

**CASE STUDY**

**“DEVELOPMENT OF THE NETWORK OF TELEWORK CENTRES THAT WILL SUPPORT AND ENABLE THE RISK GROUPS TO ENTER THE LABOUR MARKET AND DO THEIR JOBS“**

**NGO Estonian Smart Work Centre & Tallinn University and other partners**

**Information about the project**

Duration: 01/01/2009 - 31/12/2011  
 Project performer: NGO Estonian Smart Work Centre  
 Project financier: European Social Fund  
 Project partners: Tallinn University (TU)  
 Estonian Employers' Confederation  
 NGO "Terve Maa"  
 Keila Regional Municipality  
 Kanepi Regional Municipality  
 NGO Communication Centre of Kanepi

Note: This CS is a good example of the cooperation between many different social partners and the university to have an impact on the whole Estonian labour market. All the centres are supporting risk groups (including unemployed, people from rural areas, people with disabilities, elderly people etc) to find a real job, but also activate regional, cultural and business life. The University has supported the education and training of the leaders of such centres in order to serve the community and society in whole Estonia.

<b>Aim of the project</b>	To improve the working opportunities and individual development of the risk groups by establishing network of regional smart work centres and flexible work organisation.
<b>The project outline</b>	<p>The idea to compile and report on this project in collaboration with Tallinn University came from the Estonian Smart Work Centre. The aim of TU Open University is to coordinate the field of open studies in the university (open learning, continuing education, preparatory studies) and cooperate with academic departments, society and business environment. Regional partnership and initialising socially important projects as well as contributing to the projects as a training partner is very important for the Open University of Tallinn University. That was the main reason for becoming an associate of the project that is led and coordinated by the Estonian Smart Work Centre.</p> <p>The project need for creating such centres for telework in different regions was assured by the expert opinions, investigations undertaken by the Estonian Centre for Applied Research (CentAR) and the actual needs from the entrepreneurs.</p>

	<p>In order to achieve the objectives of the project several activities were planned:</p> <ol style="list-style-type: none"> <li>1. The recruitment and training of the leaders who would start the local smart work centres</li> <li>2. to develop the networks and services of local smart work centres, according to the needs of the risk groups.</li> <li>3. To involve the local risk groups in the activities of smart work centres and to motivate and help them to enter the labour market.</li> <li>4. To raise the awareness of the risk groups, employers, local governments, and publicity about flexible work organisation and the opportunities of smart work centres</li> </ol> <p>The role of the Open University of Tallinn University was to organise and conduct the training of the leaders of smart work centres and to support the trainings organised for the risk groups by the centres in compatible regions.</p> <p>In the conducting of the project, local governments, enterprises and risk groups (including the unemployed) were involved.</p>
<p><b>Assessment and evaluation of the outcomes of the project</b></p>	<p>As the project activities are still being carried out, the final results will be measured at the end of the project. At the moment we can say that the plan was to train fewer (about 15) potential leaders of the smart work centres but as the participants showed interest in the programme, 30 people were trained who are now able to start his/her own centre and create a job for himself/herself.</p> <p>The sustainability of the project is assessed by the number of regional projects that will get started in smaller regions.</p>
<p><b>The essential results and positive outcomes</b></p>	<p>The cooperation between partners has been very good so far. 6 smart work centres have started their work. The role of a leader who has lots of initiative and motivation plays an important role in guaranteeing the success.</p>
<p><b>Problems and failures</b></p>	<p>The biggest challenge of the project is to achieve project outcomes that are based on the actual needs and putting them into practice. There should always be readiness to continuously reorganise the planned activities as the need for different training in the regional smart work centres only becomes clear when the work starts and when the local risk group has been identified.</p>
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