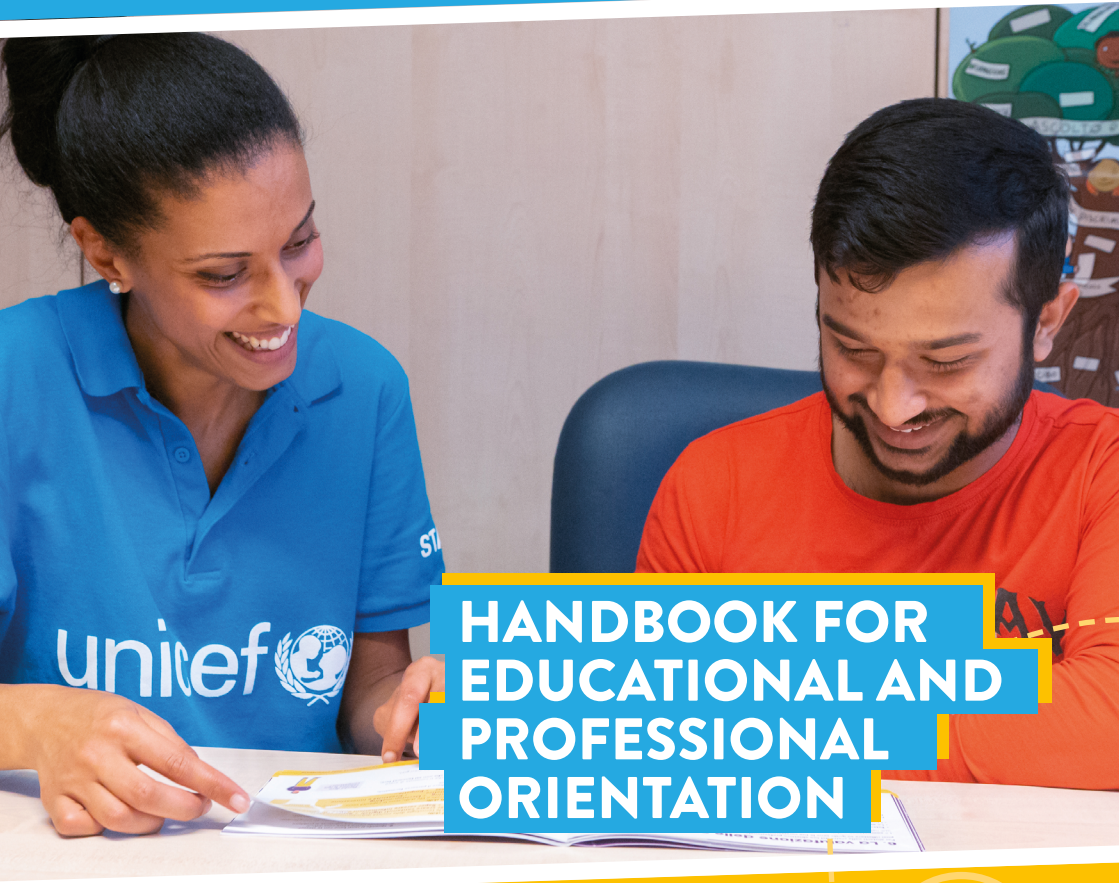


unicef 
per ogni bambino



Finanziato
dall'Unione Europea



HANDBOOK FOR EDUCATIONAL AND PROFESSIONAL ORIENTATION

FOR UNACCOMPANIED FOREIGN MINORS
AND YOUNG MIGRANTS AND REFUGEES IN ITALY





**Finanziato
dall'Unione Europea**

With the patronage of the Ministry of labour and social policies



**MINISTERO del LAVORO
e delle POLITICHE SOCIALI**

Edited by UNICEF Europe and
Central Asia Regional Office in Italy
(Sarah Martelli Sophia Benassila, Elena
Locatelli, Ludovica Barbato)

© United Nations Children's Fund
(UNICEF), 2024



CONTENTS

Introduction	2
Over to the unaccompanied foreign minors	5
1. What is a training pathway?	7
2. The educational and training pathways in Italy	10
2.1. If you are under 14 years old	12
2.2. If you are over 14 years old	13
2.3. After obtaining the “Licenza Media”	14
3. The types of training pathways	16
4. Advice on finding training and work	30
5. Minimum requirements and necessary documents	32
6. Professional objective	35
7. Skills evaluation	37
8. Responding to a job offer	42
9. Workers’ rights	46
10. The risks of working without a contract	49
11. The principle of equal opportunity and non-discrimination	50
12. Websites for further information	53
Annex 1 – The “Europass” Curriculum Vitae	55
Annex 2 – It’s your turn now!	61

INTRODUCTION

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

Educational and 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, educational and career guidance, as well as study certifications, are important for:

- Knowing what is foreseen by compulsory education and training;
- 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**.



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, also taking into account the new challenges and opportunities that are emerging with artificial intelligence.*



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

For example, climate change has increasingly highlighted the need to invest more in so-called “**green skills**”- the set of knowledge, skills, values and attitudes needed to live, develop and support an ecologically sustainable society. According to the International Labor Organization (ILO), the **green transition** will lead to the creation of 8.4 million jobs worldwide (**green jobs**) by 2030. (e.g. photovoltaic panel installers, experts in waste management and recycling, chefs specialising in zero and waste-free cooking, communication and green marketing officers, etc.).



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

Knowing how to convert prior qualifications and how to enhance the skills gained before arriving in Italy is essential to avoid **wasting precious time and to access higher education courses or employment more quickly.**

What is the Handbook for Educational and Professional Orientation?

It is a guide on accessing training opportunities aimed at continuing education and facilitate placement. 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, teachers and all relevant adult figures.

What are its goals?

- Provide useful information on accessing **educational and training pathways** aimed at continuing education and/or at facilitating 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**.
- Raising awareness of **workers' rights and the risks of working without a contract**.

Please note

In the Vademecum, some official school-related expressions are simplified using abbreviated terminology, either because it is commonly more recurrent and understood by young people or for reasons of space in the more schematic sections. Below are some examples:

- Lower Secondary school: "Middle school"
- Higher Secondary school: "High school"
- Concluding diploma of the first cycle of education: "Middle school certificate"
- Concluding diploma of the second cycle of education: "High school diploma"



OVER TO THE UNACCOMPANIED FOREIGN MINORS



Why do I need the Handbook for Professional 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 attended compulsory education or completed at least two years of apprenticeship

So if you are under 14 years old, you have to enroll in public school, get a “middle school certificate,” and then enroll in the first two years of “high school” until you are at least 16 years old. If, on the other hand, you are between 16 and 17 and do not have a “middle school certificate,” you still cannot work, but you can enroll in a “middle school” or a catch-up school (CPIA)

* 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.

Enjoy reading!

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.



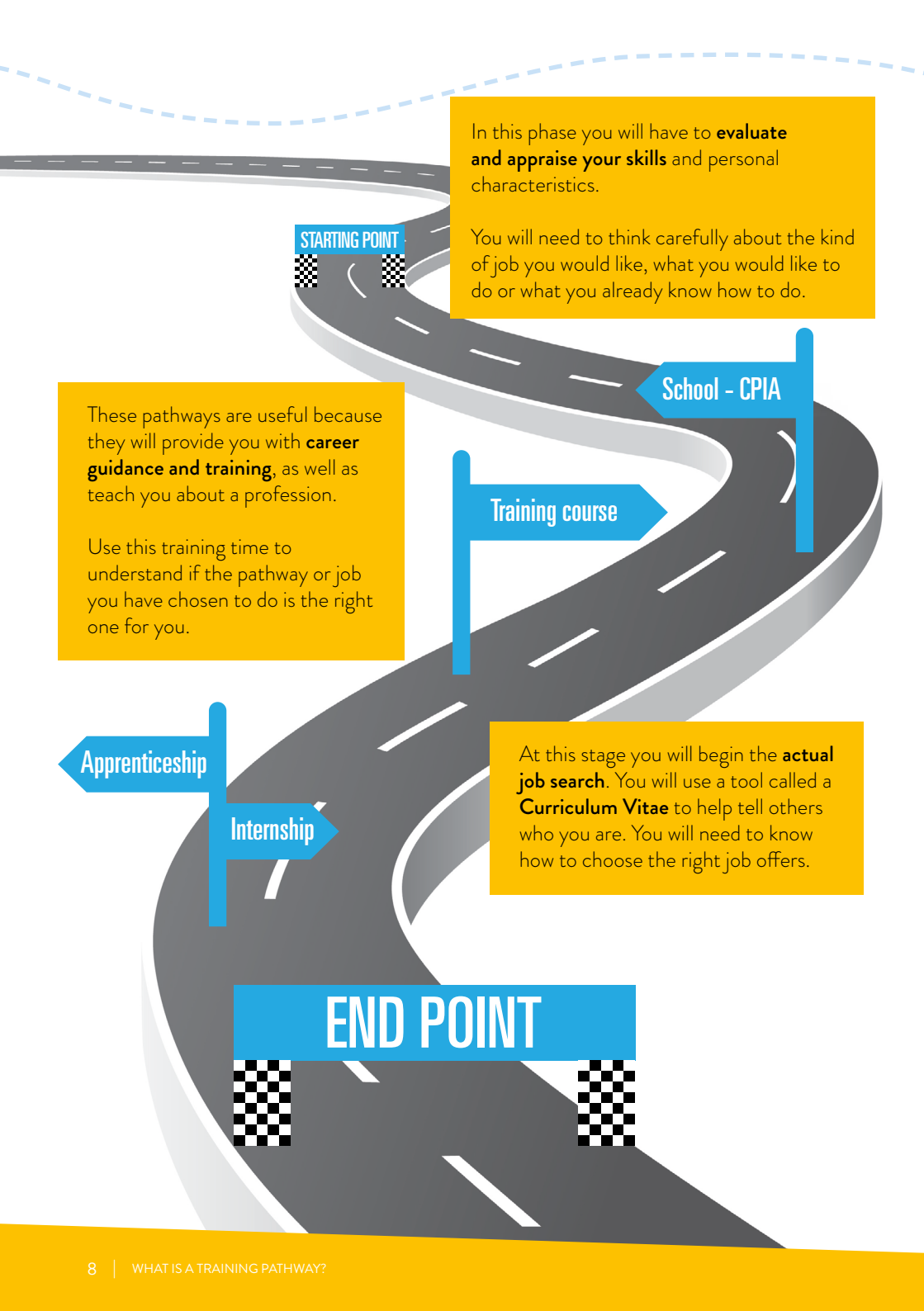
The way forward is defined by:

- 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.



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 teach 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.

School - CPIA

Training course

Apprenticeship

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



PLEASE NOTE



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.

2. THE EDUCATIONAL AND TRAINING PATHWAYS IN ITALY

Education is a fundamental right and duty of every individual until the age of 18.

School registration is compulsory for all children between the ages of 6 and 16, is free of charge, and can be done at any time of the year, even with incomplete or absent documentation!

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)

→ It is a **RIGHT** because it is essential for **personal growth**, job insertion and **inclusion into society**

→ It is a **DUTY** because **everybody must complete compulsory education and training to access the labor market**

Enrollment in school is **compulsory** for all minors between the ages of 6 and 16, is free of charge, and can be done at any time of the year, even **without documents**!



For school registration, you will find some important information below:

1

You can find the nearest school on the website **Scuola in Chiaro**
<https://cercalatuascuola.istruzione.it/cercalatuascuola/>

2

School enrollment is **free of charge**

3

You can register **online** or directly **at school**

4

You can enroll at **any time of the year**

5

You can enroll even if your **documents** are **incomplete** or **absent**

6

You will be enrolled in the class **corresponding to your age**, or, depending on your skills, to the class immediately below or above

7

If you have these documents, please bring them with you for registration (otherwise, it is not a problem):
ID; residence permit or receipt of permit application;
certificates of studies abroad

8

You can have **your studies abroad recognized** in two ways:
through a “declaration of value” or through an assessment of the skills by the school

2.1. IF YOU ARE UNDER 14 YEARS OLD

If you are under 14 years old, you can enroll in **middle school** (“scuola media”) where you can obtain a middle school certificate (“Licenza Media”).

- Middle school lasts three years and is compulsory.
- In addition to the subjects taught, you can take support classes to learn Italian
- In some schools there is also a music course
- To find your nearest middle school go to <https://cercalatuascuola.istruzione.it/cercalatuascuola/>

Subjects studied in middle school¹



Italian



Science



English and second foreign language



Music



History



Art education



Geography



Physical Education



Mathematics



Technology

For more details after “middle school certificate,” go below to section 2.3.

¹ <https://unica.istruzione.gov.it/it/orientamento/guida-alla-scelta/dal-sistema-integrato-0-6-anni-al-secondo-ciclo-di-istruzione/scuola-secondaria-di-primo-grado>

2.2. IF YOU ARE OVER 14 YEARS OLD

If you are over 14 years old and do not have the “licenza media”, you can enroll at a **CPIA or Centro Provinciale per l’Istruzione degli Adulti** (“Provincial Center for Adult Education”).

- 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 CPIA²

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

² 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

2.3. AFTER OBTAINING THE “LICENZA MEDIA”

After obtaining “Licenza Media” Two routes are possible:

1

Follow a professional training pathway

(Vocational Educational Training - VET)

You can choose from:

- 3-year or 4-year Vocational Education and Training (VET) course
- 3-year apprenticeship

After 3 years you get the **professional qualification**

After 4 years you get the **professional diploma**

2

Continue your studies at a high school

(*Scuola Superiore*)

You can choose from:

- High School
- Technical Institute
- Vocational Institute

After 5 years, you get a **high school diploma**



**QUALIFICA PROFESSIONALE
(PROFESSIONAL QUALIFICATION)**

**DIPLOMA PROFESSIONALE
(PROFESSIONAL DIPLOMA)**

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

Once the qualification or diploma is obtained,
2 other pathways open up

1

Pathway to job placement

For example:

- On the job training (internship, traineeship, apprenticeship...)
- Civilian Service (Servizio Civile Universale)
- Professional short course

At the end of these paths, you get **certificates and transcripts**.

2

“University” (Higher education)

You can choose from:

- 3- or 5-year University
- *Istruzione Tecnica Superiore* (ITS) (advanced technical education) of 2 or 3 years
- *Istruzione e Formazione Tecnica Superiore* (IFTS) (advanced technical education and training) of 1 year

After university you have a

Degree (bachelor’s or master’s)

After ITS or IFTS you have a

Certificate of Higher Technical Specialization



JOB PLACEMENT

3. 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 when they finish.

leFP or Istruzione e Formazione Professionale pathways (Vocational Education and Training)

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 to establish 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 allows you to **orientate yourself** on your **career choices**.

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).

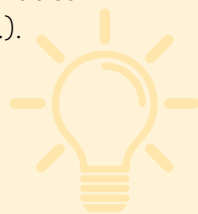
Promoter: the Region, the Municipality or other public entities (foundations, charity associations, social cooperatives, etc.).

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 information: 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 (universal civilian service)

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;
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: a monthly remuneration is foreseen.

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**, see the one that came out for 2024:
<https://www.scelgoilserviziocivile.gov.it/leggi-il-bando/il-testo/>

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 live.

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

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 services/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

...but there are many more!!!

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



EXAMPLES OF PROJECTS SUPPORTING JOB PLACEMENT

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

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, Apulia 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.

For more information: if you want to participate in the project “Percorsi 4” visit the website dedicated to the project:
<https://www.lavoro.gov.it/temi-e-priorita/immigrazione/focus-on/politiche-di-integrazione-sociale/pagine/attivita-e-servizi>

The “PUOI PLUS” project

Objective: the new “PUOI PLUS”³ intervention aims to offer targeted support according to the needs of third-country nationals through integration programmes focusing on counselling, education and language and other training, e.g. civic and vocational orientation courses.

The specific objectives of the intervention are:

- promotion, management and monitoring of transition pathways to work;
- qualification of the inclusion pathway through assistance and accompaniment to the operators involved, availability and sharing of methodologies and intervention tools;
- evaluation in qualitative-quantitative terms of the transition paths and promotion and dissemination of the results of the intervention;
- promotion of a more active role of employment centres, both to meet the complex needs of migrants and to contribute to the development of new and wider networks, with efficient and effective public-private links.

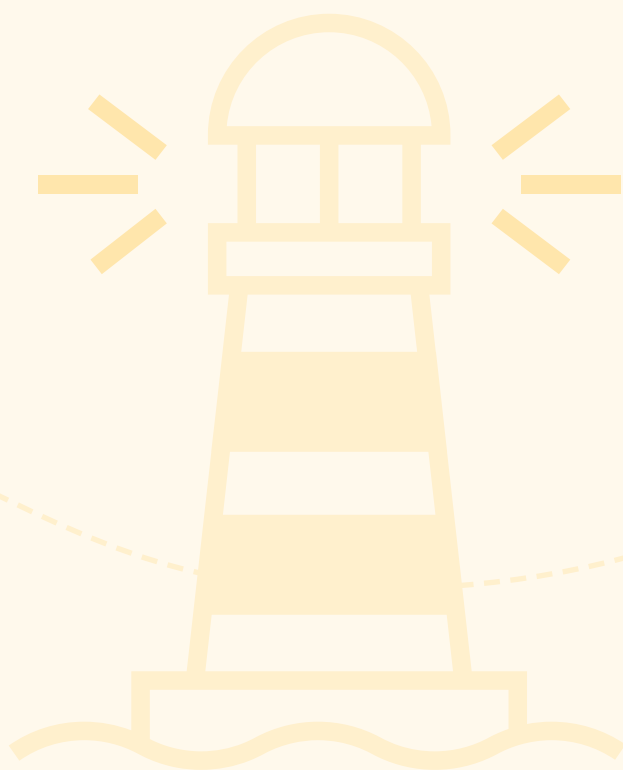
Target audience: vulnerable migrants such as third-country nationals with international, temporary and special protection, asylum seekers, unaccompanied minors and former foreign minors, victims of trafficking and/or severe labour exploitation and/or gender-based violence.

Information for promoters: The intervention will be financed in a complementary manner by the AMIF and the Inclusion and Poverty Prevention 2021-27 NP, for which the Directorate-General

³ https://www.interno.gov.it/sites/default/files/2023-12/invito_ad_hoc_puoiplus_fami-signed.pdf

for Immigration and Integration Policies has been identified as the intermediate body, to be able to propose a broader and multiannual offer of individual endowments and to strengthen the socio-occupational integration pathways under the ESF+ for 6,200 vulnerable migrants who are third-country nationals. The resources earmarked for financing the project amount to a maximum of € 15,000,000.00 from FAMI 2021-2027. The Directorate General for Immigration and Integration Policies reserves the right to extend the project funding allocation also through other national and/or EU funding sources.

More information: https://www.interno.gov.it/sites/default/files/2023-12/invito_ad_hoc_puoipplus_fami-signed.pdf



“Skills4YOUth” workshops

Objective: workshops for work orientation and soft skills development for young refugees and migrants at reception facilities and at the catch-up schools (CPIA). The Skills4YOUth initiative is promoted by UNICEF, in partnership with Junior Achievement Italy, in the framework of the PROTECT⁴ project in collaboration with the European Commission.

Methodology: with the Skills4Youth (S4Y) workshops, thanks to **group activities**, you can reflect on the **job you would like to do**, your **skills and the training** you will need to develop them. You can deepen your knowledge **of workers’ rights** and learn how to prepare a **Curriculum Vitae** or a **job interview**.

Location and duration: S4Y workshops are promoted in reception facilities and at CPIA throughout Italy. The workshops last approximately 4 hours each.

Qualification: at the end of the workshops each participant is given a certificate of participation.

For more information: the workshops can be activated by the staff of the structures and CPIA thanks to the material made available by UNICEF, including **a free e-learning Course** and **a Facilitator’s Guide** aimed at educators, operators, caregivers and actors of the reception system. For more information on Skills4YOUth: <https://www.unicef.it/media/skills4youth-valorizzare-le-proprie-competenze-per-orientarsi-nel-mondo-del-lavoro-costruire-il-proprio-futuro/>

⁴ <https://www.unicef.it/media/l-unicef-e-la-commissione-europea-rafforzano-la-collaborazione-a-favore-di-bambini-bambine-e-adolescenti-rifugiati-e-migranti-in-italia-protect-protecting-children-on-the-move/>

4. ADVICE ON FINDING TRAINING AND WORK

Where to find vocational training and job opportunities?

Here are some tips!

1

Vocational Training Centres (Centri di Formazione Professionale, CFP)

- Professional Education and Training Courses (leFP)
- Short vocational courses, free and for a fee
- Find your nearest CFP on the Scuola in Chiaro website
<https://cercalatuascuola.istruzione.it/cercalatuascuola/>

2

Job Centre (CPI)

- It puts recruiters in touch with jobseekers
- With the Declaration of Immediate Availability for Work (DID) you declare that you are available for work
- Information on job opportunities, internships, apprenticeships and vocational training
- Assistance in writing your Curriculum Vitae (CV) and sending an application
- CPI services are free of charge
- Find the CPI nearest to you on the Ministry of Labour's 'Search Desk' page
<https://servizi.lavoro.gov.it/cerca-sportello/>

3

Informagiovani desk at the Municipality where you live

- Information on vocational training and employment, volunteering and leisure opportunities
- Find the Informagiovani desk nearest to you by typing “Cerca Sportello” in the Ministry of Labour <https://servizi.lavoro.gov.it/cerca-sportello/>

4

Website of the Region where you live

- Type ‘Job + Region name’ on the internet, e.g. ‘Lavoro Regione Toscana’.
- Find the page dedicated to job opportunities and short vocational courses in the region (some are free!)

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.



5. MINIMUM REQUIREMENTS AND NECESSARY DOCUMENTS

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).

3

Have lived in Italy for at least 2-6 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.

* 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).

5

Have obtained your “Licenza Media” (middle school certificate)

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 catch-up school or CPIA (*Centro Provinciale per l'Istruzione degli Adulti*) that you attended at the end of the course.

5

**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

6

**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 job centre (CPI)

- 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 job centre
- The proxy of the guardian to the accompanying operator.



6. 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 "UPSHIFT" pathway. Try to answer the questions and think about your professional objective.

1. WHO ARE YOU?

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

.....

.....

What do others like of you?

.....

.....

.....

2. WHAT'S OUT THERE?

In what job environment would you like to work?

.....

.....

What role would you like to have?

.....

.....

.....

3. 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?

.....

.....

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

.....

.....

.....

DESIGN

HI-TECH

DIGITAL

WEB

7. 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**!

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

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:

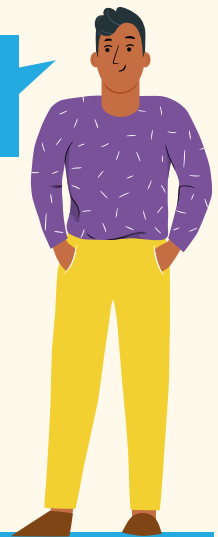
- Teamwork
- Problem solving
- Decision making
- Communication
- Showing initiative
- Creativity and innovation
- Critical thinking
- Stress management
- Empathy...

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 shut myself away 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 > YELLOW

Passionate: inspiring, able to relate, stimulating, intuitive

B > BLUE

Rational: accurate and systematic, competent, capable of self-control, calm and thoughtful

C > GREEN

Diplomatic: a good listener, calm and peaceful, supportive, who projects harmony and confidence

D > RED

Ambitious: action oriented, results-focused, determined, fast decision-maker

8. 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!

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.



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”.

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 you 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 have 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.



9. WORKERS' RIGHTS

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

Please note: some of these rights (such as holidays, sickness and injury) may vary depending on the type of contract between employee and employer.

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.).

Please note: minors must be guaranteed the same pay as adults for equal work (Art. 37 of the Constitution).

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).

Please note: minors may not engage in activities that impair their psycho-physical development (e.g. drinking alcohol and using heavy machinery or harmful substances). Minors may not carry weights for more than 4 consecutive hours per day.

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).

Please note: minors may not work more than 40 hours per week, may not work overtime or work at night.

WEEKLY REST

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

Please note: minors are entitled to at least two days off per week, preferably consecutive and including Sunday

VACATIONS, ILLNESS AND INJURY

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 4 days and INAIL pays for the following days (article 2110 Civil Code.).

TRADE UNION RIGHTS

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.

STRIKE

You have the right to strike, which is the **collective abstention from work**. It means not going to work to demonstrate and raise awareness about working conditions and workers' interests. Strike hours are unpaid (l. 146/1990).

STUDY AND WORK

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

MATERNITY AND PATERNITY

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.**

EQUAL TREATMENT OF MEN AND WOMEN

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

10. THE RISKS OF WORKING WITHOUT A CONTRACT



Beware of working without a contract!!!

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

Because of its **illegal nature**, penalties are imposed on the employer.

!!! 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, CGIL (*Confederazione generale italiana del lavoro*), CISL (*Confederazione italiana sindacati lavoratori*), UIL (*Unione italiana del lavoro*) and UGL (*Unione generale del lavoro*).

11. 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.



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

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.



**UNAR - Italy's anti-racial discrimination office, the
Ufficio Nazionale Antidiscriminazioni Razziali:**
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**

Anti-Violence and Stalking number: www.1522.eu

1522 NUMERO
ANTI VIOLENZA
E STALKING

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



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






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 -Whatsapp – Telegram** 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.

U-Report On The Move: <https://onthemove.ureport.in/join/>

12. 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/>
- **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/>
- **List of university scholarships for beneficiaries of international or temporary protection on the website of the Ministry of Labour and Social Policy**: <https://integrazionemigranti.gov.it/it-it/Dettaglio-approfondimento/id/36/Borse-di-studio-universitarie-per-beneficiari-di-protezione-internazionale-o-temporanea>
- **Cerca sportello on the website of the Ministry of Labour and Social Policy**: <https://servizi.lavoro.gov.it/cerca-sportello/>
- **Informagiovani + the name of the city where you live**: on Informagiovani website of the city where you live you can find information on training, volunteering, job opportunities and leisure activities in your area
- **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/>
- **INAIL**, *Istituto Nazionale Assicurazione Infortuni sul Lavoro* (Italy's institute for insurance against accidents at work): 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
- **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/>

ANNEX 1

“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)

Example:

September 2007 - Today

Replace with occupation or position held

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

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!

Native Language/s

Other language(s)

COMPREHENSION - SPEAKING - WRITING

Listening - Reading - Interaction - Speaking

Example:

C1

Example

B2:

Replace the language

Example:

English

Replace with achieved language certifications.

Enter the level, if known.

Example:

Certificado de Español: Lengua y Uso

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)

Information processing

Example:

Basic user

Communication

Example:

Intermediate user

Content creation

Example:

Intermediate user

Security

Example:

Advanced user

Problem solving

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

Driving license

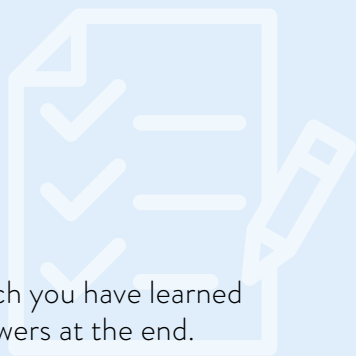
Insert the category of driving license held here.

Examples:

B

ANNEX 2

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

7. An apprenticeship is an employment contract characterized by its emphasis on training.	<input type="checkbox"/> a. True <input type="checkbox"/> b. False
8. What are the requirements for applying for civilian service? <i>Select one or more answers.</i>	<input type="checkbox"/> a. Only Italian citizens can apply <input type="checkbox"/> b. I need a valid residency permit <input type="checkbox"/> c. I must not have a criminal record <input type="checkbox"/> d. I must be between 16 and 22 years of age <input type="checkbox"/> e. I must be between 18 and 28 years of age
9. What is an <i>attestato di HACCP</i> (HACCP certificate)?	<input type="checkbox"/> a. A compulsory certificate for anyone who wants to become a cultural mediator <input type="checkbox"/> b. A compulsory certificate for anyone who wants to work in the food sector
10. What is an OSS?	<input type="checkbox"/> a. A health and social care provider who offers care and support for people who are not able to live independently <input type="checkbox"/> b. An operator in the reception system
11. To enter the world of work in Italy, being able to speak Italian well is a requirement.	<input type="checkbox"/> a. True, it is a requirement <input type="checkbox"/> b. False, it's not a requirement, but it is very important
12. What is the <i>Dichiarazione di Immediata Disponibilità al lavoro</i> or DID (Declaration of Immediate Availability for work) for?	<input type="checkbox"/> a. It is a way of stating that I am looking for work and am available immediately <input type="checkbox"/> b. It is required in order to get a <i>Licenza Media</i> (middle school certificate) <input type="checkbox"/> c. It is required in order to get a fiscal code
13. A <i>Piano Educativo Individualizzato</i> or PEI (Individualized Education Plan) is a document used to set the objectives of the training pathway you are following, based on your specific needs.	<input type="checkbox"/> a. True <input type="checkbox"/> b. False

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

And now we have one last question for you!

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

1	2	3	4	5
				

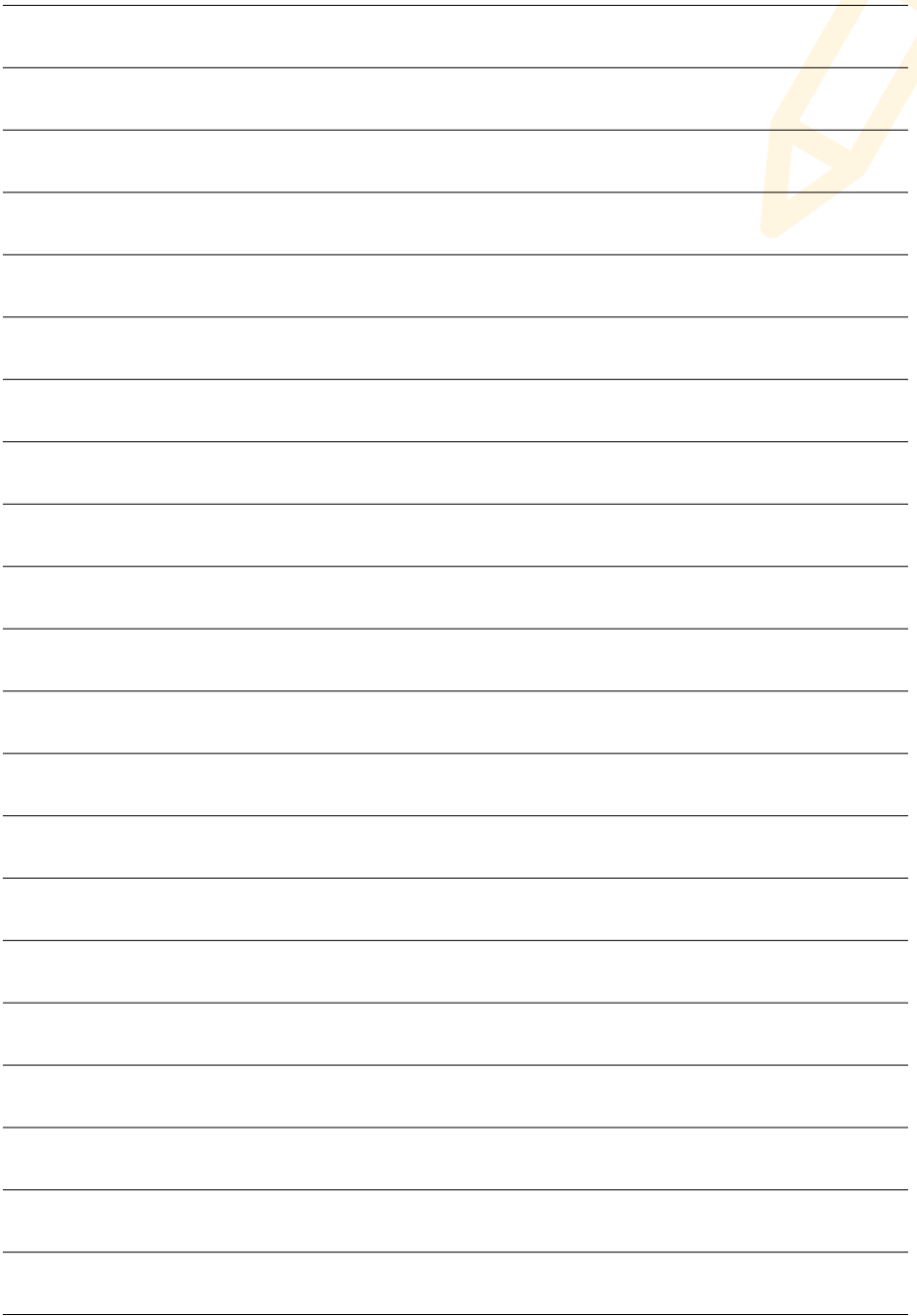
CORRECT ANSWERS

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.	a.
13.	a.
14.	c.
15.	c.
16.	b.
17.	b.
18.	a.



NOTES













**Finanziato
dall'Unione Europea**

UNICEF Europe and Central Asia
Regional Office - Italy Outpost
Via Palestro 68, 00185 Rome Italy
Telephone: +39.06.478091
www.unicef.org/eca/

©UNICEF, 2024

