
Charter of the Cités des Métiers

Missions of a center of Cité des Métiers

A “Cité des Métiers” is an integrated center that provides counselling and resources for people who look for points of reference, career guidance and information regarding jobs and one’s professional life. In a context of profound variation, where forms of work are constantly changing and one does not remain in the same career throughout their lifetime, the ambition of such a center is to support clients to **manage their own professional life**.

A “Cité des métiers” offers a wide range of events and facilities that allows all citizens to cope with the increasingly rapid changes in knowledge, tools, ways of thinking, and work organization. The center has a complementary of the culture’s logical development to the widest possible range. It is in this belief that it requires a union of economic development role-play (introduction and social work) and cultural role-play. As a result, its territorial implementation must be carried out in line with its social and cultural players.

The mission of a “Cité des Métiers” is to steer clients towards all the possible ways of making and achieving their professional objectives and support them in their choice. In order to carry out all its tasks, a “Cité des Métiers” center can only rely on an alliance of partners and the resources supplied by those partners with joint interests. Thus, these partners must work together to welcome, inform and support clients while building strategies of actions in three ways:

- discussions with professionals from relevant institutions in the fields of career guidance and professional life.
- self-service documentation regarding employment, jobs and training.
- information days, conferences, seminars organised by all partners or co-designed with external partners.

Clients in a center « Cité des Métiers »

As a “Cité des Métiers” is involved in all fields’ related to professional life, it can receive a variety of clients that may be disassociated elsewhere due to the specialization of such relevant spaces.

A “Cité des Métiers” is, by nature, open to all clients regardless of their status, age, level of education/ qualification, or whether they belong to a particular professional or geographical category. In order to maintain optimal operation of its services, a “Cité des Métiers” depends on a certain number of intangible principles which constitute its originality.

Operating principles of a “Cité des Métiers”

1. A center for free and independent access

The center has free and independent access. This means that, while commercial activities cannot be done in the confines of the building, no social constraints may be organized; i.e. one can visit a “Cité des Métiers” without justification or registration in an organization.

Partners commit to spread the most complete information as possible, without any selected publicity for their own organization.

Finally, the missions of public services of a “Cité des Métiers” cannot be considered by relaying national or European politics. Its activities are developed by the institutions in charge of the related policies and completed by the partnerships with relevant public or private organizations.

2. Services focused on the needs of clients

A “Cité des Métiers” is focused on the demands, questions and problems from the client, not on an institution and its services. The most important thing is to not to deliver a “service provision” of “its” own institution but to make sure that clients can find the source of their problem, get a sense of

themselves, and adapt an appropriate strategy thanks to the wide range of information and counselling services available.

The center operates without any appointment: what matters is the time for client, the level of relevance of its questions, or the fact that he/she has gone taken the steps to come to this place thanks to the counselling or resources.

As early as the first perception at the entrance, the client needs to feel that the center is made for him/her. This is achieved by bringing particular attention to the atmosphere, architecture, furnishing/decoration and the signage in order to be respectful to the client.

3. A place based on a plurality of points of view and approaches

Becoming more involved in one's professional life implies, for the client, a time of reflection, a path and personal development that requires a variety of tools adapted to the different stages of one's professional life. Therefore, a "Cité des Métiers" is not a specialized facility for a specific type of client or provision. It is a multi-partnership platform covering all fields and stages in one's professional life.

A "Cité des Métiers" is not exactly a one-stop shop. It works thanks to cooperation, a combination of efforts, skills and different points of view in order to help clients find answers to their questions. For example, the approach of an employment counsellor can be combined with the approach of career counsellor, in order to come to a conclusion about one's career choice.

The user can, in light of this plurality of perception, adapt its positioning after several interviews. To make sure it works, it requires permanent efforts from counsellors to pool their knowledge, skills and resources together.

In a "Cité des Métiers" center, clients must be able to come and come back at different stages of their professional choices to:

- Inform themselves of existing services available.
- Make an informed choice of service.
- Have the option to fall-back on other services.

Services of "Cité des métiers" are ahead of specialized institutions in the field of the professional life. They offer referral and re-referral towards services carried out by these institutions. Their objective is thus to improve the entries and exits of existing facilities while focusing on first demand of the client.

Finally, a "Cité des Métiers" is open to all approaches, whatever the starting point of the questions; regardless of how clear they are formulated, focusing on the issues raised by those who do not know how to formulate their question as they have been out of the game for a while (and thus are unaware of potential facilities that may help).

4. A welcoming and satisfying public center for interviews based on the quality of the listening and the counselling

❖ Counselling is not about mollycoddling or prescribing

The objective of autonomy for clients is the reason why a "Cité des Métiers" exists. Therefore, an interviewer should help clients to build their own strategies of action and should not do it for them. To ensure a true counselling, there should be no challenge, control or decision from the facility. This enables clients to take control of a request made at a "cite des metiers", unlike a request made elsewhere.

❖ Respect for anonymity and volunteering participation

This unconditional rule corroborates the absence of control or dictation: for the choice to work, it is necessary that a liberal discussion is expressed. The discussions operate in a framework of reciprocal anonymity (of the user and of the counsellors' member institution), so that the quality of listening and counselling take priority.

5. A place founded on the interaction of counselling and resources

A "Cité des Métiers" is a center of integrated endeavors, where the conjunction of counselling and resources is played out. The variety and extent of the documents are indispensable conditions for the public to be able to make their own opinions, discover unknown information, and to open new forms of orientation, introduction, and training.

But without the presence of counsellors, all can be reduced to a multiplicity of tools which are difficult to access, and especially for those who are less autonomous. It is better to have a mix of counselling and resources that fosters learning established by an alteration between independent research in the resource center, and a guided approach in the counselling area. This condition can create, more than solely assisting, a place of autonomy for all clients.