



NAV Trøndelag

Heidi Fossen and Arild Hegge
Kristensen
The Norwegian Labour and Welfare
Administration



Today's news on NAV's intranet

Imagine a world where you can practice a job interview, try out a new career, or practice conflict management, or maybe practice first aid – all without leaving the room. This is no longer a distant vision. Since 2017, Nav in Trøndelag has participated in a research project in which several Nav offices have tested various apps in Virtual Reality (VR). The use of VR can change how Nav works with learning, development and career guidance, and for Nav, it all starts here, in Trøndelag.



History - Nav's Journey into VR Innovation 2017 to 2024

Adopting new technology is important in NAV

- NTNU sent a request to the Norwegian Directorate of Labour and Welfare in 2016.
- The Directorate of Labour and Welfare forwarded the request to the counties.
- NAV Trøndelag expressed interest.
- Developed several apps in different professions and job interviews
- Started with VR4VET, where Norway focused on the blue sector in 2020
- NAV Trøndelag has now asked the Directorate of Labour and Welfare for their perspective on the future use of VR. It is also important to ensure that all NAV units have access to the same equipment and can use the same apps and tools consistently.



VR4VET

Young people outside education and working life

17% of all individuals aged 20-29
years (11,450 people) in
Trøndelag are not in education or
employment.





Counsillors

- Between 25 to 67
- Bachelor in various fields of study
- Few have technological education
- Our experience is that few have tried VR
- They are either enthusiastic og skeptical



Our experience for the counselors:

- It's important that the equipment is easy to use and readily available.
- The counsellor must be well acquainted with the tasks in the VR app and how the tasks are solved
- Take the VR glasses home and practice, practice, practice with the apps.
- Supportteam
- Request feedback, experiences, and results regularly



Spend plenty of time getting to know the VR glasses, even for those who say they have tried VR before

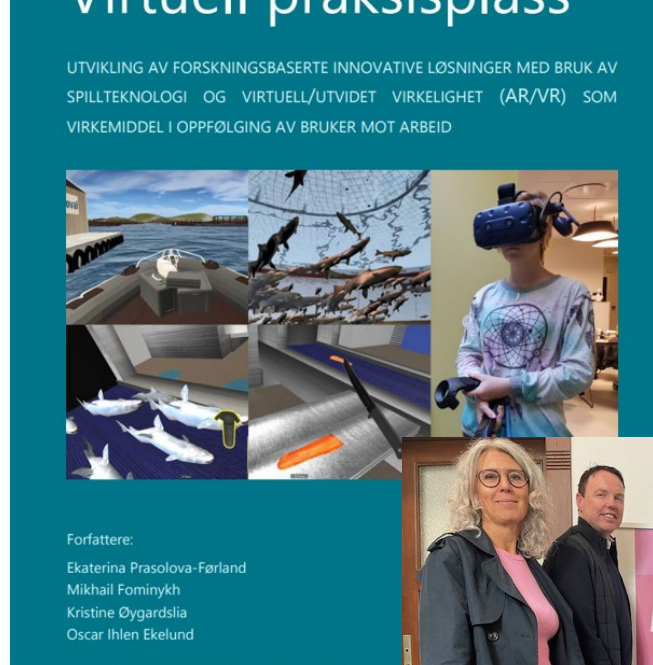
When you want to get others to use VR, it is important that you.....

- **Feel confident**
- **Enough space and undisturbed room**
- **Boundaries**
- **Explain what happens when they use the VR glasses**
- **Explain what a Virtual room is**
- **Explain that they won't see the real world around them.**
- **Ensure the person doesn't harm themselves by walking into walls, tables, chairs, etc.**
- **Caste to PC or to mobile**
- **Link/cable to a PC**
- **Guiding them back to the correct part of the room.**
- **Take off the glasses whenever they want.**
- **Talk about the privacy in VR –GDPR**
- **Make a new appointment**



Public mission

We have promoted the VR project at stands, job fairs, the Nor-fishing, and food fairs. We've written articles and reports, engaged in internal marketing within our organization, collaborated with various partners, visited schools, delivered presentations in conferences, We have delivered numerous presentations nationally, both internally within NAV and at external conferences. We've pushed our way into every opportunity we've found, traveling across the country in rain and storms. And we have had over 200 young people test the apps. This is work that takes time, but we still believe in it!



What do the counsellors at NAV think?



Some are over excited, while others remain skeptical.

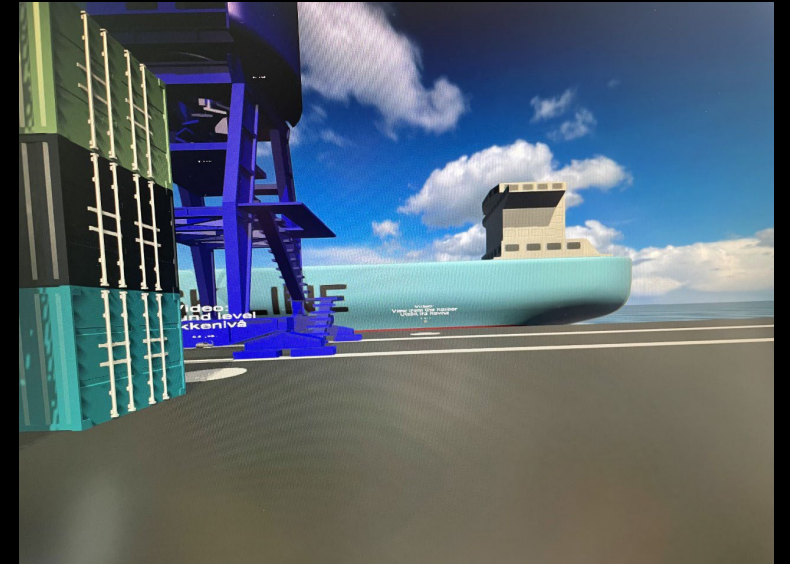
However, an increasing number of people wish to have VR glasses in the NAV-office.

I recommend starting with relatively few groups/departments - follow-up.

Follow-up takes time. We have 16 offices now, that's too many.

Start with one or two groups, with 2-3 dedicated persons.

Create a manual as a tool both for completing the tasks in the apps and for facilitating the conversation afterward.



Key to Successful VR Adoption

The most important factor for counsellors to embrace VR is that the apps must be user-friendly and reliable, with minimal technical issues. Advisors need to feel confident using the apps in their collaboration with job seekers to foster meaningful conversations and effective guidance on the path to employment.

For this to happen, the apps must be of high quality.

