

MEAE brochures • 8/2018

The One-Stop Guidance Center model



**OHJAAMO
NAVIGATORIN**



Ministry of Economic Affairs
and Employment of Finland



Ministry of
Education
and Culture



MINISTRY OF
SOCIAL AFFAIRS AND HEALTH

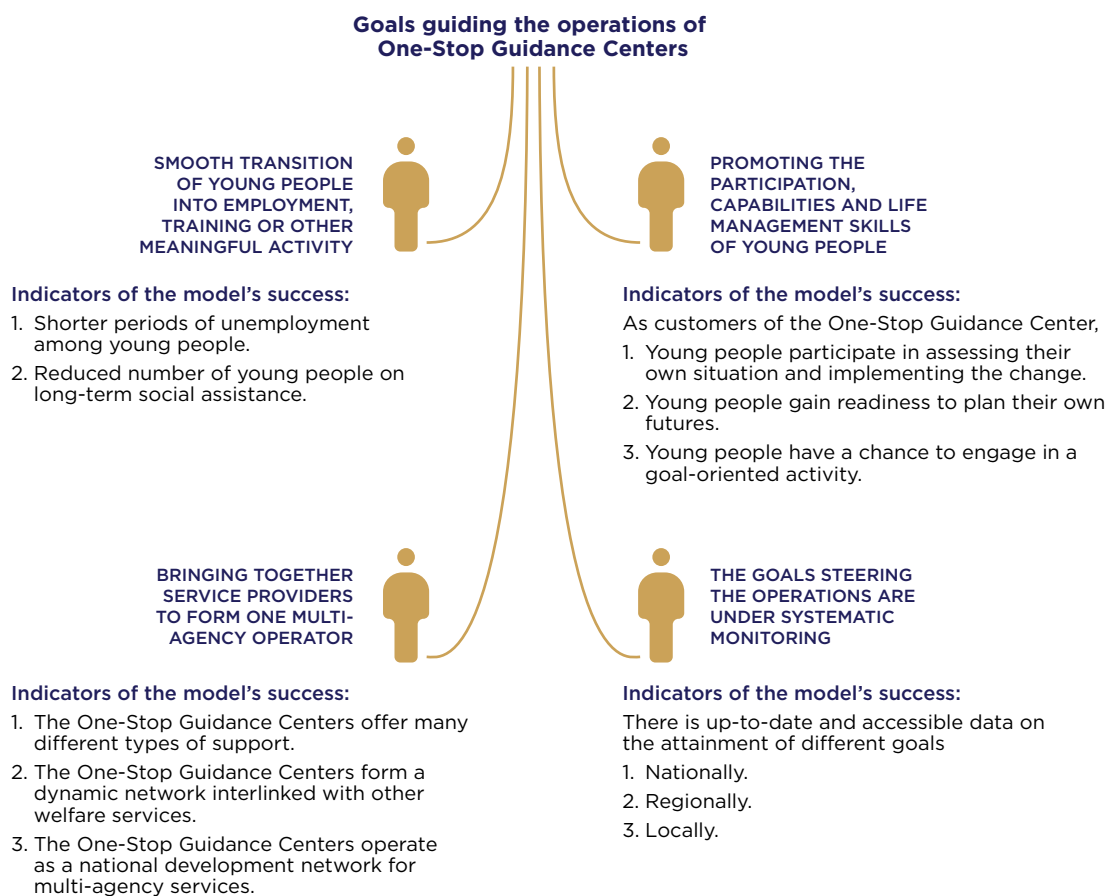
What are One-Stop Guidance Centers?

One-Stop Guidance Centers provide low-threshold, multi-agency services to young adults under the age of 30. The centres provide information, advice, guidance and various services. They serve as a platform for multi-agency collaboration between public, private and the third sector agencies in offering tools for employment, training, life management and well-being. The roles and administration of the organisations involved are organised locally. The One-Stop Guidance Center model requires close collaboration between national, regional and local agencies as well as private and third-sector operators.

The One-Stop Guidance Centers implement the goals and actions of the Youth Guarantee launched by the EU.

The operations are in line with national goals

The activities are shaped by their goals. The One-Stop Guidance Centers carry out self-evaluation as a basis for their development and are obliged to report on it. The national steering group for the One-Stop Guidance Centers must obtain a full picture of the attainment of the set goals.



The One-Stop Guidance Center model

- The One-Stop Guidance Centers provide services through the service points and online.
- The One-Stop Guidance Centers bring together national, regional and local agencies as well as private businesses and NGOs.
- The One-Stop Guidance Center provide services on a walk-in basis, and customers are not expected to register their personal details. The spaces must be accessible to all.
- Using the services of a One-Stop Guidance Center does not, as such, commit the customer to anything. However, the services offered through the One-Stop Guidance Center may involve certain obligations.
- The One-Stop Guidance Centers adhere to a uniform visual identity and communication guidelines.
- The participation of the customers in the development of the operations is integral to the model.
- The One-Stop Guidance Centers are obliged to produce follow-up data for the assessment of national, regional and local impact. The national impact of the One-Stop Guidance Centers is evaluated by the joint steering group.

The One-Stop Guidance Centers must offer expertise on

- The assessment of service needs and service guidance
- Career planning and job seeking
- Life management
- Physical and mental well-being
- Competence development and learning paths
- Supporting participation
- Income and housing

The services provided are based on the customer's individual needs as defined by themselves. The competence development of the service staff is structured, multi-professional and youth-oriented. The One-Stop Guidance Centers carry out ongoing self-assessment and they consistently monitor their operations, goal attainment and the implementation of the model. The self-assessment processes are supported and coordinated on a national level.

In bilingual regions, the One-Stop Guidance Centers provide services in Finnish and Swedish.