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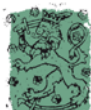
# The One-Stop Guidance Center model



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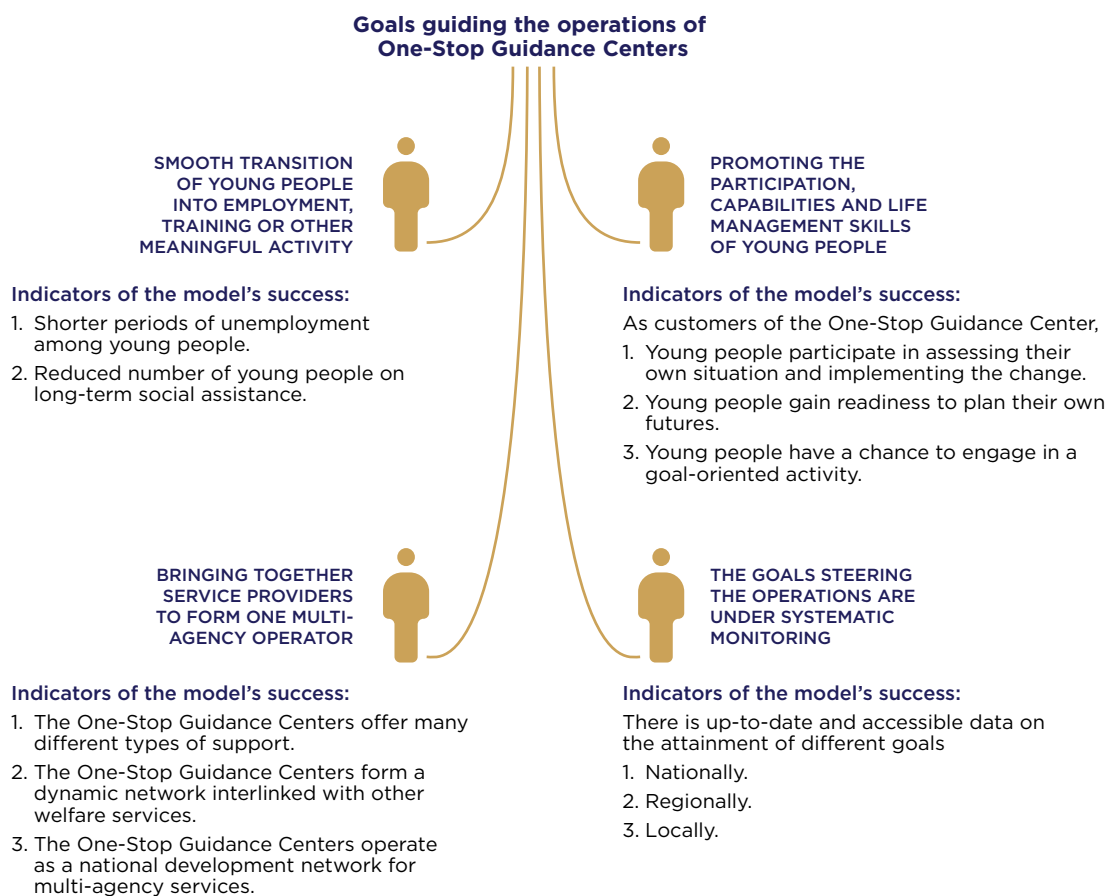
## What are One-Stop Guidance Centers?

One-Stop Guidance Centers provide low-threshold, multi-agency services to young adults under the age of 30. The centres provide information, advice, guidance and various services. They serve as a platform for multi-agency collaboration between public, private and the third sector agencies in offering tools for employment, training, life management and well-being. The roles and administration of the organisations involved are organised locally. The One-Stop Guidance Center model requires close collaboration between national, regional and local agencies as well as private and third-sector operators.

The One-Stop Guidance Centers implement the goals and actions of the Youth Guarantee launched by the EU.

## The operations are in line with national goals

The activities are shaped by their goals. The One-Stop Guidance Centers carry out self-evaluation as a basis for their development and are obliged to report on it. The national steering group for the One-Stop Guidance Centers must obtain a full picture of the attainment of the set goals.



## The One-Stop Guidance Center model

- The One-Stop Guidance Centers provide services through the service points and online.
- The One-Stop Guidance Centers bring together national, regional and local agencies as well as private businesses and NGOs.
- The One-Stop Guidance Center provide services on a walk-in basis, and customers are not expected to register their personal details. The spaces must be accessible to all.
- Using the services of a One-Stop Guidance Center does not, as such, commit the customer to anything. However, the services offered through the One-Stop Guidance Center may involve certain obligations.
- The One-Stop Guidance Centers adhere to a uniform visual identity and communication guidelines.
- The participation of the customers in the development of the operations is integral to the model.
- The One-Stop Guidance Centers are obliged to produce follow-up data for the assessment of national, regional and local impact. The national impact of the One-Stop Guidance Centers is evaluated by the joint steering group.

## The One-Stop Guidance Centers must offer expertise on

- The assessment of service needs and service guidance
- Career planning and job seeking
- Life management
- Physical and mental well-being
- Competence development and learning paths
- Supporting participation
- Income and housing

The services provided are based on the customer's individual needs as defined by themselves. The competence development of the service staff is structured, multi-professional and youth-oriented. The One-Stop Guidance Centers carry out ongoing self-assessment and they consistently monitor their operations, goal attainment and the implementation of the model. The self-assessment processes are supported and coordinated on a national level.

In bilingual regions, the One-Stop Guidance Centers provide services in Finnish and Swedish.