

Voucher based Adult Education Scheme



Croatian Employment Service (CES)



April 2022 – June 2026

Objective: to enhance the skills and employability of vulnerable groups, especially in green and digital fields, while promoting lifelong learning and aligning with national education strategies.

Target group: long-term unemployed, NEETs, inactive, employed people.

Key components of the practice:

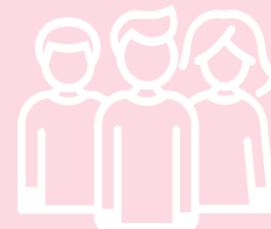
- **Legal framework and skills mapping:** The Ministry of Labour uses AI to identify current and future skills needs, focusing on green and digital sectors.
- **Voucher criteria:** Set in collaboration with stakeholders and aligned with labour market demands and EU funding rules.
- **Online application:** Users apply for vouchers via a digital platform; CES advisers assess eligibility and manage the process.
- **Targeting vulnerable groups:** “Job +” offers basic training and guidance for disadvantaged individuals to aid green/digital transitions.
- **Micro-credentials** enable flexible, modular learning.

Key outcomes:

- Increased rate of participation in adult education.
- Better promoted acquisition of digital and green skills.
- Activation of inactive population.

Evidence of success:

- Adult learners engaged through flexible and modular training offers.
- High interest and usage of career guidance tools (e.g. *My Choice* questionnaire).
- Tailored support for disadvantaged groups (e.g. through the Job+ program).
- Notable uptake of training in green and digital areas supported by vouchers and micro-credentials.



Skills self-assessment tool 'My Choice' for career management



Croatian Employment Service (CES)



2011 – 2015

Objective: to improve career guidance services, specifically to develop self-information and skills assessment services readily available to users.

Target group: primary and secondary school pupils, students, NEETs, unemployed persons, and all others interested in career development.

Key components of the practice:

- The **"My Choice" questionnaire** helps users identify suitable occupations through personalized feedback.
- Users complete it independently or with consultant support at Career Information and Counselling Centres.
- Results are linked to a detailed occupational CES database.
- It serves as a key starting point for career guidance and occupational selection.
- Overall guidance also considers user traits, labour market conditions, and education opportunities.
- This improves the quality and relevance of professional orientation services.

Key outcomes:

- Designed and implemented an online skills self-assessment tool.
- Labour market hub that helps clients identify interests and career steps.

Segmentation of clients for CES services, providing access to the voucher system and other active labour market measures.

Evidence of success:

- **High engagement on the Career Development portal**, with *My Choice* as the most visited and widely used tool, demonstrating strong user interest and utility.