

National Workshop on Career Services
11 March 2014
New Delhi
Summary of deliberations

UKIERI workshop on National Career Services: Understanding UK's policy and delivery mechanism

UKIERI in partnership with Ministry of Labour and Employment brought together over 120 participants from across India, for a one day workshop on Career Services on 11 March 2014 in New Delhi. This workshop was the first activity undertaken post the signing of Memorandum of Understanding (MOU) between Ministry of Labour and Employment (MOLE) and UK Department for Business, Innovation and Skills for co-operation in the area of skill development and employment services under UKIERI. *International Labour Organisation (ILO) associated as knowledge partner to share the international experience on this agenda.*



As part of the MoU facilitated by UKIERI, one of the core areas of collaborative work between UK and India is to support development of employment services in India on the lines of Careers Service in the UK. UK has different advisory services for England, Scotland, Wales and Northern Ireland. The four Careers Services across the UK provide information; advice and guidance to help schools pupils, students and adults make decisions on learning, training and work opportunities in different ways. Each service offers confidential and impartial advice at different levels to different target groups which are further supported by qualified careers advisers.

This workshop was aimed at sharing the prevalent models of England and Scotland with the Indian stakeholders to design a joined-up approach in assisting MOLE in developing the National Career Service for India.



To set the context, [Shri Pravin Srivastava](#), Deputy Director General (Employment) - Directorate General of Employment & Training, Ministry of Labour & Employment detailed out the mission of the Ministry in setting the National Career Services. The Ministry envisages National Career Services as a national platform for interface between stakeholders for responsive, transparent and efficient employment services in order to meet skill needs of a dynamic economy.

He listed the main objectives for setting the National Career Services which include:

- Providing easy accessibility of services of employment exchanges for all the stakeholders
- Providing assessment of capabilities and relevant vocational guidance services to job seekers in improving their employability
- Providing accurate and quality Employment Market Information for planning and decision making in a timely manner
- Collecting and disseminating information on employment and training to job seekers and employers in organized and unorganized sector

Paul Comyn, Senior Specialist- Vocational Training & Skills Development, ILO Decent Work Team for South Asia shared the international perspective of setting up public employment services globally, its core functions, stakeholders involved and delivery framework with models adopted for reach and efficiency.

Speaking at the Inaugural session, **Dr P P Mitra, Labour and Employment Advisor at the Ministry of Labour and Employment**, emphasised the need to harness the demographic dividend in the right direction. He complemented UKIERI on leading capacity building initiatives in the area of Skills Development like the recent agreement on Further Education Leadership Development programme which is currently being implemented with All India Council for Technical Education to facilitate leadership training in ITIs.

Shri Alok Kumar, Director General of Employment and Training, Ministry of Labour and Employment in his inaugural remarks, focussed on the need to decentralise and equip the regional nodal centres with information, training and support mechanisms for delivering services effectively to students, youth and industry. He viewed association with UK as enriching and useful; providing the Ministry with in-depth inputs on policy interventions linked to effective delivery and outreach. Shri Kumar detailed out the role of MOLE in providing resources, user infrastructure, templates for data integration and networking opportunities which will strengthen existing capacities of the employment exchanges and nodal centres.

The UK experience was shared by **Mark Jarvis, Assistant Director- Pathways to Higher Skills from Department for Business, Innovation and Skills** and **Patricia Thompson, Area Manager from Skills Development Scotland**, who presented the models practised in England and Scotland respectively. Both provided a detailed overview of the evolution of Career Services in the two countries, the roles and responsibilities of agencies involved in delivery and implementation in regard to the wider policy context.



The participants that included nodal officers, state technical department representatives and key Ministry officials sought clarifications on the technical gaps, systemic intervention requirements and the methodology to reach the huge numbers. The participants highlighted increasing focus on skills development in response to economic conditions, urgency to tackle youth unemployment, need for improving employer engagement and linking employability with skills- some of the factors driving this agenda forward. It was interesting to note that these drivers for

developing a national career service in the UK were similar to India; thereby creating a natural partnership between the two countries to work on this key agenda.

The UK speakers also presented challenges in the implementation of the career services along with the funding approach followed by associated agencies for delivery, access and information sharing. Classification of customer groups was highlighted as one of the initial bottlenecks that will define the basis on which the framework for national career service would be designed.

Both [Mark](#) and [Patricia](#) also shared details on how industry is being engaged in the current system and use of ICT in communication and delivery.

The representation from states was highly encouraging since state engagement is critical for the roll out of this national scheme. Sharing the state perspectives, **Shri V K Gautam, Commissioner - Employment and Self Employment, Government of Maharashtra** reiterated the need for integrating the National Career Services with school education to give the right direction to the youth. Vertical mobility in skills training along with scalability; were highlighted as the two issues that would need to be addressed through this National Career Service. **Shri Mohan Pyare, Principal Secretary, Labour and Employment, Government of Tamil Nadu** recommended creation of a competency database as an input to the Career Services portal. He viewed focus on both job creators and jobs crucial for tackling the challenges of employment.

The participants which included nodal officers, state technical department representatives and key Ministry officials had focussed deliberations and sought clarifications on the technical gaps, systemic requirements and the methodology to reach the huge numbers in India. State participants from across India provided the relevant context and background to the prevailing diverse needs, scalability and the challenges of a large population looking for employment and career guidance.



The overwhelming positive feedback from these participants that represented both the policy and the delivery sector, reiterated the need for incorporating international perspectives & learnings' to this huge mission for developing the Indian National Career Services and complemented UKIERI for providing the right platform for sharing of inputs and best practises.

The success of this workshop has been the strong endorsement from the Ministry of Labour and Employment to

collaborate with UKIERI on a number of interlinked aspects for designing the National Career Services in India; thereby creating opportunities for the UK to share, assist and collaborate on this Indian national mission. Some of the **key areas of collaboration** include:

1. Portal Technology and designing
2. Benchmarking, accreditation and training
3. Service delivery mechanism
4. Apprenticeship training

5. Designing of regulatory framework
6. Capacity building for career guidance, communication and training
7. Establishing links with Ministry of Human Resource Development(MHRD) for school integration
8. Exploratory visits, resource secondment and think-tank meetings for sharing of best practises