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Curriculum for Career Counsellors

Practical Tools for Career Counsellors



AccessCareer
Enhancing Inclusive Access to Career Counselling

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Executive Summary

Access Career is an Erasmus+ project dedicated to improving career counselling for socially disadvantaged individuals, including migrants, long-term unemployed persons, women returning to work, and people with disabilities. The project enhances career counsellors' skills, promotes career self-management, and connects guidance services with labour market needs.

Through tailored training, digital resources, and networking opportunities, Access Career empowers individuals to navigate their careers while fostering inclusivity in employment. The project also develops innovative tools, awareness campaigns, and policy recommendations to ensure long-term impact and accessibility for all.

This curriculum is designed to equip career counselors with up-to-date knowledge and practical skills to effectively respond to the dynamic demands of the labor market and the unique challenges faced by socially disadvantaged individuals. It includes modules focused on raising awareness and addressing biases including those embedded in AI-driven applicant screening systems and on delivering personalized guidance that takes into account each individual's background, capabilities and aspirations. These elements support the development of a holistic and inclusive approach to career counseling.

The curriculum is structured across nine modules, each addressing a distinct and interconnected dimension of inclusive, ethical, and competence-based career guidance practice. As a complement to the core curriculum, this document offers additional practical tools for each module that counselors can draw on directly in their work.





User Profile Sheet

A standardized form designed to gather essential information about each client in a structured and comparable way. The sheet helps counselors obtain a clear picture of the client's background, needs, and aspirations, serving as the foundation for building a personalized career guidance plan.

Key Sections Included

- Personal Data: Basic information (name, age, contact details, education level, etc.).
- Interests and Motivations: Areas of work or study the client is curious about or passionate about.
- Competencies and Skills: Both hard skills (technical, professional qualifications) and soft skills (communication, teamwork, problem-solving).
- Perceived Barriers: Challenges identified by the client, such as lack of qualifications, limited digital skills, language barriers, financial or social obstacles.
- Career Goals: Short-, medium-, and long-term professional objectives.
- Support Needs: Additional services required (training, mentoring, social or psychological support, etc.).

Purpose and Use

- Ensures consistent data collection across different clients.
- Facilitates comparison and monitoring of progress over time.
- Provides a clear starting point for developing an individual insertion plan.
- Encourages the client's active involvement by recognizing their strengths and challenges.





Template for User Profile Sheet

Section 1 – Personal Data

- Full Name: _____
Age: _____
- Gender (optional): _____
- Contact Details (phone/email): _____
- Address / Location: _____
- Education Level: _____
- Other Relevant Personal Information: _____

Section 2 – Interests and Motivations

- Fields of work/study I am curious about: _____
- Hobbies or personal interests connected to career choices:

- Motivation to find/change a job (tick all that apply):
 - ☐ Financial independence
 - ☐ Career growth
 - ☐ Personal development
 - ☐ Stability/security
 - ☐ Other: _____

Section 3 – Competencies and Skills

- Hard Skills (technical/professional):





- Soft Skills (personal/transferable):
Communication ☐ Yes ☐ Needs improvement
Teamwork ☐ Yes ☐ Needs improvement
Problem-solving ☐ Yes ☐ Needs improvement
Time management ☐ Yes ☐ Needs improvement
Other: _____

Section 4 – Perceived Barriers

Main challenges I face in finding or keeping a job (tick all that apply):

- ☐ Lack of qualifications
- ☐ Limited work experience
- ☐ Language barriers
- ☐ Digital skills gaps
- ☐ Financial constraints
- ☐ Health or disability issues
- ☐ Family responsibilities
- ☐ Other: _____

Section 5 – Career Goals

Short-term goals (next 6–12 months): _____

Medium-term goals (1–3 years): _____

Long-term goals (3+ years): _____



Individual Insertion Plan

An editable template that allows the counselor and user to jointly design a step-by-step action plan for professional integration. The plan structures objectives, actions, resources, and monitoring in a clear and practical way.

Key Sections Included

- User Information: Basic details (name, date, counselor in charge).
- Career Objective: Target profession, study, or training goal.
- Action Plan: Step-by-step activities, responsibilities, resources, deadlines, and status tracking.
- Support and Resources: Identification of external services, training needs, and additional support required.
- Monitoring and Follow-Up: Progress notes, review dates, and plan adjustments.

Purpose and Use

- Provides a structured roadmap for career guidance.
- Encourages shared responsibility between counselor and user.
- Allows progress monitoring and necessary adjustments.
- Ensures transparency and commitment throughout the guidance process.

Template for Individual Insertion Plan

Section 1 – User Information



- Full Name: _____
- Date: _____
- Counselor: _____

Section 2 – Career Objective

- Target profession/sector: _____
- Specific job/study/training goal: _____

Section 3 – Support and Resources

- Training required: _____
- External services to contact: _____
- Financial/social support needed: _____

Section 4 – Monitoring and Follow-Up

- Next review date: _____
- Notes on progress: _____
- Adjustments to plan: _____

Section 5 – Action Plan



Step	Action to Be Taken	Responsible (User/Counselor/Other)	Resources Needed	Deadline	Status (☐ Pending / ☐ In Progress / ☐ Completed)
1	Example: Update CV using Europass	user	Computer, internet	dd/mm/yyyy	☐
2	Apply for local training course	user & Counselor	Training provider contact info	dd/mm/yyyy	☐
3	Schedule language support session	Counselor	Local language center	dd/mm/yyyy	☐
...	...	...	...	...	...

Counseling Session Checklist

A structured interview guide that helps counselors organize each stage of the counseling session, ensuring all relevant aspects are covered. It supports consistency, promotes user engagement, and helps track progress over time.

Key Sections Included

- Introduction: Welcome and explain session structure.
- Diagnosis: Explore personal situations, skills, barriers, and needs.
- Objectives: Define goals for the session and link to long-term plans.
- Resources: Introduce tools, services, or opportunities tailored to the user.
- Follow-up: Agree on next steps and plan monitoring.

Purpose and Use

- Acts as a roadmap to guide the conversation.
- Prevents important steps from being skipped.
- Ensures user-centered dialogue.
- Supports documentation for follow-up and evaluation.

Template for Counseling Session Checklist

Section 1 – Introduction

- ☐ Welcome the user and establish rapport (e.g., small talk, positive tone).
- ☐ Clarify session purpose (e.g., career exploration, CV review, training options).
- ☐ Explain confidentiality and the counselor's role.



- ☐ Outline session structure and time available.
- ☐ Invite user to share expectations for the meeting.

Section 2 – Diagnosis

- ☐ Review/update the User Profile Sheet.
- ☐ Ask about recent changes in personal or professional situation.
- ☐ Explore current employment/education/training status.
- ☐ Identify competencies (hard + soft skills) relevant to the job market.
- ☐ Explore career interests and motivations.
- ☐ Ask about perceived barriers (financial, social, digital, health, etc.).
- ☐ Assess user's self-confidence and readiness for action.
- ☐ Take note of any support already received (from employment services, NGOs, family).

Section 3 – Objectives

- ☐ Clarify what the user wants to achieve today.
- ☐ Define 1–2 realistic and specific session goals (SMART goals if possible).
- ☐ Ensure objectives are aligned with user's broader career plan.
- ☐ Agree on measurable outcomes for this session (e.g., draft CV, identify training, set 3 applications).

Section 4 – Resources

- ☐ Present information on available opportunities (jobs, internships, training).
- ☐ Share tools (templates, digital platforms, guides) adapted to user's needs.
- ☐ Discuss available local services (social support, language classes, financial aid).
- ☐ Offer digital demonstrations (e.g., Europass CV, LinkedIn tutorial).
- ☐ Provide printed or simplified guides for users with lower literacy/digital skills.
- ☐ Encourage user to identify which resources they feel most useful/accessible.

Section 5 – Follow-up

- ☐ Summarize key points and agreed actions.





- ☐ Assign responsibilities (what the user will do, what the counselor will do).
- ☐ Define deadlines for each action.
- ☐ Agree on next session date and focus.
- ☐ Encourage reflection in the user's Diary of Personal Agency.
- ☐ Record notes for monitoring in the counselor's file.
- ☐ End the session on a motivating note (acknowledge user's efforts and potential).





Local Resources Guide

A practical directory template that compiles updated information on employment, training, and social support services available in each partner country. It helps counselors provide users with accessible and reliable referral options according to their needs.

Key Sections Included

- Employment Services: Public employment offices, job centers, job portals.
- Training and Education Providers: Vocational schools, adult education centers, universities, online training platforms.
- Social Support Services: NGOs, community organizations, social services for housing, health, childcare, or financial aid.
- Specialized Services for Disadvantaged Groups: Migrant integration programs, disability support, youth organizations, women's empowerment initiatives.
- Contact Information: Address, phone, email, website, opening hours.
- Eligibility and Access Notes: Target groups, requirements, or documents needed.

Purpose and Use

- Serves as a quick reference directory for counselors.
- Facilitates direct referral of users to appropriate services.
- Ensures equal access to opportunities by collecting services relevant for disadvantaged groups.
- Can be adapted per country/region and updated regularly.



Template for Local Resources Guide

Section 1 – Employment Services

- Service Name: _____
- Description: _____
- Contact Info (address, phone, email, website): _____
- Target Group/Eligibility: _____
- Notes: _____

Section 2 – Training and Education Providers

- Institution Name: _____
- Courses/Programs Offered: _____
- Contact Info: _____
- Access Requirements: _____
- Notes: _____

Section 3 – Social Support Services

- Organization Name: _____
- Type of Support (housing, health, childcare, financial aid, etc.):

- Contact Info: _____
- Eligibility: _____
- Notes: _____

Section 4 – Specialized Services for Disadvantaged Groups

- Program/Organization: _____





- Target Group (e.g., migrants, youth, women, people with disabilities):

- Services Provided: _____
- Contact Info: _____
- Notes: _____





Local Resources Guide - Spain

Section 1 – Employment Services

Servicio Público de Empleo Estatal (SEPE)

Description: National public employment service offering job matching, unemployment benefits, vocational training, and guidance.

- **Contact Info:**

Website: <https://www.sepe.es>

Phone: 060 (general info line)

Local offices across Spain (addresses available online)

Target Group/Eligibility: All jobseekers, unemployed individuals, workers seeking training.

Notes: Services also available online via the SEPE portal and the “Empléate” job platform.

Empléate Portal

Description: National online job portal managed by SEPE and Ministry of Employment.

- **Contact Info:**

Website: <https://www.empleate.gob.es>

Target Group/Eligibility: Open to all jobseekers and employers in Spain. Notes: Includes job offers, CV registration, and guidance resources.

Section 2 – Training and Education Providers

Fundación Estatal para la Formación en el Empleo (FUNDAE)

Courses/Programs Offered: Online and in-person professional training courses for workers and unemployed (subsidized and free).





- **Contact Info:**

Website: <https://www.fundae.es>

Phone: +34 91 119 54 30

Access Requirements: Workers, companies, and unemployed individuals; some courses require registration via SEPE.

Notes: Known for “Formación Bonificada” (company-subsidized training).

Centros de Educación de Personas Adultas (CEPA)

Courses/Programs Offered: Adult education (basic education, high school equivalency, language learning, digital skills).

- **Contact Info:**

Managed regionally; directory available on regional education ministry websites.

Access Requirements: Adults (usually 18+) without completed education. Notes: Free public service, varies slightly across regions.

Section 3 – Social Support Services

Cruz Roja Española (Spanish Red Cross)

Type of Support: Employment orientation, social integration, training, emergency support, housing, healthcare access, and aid for vulnerable groups.

- **Contact Info:**

Website: <https://www.cruzroja.es>

Phone: +34 900 221 122

Eligibility: Open to vulnerable individuals and communities; specific programs for migrants, youth, unemployed, and families at risk. Notes: One of the largest NGOs in Spain with territorial offices across all provinces.





Servicios Sociales Municipales (Municipal Social Services)

Type of Support: Local-level support for housing, childcare, financial aid, social inclusion, and counseling.

- **Contact Info:**
Town hall (Ayuntamiento) of each municipality.

Eligibility: Residents of the municipality in need of social support. Notes: First entry point for accessing public social aid in Spain.

Section 4 – Specialized Services for Disadvantaged Groups

Fundación Secretariado Gitano (FSG)

Target Group: Roma community and disadvantaged groups.

Services Provided: Employment programs, education support, social inclusion, training.

- **Contact Info:**
Website: <https://www.gitanos.org>
Offices across Spain.

Notes: Recognized NGO supporting Roma inclusion at national and EU levels.

ACCEM

Target Group: Migrants, refugees, and asylum seekers.

Services Provided: Reception, legal advice, housing, language training, employment support.





- **Contact Info:**

Website: <https://www.accem.es>

Phone: +34 915 327 478

Notes: Active nationwide with specialized integration programs.

Fundación ONCE

Target Group: People with disabilities.

Services Provided: Job placement, training, scholarships, entrepreneurship support, accessibility programs.

- **Contact Info:**

Website: <https://www.fundaciononce.es>

Phone: +34 915 06 89 18

Notes: Works closely with Inserta Empleo (employment service for persons with disabilities).





Local Resources Guide - Greece

Section 1 – Employment Services

Public Employment Service (DYPA – Former OAED)

Description: National organization providing employment counseling, job matching, unemployment benefits, and vocational training programs

- **Contact Info:**

Address: 8 Ethnikis Antistaseos Ave., Alimos, Athens, Greece

Phone: +30 210 9989000

Email: info@dypa.gov.gr

Website: <https://www.dypa.gov.gr>

Target Group/Eligibility: Job seekers, unemployed persons, and employers. Notes: Offers specialized programs for youth, women, long-term unemployed, and people from vulnerable social groups.

Section 2 – Training and Education Providers

Vocational Training Centers (K.E.K.) – Public and Private

Courses/Programs Offered: Vocational training in various fields such as IT, tourism, healthcare, social care, green skills, and entrepreneurship

- **Contact Info:**

[Local Vocational Training Centers](#)

Access Requirements: Open to unemployed and disadvantaged individuals; participants are often selected through DYPA or EU-funded programs.





Notes: Provide certified training programs with practical experience and support for employment integration.

Section 3 – Social Support Services

PRAKSIS

Type of Support (housing, health, childcare, financial aid, etc.): Social and medical assistance, housing, psychosocial support, legal aid, and child protection services.

- **Contact Info:**

Address: 33 Solomou St., Exarchia, Athens, Greece

Phone: +30 210 5205200

Email: info@praksis.gr

Website: <https://www.praksis.gr>

Eligibility: Vulnerable and socially excluded individuals, including homeless persons, refugees, and low-income families.

Notes: Provides integrated support and reintegration programs across Greece.

Section 4 – Specialized Services for Disadvantaged Groups

SolidarityNow

Target Group (e.g., migrants, youth, women, people with disabilities): Refugees, migrants, Roma communities, unemployed youth, and women.

Services Provided: Legal counseling, employability workshops, language courses, psychosocial support.





- **Contact Info:**

Address: 52 Amalias Ave., Athens, Greece

Phone: +30 210 6771152

Email: info@solidaritynow.org

Website: <https://www.solidaritynow.org>

Notes: Operates Solidarity Centers in Athens and Thessaloniki offering integrated services for inclusion and empowerment.





Local Resources Guide - Belgium

Section 1 – Employment Services

Actiris (Brussels Regional Employment Office)

Description: Main public employment service in Brussels. Offers job matching, training, career guidance, and employer contacts.

- Contact Info: <https://www.actiris.brussels/fr/citoyens/>

Target Group/Eligibility: Jobseekers in Brussels; special services for migrants, youth, long-term unemployed, and persons with disabilities.

Notes: Central employment service in Brussels offering accessible guidance and training referrals.

VDAB (Flanders Public Employment Service)

Description: Flemish employment service providing job offers, guidance, vocational training, skills assessment.

- Contact Info: <https://www.vdab.be>

Target group: Jobseekers living in Flanders and Brussels.

Notes: Provides extensive Dutch-language training and strong employer connections across Flanders and Brussels

Le Forem (Wallonia Public Employment Service)





Description: Supports jobseekers in Wallonia with training, job search support, and personal career counseling.

- **Contact Info:** <https://www.leforem.be>

Target group: Walloon jobseekers.

Notes: Key employment support for Wallonia with tailored pathways for jobseekers.

Section 2 – Training and Education Providers

VDAB Training Centers

Courses/Programs Offered: Technical training, digital skills, languages, construction, logistics, healthcare, soft skills.

- **Contact Info:** <https://www.vdab.be/opleidingen>

Access Requirements: Free for registered jobseekers; some programs require basic Dutch proficiency.

Notes: Offers recognition of prior learning.

Bruxelles Formation

Courses/Programs Offered: Professional training (IT, administration, horeca, logistics, languages, digital skills, social sector).

- **Contact Info:**
Website: <https://www.bruxellesformation.brussels/>
Phone: +32 2 371 73 00





Access Requirements: Registered as jobseeker or resident of Brussels; some courses require language level tests.

Notes: Works closely with Actiris and several specialized training centers.

Section 3 – Social Support Services

CPAS / OCMW (Public Social Welfare Centres)

Type of Support: Financial aid, housing support, medical coverage, employment activation, social guidance.

- **Contact Info:**

Website (national): <https://www.ocmw-info.be>

Services Provided: Each municipality has its own CPAS.

Eligibility: People in financial or social vulnerability; case-by-case assessment.

Notes: First point of contact for social and financial assistance.

Kind & Gezin / ONE

Type of Support: Child development, parenting support, childcare assistance, health monitoring.

- **Contact Info:**

Kind & Gezin (Flanders): <https://www.kindengezin.be>

ONE (Wallonia/Brussels): <https://www.one.be>

Eligibility: Families with children.





Notes: Essential for single mothers and vulnerable families.

Section 4 – Specialized Services for Disadvantaged Groups

BON – Bureau d’Orientation et de Formation

Target Group: Migrants & newcomers in Brussels.

Services Provided: Integration courses, language support, civic orientation.

- **Contact Info:** <https://www.bon.brussels>

Notes: Key official integration actor in Brussels Region.

PHARE (Brussels)

Target Group: Persons with disabilities.

Services Provided: Employment support, daily assistance, autonomy programs, financial support.

- **Contact Info:** <https://phare.irisnet.be>

Notes: Main Brussels disability agency.

Vie Féminine

Target Group: Women, especially migrant and low-income.





Services Provided: Empowerment, rights awareness, training, solidarity groups.

- **Contact Info:** <https://www.viefeminine.be>

Notes: One of Belgium's largest women's networks.

Actiris – Trajet d'Insertion

Target Group: Long-term unemployed in Brussels.

Services Provided: Intensive coaching, individualized activation plan, training referral.

- **Contact Info:** <https://www.actiris.brussels>

Notes: Often mandatory after prolonged unemployment.





Local Resources Guide - Cyprus

Section 1 – Employment Services

CODECA

Description: Non-profit organization in Cyprus. Offers job matching, training, career guidance, and employer contacts.

- **Contact Info:** <https://www.codecacy.org/home-page>

Target Group/Eligibility: Services for migrants, youth, long-term unemployed, and persons with disabilities.

Cyprus Labour Institute (INEK-PEO)

Description: Supports jobseekers and works on labor market issues.

- **Contact Info:** <https://www.inek.org.cy/>

Target group: All jobseekers.

Notes: Research & training centre under the umbrella of the labour federation

Section 2 – Training and Education Providers

Human Resource Development Authority of Cyprus (HRDA)

Courses/Programs Offered: Offers all kind of subsidized training programs, apprenticeships, and upskilling initiatives





- **Contact Info:** <https://www.hrdauth.org.cy>

Access Requirements: Free for unemployed registered jobseekers and employees.

Cyprus Productivity Centre (CPC)

Courses/Programs Offered: Provides professional development, vocational training, and certification courses.

- **Contact Info:**
Website: <https://www.cpc.org.cy>

Access Requirements: Open to individuals and company employees seeking professional development, some programs require minimum educational qualifications or work experience; courses are generally accessible to residents of Cyprus. International participants may enroll for selected courses.

Notes: Focus on enhancing workforce skills and employability.

Section 3 – Social Support Services

Caritas Cyprus

Type of Support: Humanitarian & social support

- **Contact Info:**
Website (national): <https://caritascyprus.org>

Services Provided: emergency shelters, food and clothing distribution, health and mental health referrals, legal aid, language classes, integration support.

Eligibility: Refugees, migrants, vulnerable groups





Cyprus Refugee Council (CyRC)

Type of Support: Legal and Social advice

- **Contact Info:** <https://www.cyprusrefugeecouncil.org>

Eligibility: Refugees and asylum seekers

Section 4 – Specialized Services for Disadvantaged Groups

All4Aid Community Center

Target Group: Refugees, asylum seekers, migrants, mothers and babies

Services Provided: Mothers & babies care, food bank, public health education, language classes, social activities

- **Contact Info:** <http://all4aid.cy>

Mission Solidarity CY

Target Group: Marginalized and vulnerable groups

Services Provided: Emergency aid, education & empowerment programs, civic engagement

- **Contact Info:** <https://missionsolidarity.org>

British Forces Social Work Service (BFSWS) Cyprus

Target Group: vulnerable groups





Services Provided: Social Work and Family Support such as safeguarding, adoption advice, parenting programs, domestic abuse intervention, debt management

- **Contact Info:** <https://www.forcessocialwork.com/cyprus>

Government Social Welfare Services

Target Group: Cypriot residents meeting criteria

Services Provided: Financial aid, family support, disability benefits, housing support

- **Contact Info:** <https://socialsupport.gov.cy/en/>

Notes: Only for Cypriot residents meeting criteria





Local Resources Guide - Italy

Section 1 – Employment Services

Afol Metropolitana

Description: Professional support to guide you through your active job search. Individual and group programs offer useful tools for effective job placement.

- **Contact Info:** <https://www.afolmet.it/centro-per-limpiego/>

Target Group/Eligibility: disadvantaged and disabled people, with the need to be re-placed in the world of work.

Employment Center

Description: Professional support to guide you through your active job search. Individual and group programs offer useful tools for effective job placement.

- **Contact Info:** [| Regione Lazio | CITTADINI-LAVORO-CENTRI PER L'IMPIEGO](#)

Target Group/Eligibility: disadvantaged and disabled people, with the need to be re-placed in the world of work.

Notes: Depending on the municipality of residence or domicile, you can check the relevant Employment Center.

Section 2 – Training and Education Providers

ADAPT





Courses/Programs Offered: creates and promotes training courses for professionals, HR managers, trade unionists, labor market operators, and researchers.

- **Contact Info:** [Home - Adapt.it](https://www.home-adapt.it)

Access Requirements: Training courses are offered "on a scheduled basis," offered in person or remotely, synchronously. Alternatively, they can be freely requested by companies or groups of professionals (with a minimum of 10 participants), tailored to the specific needs expressed by the client. In this case, the course will be held in person at a location agreed upon by the parties, or remotely.

Section 3 – Social Support Services

CIDIS

Type of Support (housing, health, childcare, financial aid, etc.): Over the years, it has gained significant experience in managing reception projects for single women or women with minors and has implemented specific projects for the integration of migrant women in various areas of intervention.

- **Contact Info:** [Donne - Cidis Impresa Sociale ETS](https://www.donne-cidis.it)

Eligibility: migrant women

PANGEA

Type of Support (housing, health, childcare, financial aid, etc.): anti-violence help desk, shelters and emergency homes, and semi-autonomous homes, aimed at women fleeing violent situations.





- **Contact Info:** [Sportello legale e socio-sanitario per Donne Migranti – Fondazione Pangea ETS](#)

Eligibility: migrant women, women in situations of violence.

Section 4 – Specialized Services for Disadvantaged Groups

Fondazione Adecco

Target Group (e.g., migrants, youth, women, people with disabilities): People with disabilities, young NEETs, disadvantaged women, refugees, prisoners, new forms of poverty

Services Provided: awareness-raising activities for corporate entities, highly innovative projects, specific intervention methodologies.

- **Contact Info:** [HOMEPAGE | Fondazione Adecco](#)



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Employment Search Kit

A practical package of resources designed to help users prepare and present their professional profile effectively when applying for jobs, training, or volunteering opportunities. The kit emphasizes the use of Europass tools, which ensure standardization, clarity, and international recognition of documents.

Key Components Included

Europass CV (European Curriculum Vitae)

- A standardized template recognized across Europe.
- Allows users to showcase education, work experience, skills, and languages in a structured way.
- Available in multiple languages.
- Can be edited online and downloaded in PDF format.

Europass Motivation Letter

- Structured into introduction, main body, and conclusion.
- Helps users explain their motivation for applying, relevant strengths, and professional goals.
- Complements the CV by highlighting personality and suitability.

Europass Profile (Online Portfolio):

- Free online profile that stores all your skills, qualifications, and experiences in one secure place.





- Users can register professional experience, education and training, language skills, digital competencies, projects, volunteering, and achievements.
- Documents (diplomas, references, certificates) can be uploaded to a personal library.
- Profiles can be created in one or multiple European languages.

How to Use the Europass Profile

- Reflect on your professional interests and goals.
- Track progress over time and demonstrate achievements to employers.
- Receive tailored suggestions for jobs and training courses.
- Share your profile with employers, recruiters, and educational institutions to access new opportunities.
- Share with career counselors to receive tailored guidance.
- Keep a record of all job applications and prepare CVs and cover letters directly from your profile.

Important

- Your Europass Profile is your personal career portfolio.
- By regularly updating it, you maintain an up-to-date overview of your skills and experiences.
- All personal information is safe, and only you decide who has access to it.

Getting Started

Register today at <https://europa.eu/europass>.

Free service provided by the EU. No hidden costs, no premium features, no subscriptions.

Additional Tools and References



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- Create your Europass <https://europa.eu/europass/eportfolio/screen/cv-editor?lang=es&previous=https:%2F%2Feuropa.eu%2Feuropass%2Fes>
- Create a Europass Motivation Letter: <https://europa.eu/europass/eportfolio/screen/cover-letter-editor?lang=es&previous=https:%2F%2Feuropa.eu%2Feuropass%2Fes>
- Test your Digital Skills (Europass): <https://europa.eu/europass/digitalskills/screen/home?lang=es&referrer=epass&route=/es>

Purpose and Use

- Facilitates standardized and professional applications across Europe, ensuring that users' documents are recognized internationally.
- Supports disadvantaged groups by offering simplified templates, clear instructions, and multilingual options.
- Empowers users to take ownership of their career journey by tracking skills, experiences, and goals in one secure profile.
- Helps counselors provide structured guidance while encouraging users to work independently on their job applications.
- Improves employability and visibility by enabling users to share updated profiles, CVs, and motivation letters with employers, training providers, and guidance professionals.
- Encourages continuous self-reflection by keeping a living record of achievements, competencies, and future aspirations.





Mini-Guide on Key Competencies

A practical and accessible resource designed to help users understand, practice, and strengthen key soft skills needed for employment and lifelong learning. This guide uses clear language and concrete, everyday examples, making it suitable for all users, including those with fewer opportunities.

Key Competencies Included

Communication

- Definition: The ability to express ideas clearly and listen actively to others.
- Why it matters: Strong communication supports teamwork, improves job interview performance, and reduces misunderstandings.

Examples in practice:

- Explaining a task to a colleague in simple terms.
- Asking clarifying questions when instructions are not clear.
- Writing a short, polite email to a potential employer.

Resilience

- Definition: The capacity to handle challenges, adapt to change, and recover from setbacks.
- Why it matters: Employers value individuals who remain motivated, positive, and persistent in difficult situations.

Examples in practice:

- Applying for new positions after receiving a job rejection.
- Remaining calm when work schedules suddenly change.





- Reflecting on mistakes, learning from them, and trying again.

Problem-Solving

- Definition: The ability to identify challenges, explore solutions, and make effective decisions.
- Why it matters: Demonstrates initiative, independence, and critical thinking—qualities highly valued in the workplace.

Examples in practice:

- Finding an alternative way to complete a task when a tool or resource is unavailable.
- Arranging new transport when public transport to an interview is canceled.
- Suggesting a more efficient process to colleagues or supervisors.

Teamwork

- Definition: Collaborating effectively with others to achieve shared goals.
- Why it matters: Many jobs require cooperation, coordination, and the ability to value different perspectives.

Examples in practice:

- Dividing tasks fairly in a group project.
- Offering support to a colleague who is struggling.
- Respecting and listening to different opinions in a team meeting.

Time Management

- Definition: Planning and organizing tasks to use time efficiently and meet deadlines.





- Why it matters: Employers need reliable workers who can balance priorities and deliver on time.

Examples in practice:

- Creating a daily to-do list before starting work.
- Arriving punctually to interviews, training sessions, or meetings.
- Breaking down a large assignment into smaller, manageable steps.

Adaptability

- Definition: The ability to adjust to new situations, technologies, roles, or environments quickly and effectively.
- Why it matters: In a changing job market, adaptable workers can face uncertainty, embrace innovation, and remain employable across sectors.

Examples in practice:

- Learning to use a new digital tool without fear.
- Changing tasks or roles when priorities shift.
- Working with people from different cultures or age groups.
- Staying calm when unexpected challenges arise.

Digital Literacy

- Definition: The ability to use digital tools, online platforms, and information safely and effectively.
- Why it matters: Digital skills are essential for job searching, communication, remote work, and lifelong learning.

Examples in practice:

- Creating and updating a Europass CV online.





- Using email and job portals to apply for positions.
- Identifying reliable information sources on the internet.
- Protecting personal data and using strong passwords.

Initiative

- Definition: The readiness to act independently, propose ideas, and take responsibility without waiting for instructions.
- Why it matters: Initiative shows motivation, creativity, and leadership potential — qualities employers seek in dynamic workplaces.

Examples in practice:

- Volunteering for new tasks or projects.
- Proposing a new idea to improve work processes.
- Seeking extra training or feedback to grow professionally.
- Taking small steps to solve problems before they become bigger.

Emotional Intelligence

- Definition: The ability to recognize, understand, and manage your own emotions and those of others.
- Why it matters: Emotional intelligence improves communication, teamwork, leadership, and conflict resolution. It helps create respectful, empathetic work environments.

Examples in practice:

- Staying calm when receiving constructive criticism.
- Noticing when a colleague feels stressed and offering help.
- Expressing disagreement politely and respectfully.
- Managing frustration or anger in stressful situations.





Continuous Learning

- Definition: The willingness to acquire new knowledge and skills throughout life, adapting to technological and social changes.
- Why it matters: Lifelong learners are better prepared to face job transitions, upskill, and remain competitive in changing labor markets.

Examples in practice:

- Taking free online courses (e.g., MOOCs, EU Academy).
- Asking for feedback to improve performance.
- Reading or watching tutorials related to one's profession.
- Seeking mentoring or coaching opportunities.

Purpose and Use

- Provides a clear introduction to the most relevant soft skills for employability.
- Helps users recognize their own strengths and areas for development.
- Translates abstract concepts into practical, real-life examples that can be applied immediately.
- Serves as a training tool for counselors in workshops, role-plays, and individual coaching.
- Ensures inclusive career guidance through simple language, relatable examples, and adaptability to diverse groups.





Multilingual Guidance Glossary

This glossary includes key terms in career guidance and employment, with translations in English, Spanish, Italian, Greek, and French. It is designed as a practical tool for users and counselors in multilingual environments.

Key Competencies Included

Section 1 – Core Employment Terms

What users will learn:

- Recognize and use basic employment-related vocabulary.
- Understand differences between concepts such as job, career, occupation, vacancy.
- Identify key employment conditions: full-time, part-time, salary, contract.

Competencies developed:

- Ability to describe personal work situations using accurate terms.
- Improved clarity in communication with employers and institutions.
- Basic understanding of legal and contractual terminology in employment contexts.

Section 2 – Skills and Competencies

What users will learn:

- Distinguish between skills, competences, qualifications, and knowledge.
- Understand the difference between soft skills and hard skills.
- Identify and explain personal abilities such as digital skills, language skills, transferable skills.





Competencies developed:

- Self-assessment of individual strengths and gaps.
- Ability to present personal skills in CVs and interviews.
- Awareness of how skills connect to employability and lifelong learning.

Section 3 – Application and Recruitment

What users will learn:

- Correct use of recruitment-related terms: CV, cover letter, portfolio, reference.
- Navigate the recruitment process, from application forms to job offers.
- Understand how selection criteria and job advertisements are presented.

Competencies developed:

- Ability to prepare and submit effective job applications.
- Improved confidence in interviews and recruitment situations.
- Understanding of how to identify and respond to employment opportunities.

Section 4 – Guidance and Support

What users will learn:

- Key concepts of guidance, counseling, mentoring, coaching.
- How lifelong learning, upskilling, and reskilling impact career development.
- The role of support services and training programs in employability.

Competencies developed:

- Ability to seek and use professional guidance effectively.





- Increased awareness of continuous learning opportunities.
- Skills to connect with support networks that enhance personal and career growth.

Purpose and Use

- Serves as a multilingual reference tool for users and counselors.
- Facilitates inclusive and clear communication in international guidance sessions.
- Can be integrated into training workshops, CV clinics, or digital platforms.
- Promotes accessibility for migrants, youth, and disadvantaged groups in multilingual contexts.



Section 1 – Core Employment Terms

English	Español	Italiano	Ελληνικά (Greek)	Français	Simple Definition
Job	Trabajo / Empleo	Lavoro	Εργασία	Emploi	Paid activity for an employer.
Career	Carrera profesional	Carriera	Καριέρα	Carrière	Long-term path of jobs and growth.
Vacancy	Vacante	Posto vacante	Κενή Θέση	Poste vacant	Available job position.
Internship	Prácticas	Tirocinio	Πρακτική Άσκηση	Stage	Short-term training at work.
Employer	Empleador	Datore di lavoro	Εργοδότης	Employeur	Person or company that hires workers.



Employee	Empleado / Trabajador	Dipendente	Εργαζόμενος	Employé	Person who works for an employer.
Occupation	Ocupación	Occupazione	Επάγγελμα	Occupation	General type of job.
Work contract	Contrato de trabajo	Contratto di lavoro	Σύμβαση Εργασίας	Contrat de travail	Legal agreement between worker and employer.
Full-time	Jornada completa	Tempo pieno	Πλήρης απασχόληση	Temps plein	Standard working hours (usually 35–40/week).
Part-time	Media jornada	Part-time	Μερική απασχόληση	Temps partiel	Fewer hours than full-time.
Salary	Salario / Sueldo	Stipendio	Μισθός	Salaire	Money earned for work.





Section 2 – Skills and Competencies

English	Español	Italiano	Ελληνικά (Greek)	Français	Simple Definition
Skills	Habilidades	Competenze	Δεξιότητες	Compétences	Abilities you can learn.
Competence	Competencia	Competenza	Ικανότητα	Compétence	Ability to use knowledge and skills.
Soft skills	Habilidades blandas	Competenze trasversali	Ήπιες δεξιότητες	Compétences douces	Personal/social skills.
Hard skills	Habilidades técnicas	Competenze tecniche	Τεχνικές δεξιότητες	Compétences techniques	Job-specific abilities.
Digital skills	Competencias digitales	Competenze digitali	Ψηφιακές δεξιότητες	Compétences numériques	Using technology tools.





Language skills	Competencias lingüísticas	Competenze linguistiche	Γλωσσικές δεξιότητες	Compétences linguistiques	Ability to speak languages.
Transferable skills	Competencias transferibles	Competenze trasferibili	Μεταβιβάσιμες δεξιότητες	Compétences transférables	Skills usable in many jobs.
Qualifications	Cualificaciones	Qualifiche	Προσόντα	Qualifications	Official certificates, degrees.
Technical knowledge	Conocimientos técnicos	Conoscenze tecniche	Τεχνικές γνώσεις	Connaissances techniques	Practical, job-specific knowledge.
Learning outcomes	Resultados de aprendizaje	Risultati di apprendimento	Μαθησιακά Αποτελέσματα	Résultats d'apprentissage	What a person knows/does after training.





Section 3 – Application and Recruitment

English	Español	Italiano	Ελληνικά (Greek)	Français	Simple Definition
CV	CV / Currículum	Curriculum	Βιογραφικό	CV	Summary of education and experience.
Cover letter	Carta de motivación	Lettera di motivazione	Συνοδευτική Επιστολή	Lettre de motivation	Letter showing interest in a job.
Job interview	Entrevista de trabajo	Colloquio di lavoro	Συνέντευξη εργασίας	Entretien d'embauche	Meeting to evaluate a candidate.
Reference	Referencia	Referenza	Σύσταση	Référence	Recommendation from another person.





Portfolio	Portafolio	Portfolio	Φάκελος εργασιών	Portfolio	Collection of work examples.
Application form	Formulario de solicitud	Modulo di candidatura	Έντυπο αίτησης	Formulaire de candidature	Official document to apply.
Recruitment process	Proceso de selección	Processo di selezione	Διαδικασία πρόσληψης	Processus de recrutement	Steps to hire someone.
Job advertisement	Oferta de empleo	Annuncio di lavoro	Αγγελία εργασίας	Annonce d'emploi	Public announcement of a vacancy.
Selection criteria	Criterios de selección	Criteri di selezione	Κριτήρια επιλογής	Critères de sélection	Conditions to choose a candidate.
Job offer	Oferta de trabajo	Offerta di lavoro	Προσφορά εργασίας	Offre d'emploi	Proposal of employment from employer.





Section 4 – Guidance and Support

English	Español	Italiano	Ελληνικά (Greek)	Français	Simple Definition
Guidance	Orientación	Orientamento	Συμβουλευτική	Orientation	Support for career/learning choices.
Counselor / Advisor	Orientador	Consulente	Σύμβουλος	Conseiller	Professional guide for users.
Lifelong learning	Aprendizaje permanente	Apprendimento permanente	Δια βίου μάθηση	Apprentissage tout au long de la vie	Learning through life.
Upskilling	Reciclaje profesional	Aggiornamento competenze	Αναβάθμιση δεξιοτήτων	Perfectionnem ent	Improving current skills.
Reskilling	Reorientación profesional	Riqualificazione	Επανεκπαίδευση	Reconversion	Learning new skills for new jobs.





Career path	Trayectoria profesional	Percorso professionale	Επαγγελματική πορεία	Parcours professionnel	The professional journey of a person.
Mentoring	Mentoría	Mentoring	Μεντορία	Mentorat	Support from an experienced person.
Coaching	Coaching / Entrenamiento	Coaching	Καθοδήγηση	Coaching	Guidance focused on achieving goals.
Training program	Programa de formación	Programma di formazione	Πρόγραμμα κατάρτισης	Programme de formation	Organized learning activity.
Support services	Servicios de apoyo	Servizi di supporto	Υπηρεσίες υποστήριξης	Services de soutien	Help with social, financial, or career needs.



Simplified Role-Play Exercises for Vulnerable Groups

Structured scenarios designed to help users practice real-life situations in a safe and supportive environment. These exercises use plain language, visual supports, and step-by-step guidance to build confidence and transferable skills for employability.

Key Competencies Included

- Scenario: Real-life employment or guidance situation adapted to the user's context.
- Objective: What the user will learn or practice.
- Step-by-Step Process: Simple instructions to carry out the role-play.
- Support Materials: Visual aids, keywords, or short scripts to reduce barriers.
- Feedback Approach: Positive reinforcement and one improvement suggestion.

Purpose and Use

- Provides accessible practice scenarios that simulate real-life employment interactions.
- Helps users with low literacy, language barriers, or low confidence engage in meaningful skill-building.
- Allows counselors to adapt complexity depending on the user's needs (e.g., more visuals, simpler wording, or extra repetition).
- Builds transferable communication and self-presentation skills useful across different job search situations.
- Encourages positive reinforcement and small, achievable steps to strengthen user motivation.



Templates for Role Play Exercises

Template 1 – Mini Interview: “Introduce Yourself in 2 Minutes”

Scenario:

The user is asked to present themselves in a short job interview simulation.

Objective:

- Practice giving a short, clear, and positive self-introduction.
- Identify and express personal strengths.
- Increase confidence for real interviews.

Step-by-Step Process:

1. Preparation – Counselor provides 3 guiding questions with icons:
 - Who am I? (name, age, where I live)
 - What have I done? (studies, work, volunteer activity)
 - What quality do I have? (punctual, responsible, helpful).
2. Guided Example – Counselor models a short introduction.

“My name is Ana, I am 25, I studied hairdressing, and I am very organized.”
3. First Practice – User answers with notes.
4. Second Practice – User answers again using only keywords on cards.
5. Feedback – Counselor highlights what was done well and gives one short improvement tip.

Support Materials:

- Template with 3 guiding questions + icons.
- Keyword cards for users with literacy or language barriers.





Feedback Approach:

- “You sounded confident.”
- “Next time, try to smile or make eye contact.”

Template 2 – Phone Call About a Job Offer

Scenario:

The user calls an employer to ask about a job vacancy.

Objective:

- Reduce anxiety when speaking on the phone.
- Practice polite and simple phrases.
- Learn a reusable structure for phone calls.

Step-by-Step Process:

1. Preparation – Counselor provides a 4-step script with icons:
 - Greeting: “Good morning, my name is...”
 - Purpose: “I am calling about the job offer for...”
 - Question: “Could you tell me how to send my CV?”
 - Closing: “Thank you very much, have a nice day.”
2. First Practice – User reads the script aloud to the counselor.
3. Second Practice – User practices again using only icon cards.
4. Variation – Counselor answers with simple variations:
 - “Send it by email.”



- “The position is already filled.”
User responds politely: “Okay, thank you anyway.”
5. Feedback – Highlight positive aspects (tone, clarity) and add one suggestion.

Support Materials:

- Script with 4 phrases + icons (phone, briefcase, question mark, handshake).
- Practice cards for step recall.

Feedback Approach:

- “You were polite and clear.”
- “Next time, try speaking a little slower.”

Online Tools Library

A structured collection of digital resources designed to support both counselors and users in career guidance, employability, and skill development. The library provides free, accessible, and practical tools that can be directly integrated into workshops, counseling sessions, or independent learning activities.

Key Competencies Included

- Self-Assessment Tools: Online tests to help users reflect on their competencies and career interests.
- Learning Platforms (MOOCs): Free online courses for skills development in various fields.
- Digital Safety Guides: Quick references to protect users during job searching and online applications.
- Design Templates: Ready-to-use formats for CVs, presentations, and portfolios.
- Video Tutorials: Short, practical guides on how to use job portals and professional networks.

Purpose and Use

- Provides counselors with a ready-to-use digital toolkit adaptable to different user needs.
- Encourages digital inclusion by offering free and user-friendly resources.
- Supports self-directed learning and skill development outside counseling sessions.
- Enhances user employability by combining practical digital tools with safe online practices.
- Strengthens counselor capacity to integrate innovative, technology-based guidance methods.



Resources for Online Tools Library

Section 1 – Self-Assessment Tools

EU Skills Profile Tool for Third Country Nationals – Online tool to map skills, qualifications, and experiences. <https://ec.europa.eu/migrantskills>

ESCO Framework – EU classification of skills, competences, qualifications, and occupations. <https://esco.ec.europa.eu/es/node/193>

O*NET Career Interest Profiler – Free inventory to explore interests and suitable careers. <https://www.mynextmove.org/explore/ip>

Europass Skills Self-Assessment – Create and add your skills to your Europass profile and CV. <https://europass.europa.eu/en/what-europass-skills-passport>

Section 2 – Free Learning Platforms (MOOCs)

Coursera – Digital skills, business, communication, and more (free & paid). <https://www.coursera.org>

edX – University-level training on professional topics, free or low-cost. <https://www.edx.org>

EU Academy – Free EU-certified courses on digital, sustainability, and employability. <https://academy.europa.eu>

FutureLearn – Short online courses and professional certificates. <https://www.futurelearn.com>

Khan Academy – Free learning in multiple subjects, multilingual. <https://www.khanacademy.org>



Section 3 – Quick Guides on Digital Safety

ENISA Cybersecurity Tips – Practical advice from the EU Agency for Cybersecurity.

<https://www.enisa.europa.eu/topics/cybersecurity-education/awareness>

EU Safer Internet Resources – EU strategy for safer internet and online practices.

<https://better-internet-for-kids.europa.eu/en/resources>

Get Safe Online – Guides on safe internet use (available in multiple languages).

<https://www.getsafeonline.org>

Europol Public Awareness Campaigns – Info on detecting scams and fake job offers.

<https://www.europol.europa.eu/activities-services/public-awareness-and-prevention>

Section 4 – Canva Templates

Canva CV Templates – Ready-made layouts to build professional resumes.

<https://www.canva.com/resumes/templates/>

Europass CV Creator – Official EU tool to create CVs, exportable for Canva design.

<https://europa.eu/europass/en/create-europass-cv>

Canva Presentation Templates – Professional slides for interviews and self-promotion.

<https://www.canva.com/presentations/templates/>

Canva Portfolio Templates – Visual templates for creative career portfolios.

<https://www.canva.com/templates/s/portfolio/>

Section 5 – Video Tutorials





LinkedIn Learning – Tutorials on professional skills (limited free content).

<https://www.linkedin.com/learning/>

YouTube – How to Create a LinkedIn Profile (Official) – Step-by-step tutorial.

<https://www.youtube.com/watch?v=AJocoZEV7ew>

SEPE Spain – Portales de Empleo – Guidance for registering on national job portals.

<https://www.sepe.es/HomeSepe/es/encontrar-trabajo/ofertas-empleo.html>

Pôle emploi France – Tutoriels vidéo – Tutorials for navigating the French employment portal.

<https://www.francetravail.fr/candidat/vos-services-en-ligne/les-pas-a-pas-les-videos-qui-vou.html>

EURES – Job Mobility Portal – Videos and guidance on European job mobility.

https://eures.europa.eu/index_en

Professional Self-Care Guide

A practical guide designed to help career counselors manage stress, prevent burnout, and maintain well-being while supporting users. It provides short, accessible techniques that can be applied before, during, or after counseling sessions.

Key Strategies Included

3–2–4 Breathing Technique

- What it is: A quick relaxation exercise where you inhale for 3 seconds, hold for 2 seconds, and exhale for 4 seconds.
- How to apply: Take 3–5 cycles before a session or after a stressful meeting.
- Benefits: Reduces anxiety, improves focus, and lowers physical stress responses.

Active Breaks

- What it is: Short pauses with light physical movement (stretching, walking, gentle neck/shoulder rotations).
- How to apply: Insert 5 minutes every 60–90 minutes of work.
- Benefits: Relieves muscle tension, boosts energy, and increases productivity.

Express Mindfulness

- What it is: A short awareness practice to reconnect with the present moment.
- How to apply: Focus for 2–3 minutes on breathing, sounds, or sensations in the body. Use apps or audio guides if needed.
- Benefits: Enhances concentration, prevents emotional overload, and supports emotional regulation.



Reflective Journaling

- What it is: Writing down feelings, thoughts, and highlights of the day.
- How to apply: Spend 5 minutes at the end of the day noting positive outcomes and challenges.
- Benefits: Promotes self-awareness, helps track stress triggers, and reinforces motivation.

Purpose and Use

- Encourages counselors to integrate simple, time-efficient self-care practices into their daily routine.
- Helps prevent professional fatigue and burnout, ensuring sustainable career guidance work.
- Provides role models of healthy practices that can also be shared with users as transferable life skills.
- Supports emotional balance, resilience, and professional satisfaction.



Guidance Casebook

A structured workbook designed to help counselors train and refine their skills in user diagnosis, case analysis, and the design of individualized career itineraries. It presents realistic, fictitious user profiles representing diverse backgrounds, experiences, and challenges — such as long-term unemployment, migration, disability, or career transition. Through guided exercises, counselors can practice assessment, goal setting, and action planning in a safe, reflective, and professional learning environment.

Key Strategies Included

Case Simulation and Role Analysis

Each case includes a short biography, main challenges, and personal goals. Counselors are invited to identify:

- The user's main strengths and transferable skills.
- Possible barriers to employability or inclusion.
- Key areas for intervention (training, mentoring, support services).
- Steps for designing a realistic Individual Career Pathway.

Reflective Practice Exercises

After each case, counselors are encouraged to reflect on their own approach and decision-making process. Prompts include:

- What assumptions did I make about the user?
- How did I identify their priorities?
- What alternative strategies could I use in a similar real-life situation?

This helps improve self-awareness and professional judgment.

Competency Mapping with ESCO Framework

The workbook integrates references to ESCO (European Skills, Competences, Qualifications and Occupations), helping counselors link each user profile with relevant occupational fields, transversal skills, and training pathways.

Collaborative Case Discussion

Counselors can work in pairs or groups to exchange perspectives, simulate interviews, and co-design interventions. This promotes peer learning and consistent quality in guidance practices.

Monitoring and Evaluation Templates

Each case concludes with a short monitoring form to assess progress, outcomes, and lessons learned, reinforcing evidence-based practice.

Purpose and Use

- Provides a practical training tool for both new and experienced career counselors.
- Encourages active learning through problem-solving and reflection.
- Strengthens diagnostic, interpersonal, and planning competencies in real-world guidance scenarios.
- Supports the continuous professional development (CPD) of guidance practitioners within Erasmus+ and other European training contexts.
- Can be used in workshops, mentoring sessions, or blended learning courses as part of counselor upskilling programs.



Template for Casebook

Case 1 – María, 28 years old (Spain)

Profile Summary:

María lives in a small rural town in northern Spain. She completed vocational training in hospitality but lost her job during the pandemic. Since then, she has been doing occasional cleaning work and taking care of her grandmother. She wants to return to stable employment but feels uncertain about her skills and digital abilities.

Main Strengths:

- Experience in customer service and teamwork.
- Responsible and adaptable to different work environments.
- Motivated to learn new things, especially digital tools.

Perceived Barriers:

- Limited access to transport and training opportunities in her area.
- Low confidence using online job platforms or creating a CV.
- Family care responsibilities that restrict availability.

Guidance Goals:

- Update digital skills through short online courses (EU Academy, Google Garage).
- Create a Europass CV and LinkedIn profile with counselor support.
- Explore job opportunities in sustainable tourism or hospitality.
- Build a medium-term plan to balance caregiving and part-time work.

Suggested Counselor Activities:

- Conduct a digital skills self-assessment.
- Schedule a mock interview using a real hospitality scenario.
- Use the Local Resources Guide to identify nearby adult training centers.
- Introduce time-management strategies to handle work-life balance.





Evaluation Indicators:

- Completed online course certificates.
- Updated CV and professional profile.
- Participation in at least one job application or interview.

Case 2 – Ahmed, 41 years old (Italy)

Profile Summary:

Ahmed is a migrant from Morocco who has lived in Italy for 10 years. He previously worked in construction but recently lost his job due to company downsizing. His Italian is intermediate, and he has no formal qualifications recognized in Italy. He is open to retraining but unsure where to start.

Main Strengths:

- Strong practical and technical experience in construction work.
- Reliable and accustomed to physical labor.
- Motivated to gain a professional certificate to improve job security.

Perceived Barriers:

- Language limitations and difficulty understanding online forms or job offers.
- Lack of recognized qualifications.
- Limited digital literacy.

Guidance Goals:

- Validate prior learning and experience through national certification programs.
- Improve Italian language skills (focus on workplace communication).
- Learn to use digital tools for job search and applications.
- Explore retraining opportunities in green construction or energy efficiency.



Suggested Counselor Activities:

- Conduct a skills-mapping exercise using the ESCO framework.
- Support in enrolling in an adult education or language course.
- Practice navigating online job platforms together.
- Identify NGOs or migrant associations offering job mediation.

Evaluation Indicators:

- Enrollment in a language or upskilling program.
- Obtained partial or full validation of skills.
- Completed first digital job application independently.



Bias Awareness Checklist

A reflective tool designed to help career counselors identify, monitor, and reduce personal or systemic biases that may influence their professional judgment during counseling sessions. This checklist promotes fairness, inclusivity, and equity by encouraging critical self-awareness and ethical decision-making when working with users from diverse backgrounds.

Key Areas of Reflection

User Perception and Attitude

- Do I approach every user with an open mind, regardless of their appearance, background, or education level?
- Am I assuming the user's motivation or ability based on stereotypes (e.g., age, gender, ethnicity, disability)?
- Have I allowed the user to define their own goals, rather than directing them toward what I believe is "best"?

Communication and Interaction

- Do I use inclusive and accessible language during sessions?
- Am I giving equal speaking time and attention to all users?
- Have I ensured that materials and explanations are adapted to the user's literacy and language level?

Career and Training Recommendations

- Do I suggest opportunities based on real skills and interests, or on social expectations (e.g., "men are better for technical jobs")?



- Am I offering the same variety of options to all users, regardless of gender, background, or disability?
- Have I verified that my local resource directory includes inclusive programs and accessible training providers?

Cultural and Socio-Economic Awareness

- Do I recognize the impact of poverty, migration status, or rural isolation on access to opportunities?
- Have I adapted my counseling methods to respect different cultural values and communication styles?
- Am I aware of possible power imbalances between counselor and user?

Continuous Self-Improvement

- Do I regularly participate in training on diversity, equity, and inclusion?
- Have I sought feedback from colleagues or users about my approach?
- Do I keep a reflective journal to record and analyze moments where bias might have affected my work?

Purpose and Use

- Enhances ethical practice: Supports counselors in maintaining objectivity and fairness.
- Improves inclusivity: Encourages equitable treatment of users with different abilities, backgrounds, and experiences.
- Promotes professional reflection: Helps identify personal growth areas and continuous improvement needs.



- Supports organizational quality assurance: Can be used in team meetings, supervision sessions, or peer reviews.

Template for Bias Awareness Checklist

Area	Reflective Questions	Actions to Take	Notes/Examples
User Perception	Am I making assumptions about the user's goals or abilities?	Ask open questions, let the user lead.	"Tell me more about what interests you most about this field."
Communication	Am I using language that is clear and inclusive?	Replace jargon with simple terms.	e.g. Instead of "employment pathways," say "ways to find work."
Recommendations	Are training suggestions free from gender or cultural bias?	Offer options in multiple sectors.	e.g., Encourage women to explore digital and STEM opportunities.
Cultural Sensitivity	Do I consider how cultural values affect decision-making?	Learn about users' cultural backgrounds.	e.g., Family expectations may influence career choices.
Professional Growth	Do I reflect regularly on my own biases?	Keep a self-reflection journal after sessions.	e.g., Note when assumptions appear and how to address them.



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