

## Syvonline - Education Centre of Gothenburg

**Founding year:**

2012

**Geographic level:**

National  
Regional

**Stakeholders involved:**

Cooperation with stakeholders result in the development of LMI and guidance material that is provided on the platform

**Target groups:**

Guidance Counsellors  
Immigrants  
Teachers/ Professors

**Is the initiative a Single Access Point? :**

Yes

**Providing organisation:**

The Gothenburg Region Association of Local Authorities

**URL:**

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### Stakeholders roles:

Academia  
Businesses  
Chambers  
Government  
Guidance Practitioners  
Media  
Municipalities

### Challenges Addressed:

Exchange and knowledge transfer (among educational professionals, guidance counsellors, etc.)

Facilitation of transition from school education to career selection

Improvement of guidance/ employment services

Increase the interaction between schools and professional life

Raise awareness on guidance

### Challenges Addressed description:

Syvonline aims to enable **practitioners to offer better services** as well as **assist teachers to introduce guidance practices** in the frame of their daily teaching routines. Syvonline features:

- The News Section;
- The Research Bank;
- The Method Bank;
- The Syvonline Forum;
- The REKAS tool that provides regional forecasts and LMI on career and educational paths.



### Policy objectives:

Access to Lifelong Guidance Services  
Assuring the quality of Lifelong Guidance Provision  
ICT in Lifelong Guidance  
Improving careers information  
Improving employability and supporting older workers  
Raising the skills and qualifications of adults  
Raising the skills and qualifications of young people  
Strategic Leadership  
Supporting people at risk and disadvantaged groups  
Training and Qualifications of Guidance Practitioners

## INNOVATIVE ASPECTS OF LMI description:

- **LMI** is collected **from various sources** and **provided** as follows:
- **News** are grouped under eight main themes: 1. Labour market; 2. Continuing education; 3. Disability issues; 4. Laws and regulations; 5. School work; 6. News regarding the National Agency for Education; 7. Studies, and 8. Guidance and counselling.
- The **Methods Bank** includes guidance methods, tips and exercises to serve the target group's needs.
- The **Research Bank** provides current LMI about scientific research on guidance.
- The **REKAS tool** provides LMI regarding the **matching of regional education to labour market**.



## INNOVATIVE ASPECTS OF LMI:

Guidance methods

Matching of regional education to labour market

News relevant to educational guidance

Real time LMI

Scientific research on guidance

## INNOVATIVE USE OF ICT description:

The infrastructure requirements of Syvonline are those of a **simple website**. LMI data and all other information is entered in Syvonline through its **Content Management System**.

From the users' side, Syvonline and its different tools are quite **easy to use** and do not require advanced e-skills. The structure of the website and of its content has been reported to be **user-friendly**.



## INNOVATIVE USE OF ICT:

Combination with offline elements

Customized RSS feed

Interactive online tools

Online wiki

Social media utilisation

## Results and impacts

## obtained:

- Quantitative: in 2015, Syvonline had around **48 000 visits** and attracted around **10 000 users**.
- Qualitative: the platform can **help guidance practitioners by offering them increased knowledge on guidance and understanding of opportunities for collaboration**; and Syvonline can **improve the cooperation between schools and working life**.
- Evaluation: no systematic process. A network of **guidance practitioners** provides feedback on the website. **Google Analytics**, also used. **Practitioners' reference groups** are organised.

### ☐Success Factors:

- **Alignment** with the **regional strategy for growth** and the **national curricula** and **LLG framework**;
- Increased level of **cooperation** between Syvonline and municipalities as well as among municipalities themselves;
- Ability to **empower school staff to assume guidance activities** as the national curricula foresees;
- **Single access point** for a diverse range of information;
- News and guidance advancements with a **local** and **national scope**;
- Active **support** and **promotion by the National Agency for Education**;
- Largely **user-driven design**, tailored to specific student target groups;
- Increased **accessibility** and **convenience** provided by an ICT online collaboration platform.

### ☐Points of Attention:

- **Uncertain** sustainability in terms of **funding**.
- **Local** news **confronts** the **national** use.
- **Wider adoption** and use among school staff.
- **Forum does not attract** much activity.

## Socio-economic-political context:

The National Agency for Education has been engaged in Syvonline since its development phase and has also spread information about the platform and its material.

Syvonline is aligned:

- with the frameworks promoting ICT tools and digitisation at a regional level, since it is actively supported by the VGR region and the respective municipalities, and
- with the new "ICT for Schools" strategy that aims to stimulate the digitisation in every aspect of the school system, including guidance.

## Financial requirements:

The "GR SYVO" project that led to the development of the practice received funds of SEK 6 183 444 for the period 2012-2014. For the period 2014-2016 Syvonline, funded by VGR, had an annual budget of SEK 700 000.

## HR requirements:

The daily operation and maintenance of Syvonline is the responsibility of a team of four

employees: a Project Manager who coordinates the project and is responsible for the cooperation among the municipalities; a Web Editor, responsible for the research conducted; a Process Manager with a focus on guidance methods and practitioners and a Programmer who is responsible for the coding of the portal and the IT part of the practice.

There is no standard profile in terms of educational background for the staff that works on the platform.

**ICT elements:**

- Syvonline does not require advanced infrastructure ICT requirements;
- Syvonline's tools are considered easy to use and do not require advanced e-skills or respective training;
- In addition, Syvonline offers customized RSS news feed.

**Non-ICT elements:**

- The Syvonline platform is combined with face-to-face activities with practitioners for stimulating peer learning and enhanced high quality services tailored to their target groups.
- The cooperation with stakeholders contributes to the further development and sustainability of the website.

**Future developments & Trends:**

Syvonline will focus in the next years in providing guidance methods that will assist practitioners to better work with newly arrived people to Sweden.

Additionally, Syvonline's will aim to find a sustainable funding scheme.

**Type of initiative:**

Public

**Politico-administrative domain clusters:**

Special-purpose initiatives