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**HANDBOOK  
FOR JOB  
ORIENTATION**



For unaccompanied minors and young migrants and refugees in Italy

**unicef**   
for every child



**Funded by  
the European Union**

with the patronage of the Ministry of labour and social policies

**M**



MINISTERO del LAVORO  
e delle POLITICHE SOCIALI

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# 1. Introduction

*The job market is constantly changing at an ever-increasing rate*

Professional guidance is essential in the transition from school to the world of work, because it allows young people to define their professional goals and facilitates job placement.

For **unaccompanied foreign minors**, career guidance is important for:

- understanding the new challenges and opportunities on the labor market in Italy;
- having their previous skills and qualifications recognized;
- discovering their skills, interests and career aspirations;
- learning what administrative procedures and documents are needed to find work;
- being able to make informed choices about job placement.



It is important to keep up with the latest changes in the world of work and with new professions and emerging sectors.

For example, the COVID-19 pandemic has had a negative impact on many sectors. At the same time, however, **some sectors have grown and new professions are emerging** (e.g. social welfare, care givers, home delivery services, sanitation, translators and interpreters...).



Job seekers must be aware of the new skills that are useful and sought after in the world of work.

In addition to specific **technical skills** for each sector, more and more jobs require more “**transversal**” skills - such

as teamwork, critical thinking, problem-solving, communication and negotiation skills. **Digital skills** are also increasingly essential, especially with the push to go digital during the pandemic.



**It is important to value skills acquired in the past and qualifications obtained in the country of origin.**

Knowing how to convert prior qualifications is essential so that previously gained skills and experience can be recognized in Italy. This avoids **wasting precious time and means accessing higher education courses or employment more quickly.**

### ***What is the Handbook for job orientation?***

It is a guide on accessing training opportunities aimed at professional integration. It aims to offer guidance on joining the labor market to minors and young migrants and refugees who arrived alone in Italy.

### ***Who is it intended for?***

- Unaccompanied foreign minors and young migrants and refugees in Italy;
- Volunteer guardians, operators in immigrant facilities and all relevant adult figures.

### ***What are its goals?***

- Provide useful information on accessing training pathways aimed at job placement;
- Offer guidance on how to evaluate one's skills and define one's professional goal;
- Outline the minimum requirements and documents needed for seeking and finding regular employment in Italy;
- Give useful advice on preparing CVs and applying for a job.

## 2. Over to the unaccompanied foreign minors



Why do I need the Handbook for job orientation?

If you are an unaccompanied foreign minor or a young migrant or refugee and you are in a reception facility, this guide will help you understand how to **navigate the job market** and undertake **training pathways for job placement**.

Why can't I work right away?



In Italy, as a minor you can only work if:

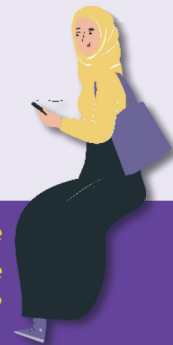
- you are **16 years old** \*
  - you have been **in school for at least 10 years**
  - you achieved a **Licenza Media** (*middle school certificate*), which allows you to access high school or a professional qualification that lasts at least three years.
- So, if you are a minor between 16 and 17 and do not have this qualification, you can follow a **training pathway that prepares you for employment**.

\*In Italy, it is possible to be also employed from 15 years of age, in case of activation of the training course through the contract of apprenticeship (Legislative Decree 81/2015 art. 43).



Why is a training course important for finding a job?

Training courses allow you to **learn while working** and develop the skills - **hard skills and soft skills** - that today's business world needs. In addition, they allow you to obtain a document (usually called an **Attestato**), which certifies the activities you have carried out and the skills you have acquired. This will make it easier for you **to seek and find work!**



How can I find the most suitable pathway for me?

There are **different types of training pathways** and career guidance courses. It is important to take the time to collect all the information you need **to make informed choices.**

**...You can start with this handbook!**

You will find details on the pathway that suits you, the documents you need and who to contact for direct support.

Happy reading!

**Enjoy the reading**

# 3. The training pathways to find work in Italy

Education is a fundamental **RIGHT** of every individual. But education is also a **DUTY!**  
...because it is essential for **personal growth, inclusion in society** and gaining access to jobs and public services.

The job placement pathway begins once people have obtained their middle school (Scuola Media) certificate.

## RIGHT TO EDUCATION

- ✓ Universal Declaration of Human Rights (Art. 26)
- ✓ UN Convention on the Rights of the Child (Art. 28)
- ✓ Italian Constitution (Art. 34)
- ✓ The "Zampa Law" on the protection of Unaccompanied Foreign Minors (Art. 14)

**Licenza Media**



To take the Licenza Media, you can enroll at a

**CPIA or Centro Provinciale per l'Istruzione degli Adulti ("Provincial Adult Education Center").**

- ✓ Registration is **free** and takes place **before October 15**, but it is possible to register after the deadline.
- ✓ CPIAs offer various courses that allow you to **learn Italian and gain the basic skills you need** to enter the world of work.
- ✓ At school, you can request the creation of your own **PIE or Piano Educativo Individualizzato ("Individualized Education Plan")** based on your training needs.
- ✓ To find the **CPIA closest to you**, follow the link below and enter "CPIA" + the name of the city where you live. <https://cercalatuascuola.istruzione.it/cercalatuascuola/>



## Educational courses offered by the CPIAs<sup>1</sup>

COURSE	DESCRIPTION
<b>First Level</b> <b>First didactic period</b> <b>(400 hours)</b>	Pathway to obtain the final qualification of the first cycle of secondary education (Licenza Media).
<b>First Level</b> <b>Second didactic period</b> <b>(825 hours)</b>	Pathway to obtain a certificate attesting to the acquisition of basic skills related to general courses common to all professional and technical institute courses.
<b>Italian language and literacy course</b> <b>(180 hours)</b>	Italian language literacy course for foreign citizens with basic Italian (A1-A2).
<b>Upskilling pathways</b> <b>(200 hours)</b>	Pathways to catch up on knowledge and skills at the end of lower secondary school (scuola secondaria di primo grado).
<b>Modular pathways</b>	Short modular pathways at the beginning of each school year (languages, IT, etc.).

<sup>1</sup>CeSPI, Osservatorio Nazionale Sui Minori Stranieri Non Accompagnati In Italia, Primo Rapporto 2020.

[https://miur.gov.it/documents/20182/0/Rapporto\\_MSNA\\_2020.pdf/55d13f7c-66ac-701d-e75c-d43ee296cf3d?t=1616520134774](https://miur.gov.it/documents/20182/0/Rapporto_MSNA_2020.pdf/55d13f7c-66ac-701d-e75c-d43ee296cf3d?t=1616520134774)

## Once you have obtained the Licenza Media, two routes are possible

### Follow a professional training pathway

(Vocational Educational Training - VET)

This is a shorter path and allows you to focus on your professional future. In this case, it is about undertaking a training course, an internship or an apprenticeship that allows you to acquire **skills relevant to finding a job.**



### JOB PLACEMENT



This manual focuses on these pathways accessible after graduating from lower secondary school (*scuola secondaria di primo grado*).

*Formazione iniziale* (initial training) for young people approaching the world of work for the first time belongs in the category of post-school activities known as **Apprendimento Permanente (Lifelong Learning)**, to use the Italian and European terminology. This consists of formal, non-formal and informal activities, carried out at various life stages to improve knowledge, abilities and skills on a personal, civic, social and professional level.

# 2

**Continue your studies at a high school**  
(Scuola Superiore)

After **5 years** at a Liceo/Istituto tecnico/  
Istituto Professionale (high school/technical institute  
professional institute), you achieve your  
**diploma di maturità** (high school certificate).

**DIPLOMA DI MATURITÀ**  
(HIGH SCHOOL CERTIFICATE)

**Continue your studies (higher education)**

You can choose from:

- **University**
- **Istruzione Tecnica Superiore (ITS)** (advanced technical education)
- **Istruzione e Formazione Tecnica Superiore (IFTS)**  
(advanced technical education and training)

**Degree or**  
**Diploma di Tecnico Superiore**  
(advanced technical qualification)

**Take a course leading to job placement**  
E.g. apprenticeship or internship.

**JOB**  
**PLACEMENT**

# 3.1 What is a training pathway?

A **training pathway** is like a road to follow from a **starting point** to an **end point**.



## The starting point is:

- everything you know, the qualifications and skills you have acquired so far;
- the experiences you have had up to now;
- your personal characteristics;
- your aspirations.

## The way forward is defined by:

- all the activities you will carry out;
- everything you will learn;
- everything that will be useful for you to achieve your goal.

## The end point is defined by:

- the new knowledge, skills and experiences acquired;
- awareness of your own preparation;
- the search for a job and consequent entry into the working world.

## STARTING POINT

In this phase you will have to **evaluate and appraise your skills** and personal characteristics. You will need to think carefully about the kind of job you would like, what you would like to do or what you already know how to do.

These pathways are useful because they will provide you with **career guidance and training**, as well as teaching you about a profession. Use this training time to understand if the pathway or job you have chosen to do is the right one for you.

APPRENTICESHIP

TRAINING  
COURSE

INTERNSHIP

At this stage you will begin the **actual job search**. You will use a tool called a **Curriculum Vitae** to help tell others who you are. You will need to know how to choose the right job offers.

END POINT

Commit yourself to choosing the road you want to take.

**Take all the time you need!**

If you have already chosen a training pathway and think you have made the wrong choice, do not worry... **Talk to your guardian, educator or the coordinator of the reception facility**, and ask to be allowed to re-evaluate your choices.



Always remember that **the staff at the reception facility and your guardian can help you choose one of the pathways described above!** Do not hesitate to share your preferences with them and ask for advice.

This guide offers you practical advice on how to take the first steps on your own, but reception facility staff and your guardian are your key figures until the age of 18.

## 3.2 The **types** of training pathways

There are different types of training and pathways.

Before choosing the right one for you, it is important to understand the differences.

This will help you understand what to expect from each pathway and what kind of goals will be achieved

### leFP or Istruzione e Formazione Professionale pathways

**What are leFP pathways?** leFP pathways are vocational courses that aim to train students professionally and then integrate them quickly into the job market. leFP courses are supervised by the Regions and Autonomous Provinces, which issue public calls to finance courses provided by accredited training structures.

**Location:** the courses can be held in vocational training centers called **Centri di Formazione Professionale (CFP)** accredited by the Regions or at the **Istituti Professionali di Stato** (State Professional Institutes) on the basis of subsidiarity.

**Duration:** 3 or 4 years. After the first two years, the student can apply for a certificate of the basic skills acquired. After the third year, they obtain the qualifica professionale certificate and can look for a job. Only some courses have a fourth year, which is used to achieve a diploma professionale certificate (higher than the qualifica achieved in the third year).

**Qualification:** 3 years > **Qualifica Professionale certificate** / 4 years > **Diploma Professionale certificate**

**Remuneration:** training vouchers are provided to cover the cost of the course.

**For more information:** follow the link below and type "centro di formazione professionale" + the name of the region where you live. <https://cercalatuascuola.istruzione.it/cercalatuascuola/>



- leFP pathways encourage students to learn through practical activities. They include **several practical exercises and workshop activities**.
- The leFP professional certificates (the qualifica and the diploma) are **recognized at national and European level**.
- If you want, you can also do the **5th year (optional)** in a high school (secondaria di secondo grado), which would allow you to obtain the state certificate Diploma di Stato (Maturità).

## Internship / placement

**What is an internship/placement:** an internship is an orientation and training period carried out in a working context, with the aim of introducing the intern to the world of work. **It is not an employment relationship, but a pathway aimed at combining learning with work experience.**

The internship can be **curricular** (part of the curriculum of your study pathway), or **extra-curricular** (begun only after you have completed your studies).

***In order to enter into an extra-curricular internship, an agreement between the promoter and the host is required.***

• **Promoter:** employment centers, employment agencies, training centers, public and private training entities, associations, non-profit organizations, professional training entities, etc. By contacting these organizations, you can receive an updated list of internship opportunities in your area. During the initial stages of the internship, these entities focus on **skills certification** and attempt to find a **company** or other **host** that is the **most suitable match**.

• **Host:** companies, professional studies, stores, cooperatives, etc. All the entities in which you can complete the internship. You can receive a list of accredited companies by contacting promoters.



**Duration:** variable (min. 2 months, max. 12 months).

**Qualification:** certification and a training program.

**Remuneration:** the extra-curricular internship has to include a minimum remuneration of 300 EUR, which can increase depending on the Region in which you live.

**For more information:** Employment centers, job agencies, public and private entities and centers for professional training and/or orientation, professional institutes, associations and non-profit organizations.



- ✓ During the internship you will be assigned to a **person who will guide you** during training and working stages.
- ✓ A **training program** is drawn up which establishes the respective **rights and obligations**.
- ✓ You will be trained **directly at your workplace**, enriching your **knowledge**.
- ✓ This pathway favors **direct engagement with the job or profession**.
- ✓ It familiarizes you with your **professional options**.

## Training pathways offering the Borsa Lavoro

**What is the borsa lavoro (work bursary):** The *borsa lavoro* is a training tool aimed at facilitating the introduction to the job market, through practical experience, of so-called “vulnerable groups,” offering them a bursary (i.e. payment) in exchange for their participation. A *borsista* or bursary-holder gets paid by the entity which offers the work bursary (not by the company or entity where the work experience is gained).

**Promoter:** the Region, the Municipality or other public entities (foundations, charity associations, social cooperatives, etc.).

**Duration:** variable (min. 2 months).

**Qualification:** certification and work experience.

**Remuneration:** *borsa lavoro* (variable). It is not meant as a salary but as recognition of the *borsista's* commitment to integrating into the working environment and for the tasks they perform.

**For more informatio:** Employment centers, job agencies, public and private entities and centers for professional training and/or orientation, professional institutes, associations and non-profit organizations.



- It is a job placement with **an official training program.**
- You will be assigned to **a person who will guide you during the training period.**
- This pathway favors **direct engagement with the job or profession.**

## Training pathways with apprenticeships

**What is an apprenticeship:** it is a job contract characterized by educational content, which supports young people between the ages of 15 and 29, depending on the type of apprenticeship, in entering the job market. The employer, apart from paying the apprentice a remuneration for the work done, is obliged to provide him/her with the **training necessary for acquiring appropriate professional competences for the role and tasks assigned to them.** The apprentice is obliged to follow a training pathway, which can be completed in or outside the company. There are various types of apprenticeships (of first, second and third level).

The **apprenticeship of first level** is an employment contract that facilitates the inclusion of young people of 15-25 years old in the job market, through the acquisition of a diploma and professional skills. It allows to fulfill the compulsory schooling and to obtain the upper secondary school diploma, the professional qualification / diploma, or the certificate of higher technical specialization.

**Duration:** **Minimum 6 months. Maximum: 3 years** for the professional qualification; **4 years** for the professional diploma or the upper secondary school diploma. The duration can last **1 year** for those who already have the professional qualification and wish to get the professional diploma or the certificate of higher technical specialization.

**Qualification:** with the apprenticeship of first level, you get the professional qualification/diploma, or the upper secondary education diploma, or the higher technical specialization certificate (IFTS).

**Remuneration:** monthly remuneration. For the apprenticeship of first level, the remuneration is 2.000 EUR per year in case of minors, and 3.000 EUR in case of young people over 18-year-old.

**For more information:** companies that offer to hire apprentices. You can also get information from employment centers, job agencies, public and private entities and centers for professional training and/or orientation. Ask them if they have up-to-date information on the apprenticeship opportunities in companies or other bodies in their area.



- Includes a written **contract**, a **probation period** and a PFI or ***Piano Formativo Individuale*** (individual training plan).
- **At the end of the apprenticeship**, the employer can decide whether to continue with a permanent work contract or to withdraw from the apprenticeship contract.

## Servizio Civile Universale

**What is civilian service?** It is the voluntary decision to dedicate a few months of your life to the unarmed and non-violent defense of the country, to peace among people and to the **promotion of values fundamental to the Republic of Italy**, by engaging in actions for the communities and for the territory. Becoming a **civilian service volunteer** is an opportunity to **grow as a person and receive training**. This is why it can be useful to conduct universal civilian service in a working environment.

**Requirements:** applicants must possess a valid residency permit in Italy and be aged between 18 and 28.

**Procedure:** each year, the Italian government publishes a **bando (call for applications) to select volunteers** to be engaged in Universal Civilian Service programs (for example, in 2022 they published a bando calling for over 56,000 volunteers). Each bando presents **different programs proposed by various bodies**.

If you are interested, you can apply by the deadline specified in the *bando*:

1. Go to <https://www.politichegiovanili.gov.it/servizio-civile/bandi-e-avvisi-di-servizio-civile/>;
2. Read the *bando* **carefully**;
3. **Choose the program** which best suits your interests and expectations;
4. You can submit your application through the online platform **DOL**: [www.domandaonline.serviziocivile.it](http://www.domandaonline.serviziocivile.it);
5. To log in you will need a **SPID** digital identity: <https://www.spid.gov.it/>
6. If you are pre-selected, the entity running the project will call you for a **selection interview**;
7. If you are selected, you will become a **volunteer civilian service worker** and you will sign a contract with the *Dipartimento per le Politiche Giovanili e il Servizio Civile Universale della Presidenza del Consiglio dei Ministri* (Italian Department for Youth Policies and Universal Civilian Service).

**Duration:** between 8 and 12 months, depending on the program. Weekly workload of at least 25 hours or total annual hours between 1,145 for programs lasting 12 months and 765 hours for projects lasting 8 months.

**Qualifications:** training credits and certification of participation in civilian service.

**Remuneration:** about 440 EUR per month.

**More information:** you can find details on responding to a call for applications to participate in the universal civilian service on the website of the *Dipartimento per le Politiche Giovanili e il Servizio Civile Universale*: <https://www.politichegiovanili.gov.it/servizio-civile/cosa-e-il-servizio-civile/>



- In some programs preference is given to youth with fewer opportunities.
- For some programs it is possible to activate a tutoring period (lasting up to three months) in order to facilitate your immersion in the work environment.
- For an idea of how a bando is laid out and how to respond, go to the link for the 2022 one:

[https://www.politichegiovanili.gov.it/media/lg2nbb0u/bando-ordinario\\_2021\\_13dic2021-signed.pdf](https://www.politichegiovanili.gov.it/media/lg2nbb0u/bando-ordinario_2021_13dic2021-signed.pdf)

## Short-term certifications and professional courses

As well as the above-mentioned options, there is a wide range of short-term pathways which allow you to specialize in particular professions. Details concerning those courses (duration, requirements, job opportunities, etc.) differ widely depending on the job sector in question and the type of qualification or certification you would like to obtain. Specialization courses are generally organized by local entities - public, private or from the third sector. Therefore, it is important to find out about the opportunities available in the Region or Province in which you reside.

**Some examples:** below are three examples of professions and qualifications which can be obtained through professional certifications and short-term courses.

**Linguistic and cultural mediator:** A role which is in very high demand, managing delicate processes of **communication and relations with foreign people**, in order to support them in accessing key information, public and private services and support their integration into the systems of education, work, health etc. When you become a linguistic and cultural mediator, you can work in various contexts: care facilities, police headquarters, prefectures, employment centers, schools, social and health environments and other units offering personal services. For more information: <https://www.integrazionemigranti.gov.it/it-it/Dettaglio-approfondimento/id/41/Mediazione-interculturale>

**HACCP certificate:** HACCP stands for Hazard Analysis and Critical Control Points. This certificate is **obligatory for people intending to work in the food industry** and who will have contact with food. If you want to become a cook, an assistant cook or waiter, or even a food vendor (etc.), you will need to complete a course and obtain a HACCP certificate, which confirms your knowledge and competences regarding procedures to ensure the **hygienic safety of food**.

For more information: [https://www.salute.gov.it/portale/temi/p2\\_6.jsp?id=1225&area=sicurezzaAlimentare&menu=igiene](https://www.salute.gov.it/portale/temi/p2_6.jsp?id=1225&area=sicurezzaAlimentare&menu=igiene)

**Operatore Socio-Sanitario (OSS) - health and social support worker:** This is someone who engages in activities consisting in **caregiving and providing assistance to people with disabilities or who are not physically and/or mentally self-sufficient**, by working with other OSS. Therefore, the OSS program favors the well-being of the service user, his/her autonomy and social inclusion, in various work environments: hospitals, retirement homes, residential care homes, as well as units offering health and social/social assistance services, both public and private. For more information: <https://www.salute.gov.it/portale/moduliServizi/dettaglioSchedaModuliServizi.jsp?lingua=italiano&label=servizionline&idMat=PROFS&idAmb=RTENC&idSrv=D2.26&flag=P>

**IT operator qualification:** this is someone with **IT skills** specializing in information & communication technology and working particularly in the installation, configuration and maintenance of hardware and software for PCs, mobile phones, networks, servers, etc. This qualification allows you to access various work environments, including IT departments in companies, public entities, schools and company help desks.

For more information: [https://www.anpal.gov.it/notizie/-/asset\\_publisher/Yfaaffr5jnf9/content/ict-force-corsi-per-programmatori-web-e-mobile-oriented](https://www.anpal.gov.it/notizie/-/asset_publisher/Yfaaffr5jnf9/content/ict-force-corsi-per-programmatori-web-e-mobile-oriented)

**...but there are many more!!!**

Check out the short-term professional courses offered by the Region or Province in which you live.

## 3.3 Examples of training pathways

Below you can find some **EXAMPLES** of training pathways aimed at job placement. Some of these pathways need to be checked periodically: their availability can vary from year to year.

### The “PERCORSI 4” program: training, work and integration for young



**Objective:** to promote the assistance of unaccompanied foreign minors and migrant youth in passing from the protected environment in which they were received to full independence and integration within local communities by means of **integrated pathways for social integration and job placement through orientation and internship**. The project is promoted by the Ministry of Labor and Social Policies and is currently in its fourth phase in Basilicata, Calabria, Campania, Puglia and Sicily.

**Duration:** 6 months, extendable to 12 months.

**Remuneration:** **attendance allowance** and **individual allowance**, with which you can access a range of services to develop your skills, social-integration and job-placement services and assistance in achieving independence.

**Stakeholders in the individual allowance program:**

- **Recipients:** in order to apply you need to be **between 16 and 24**, be an **unaccompanied foreign minor or an adult who entered Italy as an unaccompanied foreign minor**, and be **unemployed** at the time of application.
- **Promoters:** public and private subjects authorized to intermediate or accredited to provide employment services.
- **Hosts:** all the employers who can host interns.

**More information:** if you want to take part in the “Percorsi 4” program, you can go to the dedicated website:  
<https://www.lavoro.gov.it/notizie/Pagine/Minori-stranieri-non-accompagnati-al-via-il-progetto-Percorsi-4.aspx>





## The Garanzia Giovani

**Objective:** to promote **young migrants' employability and access to the job market**. A European program reaching out to young people who are ready to enter the job market after completing their studies. This initiative can substantially help you enter the work environment, recognizing your aptitudes and your training and professional background.

**Requirements:** you can apply if you are between **15 and 29 years old**, you **reside in Italy** and you have not been enrolled in studies, worked or trained for at least four months (**NEET** - Not in Education, Employment or Training).

### Procedure:

1. Register on the **MyANPAL** platform: <https://myanpal.anpal.gov.it/myanpal/>
2. To log in you will need a **SPID** digital identity: <https://www.spid.gov.it/>
3. Select the “Garanzia Giovani” service and the Region you live in;
4. The Region you selected will contact you within 60 days and will direct you to a **job service help desk**;
5. At the help desk you will sign a **Patto di servizio** (service agreement);
6. Within four months of signing the agreement you will be offered a **Garanzia Giovani measure that aligns with your profile**.

**More information:** there are job service help desks at the Centri per l'Impiego (job centers) where you can discuss a personalized pathway for job placement or professional training. You can find the nearest help desk online, by clicking on the link below and typing in your Province/City: <https://www.anpal.gov.it/cerca-sportello>

## The Mygrants digital platform



**Objective:** to provide **unaccompanied foreign minors as well as migrant and refugee youth with the opportunity for training, developing skills (both hard and soft) and job placement** through the ‘Mygrants’ digital platform. The platform allows you to enhance the knowledge and skills that are most in demand on the present and future job market.

**Method:** the platform gives you access to various **training modules structured as multiple-choice quizzes**. There are **over 8,500 quiz modules available in three languages**, designed to strengthen, update and validate your skills and competences... **whenever and wherever you want!**

**Opportunities:** you can choose which modules you want to focus on. Below you’ll find a summary of opportunities:

### INFORMATION

- Unaccompanied foreign minors
- Rights and obligations
- Asylum system
- Labor law
- Occupational safety
- Social challenges
- Digital citizenship
- Job orientation

### TRAINING

- Hard skills
- Soft skills
- Linguistic level
- Digital citizenship
- Financial and savings education
- Coding

### ENTREPRENEURSHIP

- Social challenges
- Entrepreneurship
- Generating ideas
- Resources
- In action

### Cashme: LEARN TO EARN

This option allows you to **earn money while you learn**. In order to convert your scores into money you must achieve your monthly training goal either in terms of quantity or quality before other online users. If you reach your monthly training goal, you will receive the determined amount of money directly in your bank or postal account.

### JOB PLACEMENT

You can customize your training course by choosing a professional target area that reflects your interests and your potential. Mygrants will screen your profile and **match you with potential companies**.

### LIFE EXPERIENCES

You can also access life experiences which do not qualify as job opportunities (**travel, culture, higher education, etc.**).

**For more information:** subscribe to Mygrants at: <https://mygrants.extralearning.it/login/index.php>

**Objective:** to provide the opportunity for unaccompanied foreign minors as well as young migrants and refugees to **develop 21st-century skills** (e.g. team-working, communication, problem-solving, critical thinking, creativity, innovation, public-speaking, etc.), and to participate in **entrepreneurship education** and **job orientation**, thereby contributing to their **social inclusion**. The pathways are promoted by UNICEF in partnership with Junior Achievement Italy.

**Method:** con UPSHIFT pathways, you can **evaluate your skills** and identify the professional pathway most suited to you. You can learn to **identify problems around you and to transform them into innovative solutions** by means of a product or service that will have a positive impact on both you and society.

**Location:** the pathways are currently available in Milan, Rome and Palermo. The pathways usually take place in reception facilities or *Centri Provinciali per l'Istruzione degli Adulti* (provincial adult education centers).

**Duration:** each pathway lasts between four and eight hours in total.

**Qualification:** you can sit the ESP (Entrepreneurial Skills Pass) Certification exam issued by the European Commission.

**Content:** the pathways are fully customizable to suit your specific needs. Below are the main pathways for unaccompanied foreign minors and young migrants and refugees:

### INNOVATION & CREATIVITY CAMP

The camp lasts up to eight hours, during which time you will be working in a team to **analyze a social challenge and develop a creative and innovative solution**. Each team will be assigned to a **company mentor**. At the end of the camp, you and your team will **present your idea to an audience** which will advise you how to develop a potential start-up.

## “CRESCERE CHE IMPRESA! PER UPSHIFT”

This pathway lasts up to four hours; during this time you will have the opportunity to **map your skills** and **discover which types of jobs are right for you**. Job orientation will allow you to evaluate your talents, interests and professional aspirations.

For more information, click on “UPSHIFT” at the following link:

<https://www.unicef.it/media/upshift-il-percorso-di-educazione-all-imprenditorialita-di-unicef/>



Always remember that **the staff of the reception facility and your guardian can help you choose one of the pathways described above!** Do not hesitate to share your preferences with them and ask for advice.

# 4. Minimum requirements and documents needed

**MINIMUM REQUIREMENTS:** qualities, conditions or characteristics that are required before accessing a training pathway. Requirements vary from pathway to pathway, however the basic ones applicable to all pathways are listed below.

## To access a training pathway and work in Italy, you need to...

1

Be at least 16 years old

In Italy, you must be at least 16 years old to start working, which means that **if you are below 16, you cannot work just yet**, but you can continue your school studies and access training programs.\*

2

Be residing legally in Italy

This means that you have a **valid residency permit** (more on that in the section about required documents).

\* In Italy, it is possible to be also employed from **15 years of age**, in case of activation of the training course through the contract of **apprenticeship** (Legislative Decree 81/2015 art. 43).

3

Have lived in Italy for at least 3-6 months

This is the minimum period for:

- obtaining the middle school certificate
- developing **sufficient knowledge of the Italian language**
- obtaining a **residency permit**
- Applying for **residency**

4

Have developed sufficient knowledge of the Italian language

This is not obligatory... But that doesn't mean it's not important! It is **crucial for any training/job pathway**, but also for the process of your **social inclusion**.

5

Have obtained your "Licenza Media" (middle school certificate)

If you have already completed at least 10 years of education in your country of origin and you have obtained qualifications... Talk to your guardian or a staff member at the reception facility about initiating the procedure of **self-certification** for completed school years and **recognition of qualifications obtained in your country of origin**.

6

Be registered at the Anagrafe (civil registry) and/or resident in Italy

Talk to your guardian or staff member of the reception facility about initiating the procedure for two reasons:

**Residency:** certifies your address; this can also be the address of a care facility;

**Anagrafe (civil registry):** certifies your presence on the territory of Italy. It is also important for citizenship purposes.

**REQUIRED DOCUMENTS:** required documents also vary, depending on the selected type of pathway. In any case, below you will find a list of documents that it is a good idea to start preparing, or have ready, with the help of your guardian or staff member at the reception facility.

1

A valid residency permit

If you don't have these documents, you can also use a copy of your **Domanda di Protezione Internazionale (C3)** (Request for International Protection) or **notification of your status from the Commissione Territoriale**.

2

Your identity card

You can only apply for an identity card **after having obtained a residency permit**. You will have to give details of a 'residency': you can use the address of the reception facility until the end of your stay.

3

Codice Fiscale (fiscal code)

Your guardian or a staff member at the reception facility can help you obtain a **fiscal code** from the Italian revenue agency: Agenzia delle Entrate. In any case, you can also use your **STP code** (STP stands for *Straniero Temporaneamente Presente* or "temporarily present foreign citizen").

4

A copy of your middle school certificate

This is **issued by the school** or provincial adult education center or CPIA (Centro Provinciale per l'Istruzione degli Adulti) that you attended at the end of the course.



5

**Registration on SIM**  
(the “Information system for unaccompanied foreign minors”)

If you are a minor, registration on SIM allows you to **register your data**, which **guarantees your rights and access to the services you need**. The registration can be completed at any time by your guardian or by the facility in which you are residing.

6

**PIP, PFI or PEI**

This is a document used to **set the objectives of the training pathway you are following, based on your specific needs**. The plan is prepared together with your guardian or a staff member at the reception facility, the school or CPIA, or the employment center.

These acronyms mean:

**PIP** = Personalized Intervention Plan

**PFI** = Individual Training Plan

**PEI** = Individualized Educational Program

7

**Declaration of Immediate Availability for work**

You can file the DID at an employment center, where you declare that you are unemployed and **available for job placement**. If you are underage, your guardian or a staff member at your reception facility will have to accompany you to the employment centre.

### Documents you should bring to the employment centre

- *Your fiscal code*
- *Your permesso di soggiorno (residency permit)*
- *Notification of guardianship and appointment of your guardian*
- *Your guardian’s authorization to register you at the employment centre*

# 5. Professional objective

It is important to define your professional objective for successful job placement!

Your professional objective is a combination of your professional aspirations and ambitions... It's what you want to do when you grow up! It is crucial to define it at the very beginning:

- it will allow you to **define your path to your professional and personal future;**
- It is important for **planning a training pathway that aims to achieve your objective;**
- It will help guide your decisions so that you can **find the job most suited to your profile and interests!**

Ok, but what does it mean exactly?



To define your professional objectives, **it is not enough to think about what you would like to do...** It is important to **find out what the job market offers** and in which sectors job demand is the highest. Then you can also think about **what competences you need** for your dream job!



**It's your turn now!** Below is an activity taken from UNICEF and JA Italia's 'Crescere Che Impresa! Per UPSHIFT' pathway. Try to answer the questions and think about your professional objective.



## Who are you?

What do you like to do?  
What are you good at?

.....  
.....  
.....

## What's out there?

In what job environment would you like to work?

.....  
.....  
.....

## Personal Planner

What do others like of you?

.....  
.....  
.....

What role would you like to have?

.....  
.....  
.....

What skills do you need to build to do this job?

.....  
.....  
.....

## How do you get there?

What type of school or training program is needed to get this job

A diploma? A university degree?  
A specific training program certificate?

.....  
.....  
.....

Do you know somebody who works in this job sector? If yes, write down his/her name. If not, try to imagine how you can get in contact with somebody who works in it. What would you ask them?

.....  
.....  
.....

**DESIGN**

**HI-TECH**

**DIGITAL**

**WEB**

# 6. Skills evaluation

To help choose a professional objective,  
think about your personal characteristics and skills.

**Skills** are all your personal characteristics that are relevant when choosing and researching the most suitable training pathway for you:

- **All the things that you can do, your capacities and abilities;**
- **The activities you have participated in, your personal experiences;**
- **Your interests and passions!**

...Seems difficult!  
What are skills?



Skills can be classified in many different ways.  
Here is an example of the main types of skills:

## **FUNCTIONAL SKILLS - *Foundational skills***

These are basic skills, essential for individual literacy:

- **Writing**
- **Reading**
- **Counting**

## **TECHNICAL SKILLS - *Hard skills***

These skills depend on educational background and abilities associated with specific jobs:

- **Theoretical knowledge (e.g. in economy, finances...)**
- **Cooking**
- **Plumbing**
- **Foreign languages**
- **Operating particular machines...**

## DIGITAL SKILLS - *Digital skills*

Skills related to information society technologies:

- Using PCs
- Using social media
- Creating digital content
- Searching for information online...
- Software development

## TRANSVERSAL SKILLS - *Soft skills*

Also known as 21st-century or life skills, these are the socio-emotional skills that apply in any line of work:

- Teamwork
- Communication
- Critical thinking
- Problem-solving
- Showing initiative
- Stress management
- Decision-making
- Creativity and innovation
- Empathy...



It is important to evaluate your skills in order to define a professional objective and choose a training pathway.

Evaluating your skills makes you aware of **what you can and cannot (yet) do**, and of your abilities and aptitudes.

It is important for:

- Validating all your **pre-existing skills** (the ones you already had);
- Recognizing **what you do best**;
- Identifying **skills you need to improve**.

Why do I need to evaluate my skills?





REMEMBER THAT UNDERTAKING A REALISTIC EVALUATION MEANS APPROACHING THE TASK IN A CRITICAL WAY. THINK ABOUT YOUR SKILLS WHILE KEEPING IN MIND THAT THEY HAVE BOTH POSITIVE AND NEGATIVE ASPECTS.



**It's your turn now!** Below is an activity taken from UNICEF and JA Italia's 'Crescere Che Impresa! Per UPSHIFT' pathway. Try to answer these 10 questions... Your individual professional profile will be created based on your answers.



## What color are you? This test will help you know yourself better

### 1. How do you make decisions?

- A. I make quick decisions and trust my first choice
- B. I think it over a lot and I am extremely indecisive
- C. I wonder what other people may think of my choice
- D. I take it seriously and try to make the best possible decision

### 2. What is the best way your friends show you their love?

- A. Having fun and playing with me
- B. Allowing me to speak my mind and be myself
- C. Spending time together doing just anything
- D. Keeping their word and never breaking promises

### 3. How do you behave when you are with your friends?

- A. I bring passion, happiness and fun
- B. I am honest and give advice
- C. I take care and look after them
- D. I plan and organize our outings

### 4. What do you like the most?

- A. Having fun and a worry-free life
- B. Always saying and doing what I believe in
- C. Creating harmony and unity in the group
- D. Being a responsible, reliable person, helpful to others

**5. How would you describe yourself?**

- A. Brave
- B. Thoughtful
- C. Sensitive
- D. Organized

**6. How would your friends who know you best describe you?**

- A. Competitive
- B. Reserved
- C. Friendly
- D. Tidy

**7. What do you do when you feel sad and gloomy?**

- A. I become rude and short-tempered
- B. I clam up and keep quiet
- C. I feel the need to talk to the people who are close to me
- D. I try to understand why I am sad and look for a way to resolve it

**8. When do you feel good about yourself?**

- A. When I manage to do difficult things
- B. When I solve a problem
- C. When I help others
- D. When people praise me





**9. When you do something bad, is it because you are:**

- A. Rude
- B. Arrogant
- C. Someone who easily gives into peer pressure
- D. A bully

**10. What would the people who appreciate you say about you?**

- A. I am likable, smart, and nice
- B. I am thoughtful, I like to solve problems and to suggest valid solutions
- C. I am friendly, I get along with everyone and am available to others
- D. I am tidy, organized, prepared and I carry out my tasks with precision

**Now look at the letters next to your answers. Which letter did you choose most often?**

- A** >  **C** >  **YELLOW** PASSIONATE: INSPIRING, ABLE TO RELATE, STIMULATING, INTUITIVE
- B** >  **D** >  **BLUE** RATIONAL: ACCURATE AND SYSTEMATIC, COMPETENT, CAPABLE OF SELF-CONTROL, CALM AND THOUGHTFUL
- GREEN** DIPLOMATIC: A GOOD LISTENER, CALM AND PEACEFUL, SUPPORTIVE, WHO PROMOTES HARMONY AND CONFIDENCE
- RED** AMBITIOUS: ACTION ORIENTED, RESULTS-FOCUSED, DETERMINED, FAST DECISION-MAKER

# 7. Responding to a job offer

**CURRICULUM VITAE (CV):** is a document which summarizes a range of information about you and is used to apply for a job position. Your CV includes studies you have completed, qualifications, any work experience you have gained, the languages you speak... But not just that!

This document also explains a little bit about who you are, what your professional objective is, what your skills are, what your working style is – for example, do you love to work in team or do you prefer to work independently – but also what your daily interests and hobbies are, whether you do charity work...

*In a nutshell, the CV is like a business card you use to introduce yourself to a possible employer!*



There are several formats you can use for your CV. One of the most commonly requested is the European format: the **EUROPASS**. To begin building your EUROPASS CV online, visit this link: <https://europa.eu/europass/it> and click on “Crea un CV”.

When you apply for a job, it is your CV that the human resources manager uses to decide if your profile aligns with the position in question. Therefore, the CV is usually the first source of information for deciding whether to review your application further, for example through an interview.

Even to participate in a **training course** organized by an institution or training center, you often have to submit your CV. After you have undertaken the training, it will be important to include all of your skills, qualities and experience in this document



At the end of this handbook, you will find an **example of a CV in the EUROPASS format** (see Annex 1). In this example, **you will find instructions and tips written in red**, which will help you fill in your own.

**However, here are some general tips.**



### *Some advice...*

**Length:** maximum 1-2 pages. Those who review CVs usually don't have much time: it's better to be clear but concise!

**Professional objective:** at the beginning of the CV, insert a short sentence indicating the objective you want to achieve professionally (see Chapter 5 of this handbook). It can be your short-term or long-term goal. It's not required include it, but the person reading it will sense that you've taken the time to think about it and that you have clear goals.

Example:

*Passionate about cooking, I would like to develop the experience and skills necessary to become an internationally acclaimed chef.*

If you're not yet crystal clear on your professional goal, don't worry. You could describe your personality or the environment in which you would like to work.

Here are two examples:

1. *I would like to work in a dynamic, multicultural team. Interacting with different personalities will help me find my way towards the career that best suits me and to grow, not only on a professional level but also a human one.*

2. *I am a creative person and I need to unleash my ideas!*

*I would like to work at a company that values diversity as a strength and is open to innovative ideas.*

**Skills:** try to emphasize your skills, even if you don't have much work experience. If you think about it, there are many skills you have that you take for granted! For example, the fact that you have migration background, that you know several languages and multiple cultures is a source of so many skills:

- Resilience
- Flexibility
- Empathy
- Adaptability
- Independence
- Mediation skills

**Last check:** have a third person (your guardian, a staff member from your reception center or a friend of yours) review your CV to make sure everything is clear.



## **Cover letter:**

Sometimes, in addition to your CV, you may be asked to attach a cover letter to your application. The cover letter explains to the employer why they should choose you over all the applicants. For this reason, it is important to clearly write down the motivations, goals, and qualities that make you the ideal person for the job.

## **Interview:**

If your application is selected, you will be asked to attend a job interview, which is a meeting during which you will discuss your skills and motivations with your potential employer.

## **The probation period:**

Some companies may ask you to do a probation or trial period before confirming your employment and having you sign an employment contract. During this initial period it is important to demonstrate all your qualities in order to pass the test. Try to be cooperative with your new colleagues, ask questions, and show that you are reliable and motivated.

# 8. Workers' rights

*Every worker has rights and responsibilities. Foreign workers are considered equal to Italian citizens regarding the fulfillment of specific work-related rights.*

What are my rights when I start working?



## REMUNERATION

You have the right to be paid "in an amount proportionate to the quantity and quality of your work and in any case sufficient to ensure a free and decent existence" (article 36 Const.).

## OCCUPATIONAL SAFETY

The employer must "take all necessary measures to **protect your health and psychophysical integrity**" and comply with occupational safety regulations (article 2087 Civil Code).

## WORKING HOURS

Official working hours are **40 hours per week**. Extra hours are considered **overtime** and are **paid more**. In any case, the weekly schedule can **never exceed 48 hours** (l. 196/1997).

## WEEKLY REST

You are entitled to **one day off each week**, usually falling on Sunday" (article 2109 Civil Code).

Hai diritto a **ferie retribuite di almeno 4 settimane l'anno** (art. 2109 c.c.) e a giorni di **malattia** pagate. In caso di **infortunio**, il datore di lavoro paga i primi 4 giorni e l'INAIL paga i giorni successivi (art. 2110 c.c.).

You are entitled to paid vacations of **at least 4 weeks per year** (article 2109 Civil Code) and to paid sick days. In the event of an injury, the employer pays for the first four days and INAIL pays for the following days (article 2110 Civil Code.).

You have the right to **join a trade union organization** in order to protect the fundamental rights of workers. The union represents you, defending your interests within the workplace.

If you work and study, you are entitled to work shifts that are compatible with classes and exam preparation (l. 300/1970).

If you are pregnant, **you cannot be dismissed from the beginning of pregnancy to a year after the baby is born**. You are entitled to **maternity leave** (a paid period of mandatory abstention from work). Parents are entitled to a **period of optional abstention for childcare**.

VACATIONS, ILLNESS  
AND INJURY

TRADE UNION  
RIGHTS

STRIKE

STUDY  
AND WORK

MATERNITY  
AND PATERNITY

## EQUAL TREATMENT OF MEN AND WOMEN

Women is entitled to equal workers' rights and **no form of discrimination on the grounds of gender is allowed** (article 37 Constitution).



## Beware of irregular employment!!!

It is also sometimes referred to as **undeclared**, underground, or irregular employment. This is an employment relationship without a contract, whereby the employer has failed to notify the *Centro per l'impiego* of the employee's employment. Undeclared work does not provide any social security or insurance guarantees.

>>> This means that **if you work illegally, you are not guaranteed the rights you just read about!!**

Because of its **illegal nature**, penalties are imposed on the employer and in some cases the employee as well. Undeclared work is not subject to regulation.

>>> This means that undeclared work is **often synonymous with exploitation, the violation of rights** and sometimes even **danger to oneself**.

**!!! If you believe you are in a cycle of illegal employment and want to break out of it** (or know someone else in this situation), talk to someone you trust and reach out to worker advocacy associations.

To **report undeclared work and labor exploitation**, you can go to different offices, for example, you can look for the nearest branch of the following bodies:

- **Ispettorato del Lavoro** (Labor Inspectorate): <https://www.ispettorato.gov.it/>
- **La Guardia di Finanza**: <https://www.gdf.gov.it/>
- **A trade union**: for example, la *CGIL (Confederazione generale italiana del lavoro)*, la *CISL (Confederazione italiana sindacati lavoratori)*, la *UIL (Unione italiana del lavoro)* e l'*UGL (Unione generale del lavoro)*.



# 9. The principle of equal opportunity and non-discrimination

No one can treat you differently because you come from another country, either at work or in your daily life.

In Italy, **any form of discrimination in employment is prohibited**: based on age, nationality, religion, language, sex, gender, sexual orientation, disability, political or personal opinions, membership of an ethnic minority, social or economic conditions, membership or non-membership of a trade union, etc.

There are several things you can do if you are a victim or witness of discrimination. First and foremost, **you can take the case to court or contact associations that work in defense of your rights.**

Below are other sources of information and entities you can contact.

In Italy, there are various national organizations that protect people against forms of discrimination and toll-free numbers to contact in case of need.



What can I do if I am a victim of discrimination?





**UNAR - Italy's anti-racial discrimination office,  
the Ufficio Nazionale Antidiscriminazioni Razziali: [www.unar.it](http://www.unar.it)**

This is the department designated by the state to ensure the right to equal treatment and the eradication of discrimination on the basis of race or ethnic origin.

 **800.90.10.10**

**1522** NUMERO ANTI VIOLENZA E STALKING

**Anti-Violence and Stalking number: [www.1522.eu](http://www.1522.eu)**

This is a free service available 24 hours a day providing specialized operators who handle requests for help and support from victims of violence and stalking.

 **1522**



**Telefono Azzurro: [www.azzurro.it](http://www.azzurro.it)**

This organization promotes the rights of children and adolescents and protects them from abuse and violence that may impair their well-being and development.

 **1.96.96**



**Italy's child and adolescent protection authority, Autorità garante dell'infanzia e dell'adolescenza: [www.garanteinfanzia.org](http://www.garanteinfanzia.org)**

This organization promotes and verifies the full implementation in Italy of the rights of children provided for by the UN Convention on the Rights of the Child of 1989.

## Do you need to talk to an expert? Contact HERE4U!



**Here4U** offers **legal and psycho-social advice** to unaccompanied foreign minors and young migrants and refugees. It is run via the ***U-Report on the Move platform*** by UNICEF in collaboration with ARCI.

- It is an **online, multilingual service**
- It is available **Monday through Friday from 9:00 am to 6:00 pm**
- Simply send a **Facebook Messenger** message to the **U-Report On The Move page**

It is a safe **listening space** where you can **share your difficulties and thoughts and ask for help.**

A team of legal and psycho-social experts will help you by offering support personalized to your needs, with facilitation by linguistic-cultural mediators.

Do you have a question? Ask it now: <http://bit.ly/messageUROTm>

# 10. Websites for further information

- **Ministero del Lavoro e delle Politiche Sociali** (Ministry of Labor and Social Policy): <http://www.lavoro.gov.it/>
- **Clic Lavoro**, a site supported by the Ministero del Lavoro e delle Politiche Sociali where you can find news and useful information about work and training courses: <https://www.cliclavoro.gov.it/>
- **ANPAL**, Agenzia Nazionale Politiche Attive e Lavoro (Italian agency for labor policy and employment): <https://www.anpalservizi.it/>
- **Scuola in Chiaro**, the website of the Ministry of Education, allows you to search for the schools closest to you, including CPIAs and Centri di Formazione Professionale (vocational training centers): <https://cercalatuascuola.istruzione.it/cercalatuascuola/>
- **The Integrazione Migranti** portal: <https://integrazionemigranti.gov.it/it-it/>
- **Excelsior**, an information system for employment and information delivered by the Italian Union of Chambers of Commerce and ANPAL. Here you can find up-to-date data on the most in-demand occupations and the industries that are having the most difficulty finding staff: <https://excelsior.unioncamere.net/>
- **NAIL, Istituto Nazionale Assicurazione Infortuni sul Lavoro** (Italy's institute for insurance against accidents at work): [www.inail.it](http://www.inail.it)
- **INPS, Istituto Nazionale Previdenza Sociale** (Italy's social security institute). Go from "Home" > "Categorie di Utenza" > "Lavoratori migranti". You can find information about your rights and social security and insurance: [www.inps.it](http://www.inps.it)
- **Ispettorato del Lavoro** (Labor Inspectorate): <https://www.ispettorato.gov.it/>
- **Juma Map**, a nationwide mapping of services for asylum seekers and holders of international protection, available in 15 languages: <https://www.jumamap.it/>
- **U-Report on the Move**: an anonymous and free messaging tool (on Facebook, Instagram and Telegram) which offers multi-lingual information on useful services for unaccompanied foreign minors and young migrants and refugees in Italy. It allows you to express your opinion through surveys and to participate in events and socio-recreational activities: <https://onthemove.ureport.in/>

# 11. ANNEX 1 - The "Europass" Curriculum Vitae



## How to fill in the Europass Curriculum Vitae

### WORK HISTORY

---

- Focus on roles that give added value to your application.
- Insert separate fields for each role. Start from the most recent one.
- If you have little professional experience:
  - Start by listing your education and professional training;
  - Mention voluntary work or internships (whether paid or not) that give evidence of your work experience.
- If you have no previous specific professional experience in the role you are applying for, emphasize the skills you have acquired in other contexts that are relevant to that role. For example, if you are applying for a managerial role but you have never worked as a manager before, emphasize that your previous position included important responsibilities and decisional duties (delegation, coordination, staff training, etc.).

Replace with the dates (from-to) • Replace with occupation or position held

**Example:**  
September 2007 - Today

**Examples:**

Maintenance technician/ Receptionist/ Ice Hockey Volunteer Coach

Replace with employer's name and location (if relevant, add full address and website)

**Example:**

Alma Mater Studiorum, Via Zamboni 37, 40126 Bologna

Only give telephone, fax, email or internet address if required.

Tel.: +39 339 372 5000 - Email: info@almamater.com - http://www.almamater.com

• Replace with main tasks and duties

**Examples:**

- Computer maintenance
- Supplier relations
- Coaching a junior ice hockey team (10 hours/week)

If necessary, quantify your responsibilities (percentage of worked time, duration of individual tasks, etc.).

**Business or sector:** Replace with the type of company or sector

Only use this space if required. **Examples:**

**Company or sector:** Transports and logistics / Auditing / Motor vehicle parts manufacturer

## EDUCATION AND TRAINING

---

Replace with the dates  
(from-to)

**Example:**  
September 2004 - June 2007

Insert separate entries for each course. Start with the most recent ones.

Replace with dates (from-to). Replace with awarded qualifications

**Professional Operator certification: Baker**

**Avoid only using acronyms (AQOP).**

Replace with the name and location of the educational or training institution (if relevant, the country too)

**Examples:**

Centro di Formazione Professionale Guglielmo Marconi, Bologna

Replace with the list of the main subjects studied or acquired skills.

Examples:

**General**

- English, Welsh, Mathematics, Spanish
- Physical Education

**Professional**

- Professional techniques (standard bread, fancy bread, cake and dessert making)
- Applied Food Sciences and Technology (Microbiology, Biochemistry, Hygiene)
- Occupational Technology (basic principles, hygiene and safety)
- Knowledge of sector and its financial, legal and social context

Focus on those professional skills that would be an asset for the company should you be hired

**PERSONAL SKILLS**

Native Language/s

Remove any fields that are left empty.

Native Language(s) Replace with native language(s)

Example:

Italian

Do not over-state your level which will be tested at the interview!

Other language(s)

COMPREHENSION		SPEAKING		WRITING
Listening	Reading	Interaction	Speaking	

Replace the language  
Example:  
English

Example:  
C1

Example:  
C1

Example:  
B2

Example:  
B2

Example:  
B1

Replace with achieved language certifications.

Enter the level, if known.

**Example:**

Certificado de Español: Lengua y Uso

Replace the language

**Example:**

French

**Example:**  
B2

**Example:**  
B2

**Example:**  
B1

**Example:**  
B1

**Example:**  
A2

Replace with achieved language certifications. Enter the level, if known.

**Example:**

Diplôme d'études en langue française (DELFB1)

Levels: A1/2: Beginner - B1/2 Intermediate- C1/2 Advanced

Common European Framework of Reference for Languages

When describing your personal skills:

- Use clear, simple words with straightforward language.
- Avoid the use of jargon and clichés (for example: I am a team player) without providing the context in which this can apply to a skill or achievement.
- Be concise: take the time to think about which skills are relevant for the position you are applying for
- Specify how your skills have been obtained (through training, work, seminars, volunteering or activities performed in your free time, etc.).

Communication skills

Insert your communication skills here. Indicate the context they were acquired in.

**Examples:**

- good communication skills acquired during my time spent as head of sales
- excellent interpersonal skills with children acquired during my experience volunteering as an ice hockey coach

### Management and organizational skills

Insert your management and organizational skills here. Indicate the context they were acquired in.

#### Examples:

- leadership (currently responsible for a team of 10 people)
- good organizational skills acquired during my experience working as secretary of the History Society. Responsible for booking speakers and promoting events
- good team-leading skills acquired during my experience volunteering as an ice hockey coach

### Professional skills

Insert your professional skills that haven't been indicated elsewhere here. Indicate the context they were acquired in.

#### Examples:

- good command of quality-control processes (currently responsible for quality control)
- mentoring skills (as a senior nurse, I was responsible for the training and organization of new members of nursing staff)

### Computer skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Security	Problem solving
Example: Basic user	Example: Intermediate user	Example: Intermediate user	Example: Advanced user	Example: Advanced user

Levels: Basic user - Intermediate user - Advanced user

Computer skills - Self-assessment sheet

Insert the name of your ICT certificate.

#### Example:

Certificate Status: Office suite - Independent user

Insert any other computer skills here. Indicate the context they were acquired in.



**Examples:**

- good command of office suite (word processing, spreadsheets, presentation software)
- good command of digital image processing software as an amateur photographer

**Other skills**

Insert any other relevant skills here. Indicate the context they were acquired in.

Fill in this field only if the skills described add value to your application and are not mentioned anywhere above. Indicate the context they were acquired in.

**Example:**

- first aid: first aid certificate as part of my scuba-diving training

Personal interests such as reading, walking, going to the cinema, etc. do not add any additional value.

On the other hand, giving examples of activities you have participated in can be a useful tool, for example to show that you are a proactive, social person who likes to help others:

- reading: passionate reader, I help young students with their reading twice a week
- mountaineering: expert climber, active member of a local climbing club

**Patente di guida**

Insert the category of driving license held here.

**Examples:**

B



## 12. It's your turn now!

Complete this questionnaire to find out how much you have learned with this handbook. You will find the correct answers at the end.

Questions	Answers
1. Why is professional orientation helpful? <i>Select one or more answers.</i>	a. <input type="checkbox"/> It helps me assess my knowledge and learn new skills that will help me find work b. <input type="checkbox"/> It's not necessary if I already know what work I want to do c. <input type="checkbox"/> It guides me through the various training pathways that can help me access the world of work d. <input type="checkbox"/> It helps me decide on a professional objective and understand how I can achieve it
2. Education in Italy is a right but also a duty.	a. <input type="checkbox"/> True b. <input type="checkbox"/> False
3. What is the minimum legal age for starting work in Italy?	a. <input type="checkbox"/> 14 years b. <input type="checkbox"/> 15 years c. <input type="checkbox"/> 16 years d. <input type="checkbox"/> 18 years

<p>4. If you choose to complete a three-year <i>Istruzione e Formazione Professionale</i> or <i>leFP</i> (Vocational Education and Training Pathway), what qualification will you receive?</p>	<p>a. <input type="checkbox"/> <i>Qualifica professionale</i>  b. <input type="checkbox"/> <i>Diploma professionale</i></p>
<p>5. An internship is “<i>extra-curricular</i>” when it takes place after a course of study is completed.</p>	<p>a. <input type="checkbox"/> True  b. <input type="checkbox"/> False</p>
<p>6. When you are awarded a <i>borsa lavoro</i> (“work bursary”), you gain access to work experience and are paid:</p>	<p>a. <input type="checkbox"/> By the company  b. <input type="checkbox"/> By the promoter (the Region, Province, Municipality, etc.)</p>
<p>7. An apprenticeship is an employment contract characterized by its emphasis on training.</p>	<p>a. <input type="checkbox"/> True  b. <input type="checkbox"/> False</p>
<p>8. What are the requirements for applying for civilian service?  <i>Select one or more answers.</i></p>	<p>a. <input type="checkbox"/> Only Italian citizens can apply  b. <input type="checkbox"/> I need a valid residency permit  c. <input type="checkbox"/> I must not have a criminal record  d. <input type="checkbox"/> I must be between 16 and 22 years of age  e. <input type="checkbox"/> I must be between 18 and 28 years of age</p>
<p>9. What is an <i>attestato di HACCP</i> (HACCP certificate)?</p>	<p>a. <input type="checkbox"/> A compulsory certificate for anyone who wants to become a cultural mediator  b. <input type="checkbox"/> A compulsory certificate for anyone who wants to work in the food sector</p>

<p>10. What is an OSS?</p>	<p>a. <input type="checkbox"/> A health and social care provider who offers care and support for people who are not able to live independently</p> <p>b. <input type="checkbox"/> An operator in the reception system</p>
<p>11. To enter the world of work in Italy, being able to speak Italian well is a requirement.</p>	<p>a. <input type="checkbox"/> True, it is a requirement</p> <p>b. <input type="checkbox"/> False, it's not a requirement, but it is very important</p>
<p>12. What is the most important requirement for being able to work in Italy?</p>	<p>a. <input type="checkbox"/> Being registered at the <i>Anagrafe</i> (register office) or being resident in Italy</p> <p>b. <input type="checkbox"/> Having a "<i>Licenza Media</i>" (middle school certificate)</p> <p>c. <input type="checkbox"/> Being at least 16 years old</p> <p>d. <input type="checkbox"/> Having a valid residency permit</p> <p>e. <input type="checkbox"/> Having completed at least 10 years of school</p> <p>f. <input type="checkbox"/> All these answers are correct</p>
<p>13. What is the <i>Dichiarazione di Immediata Disponibilità al lavoro</i> or DID (Declaration of Immediate Availability for work) for?</p>	<p>a. <input type="checkbox"/> It is a way of stating that I am looking for work and am available immediately</p> <p>b. <input type="checkbox"/> It is required in order to get a <i>Licenza Media</i> (middle school certificate)</p> <p>c. <input type="checkbox"/> It is required in order to get a fiscal code</p>

Education Plan) is a document used to set the objectives of the training pathway you are following, based on your specific needs.	b. <input type="checkbox"/> False
15. What are transversal skills?	a. <input type="checkbox"/> Basic skills such as reading and writing b. <input type="checkbox"/> Technical skills specific to certain professions c. <input type="checkbox"/> Social and emotional skills and abilities that are useful in all areas of work
16. Why is skills evaluation important?	a. <input type="checkbox"/> It lets me evaluate what I already know b. <input type="checkbox"/> It helps me understand which skills I need to gain or improve c. <input type="checkbox"/> Both answers are correct
17. All workers have the right to one day off every week.	a. <input type="checkbox"/> True b. <input type="checkbox"/> False
18. If you take part in a strike from work, your employer can dismiss you.	a. <input type="checkbox"/> True b. <input type="checkbox"/> False
19. Can you work and study at the same time?	a. <input type="checkbox"/> No, once you start working you can no longer study b. <input type="checkbox"/> Yes, every worker who is also studying has the right to shifts that are compatible with their classes and exams
20. In Italy, any form of discrimination at work is illegal, and victims of discrimination can take their case to court.	a. <input type="checkbox"/> True b. <input type="checkbox"/> False

## And now, one last question for you!

On a scale from 1 to 5, how useful did you find this handbook for your job orientation?

1	2	3	4	5
				

Correct answers

1.	a-c-d
2.	a
3.	c
4.	a
5.	a
6.	b
7.	a
8.	b-c-e
9.	b
10.	a
11.	b
12.	f
13.	a
14.	a
15.	c
16.	c
17.	a
18.	b
19.	b
20.	a



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