
E-PORTFOLIO FOR EMPLOYMENT SERVICES, AN ON-LINE DIALOGUE AND SUPPORT SYSTEM - ABSTRACT

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Why E-portfolio

The Dutch Public Employment Services chooses to offer services through different channels, including internet. E-portfolio is an important step towards interactive services through internet. It also fits within the Dutch policy to make the job-seeker responsible for his own job-seeking process. E-portfolio enables the job-seeker to manage his own job-seeking activities including the organisation of professional support.

Main objectives

The main objectives are:

- to increase successful matches between demand and supply,
- to enable the job-seeker to structure and organize his own job-seeking process, including the calling out for support when necessary, anywhere, at any time, in his own way,
- to enhance the own job-search actions: self-service instrument,
- to promote tailor made support by the Public Employment Services.

The structure of e-portfolio

E-portfolio consists of different elements. E-portfolio enables the job-seeker:

- to explore his labour market position,
- to identify and find the vacancies that fit with his competences,
- to analyse and enhance his job-seeking abilities,
- to identify, describe and register his competences,
- to discover his potential talents,
- to register his (work) experience
- to register his diploma's and certificates,
- to analyse his needs for support,
- to make his own action plan,
- to compose different CV's,
- to monitor the progression of the job-seeking process,
- to keep in contact with his work coach.

Job-seeker support system

Based on the data the job-seeker provides, e-portfolio:

- provides suitable job openings,
- gives the job-seeker insight in how frequently his CV has been consulted,
- gives the job-seeker insight in his labour market position, both on a regional and national level,

- gives the job-seeker insight in which search channels are the most successful in his professional area,
- gives the job-seeker insight in his own data registered in the client monitoring system of CWI (the Public Employment Service),
- triggers the job-seeker to undertake stipulated actions: e.g. networking.

The workshop

The workshop will give you insight in

- how the instrument e-portfolio is embedded in the general concept of services,
- the functionalities of the application e-portfolio and how they contribute to the realisation of the personal goals the job-seeker wants to achieve and the general political goals: reduction of unemployment and reduction of mismatch,
- the user-friendliness of this instrument,
- the required competences of professionals, in order to work successfully with this instrument,
- the challenges CWI faces with the development and implementation of the system.

Keywords: employability, job seeker, employer, profiling, matching

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