the guidance field but also related to other e-government areas (i. e. social, health, transports services, etc.).
- To raise awareness among decision makers on the benefits of the use of ICT in government services through dissemination activities organised during the whole project length.
- To contribute, in a long term, to change the mentality of practitioners and convince them on the benefits that the IT can offer, supporting them in their daily practice.



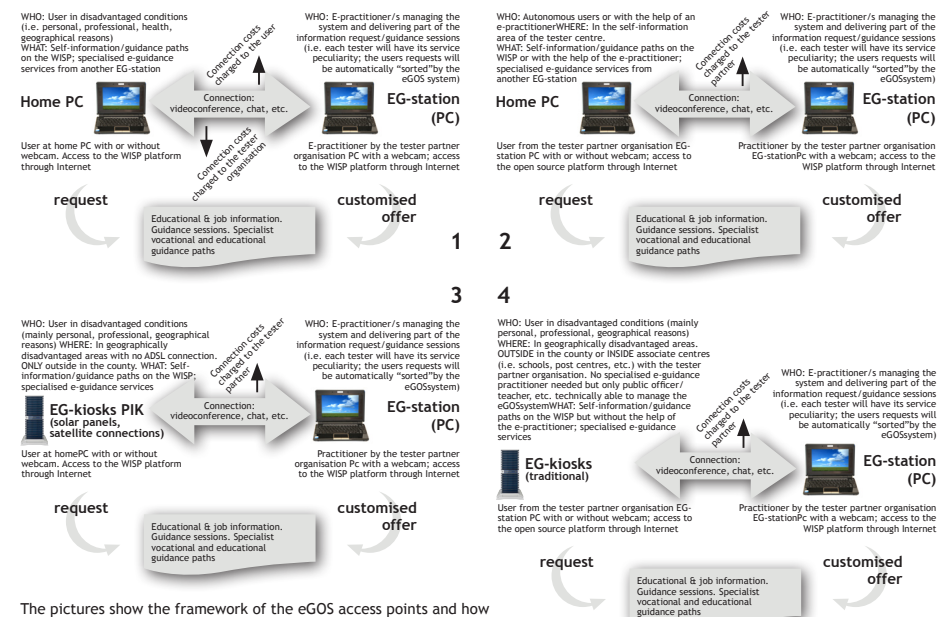
Final beneficiaries of the eGOS system

- Citizens living in remote areas.
- Citizens living in areas with no or few traditional guidance services.
- Citizens with little flexibility in time: workers, women with children.
- Citizens with reduced mobility capacities: people with health or physical mobility problems, seniors accessing from home.
- Social challenged citizens (as school drop-outs).
- "Shy" users preferring the intermediation of ICT-based instruments than a direct relationship with a practitioner.

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The four eGOS services approaches and communication fluxes



The pictures show the framework of the eGOS access points and how the communication fluxes will be managed within the system.