

# Newsletter Summer 2003

## MESSAGE FROM THE PRESIDENT

*Welcome to this Summer 2003 edition of the FEDORA Newsletter which will be put on the website so that it can be downloaded and printed off, in English or in French. Thanks once again to Loretta Jennings for designing & producing it and to Nicole Leray for her excellent translations.*

### FEDORA CONGRESS 2003

Our most recent success and achievement is the recent Congress which was held in Odense, Denmark from 25 - 28 May. It was attended by over 120 delegates who all enjoyed the wonderful hospitality and friendliness of our hosts at the University of Southern Denmark. My sincere thanks to everyone who contributed to this success: to Per Andersen and the organising team in Denmark who arranged the wonderful venue and social programme; and to the members of the Executive Committee, who ensured that we had an interesting programme, speakers and workshops.

Particular thanks to Eleonore Vos for her work in organising the workshops and to Nicole Leray for the huge amount of translation she has done both before and after the Congress. Thanks are due to our speakers who came from a wide range of countries and backgrounds and whose input helped us to put our work into the wider context. There was a wonderful choice of interesting workshops and we all appreciate the contributions of so many FEDORA members. Thanks to all of you who manage to fit in so much extra work to keep FEDORA alive and successful.

Everyone who attended will agree that we learned a lot and that it provided an excellent opportunity to share experience, knowledge, expertise and some fun together too. I'd like to thank our Irish colleagues for the wonderful song they wrote and performed for Gerhart Rott and myself at the Congress dinner. It was an evening we will never forget!

Some of the Congress papers, for example the President's Report, the papers on the new Working Groups and on the impact of the expansion of the European Union on FEDORA are included in this Newsletter. These and others will also be available on the FEDORA website.

It is our intention to put all the Congress papers on the website: the keynote speakers' presentations, the workshop summaries and the reports of the Working Groups. Later, these will also be included in a written report which is being prepared by Gerhart Rott and Willy Astrup.

Keep checking the website for new developments and content.

**Margaret Dane**

**President**

## WELCOME ADDRESS BY

### FEDORA PRESIDENT, MARGARET DANE

Honoured Principal, dear colleagues and friends!

It gives me great pleasure to welcome you all to this, the 8th FEDORA Congress. We are delighted to be here in Odense and privileged to sample the excellent facilities of your new conference centre. We are very grateful to the team of Danish colleagues who agreed two years ago to take on this huge task and who have made all these excellent arrangements.

I am very grateful to my colleagues on the Executive Committee whose unstinting efforts have also helped to make this Congress possible. A huge amount of work goes into planning and running an event like this and I would like to ask you now to show your appreciation to all those who have helped to bring us here together on this late May evening.

Some of you will remember the last Congress in Edinburgh, which I organised at Heriot-Watt University where I worked at that time. It was a very interesting and enjoyable conference with many excellent keynote speakers and workshops. Much valuable information and experience was shared and I am sure that this will be the case again here. Copies of the report are available here to take away.

Our FEDORA colleagues have prepared for us an interesting programme of keynote speakers, workshops as well our official FEDORA business session. All this will be combined with some lively social events through which everybody will be able to taste and experience some Danish culture and entertainment. Most important of all, these days together will give us all a chance

to get to know each other, to learn about our work from a variety of different perspectives and to really experience being part of a large European family. Next time, the family will be very much bigger, with 25 member states in the European Union.

We have much to learn, much to talk about and to decide, about how FEDORA can succeed and thrive in the future. Each of you will have a part to play in this important work of building an enlarged Europe. There will be challenges of course, but there will be fun too. I urge you all to get involved, to bring your talents, skills and interest to FEDORA, not just for the few days of the conference, but for the next three years too and beyond.

The underlying theme of this conference is on how the students we serve are changing, along with the environment in which we are working and therefore on how the way that we work with them is changing to reflect new needs and challenges. The keynote speakers will introduce some of the major aspects of these changes, from the impact of the Bologna Agreement to the demographic, social and economic changes taking place in many of our countries. In the many, varied workshops you will be able to explore and discuss how all these changes are affecting you and the students whom you support through their learning and indeed their lives at an often critical stage of development. I am sure you will enjoy these next few days and that you will take away a great deal to reflect on and to inspire your work when you return home. I wish you all a very stimulating and enjoyable conference.

## NEWS FROM THE EXECUTIVE COMMITTEE

At the FEDORA Congress, the elections of the national co-ordinators for 2004 - 7 were ratified. Some of the current members of the Executive Committee were eligible for re-election while others will be new.

I am pleased to announce that from 1 January 2004, the FEDORA Executive Committee will be:

### BOARD

President	Gerhart Rott (Germany)
Treasurer	Martine Pagès (France)
Gen. Secretary	Louis Devos (Belgium)
Vice-President	still to be elected

### OTHER NATIONAL CO-ORDINATORS

Austria	Michael Katzensteiner
Denmark	Per Andersen
Finland	Juha Lahti
Greece	Kiriaki Kirianou
Ireland	Harriet Andrews
Italy	Pierpaolo Luderin
Netherlands	Eleonore Vos
Portugal	Isabel Cristina Gonçalves
Spain	Paula Ferrer-Sama
Sweden	Anita Stervander
UK	Craig McDevitt

The current Executive Committee will continue to work hard on your behalf till the end of 2003, and there is still much to be done. However, it is great to know that we have a good new team to hand over to.

I am particularly pleased that I will be able to hand over the Presidency at the end of my term of office to Gerhart Rott, who as Vice -President has worked so hard and given me so much support.

I am also delighted that within the UK, we will have an excellent national co-ordinator in Craig McDevitt. Craig has been a member of FEDORA since its early beginnings and recently he has been very active as Chair of the British Association for Counselling and Psychotherapy.

**Margaret Dane**

**President**

## **FEDORA CONGRESS - 2000 REPORT**

The FEDORA Congress 2000 report was circulated to all members and participants earlier this year. It is now available as a pdf on the FEDORA website:

**[www.fedora.eu.org](http://www.fedora.eu.org)**

in the section under events. It includes the excellent keynote speeches, workshop reports and also the official reports covering FEDORA activities and achievements.

### **WHAT DO YOU KNOW ABOUT EUROPE?**

At the recent Congress, participants were asked to take part in a quiz to see how up-to-date their knowledge of Europe was. This quiz is now available on the Congress website for you to try:

**[www.may.ie/careers/programme.shtml](http://www.may.ie/careers/programme.shtml)**

### **Click on Warm-up Quiz**

As one of those attending suggested:

*"If you get less than eight answers correct - You need FEDORA*

*If you get more than eight answers correct - FEDORA needs you!"*

**Margaret Dane  
FEDORA President**

## **AGCAS CONFERENCE 2003**

FEDORA Colleagues are reminded that the AGCAS Conference 2003 will be taking place from 2 - 5 September this year in Edinburgh, Scotland.

The theme is "Fit for the Future" and details including the programme, booking form, accommodation, prices and local information are all on the AGCAS website: [www.agcas.org.uk](http://www.agcas.org.uk)

There will be a special introductory session for international delegates on the morning of 2<sup>nd</sup> September and FEDORA colleagues are warmly invited to join the conference.

Those wishing to take advantage of a holiday in the city can also take advantage of special rates in accommodation on the campus of Edinburgh University, close to the city centre.

## LETTER TO FEDORA MEMBERS ABOUT THE RESTRUCTURING OF FEDORA WORKING GROUPS

### BACKGROUND

It has been recognised for some time that the current structure of the FEDORA Working Groups was neither consistent, sufficiently clear nor open to allow maximum participation by all members. As a result, the Executive Committee asked the Vice President, Gerhart Rott, to undertake an initial consultation with the existing groups and the EC itself. This was followed later by consultative discussions at meetings and via the web. The attached document is the result of these extensive debates and consideration of all the points which were raised.

### THE NEW FEDORA WORKING GROUP STRUCTURE

The aim of the new proposed structure is to enhance FEDORA's effectiveness, to encourage members to get involved and to give everyone an opportunity to participate and contribute. It allows for effective management of the group's work by a small coordinating committee made up of named individuals chosen by all the active members of the Working Group. It also provides, where possible, for a link within each country and for closer liaison with the Executive Committee. In addition to the four main Working Groups, there will be a number of Support Groups which will support FEDORA in running events, producing publications, developing its website and other communications and providing more effective communication channels with the European Commission. The attached paper written by the President and Vice-President,

provides more detailed information on the structure and its rationale.

This new structure will come into effect after the Congress in 2003 and the first meetings of the new groups will take place at the Congress. All members attending the Congress are strongly encouraged to go to the meeting of the new Working Group of their choice on the morning of Wednesday 28th May. Further information about the new groups and contact details will go on the FEDORA website ([www.fedora.eu.org](http://www.fedora.eu.org)) after the Congress. All FEDORA members are urged to become actively involved in FEDORA activities. We are an organisation of volunteers and rely on everyone making a contribution to its success. Some of the Groups are better established than others, but there are plenty of opportunities to influence how all the groups and their work might develop in the future.

We look forward to working more closely with you all in the future.

**Margaret Dane**  
**FEDORA President**

## RESTRUCTURING FEDORA WORKING GROUPS

FEDORA aims to provide an effective professional organisation and network to support higher education student advisers across Europe. Its members provide advice and support to higher education students through a number of specialist functions which include educational advice & counselling, psychological counselling, special needs / disability advice and careers guidance. FEDORA brings together these specialists from every member state of the European Union and beyond.

The corner stones on which FEDORA's activities are founded are:

- the focus on the perspective of students and their educational and personal development in higher education
- the changes within institutions of higher education, the world of knowledge and the world of career development and employment
- the professional foundation of counselling and guidance approaches within higher education
- European integration including developing relationships with organisations and programmes which promote and influence FEDORA's impact on higher education

The restructuring of FEDORA's Working Groups is intended to enhance FEDORA's effectiveness, to give all members an opportunity to participate and contribute and to keep the Working Groups and the Executive Committee strongly connected to each other.

The proposed structure aims to reflect the main everyday working activities and priorities of FEDORA members and to help support them most effectively in their professional specialisations within a cross-cultural context.

<b>Working Groups</b>	<b>FEDORA Educational Guidance &amp; Counselling</b>	<b>FEDORA Psyche</b>	<b>FEDORA Employment</b>	<b>FEDORA Disability &amp; Special Needs</b>
<b>Professions</b>	Educational advisers & counsellors for students at University and at the transition from Secondary to Higher Education, Undergraduate to Postgraduate Study as well as International Student Advisers	(Psychological Counsellors in Higher Education)	Career Advisers & Employers	Special needs and disability advisers in Higher Education

The following examples, charted above, illustrate which profession might be attracted by the respective working groups. The list is not exhaustive:

- **FEDORA Educational Guidance & Counselling:** StudienberaterIn (D), Tutor (A), Studieadviseur (B), Studievägledare (S), International Student Adviser (GB), Voorlichtingsmedewerker (NL)
- **FEDORA Psyche:** Psykolog (DK), Terapiapsykologi (FIN), Psychiatre (F), Psychologos (GR), Psichiatria (I), Psicólogo (P), Student Counsellors (GB)

- **FEDORA Career Guidance & Employment:** Careers Advisers (IRL), Técnico" relacionado con empleo" (E), Directeur service emploi (B), Työvoimaneuvoja (FIN), Conseiller d'insertion professionnelle (F)
- **FEDORA Disability & Special Needs:** Behinderten- beauftragte/r (A), Symbolos Atomon me Idikes Anages (GR), Students with Disability and Learning Needs Adviser (GB), Specialist Group Adviser/ Coordinator (IRL)

Furthermore, there are other groups which provide support to the EC, to the working groups and to the members, currently the Training Group and the Technology Group. These Support Groups should include representatives of all the specialist working groups and of the Executive Committee. These groups would support FEDORA as a whole in running events, producing publications, developing the website and other communications.

<b>Support Groups</b>	<b>FEDORA Communication &amp; Technology</b>	<b>FEDORA Training</b>	<b>FEDORA European Commission</b>
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There has been considerable discussion about how to make FEDORA more transparent and open to its members and how to ensure that all the Working groups can operate as effectively as possible. As a result, a further range of suggestions have been made as listed below:

- Every FEDORA member should have the option and be encouraged to become an active member of one Working Group. Exceptionally, a member may be involved in more than one.
- Working Groups should consist of all active members with an interest in that particular area of professional specialisation
- Where possible there should be a named national contact for each Working Group
- Working Groups may apply for a small amount of funding from FEDORA to support specific projects and activities
- Working Groups should have a small Co-ordinating Committee, agreed by all the members of the Working Group. These individuals would be elected and serve for the same term of office as members of the FEDORA Executive Committee (i.e. three years with the option of one further three year term). Details of the election procedure would be agreed upon by the Working Group members in conjunction with the Executive Committee.

### **Optimal structure for FEDORA Working Groups:**

Co-ordinator

Co-ordinating Committee (5-6 members)

Named National Contacts

All active Working Group Members

*Working Group Co-ordinators* - are agreed by the Co-ordinating Committee and are responsible for:

- proposing the scope, functions and duties of the working group
- organising regular meetings of the working group
- informing the Working Group members, the FEDORA members and the EC about the Working Group's activities
- managing the Working Group budget, its expenditure and producing the annual financial and activity report
- liaison with the President, Vice-President and the Executive Committee as appropriate

*The Co-ordinating Committee* - is responsible for assisting the Co-ordinator with the above, liaising regularly with the Executive Committee and generally keeping the Working Group active. Co-ordinating Committees may co-opt members for specific purposes.

If possible there should be a Named National Contact for each country represented within the working group

Active Working Group membership is open to every paid-up member of FEDORA. It is recommended that members select one group to be involved in. Members are entitled to receive relevant information and are strongly encouraged to contribute to and participate in the activities of that group. They are also entitled to be involved in choosing the Co-ordinating Committee.

**Note**

In the case of new Working Groups set up at the Congress, an initial Co-ordinating Committee should be chosen by the group present but can be expanded later.

***Policy paper written by:***

***FEDORA President Margaret Dane***

***and***

***Vice-president Gerhart Rott***

***(May 2003)***



## LETTER TO FEDORA MEMBERS ABOUT THE IMPLICATIONS OF AN EXPANDED EUROPE FOR FEDORA

In 2004 the current 15 Member States of the European Union will be joined by 13 new members.

This will have the effect of enlarging the area of the European Union from 3,191,000 km<sup>2</sup> to 5,073,000 km<sup>2</sup>, and its population from 375.3 million to 545.1 million.

The European Union already boasts an enormous linguistic and cultural diversity which poses interesting challenges for politicians and economists not to mention educationalists dealing with a huge range of different systems and qualifications at school level and beyond. The new Europe will face even greater complexities of social, economic, industrial and educational systems.

Understanding and respect for this richness and diversity should underpin new structures and relationships. It will also be important to promote the values of the European Union while taking care to preserve the individual identities of each member state, new and old.

Higher education has always looked beyond its own national horizons while increasing internationalisation of the labour market means that graduates are seeking far greater mobility than at any previous time in history. The programmes of the European Commission (Tempus, Socrates and Leonardo) have done much to facilitate exchanges of people and information and the Bologna Agreement will lead to greater clarity and consistency in relation to higher education qualifications.

**What does all this mean for FEDORA, its members and its organisation?**

Firstly we will need to identify any relevant networks which already exist in the new member states, then we need to promote FEDORA to them and to the individual Universities in these countries. One way might be through a special event aimed at publicising the benefits of FEDORA membership and our joint work and it may be possible to gain funding from the European Commission for this.

Secondly it will mean working together with representatives of the new member countries, possibly during a period of probation / induction to support them in their national work.

Finally, it will mean developing a new structure for FEDORA which allows every country in membership to have a voice while ensuring that its meetings and internal management do not become impossible. Some early suggestions for structural models have been discussed by the Executive Committee including:

*Developing a "Council" of representatives of all countries with FEDORA members which might meet once a year.*

*Changing the membership of the Executive Committee to include only the present Board (President, Vice President, Treasurer and General Secretary) and the Conveners of the Working Groups and Support Groups*

Those attending the Congress in Odense had the opportunity to discuss these ideas more fully but all now are invited so please let us have your views!!

*email: [margaret.dane@agcas.org.uk](mailto:margaret.dane@agcas.org.uk)*

**Margaret Dane**  
**FEDORA President**

## QUALITY ASSURANCE STEPS IN FINNISH UNIVERSITY CAREER SERVICES

### BACKGROUND

In the beginning of 2002 together with the creation of a treaty-based network for Finnish Academic Career Services (Aarresaari-network), some of the ongoing activities were organized in a more systematic way than previously. The steering committee was formed and several subcommittees or working groups took responsibility for the development of specific activities such as marketing and professional development. Working group for the development of quality assurance methods and guidelines was one of the first working groups formed by the Aarresaari-network and its steering committee.

The idea of quality project did not come from the Ministry or any other administrative body nor from the university administration but from the Career Services themselves. The historical background for the CS-units has led to the situation where Finland has some 20 different kinds of units at hand. Of course, we do share the common mission - to help students and graduates to find their place in labour market - and several ways of distributing the services. In this field of diversity there might never be a space for harmonization as such, but what we do have to secure is the high quality of all the services offered. Simultaneously, the budget funding of cs-operations has changed radically, which has caused a request for definition for basic operations.

Perhaps the most inspiring reason to formulate the guidelines for the qualitative evaluation of services was the idea of guidelines as a tool or framework for self-development. Analyzing the

processes will reveal problems as well as strengths of the current way of working, and the setting of both numerical as well as qualitative goals will help to define better ways of distributing the services.

### PREPARATIONS AND INTERNATIONAL BENCHMARKING

The working group started by collecting the international models for quality project. The most useful sources of information came from Great Britain (AGCAS Standards), United States (NACE) as well as Canada (National Steering Committee for Career Development Guidelines and Standards). Some kind of a theoretical platform for quality work was acquired by reading through the OECD report (November 2001) "Quality in Careers Guidance" written by Peter Plant.

Having analyzed and compared the material with the Finnish circumstances the working group was able to make the first drafts for a national system for quality assurance. The group decided not to create standards for each and every unit to meet, but to focus on guidelines and more or less general principles. Another major decision was to make the gathering of information for the units as easy as possible. The means to that is to use as much as possible the same material that the units will collect anyway for their annual reports.

After careful preparations and various draft versions, the quality assurance project was launched in June 2002, when the first 'official' version of quality guidelines was introduced to the three piloting units. At the same time, the working group introduced the schedule for individual colleagues' audits for September

and October 2002. In between these dates the pilot units were to evaluate their activities according to the proposed guidelines.

### OUR QUALITY CONCEPT

The general idea of our quality concept lies on transparency and in need to define CS-unit's key processes. We have chosen to recommend a flexible matrix style in cases to clarify the whole picture of specific function at once (for example to list all services possible for particular target group). To put in short, our quality model divides into 3 sections:

I First section concentrates on general topics, such as university's environment, regional job market situation and the fundamentals of the unit itself: mission, vision and strategy statements or guidelines.

II Second section describes in matrix the concept of services provided for customers, also channels for delivering and ways to access the services.

III Third section consists of the infrastructure of the CS-unit. It covers basic information about resources, networks and competencies, but also some findings concerning personnel development status.

### PRELIMINARY CONCLUSION

What have we achieved so far? Basically you can say two things:

1) a rough model for national CS-unit's self-evaluation

and

2) a good start for colleague audit process for quality issues. The pilot year has also started an active discussion around evaluation needs and quality assurance. Discussion is more focused nowadays because you can touch real links into your own work.

### FUTURE STEPS

Aarresaari-network has decided to take more steps in quality issues during the year 2003. We have collected the yearly basic survey data and published the second national "Facts and Figures in University CS's" - type annual report. We hope that there will also be active CS-units in using the quality concept and testing the model in real life. If they ask for auditing, the working group is ready to arrange it.

### Some sources for material:

AGCAS Quality Standards (Revised June 2001)

NACE Career Services Performance Measurement Survey 2001-2002

Canadian Standards and Guidelines for Career Development Practitioners (2001)

National Career Development Association (NCDA); Career Counselling Competencies (Revised Version, 1997) [www.ncda.org](http://www.ncda.org)

IAEVG (International Association for Educational and Vocational Guidance) [www.iaevg.org](http://www.iaevg.org)

- IAEVG Ethical Standards

- Declaration of Counsellor Qualification Standards

*For further information contact:*

#### **Erkki Härkönen (Mr.)**

Career Adviser

University of Turku Career Services

FIN-20014 TURKU

Tel: +358 2 333 6231

Email: [erkki.harkonen@utu.fi](mailto:erkki.harkonen@utu.fi)

#### **Jukka Mäkinen (Mr.)**

Head of Services

University of Tampere Career Services

FIN-30014 TAMPERE

Tel. +358 3 215 7148

Email: [jukka.makinen@uta.fi](mailto:jukka.makinen@uta.fi)

## WHAT'S HAPPENING WITH THE FEDORA POSTGRADUATE DIRECTORY?

### UPDATE

This year has been one of major restructuring at Hobsons and only recently are they re-assessing their position re bringing out **STUDY EUROPE** in 2004.

We have just now been approached by them and it is very likely that we will enter into an agreement with them soon for joint collaboration to ensure some provision of information for 2004 of the kind that has been delivered in hardcopy format annually for a number of years.

This represents a change from the situation as reported at the FEDORA Congress in Odense i.e. that no publication would be forthcoming for 2004.

#### **The Future:**

At the Odense Congress in a Workshop run by Colette Aungier, Co-Ordinator of FEDORA Post-Graduate Group assisted by Muireann Ni Dhuighneain (Ire) a large and enthusiastic attendance worked in a very focused manner to put together the elements of a pro-

posal on the way forward which is due to be taken to the FEDORA Executive for consideration in the near future.

This proposal envisages a 'web-based' response investigating partnership with interested parties already engaging in post-graduate information dissemination on the web. Web was favoured generally over 'hard copy' but there was support for the concept of a supporting 'hard-copy' text in brochure form with web being the main source of information.

Hopefully, a way forward will emerge for 2005; perhaps FEDORA members should not underestimate the time frame likely to be required to put such a project in place should the proposal be deemed acceptable/achievable in practical terms by the FEDORA Executive.

**Colette Aungier (IRL)**

**FEDORA Post Graduate Study  
Group Co-Ordinator**

### **Editor**

**Loretta Jennings**

**Careers & Appointments Office**

**National University of Ireland, Maynooth**

**Maynooth**

**Co Kildare**

**Ireland**

**Tel: + 353 1 708 3653**

**Fax: +353 1 708 3508**

**Email: [loretta.jennings@may.ie](mailto:loretta.jennings@may.ie)**