

KEY POINTS NOTED DURING GROUP DISCUSSIONS NATIONAL FORUM ON GUIDANCE – 8TH MAY 2015

Q&A – QAE – Element 2.0 Citizen / User Involvement

Q1. What strategies and approaches can we use to engage more citizens in lifelong guidance and in the shaping of guidance services?

- Higher profile is required for the relevant service
- System should reflect access for all (not all CAO)
- Name the target group – be clear of who does what for whom

Q2. What role should government and/ or management organisations perform in relation to citizen/user involvement in lifelong guidance?

- Access – awareness of who to go to
- Right person for the right service

Q3. What can you do in your guidance sector to focus on citizen/user / client / student involvement in lifelong guidance?

Q4. What do you consider as Key Criteria and Key Indicators for Ireland of citizen / user involvement?

KEY POINTS FROM THE DISCUSSION NOTED ON A FLIPCHART

1. Profile

Name the client/audience

2. Profile + clarification

Forum for users of all education – teaching and learning services

Positive ‘celebration’ conversations on guidance

Voice of student and parents – need to hear this and encourage it

‘Branding’

‘why’

‘Other’ Strategies

Not just education specific options e.g. apprenticeships and working opportunities

Involve employers

Map of guidance provision