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**About the Presenter:**

Heli Piikkilä is a guidance counsellor who has worked in special education school for almost 20 years. She started her career as a classroom teacher and after her specialisation she focused on guidance and counselling. Last seven years she has coordinated different projects in city administration and developed feedback mechanisms for guidance and counselling services in basic education at national level.

She is an honorary president to Finnish association for guidance counsellors in Finland since 2009 after her service as a president for the organisation for ten years. Heli Piikkilä was a conference chair for 1998 IAEVG congress in Finland. After that she has participated and presented the outcomes of these projects in workshops of several international conferences and attended four international career development and public policy symposiums.

She has been a member on many national committees and workgroups of Ministry of Education and National Board on Education and substitute board member to IAEVG.

**Title of Paper:** **A Pilot Project in developing Feedback Mechanisms for Guidance Provision in Basic Education**

**Abstract:**

In Finland careers information, guidance and counselling services are provided mainly by two established public service systems: in education and in the public labour administration. The national strategy for education and research emphasizes the importance of career guidance and counselling services in educational settings. Career guidance and counselling services are seen as a tool to prevent social exclusion. In Finland there are some earlier evaluations but there is a need for systematic approach to develop quality of career guidance and counselling services at school, municipality and national levels.



This national project, funded by Finnish National Board of Education, is developing feedback mechanisms for guidance provision in basic education. It is based on a systemic model for interdisciplinary guidance networks developed by Nykänen et al 2007. The goals for this project are to find a systematic model to evaluate and provide information to develop guidance and counselling services not only at schools and municipalities but also at regional and national level.

Questionnaires have made for pupils, parents/guardians, guidance counsellors, teachers and principals. The questions consist of variety of themes e.g. the goals and aims of career guidance, access for guidance, resources, client satisfaction, follow up systems and co –operation both inside school system and multi professional networks. The idea is to provide information about the access and possibilities to the services and the effectiveness of guidance and counselling services evaluated by customers and practitioners. At the moment the questionnaires are under testing. By the conference there will be more results and further information of this developing project.

A case of Tampere City is an example of a long term, systematic approach for developing quality of guidance and counselling services by evaluations (in 2004 and 2008). Policy makers had evidence and made decisions that based on facts. A follow-up system according to a Tampere model consisting of different services has been created to monitor the career paths of young people. Surveys have shown that over 99 percent of pupils, who have finished basic education, continue their studies at the secondary level.

**Key words:** evaluation, guidance counselling services, evidence base policy, access, effectiveness