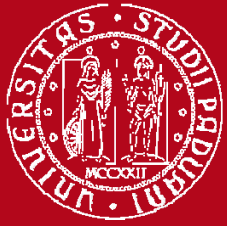




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DI PADOVA

# CAREER GUIDANCE IN ITALY

BELGRADE 11 JUNE 2012  
GILDA ROTA



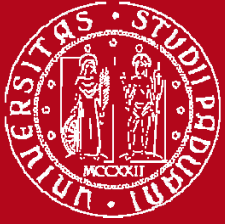
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## THE FRAMEWORK

In Italy, the two main bodies that operate in the guidance development are:

**The Educational System**, which mainly **refers** to the **MIUR** – Ministry of Education, University and Research (students at universities and primary and secondary schools)

**The Vocational Training and Labour System**, which **refers** in part to the **Ministry of Labour**, but **mainly** to the **Regions and the local authorities** (adults career guidance and young people 14-18 not working not studying)

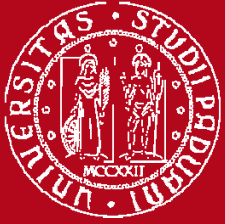


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## THE FRAMEWORK

**The Ministry of Labour and Social Policies** is committed in developing a general policy regulation in order to allow the creation of an organic national guidance system that would take into account the different users' targets and that would guarantee a quality service. At the moment, though, there is no national regulation to refer to.

**The Ministry of Labour and Social Policies** is also committed in a project (PON – Ob.3) on a national level, whose aim is to bring high quality standards to all the services and guidance activities and to distribute them equally on the territory. This project is intended to promote and define an actual guidance policy, a methodology and intervention area, in accordance with the national and community policies in matter of education, vocational training and work.

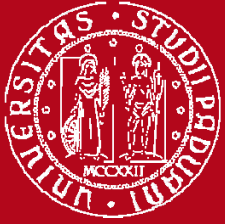


## THE MAIN BREAKTHROUGHS HAVE BEEN:

**A) THE REFORM** of the network of the public employment offices that in 1999 have been regionalized

**B) THE LAW 144/1999** –that provides the delivery of career guidance to young people 14-18 not working not studying and entrusts this task to the employment offices

**C) THE PRESIDENTIAL DECREE 181/2000** – Has provided the delivery of Careers Guidance in all public employment offices



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THE LAWS

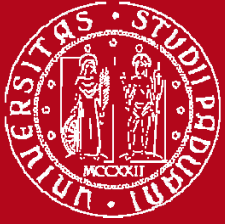
## THE LAW 30/2003 AND FOLLOWING 276/2003

### ALLOWED :

UNIVERSITIES  
LOCAL TOWN COUNCILS  
TRADE UNIONS  
EMPLOYERS ORGANISATIONS

To act as employment offices and develop guidance activities

**PRIVATE COMPANIES** instead must be included in a appropriate register at the Ministry of Labour and obtaining approval from the Ministry of Jobs.

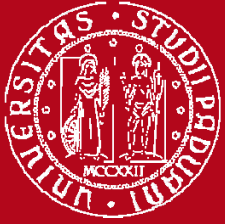


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## THE LAW 30/2003 AND 276/2003

**For all these subjects (apart private companies/agencies) is not necessary to pay the capital, Regions will have to establish the list for accreditation after hearing the trade unions and employers:**

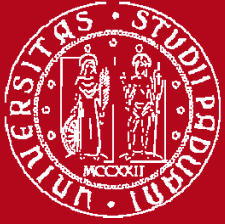
- \* The public and private universities:** the activity must play a non-profit; connection to the stock market work.
- \* Chambers of Commerce, municipalities, institutions of state and school second grade** namely: operate without profit; connection to exchange labor and local expertise appropriate, respect the protection of the worker's right to the spread of their data.
- \* The associations of employers, trade unions, associations of national relevance, bilateral bodies:** they must carry out the activities non profit, connection to the stock market work, must have suitable premises and skills, respect the protection of worker's right to dissemination of their data.



**THE REGIONS** will address cooperation between public and private operators, define the procedures and requirements for accreditation.

**The requirements for regional accreditation shall be based on:**

- 1) the ability for the user to freely choose among the services offered by the regional network;**
- 2) compliance with national standards as regards the functions of assessment unemployment status;**
- 3) negotiating the establishment of network services;**
- 4) the connection with the stock market work;**
- 5) connecting with the regional system for accreditation of training providers.**



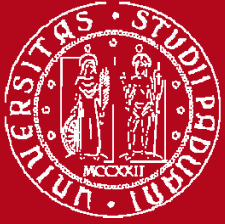
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## TWO ASSOCIATIONS of careers guidance practitioners

**ASSIPRO:** identifies two different occupations, 'operatori di sportello', that deliver information careers guidance services and 'consulenti di orientamento' that deliver advice careers guidance services. The minimum requisite to be admitted in the Association (standard membership as junior) is 500 hours of paid activities in information or advice. Up to 100 hours of participation in training courses in careers guidance can be considered as paid activities. With over 2000 hours of paid activities you can be registered as senior. The possess of the requisites is verified by an exam of the CV.

**SIO:** identifies the 'professionista dell'orientamento'. The minimum requisite to be admitted in the Association (standard membership) is three years professional activity, plus a degree. Two members have also to support the request of membership. The possess of the requisite is verified by an exam of the CV.





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## ISFOL SURVEY ON GUIDANCE SERVICES

**ACCORDING TO ISFOL (INSTITUTE FOR THE DEVELOPMENT OF VOCATIONAL TRAINING FOR WORKERS UNDER THE MINISTER OF EMPLOYMENT AND SOCIAL POLICIES RECOGNISED AS A RESEARCH BODY IN 1999)**

THE REGISTERED CENTERS (THE MAJORITY) WHICH HAVE DECLARED TO CARRY OUT GUIDANCE ACTIVITIES REPRESENT:

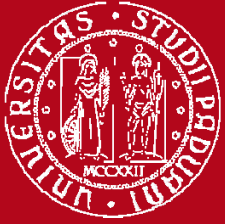
**80% THE COMPANIES SYSTEM**

**57% THE VOCATIONAL TRAINING SYSTEMS**

**96% THE CENTRES OF GUIDANCE AND EMPLOYMENT SYSTEM**

**80% THE EDUCATIONAL SYSTEM**

**99% THE UNIVERSITY AND HIGHER EDUCATION SYSTEM**



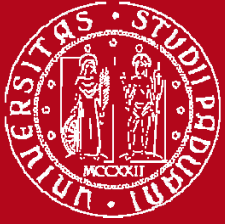
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## **UNIVERSITY AND GUIDANCE IN ITALY**

### **WHITH THE APPROVAL OF LAW 240/2010**

**Italian University is experiencing deep change “Regulations in the organisation of universities, academic staff and recruitment,as well as the delegation to the Government to stimulate quality and efficiency of the university system.**

**Based on the text, the law gives a big importance to guidance in both incoming and outgoing phase from the university, with the obligation to provide clear and useable information through means including I.T. and telematic.**

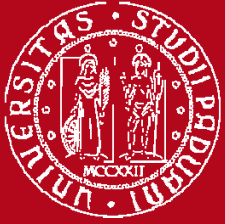


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# UNIVERSITY AND GUIDANCE IN ITALY

**THE RECIPIENTS** of the guidance interventions:

- 1) **Incoming students** (those who intend to undertake a training path at a university or an institute of higher education)
- 2) **Students in the middle** of their course, after the first year
- 3) **Finishing students**, final year or people who have terminated a path of higher education with the priority to insert themselves in the job market



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## **THE PROFESSIONAL WHO OPERATE IN THE GUIDANCE AREA**

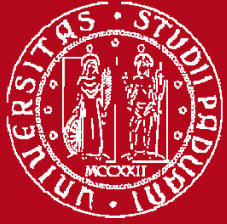
**THE STAFF ASSIGNED TO GUIDANCE ACTIVITIES NUMBERS  
BETWEEN 0-10**

**THE PROFESSIONAL COMPETENCES CAN BE SUMMARISED AS FOLLOWS:**

**PSYCHOLOGICAL, SOCIOLOGICAL AND PEDAGOGICAL  
PROFESSIONALS (53,6%)**

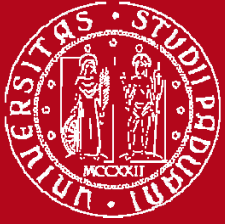
**EMPLOYMENT MARKET EXPERTS (26,8%)**

**THE PROFESSIONAL FEEL A LACK OF COMPETENCES IN:  
EMPLOYMENT MARKET ,THEORETICAL, METHODOLOGICAL AND  
TECHNICAL PICTURE OF GUIDANCE**



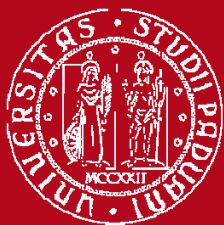
- 1) GUIDANCE INFORMATION**
- 2) MONITORING/TUTORING**
- 3) GUIDANCE ACTIVITIES**
- 4) ANALYSIS OF GUIDANCE POLICIES AND SERVICES**

**It is excluded that a single guidance figure can envisage and support the need to diversify tasks**



## 4 DIFFERENT TYPES:

- 1) **GUIDANCE INFORMATION OPERATOR-** He interacts with the users providing information, acts as a filter. He manages and set up guidance events
- 2) **GUIDANCE TECHNICIAN-** He interacts with the users in terms of providing assistance and support along paths involving training, search for employment, work placement. He is an expert able to respond to the needs of monitoring training paths and the transition between different channels
- 3) **GUIDANCE CONSULTANT-** He interacts with the users providing support in interpreting reality and decision making.
- 4) **ANALYST OF POLICIES AND GUIDANCE SERVICES-** He works to integrate the political, economic, organisational and professional processes related to devising, realising, monitoring and verifying the entire range of guidance activities carried out in the organization.



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# Career Service

## Activities Structure

### MACRO - SECTORS

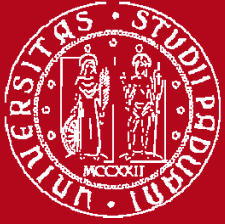
INTERNSHIPS IN  
ITALY AND ABROAD

CAREER GUIDANCE

PROJECT  
MANAGEMENT

LOCAL JOB MARKET  
OBSERVATORY

JOB PLACEMENT

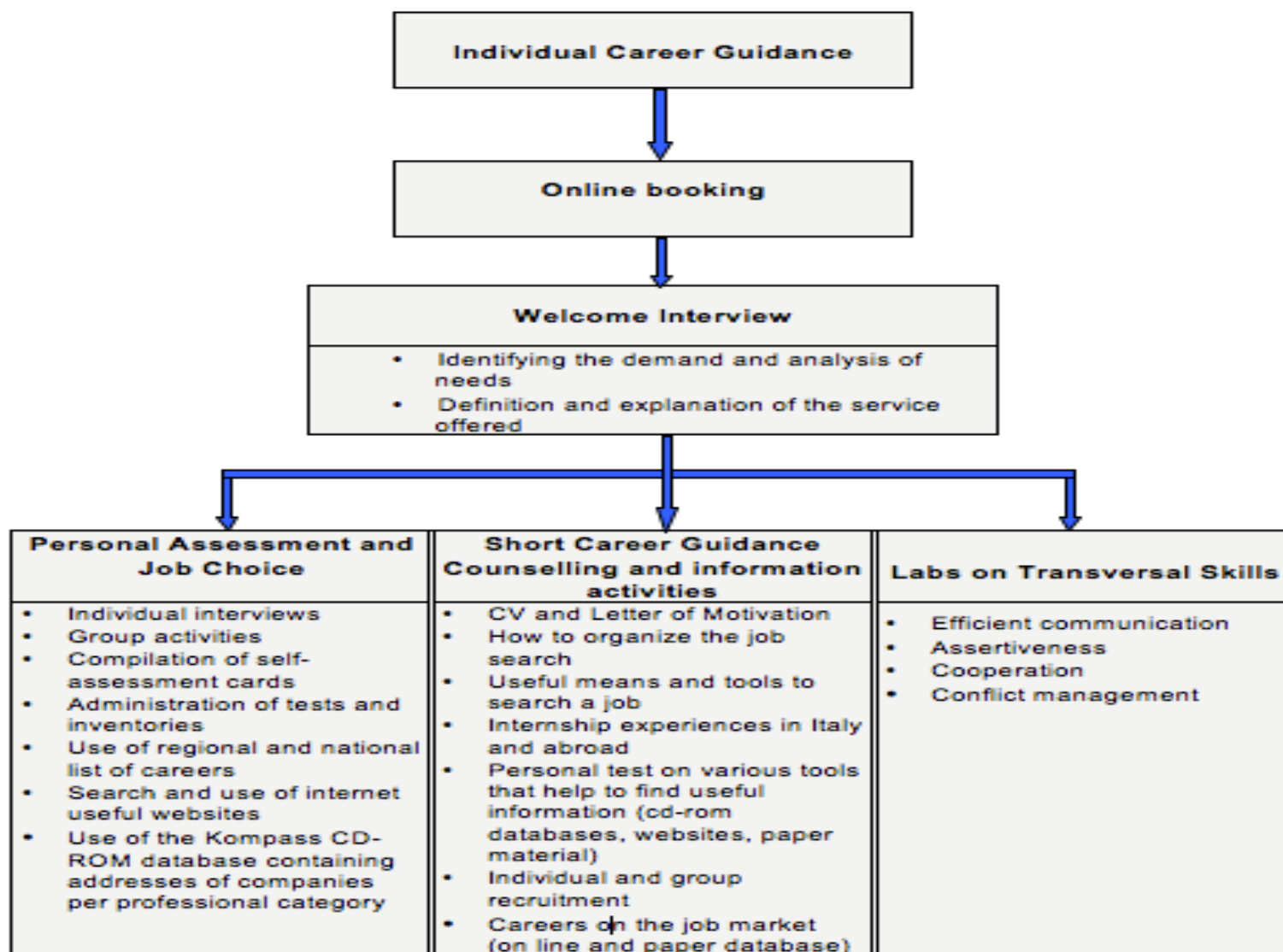
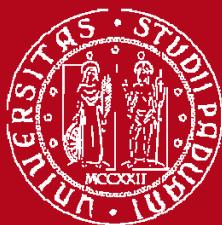


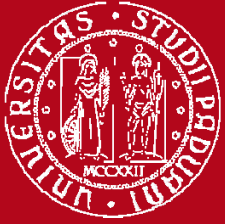
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## **CAREER GUIDANCE ACTIVITY**

- 1) It offers assistance in writing out skills assessments, with the aim of identifying the job sector which is most suitable to the applicant's abilities. We also assist with writing CVs and in best preparing for job interviews.**
- 2) Individual interviews /counselling**
- 3) Courses funded by the European Social Fund aimed at job seekers**
- 4) Skills assessments/balance de competence**
- 5) Two days seminar on useful topics to best prepare candidates to find a job**
- 6) Companies' presentations**
- 7) Career Day**



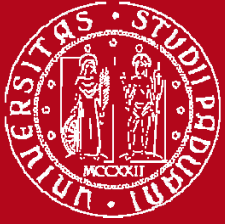




**Activity aimed at supporting people who have difficulties and deficits in decision making, and therefore show little ability to:**

- ~ **Collecting Information**
- ~ **Information Storage**
- ~ **Analysis and processing of information**
- ~ **Use of information**

**The process of gathering information has an important role, but in addition and more importante such information must be incorporated and processed. The choices made also depend on the quantity and type of information.**



**Questions: Where, When and With Who,** allow to check the validity

You should always write what the customer says, placing her/his statements over time and in a specific place, and to require confirmation.

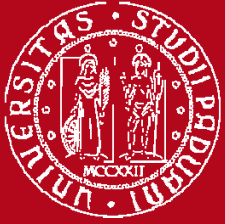
**Eg, questions:**

- ~ **Please** talk about this aspect
- ~ I understand ...
- ~ I would like to understand better ...
- ~ **Have you spoken with someone else of his problem:** this question allows me to understand since he is working on the problem, if it is recent or long term.

**Open Question: to collect information**

**Question closed: for checking the reliability,** if the information received is correct

**Repeat:** allows you to check the validity. Choose to repeat some things and not others is related to the objective



**We must always emphasize the positive aspects of past situations, trying not to let the person live a frustration.**

**Eg.: A person who has left school after two years.**

**Two possible ways:** to investigate the reasons of failure, or see what other choices he could do to be happy

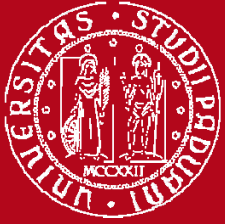
**If you can, avoid to investigate why he left school and what led him to make that choice, but to investigate what other school could attend in order to be happy, if he wanted something different.**

**Trying to learn always the present. The past only if the situation warrants.**

**Using the reflex response or repeated to check the reliability.**

**There are 3 different reflex responses:**

- ~ **Repetition:** repeat the phrase heard such as (eg "so you came out on Monday, Wednesday and Friday")
- ~ **Explanation:** prompting the deduction affirmation heard (eg, "on Tuesdays and Thursdays so you did not go out")
- ~ **Emotional Components** , feeling, bring their own impression on the feelings of the person (eg "I see that when you talk about something your eyes light up")



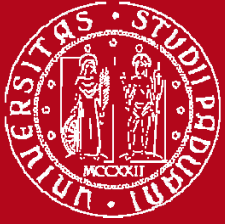
## AIMS

The main purpose of the skills assessment is to **develop a realistic plan** for professional development through an individual path of self-awareness and relationships with social and organizational contexts in which it is inserted

## OBJECTIVES

The objectives of the skills assessment are:

- **Enhancing the skills** acquired in business, educational and extra work in order to evaluate the possibility to use professional and possible contexts of use
- **Establish a career plan** realistic and consistent with their expectations and opportunities offered by the labour market
- **Enhance their employability** through the enhancement of personal professional identity

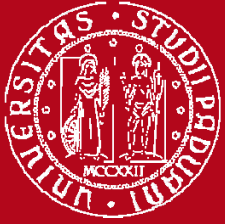


## ACTIVITY

The skills audit will have a total duration of **24 hours** and will run through five interviews and four group sessions. In addition, the participant is required to perform certain tasks at home and fill out cards and self-analysis.

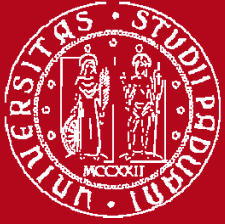
## TOOLS

- **Portfolio of Competencies:** filled by the beneficiary with the support of the consultant, collects the work done during the course and evidence of experiences
- **Document and summary** prepared by the consultant, summarizes the circumstances and objectives of the budget, the major powers emerged and the project completed by the beneficiary
- **Cards self-assessment** and analysis of personal, educational, professional and extra-



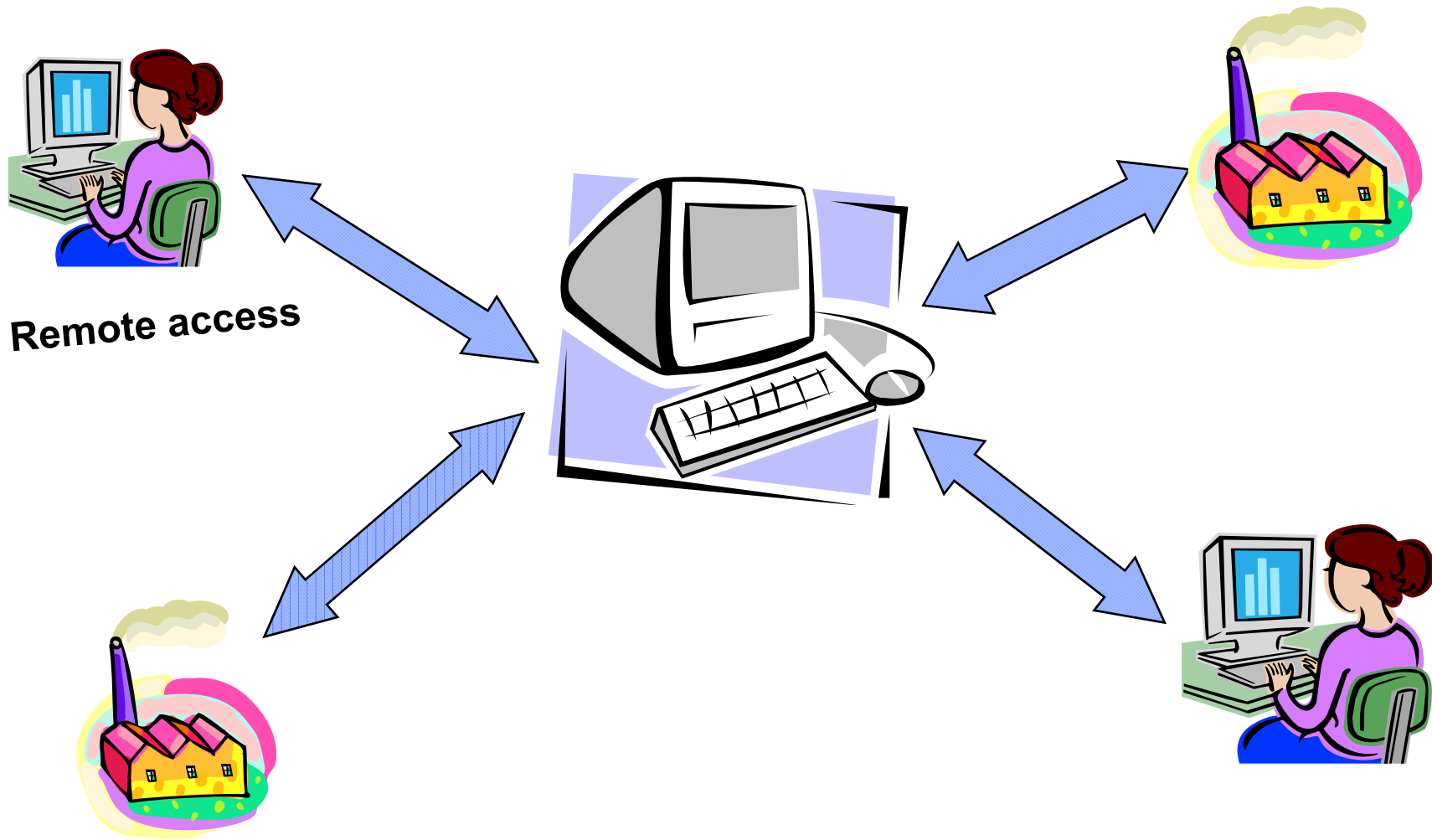
## PEOPLE INVOLVED

- **The consultant:** is a person who accompanies the recipient during the course of skills training, since the initial share of the need for guidance, the final moment of identification and definition of the professional project
- **The beneficiary:** is one who, from a need for orientation, benefits from the skills assessment, participating actively in all activities planned
- **Team of the budget:** they are the professionals that support the organization and conduct of operational and financial expertise in a particular way of group meetings
- **The group** is the group of actors involved, more than the sum of the individual!

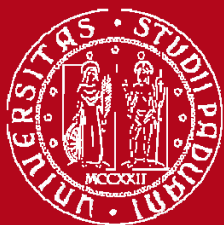


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# JOB PLACEMENT A network model







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# JOB OFFERS WEB CASE

Università degli Studi di Padova - Vetrina offerte di lavoro pubblicate - Microsoft Internet Explorer provided by Centro di Cal

File Modifica Visualizza Preferiti Strumenti ?

Indietro Indietro Preferiti

Indirizzo <http://redazione.unipd.it/odl2005/page200.do> Collegamenti >>

 *Università di Padova > Vetrina offerte di lavoro*

**Filtra per corso di laurea**

Seleziona il corso di laurea

Nessuna selezione

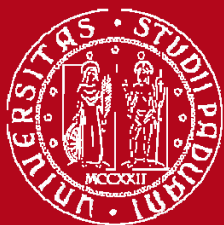
Cerca

**Vetrina delle offerte di lavoro pubblicate**

« 1 a 4 di 4 »

Numero dell'offerta	Data di inserimento	Titolo dell'offerta	Descrizione	
11	10-11-2005	test25	test25	<a href="#">• Dettaglio offerta</a> <a href="#">• Anteprima di stampa</a>
8	18-10-2005	gestionale	serio	<a href="#">• Dettaglio offerta</a> <a href="#">• Anteprima di stampa</a>
9	18-10-2005	Forse	evviva	<a href="#">• Dettaglio offerta</a> <a href="#">• Anteprima di stampa</a>
7	14-10-2005	test	test	<a href="#">• Dettaglio offerta</a> <a href="#">• Anteprima di stampa</a>

Start Eudora - [Gli... 3 Interne... 2 Esplora ... Job Placem... 3 Microsof... 13.58



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# SEMINARS

## Scheda d'iscrizione

Cognome

Nome

Indirizzo

Tel.

e - mail

U.O.I.D. (Ex Facoltà)

Corso di Laurea

Anno di corso (primo, secondo, ecc.)

Anno di laurea (per laureati)

Da consegnare entro il

**11.05.2012**

Secondo le modalità indicate.

### Modalità di partecipazione:

Data la capienza limitata dell'aula, le prime 100 persone che invieranno l'adesione avranno la priorità di partecipazione, valida fino ad inizio seminario.

### Consegna delle iscrizioni:

- \* presso lo sportello dell'Ufficio Stage
- \* via e-mail all'indirizzo [placement@unipd.it](mailto:placement@unipd.it)
- \* via fax al numero 049.8273524

Segreteria organizzativa:  
Coralba Cappellato

Servizio Stage e Mondo del Lavoro  
Palazzo Storione - Riviera Tito Livio 6 - Padova  
tel. 049827.3075 /3068  
fax: 049827.3524

dal lunedì al venerdì dalle 10.00 alle 13.00  
martedì e giovedì dalle 15.00 alle 16.30

e-mail: [placement@unipd.it](mailto:placement@unipd.it)  
[www.unipd.it/orientamentolavoro/seminari](http://www.unipd.it/orientamentolavoro/seminari)

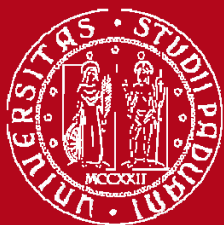
## Università & Lavoro

**15-16 Maggio 2012**

Seminario  
di ricerca attiva del lavoro  
per studenti, laureati  
e diplomati universitari



**Aula Didattica  
Palazzo Storione  
Riviera Tito Livio 6  
(Entrata da Galleria Storione 13)  
Padova**



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# SEMINARS

## Martedì 15 Maggio

- 9.00 Apertura del Seminario  
Prof. Alberto Mirandola  
*Università di Padova*
- Presentazione del Servizio Stage:  
Stage e tirocini durante e dopo  
l'Università  
dott.ssa Gilda Rota  
*Università di Padova*
- 9.30 Il Curriculum Vitae e  
la lettera di presentazione  
dott.ssa P. Muzzu  
*Consulente*
- 11.00 Pausa
- 11.15 Il colloquio individuale  
nella selezione per il lavoro  
dott.ssa P. Muzzu  
*Consulente*
- 13.00 Pausa pranzo
- 14.00 Prepararsi ai concorsi pubblici  
dott. Gianni Rossi - *Regione Veneto*  
dott. Andrea Tasinato - *Regione Veneto*
- 16.00 Chiusura dei lavori

## Mercoledì 16 Maggio

- 9.00 I Contratti di lavoro  
Dott. Francesco Maghini  
*CISL Padova*
- 10.45 Pausa
- 11.00 Simulazione di colloqui di selezione  
Dott.ssa Debora Coradazzo  
*Consulente*
- 13.00 Pausa pranzo
- 14.00 Strategie per orientarsi dopo il titolo  
prof. Luigi Fabbris  
*Università di Padova*
- 15.30 Somministrazione di un test per simulare  
una selezione  
dott.ssa Graziella De Bortoli  
*Università di Padova*
- Workshop:
- Presentazione di test psico-attitudinali
  - Somministrazione collettiva del test
  - Analisi e discussione finale
- 17.30 Chiusura dei lavori

## Cos'è

Il seminario si rivolge a quanti si prepara-  
preparano ad entrare nel mondo del lavo-  
ro con un titolo universitario.

Il seminario mira a dare al laureando e al laureato:

- > suggerimenti su contenuti e criteri di reda-  
zione di un curriculum vitae o di una inser-  
zione di presentazione
- > avvertenze per presentarsi in modo adegua-  
to al primo colloquio di lavoro
- > informazioni per definire il contratto di la-  
voro e per inserirsi nell'azienda o ente.

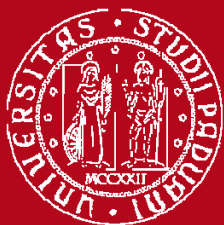
Durante il seminario verrà distribuito  
gratuitamente il volume

**"Il repertorio delle professioni  
dell'Università di Padova"**

***Il seminario è gratuito***

***È obbligatoria l'iscrizione***

Le modalità per partecipare sono  
indicate sul retro del programma



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# COMPANIES PRESENTATION

## VODAFONE GRADUATE PROGRAM

**Take the Opportunity @Vodafone**

### LA NOSTRA OFFERTA

Lanciato lo scorso Settembre 2009, è un percorso articolato di 12 mesi. Per i primi due mesi la persona, conoscerà la cultura e il business aziendale rafforzando anche le proprie competenze relazionali. Dopo questa prima fase sono previsti assignment in funzioni aziendali diverse.

Il neoassunto, grazie alla rotazione nelle diverse funzioni, potrà entrare in contatto con diversi ambiti lavorativi, acquisendo una visione d'insieme del cliente finale e dell'azienda.

**Il contratto è a tempo indeterminato**

### CHI CERCHIAMO

- ✓ Lauree magistrali umanistiche
  - ✓ Lauree magistrali scientifiche
  - ✓ Brillante percorso di studi
  - ✓ Inglese eccellente
  - ✓ Eventuale Esperienza internazionale
  - ✓ Mobilità nazionale e internazionale
  - ✓ Passione per Internet e nuove tecnologie
  - ✓ Forte motivazione personale
  - ✓ Orientamento ai risultati e al gioco di squadra
- apertura a culture, sfide e innovazione



## Padova 10 Maggio

Ore 14.00 – 15.00

Archivio Antico di Palazzo Bo

Via 8 Febbraio 2, Padova

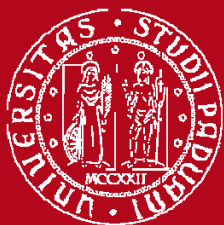


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In collaborazione con il

**Servizio Stage e Mondo del Lavoro**

E' obbligatoria l'iscrizione all'indirizzo [placement@unipd.it](mailto:placement@unipd.it) con oggetto "presentazione vodafone". Si prega di allegare il cv che sarà inoltrato ai responsabili di Vodafone



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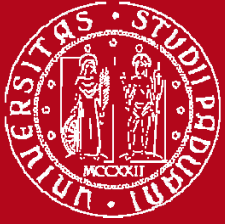
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