



PROGETTO CO-FINANZIATO
DALL'UNIONE EUROPEA



REGIONE LIGURIA



MINISTERO
DELL'INTERNO

AUTORITÀ RESPONSABILE

Progetto Percorsi 2 - Italiano per stranieri - Prog 2510 - Cup G38H18000270007

Asylum, Migration and Integration Fund 2014-2020 - Specific Objective
2.Integration / Legal migration - National objective ON 2 - Integration - lit.
h) Civic language training - Regional language training plans 2018-2021

Labour Sector and Support for Regional Policies
Evaluation Service Results, Certifications Skills and Observatory Job Market.

MIGRANT LABOUR

**JOB SEARCH
TIPS IN
LIGURIA**



Alfa

Agenzia regionale per il lavoro
la formazione e l'accREDITAMENTO

MIGRANT LABOUR

**JOB SEARCH TIPS IN
LIGURIA**

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Fami Project PERCORSI 2 - Italian for foreigners in Liguria
Prog. 2510 - Cup G38H18000270007

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PREMISE

This short guide offers some suggestions to **guide foreign citizens in finding work in the Liguria Region**. The result of direct experience, with various users met at the Reception Centers, the **SAI** (Reception and Integration System), the **CPIA**, the **CPI**, the latter engaged in the difficult task of seeking employment, economic stability with a view to good social integration. It also takes its cue from the comparison with the operators who, in the various guidance services, daily, support the activation of foreign citizens, providing them with **tools and information useful to understand the complex Italian working reality**, with its difficulties and opportunities.

The aim is to provide theoretical and practical guidance, to support not only the job search, but a **greater awareness** of their skills, the ability to transfer and enhance the **“knowledge” and skills acquired in the countries of origin**, integrating them with the **needs of the local labour market**.

This manual does not have the ambition to represent exhausting all the curiosity and needs of the user, but serves to provide the first useful tools to move with greater mastery in the local labor market.

Due to the variety of topics and the changeability of the normative references, there may be, over time, a need for updating; nevertheless, many of the references and the pragmatic cut of the contents will be able to resist the changes.

We hope that this guide can be a concrete tool for supporting migrant citizens, but also for the operators who work with them at: the Structures, Schools, Associations and Institutions.

The path is articulated so that the user can follow it independently, trying to anticipate some of the **questions that job seekers could ask** and providing answers and guidance.

Also in the appendix is a **glossary** that aims to summarize the words that **have been used** in this complex world and explain the meaning.

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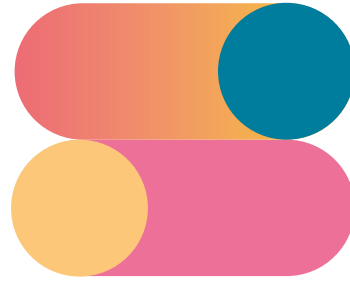
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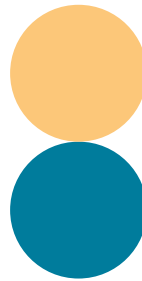
60 BIBLIOGRAPHY / SITOGRAPHY



AN 
**IMPORTANT
ANTICIPATION:**



 **THE WORDS.**



HERE ARE SOME ESSENTIAL WORDS IN THE SEARCH FOR WORK.

*Why is it important to know their meaning?
Because they are the right tools to look for work!*

If we know how to move, we'll get there sooner and better.

At the end of this route, we will be able to know the meaning of the most important terms and the most useful tools in the job search.

DO YOU KNOW WHAT THEY MEAN?

IF YOU ARE CURIOUS, GO TO LOOK FOR THE MEANING, AND UNMASK THOSE YOU KNOW YOU CAN FIND THEM IN THE GLOSSARY AT THE BOTTOM OF THE GUIDE, ALONG WITH MANY OTHER WORDS

Curriculum: _____

Job search on the Internet: _____

Skills: _____

Job interview: _____

Italian language: _____

Contract of employment: _____

Personal features: _____

Pay slip: _____

Network: _____

Agencies for the work: _____

Address book: _____

Centers of employment: _____

Information: _____

Internship: _____



MY NEEDS, MY STARTING POINT.



“ So let us ask ourselves,
*what do I do
really well?* **”**

Surely my main need is to quickly find a job!

But also:

- Seek economic and personal security;
- Integrate into society;
- Learning a profession (sometimes the job I did before coming to Italy is not there or not found).

for this it takes some time to prepare.

It is useful to ask:

1. What job can I do? What experiences do I have?
2. What job would I like to do? Should I study before I can do it? Should I learn?
3. What job am I willing to do?

IT IS NECESSARY TO UNDERSTAND:

- WHAT DO I DO REALLY WELL?
- THE THINGS I DID IN MY HOME COUNTRY, CAN YOU DO HERE AND IN THE SAME WAY?
- WHAT DOES THE MARKET OF THE COUNTRY, THE REGION, AND THE CITY WHERE I LIVE TODAY NEED?
- DO I NEED TO
- GET READY AND LEARN SOMETHING MORE?

Maybe we have done different jobs, in different places and in different ways: it is important to reconstruct these experiences and understand what skills we have acquired.

After identifying our skills, we need to understand what are required by the job we are looking for or that the Job Market requires: the meeting between these two needs can be really a GOOD MEETING!



MY COMPETENCES.

“ *What do I know?*

What do I know?

*Is all this enough to do the job
I'm looking for?*

*Is it enough compared to
what companies need?*

”

To answer these questions we need to focus on two key points.

- What can I do? What are my skills, do all the activities necessary to do the work that interests me and that the market seeks?
- What personal characteristics do I have? Can they be useful for the job that interests me and that the market seeks?

Below is a simple grid tool that can help me think about my skills.

What are my SKILLS? From what experiences do they derive?

To compile this grid I help myself with the explanation that I find in the tool “Skills and Behaviors” in the following pages.

It’s important to think about our skills: if we think about the jobs we’ve done, the experiences we’ve had, even non-work, and we ask ourselves, “What have I learned?” “What have I learned to do?” We can find out that we know and know how to do more than we think! Some tools in this path can help us take a first step to identify our skills.

<p>EXPERIENCES OF STUDY</p> <p><i>School career; Vocational training courses</i></p>	EXPERIENCE 1	EXPERIENCE 2	EXPERIENCE 3
<p>ESPERIENZE DI LAVORO</p> <p><i>What have I done? Where did I do it?</i></p>	EXPERIENCE 1	EXPERIENCE 2	EXPERIENCE 3
<p>COMPETENZE SPECIFICHE</p> <p><i>Le conoscenze e capacità specifiche di un corso di studi o di un lavoro. They are the specific knowledge and skills of a course of study or work. What do I know? What did I learn from studying? What have I learned from working?</i></p>	COMPETENCE 1	COMPETENCE 2	COMPETENCE 3
<p>COMPETENZE TRASVERSALI, ATTITUDINI PERSONALI E RELAZIONALI</p> <p><i>It also includes positive behaviors, personal characteristics useful to relate in a new environment and integrate.</i></p>	COMPETENCE 1	COMPETENCE 2	COMPETENCE 3



THE IVC SYSTEM OF COMPETENCES.



I = Identification
V = Validation
C = Certification

The ivc system of competences may be a way to:

- **IDENTIFY OUR SKILLS**
- **GIVING VALUE TO SKILLS**

In some cases, in fact, the Liguria Region can recognize our competences.

This can allow us to have a certification of our experience, to better present ourselves

in the labour market. With a more useful professional profile to find a job or to change it.

This, in Liguria, is possible thanks to the IVC system of skills.

A complex system that can be accessed

by request, in the offices of **Alfa Ente Regionale** and at the **Accredited Entities and Institutes**.

Useful links:

certificazionecompetenze.alfaliguria.it

OUTLINE
that
summarizes
what is the
IVC System
of Skills:

I = **Identification**

- We list all the “knowledge”, the know-how, the useful behaviors we have acquired during our work experiences and other learning experiences (study, volunteering, activities other than work);
- We look for all documents that can prove that we have acquired the skills we declare.

V = **Validation**

The learning of the professional skills that we have included in the dossier is evaluated.

C = **Certification**

Learning skills is certified and a practical test is taken.

THE PROCESS:

People who have acquired important and demonstrable skills, both in work and non-work experience, for at least 1 full time year or 2 part-time years, can then enter a path to be helped to identify this experience, evaluate it and arrive at a possible certification by the Liguria Region.

The **certified professional profiles** (jobs, trades) **are those that we can find in the “Ligurian Repertoire of professional profiles”**

professioniweb.regione.liguria.it

You can contact an Authority recognized by the Liguria Region and have support and assistance to complete a document (Dossier) where to indicate the knowledge and skills you have and the documents that can prove that you have actually acquired them in your life.

The “Support Technician” will immediately tell us if we can go ahead or if the experiences we have are not yet sufficient for Validation or Certification.

The dossier is completed by online procedure and is evaluated by a regional Commission.

THE STAGES:

What happens in the IVC path??

01

Access: the request is analyzed to understand if it is adequate to make the route, an operator is able to advise if the route can be useful and how.

02

Identification of skills:

together with the “technical support” you start to build the Dossier. In this phase the experiences are reconstructed and the competences useful to the Validation are identified; moreover, the evidences that can demonstrate them are collected;

03

Validation:

a Commission assesses the dossier.

04

Certification:

if the Validation went well on all the skills and the user decides to go ahead to have a qualification you will have to take an exam.

For more information with the help of an operator, visit this site:

certificazionecompetenze.alfaliguria.it



● MAKING A PROFESSIONAL PROJECT.

“ *What do I know?*

What do I miss?

What can I do to learn it? ”

**WHAT DOES IT
MEAN**

**TO DO A PROFESSIONAL
PROJECT?**



I may have done a job that isn't there or done it another way, with other tools.

For this profession maybe I need specific training.

I have to ask for information to understand what it takes to do a job well.

i can do it in several ways (depending also on the type of work) for example:

- Ask anyone who does;
- or Try to do it;
- Study to learn it;
- Compare the information I collected about that work with my skills.

By collecting all this information I can get the clearest ideas about:

1. What do I know?
2. What do I miss?
3. What can I do to learn it

This means A PROFESSIONAL PROJECT

On the following page you will find a **CARD** with a useful diagram for this purpose.



Here is a CARD to help you

THINK ABOUT YOUR PROJECT!

The work i would like:

WHAT JOB DO I CARE ABOUT?

What do you need to know and know?

IN ORDER TO DO THE JOB I WOULD LIKE WELL, I CAN DO AN INTERNET SEARCH ON THIS WORK! ALSO BY CONSULTING: professioniweb.regione.liguria.it

What do I have?

BASIC KNOWLEDGE, TRANSVERSAL SKILLS AND COMPETENCES I HAVE? I CAN HELP WITH THE ABOVE CV AND REPERTOIRE.

What do I miss?

WHAT ARE THE BASIC KNOWLEDGE, SKILLS AND SOFT SKILLS USEFUL TO THAT JOB AND WHAT DO I HAVE TO LEARN? I LOOK AT THE JOB DESCRIPTION.

What can I do to learn?

HOW TO INTEGRATE WHAT I MISS?

- INTERNSHIP;
- LABOUR EXCHANGE;
- COURSE OF FORMATION;
- ETC...

What can I do to find work?

IF I HAVE NOTHING I CAN:

- SEARCH FOR INFORMATION
- SEARCH FOR CONTACTS
- APPLYING FOR MY CV
- SEARCH FOR SUPPORT
- SERVICES (E.G.: AGENCIES, ...)

WHAT IT TAKES TO LOOK FOR WORK.

THE LABOUR MARKET NEEDS WORKERS:

- *Competent (immediately)*
- *Reliable*
- *Who can learn > (willing to listen, observe and learn)*
- *Productive > (working well)*
- *Autonomous > (who can work without needing the help of others)*

Then skills are not only:
WHAT DO WE DO?

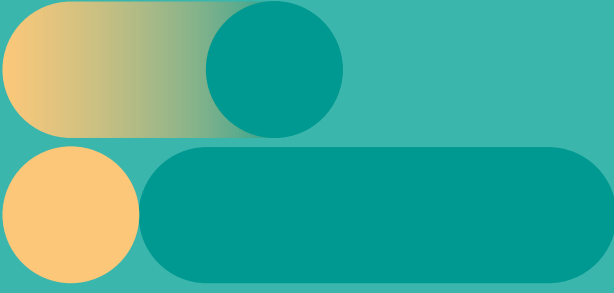
But also:
HOW AND WITH WHICH PEOPLE IS IT DONE?

They are also very important in the world of work:

- the ability to cooperate,
- to learn by doing,
- to solve problems,
- To know how to do it yourself,
- to communicate with others,
- to ask for help and information,
- to listen,
- to make decisions,
- to respect the rules,
- to control their own work,
- but also features such as precision, punctuality, curiosity, (personal traits)

All this is called:

SOFT SKILLS



TRANSVERSAL SKILLS/ BEHAVIOUR.



Let's talk about generic skills, those useful for moving in the world of work.

They are also positive behaviors that help to adapt and integrate.

On the following page, you will find a tool, to better understand useful behaviors. We can do this by thinking about our strengths and what skills we need to improve.

REFLECTING ON SOFT SKILLS:

- Either we try to think about these skills, we all have them and/or we have had the opportunity to use them during our life, identify them.
- Let's look at the descriptions (if necessary with the help of an operator or a friend) to understand better their meaning.
- Let's try to do an exercise: let's think about how strong we feel on each competence and on Which we can still improve..

EXERCISE:

Below is a list of useful skills in the world of work, you have to assign to some practical declinations of these a score from a minimum of 1 to a maximum of 4 points for each example reported.

SCALE FROM 1 TO 4:

- 1** = *I do not have the competence;*
- 2** = *I have little competence*
- 3** = *I possess enough, but not completely the competence;*
- 4** = *I have full competence..*

N.B.:

IT IS IMPORTANT TO KNOW THE LANGUAGE OF THE COUNTRY IN WHICH WE LIVE, IT IS ESSENTIAL TO EXERCISE OUR SKILLS AND TO BE ABLE TO TELL THEM AND SHOW THEM IN A JOB INTERVIEW.

HOW STRONG AM I ON THIS SKILL FROM 1 TO 4 ?

Enter the score in the box.

I AM KNOWINGLY ABLE TO KNOW:

- My strong points;
- My weaknesses, my weaknesses;
- My way of reacting to situations;
- My preferences (e.g. in what situations do I feel good and in which I feel uncomfortable?);
- My desires;
- My needs.

#SELF-AWARENESS

I AM ABLE TO:

- Analyze information and situations I am in;
- Understand the advantages and disadvantages of a situation;
- To distinguish the reality of the facts from my personal impressions and my prejudices.

#CRITICAL THINKING

AM ABLE TO:

- Act and do not re-act to something that happens;
- Assess the different possibilities and consequences of actions;
- Choose in relation to myself and context.

#MAKE DECISIONS

AM ABLE TO:

- Find effective solutions to a problem, thinking about the people involved, including myself

#TROUBLESHOOT

AM ABLE TO:

- Managing an emotion, without shelving it trying to understand what it tells us, what it means.

#MANAGE EMOTIONS

AM ABLE TO:**#MANAGE STRESS**

- Recognize my stress level;
 - Recognize if I feel nervous, tired, angry.
-

AM ABLE TO:**#CREATIVITY**

- Get out of difficult situations, solving them in an innovative way;
 - Apply new ideas, more functional procedures in the workplace.
-

AM ABLE TO:**#COMMUNICATE**

- Communicate in an effective manner;
 - I communicate effectively by voice;
 - I communicate effectively by writing;
 - I can listen and build solid interpersonal relationships;
 - Communicate in groups;
 - Communicating with people in roles other than mine.
-

AM ABLE TO:**#INTERACT**

- Create relationships;
 - Maintain important relationships over time;
 - Interrupt inappropriate relationships;
 - Declare my needs and opinions in respect of others, their ideas and their needs, without prevarication or submission.
-

AM ABLE TO:**#UNDERSTAND OTHERS**

- Listen in an interested way;
 - Put myself in other people's shoes, see how they feel.
-

AM ABLE TO:**#AUTONOMY**

- Schedule my own time;
- Manage your appointments;
- Find the right energy to do things without needing suggestions

THE TRAINING.

“ *Is it useful
to learn
something more?* **”**

Is it useful to learn something more?

Some jobs require training:

(I have to study to be able to do that job): there are professions that cannot be done without a specific qualification (for example, the OSS, the Cultural Ombudsman, the Language Ombudsman, the Teacher, the Nurse, ...)

There are different levels of training, different levels of difficulty and different

TIMES to acquire it. Some ways:

- **INTERNSHIP OR INTERNSHIP**
- **VOCATIONAL TRAINING COURSE**
- **FIRST GRADE SECONDARY SCHOOL** (3rd grade)
- **SECONDARY SCHOOL OF SECOND GRADE** (lyceums, technical institutes, professional institutes)
- **UNIVERSITY**

Here is some information to understand the difference between

THE DIFFERENT POSSIBLE LEVELS OF TRAINING

The internship shall: The internship is a period of orientation to work and training, it is not an employment relationship, in fact, there is not a paycheck and not even a contract of employment; there is instead a Convention signed by a Promoter (such as Universities, Public and Private Higher Schools, CPI, Employment Agencies, Public Vocational Training Centers and/or Guidance) and a Host Subject (Company, Professional Study, Cooperative, Public Bodies Etc.) on a Training Project. The objectives of the internship are indicated in the Training Project. The tasks that the trainee will perform, their respective rights and duties, often (depending on the rules that the promoter and/ or the host subject have) there is a reimbursement of expenses for the trainee. It is a useful tool for those who want to approach a job in order to know it, learn it and understand if this can be his way to work.

The vocational training course:

Vocational training is useful for acquiring knowledge and skills needed to work in certain sectors. All the REGIONS of Italy have centers dedicated to activate Professional Training Courses. Often, these are free courses for those who apply, because they are funded by the European Social Fund (F.S.E). In other cases, these are courses provided by private training agencies and are subject to a fee. It is necessary to be well informed about the difference between free and paid courses, about the qualifications that are issued (they can be Certificates of Attendance, Professional Qualifications, Specializations), about the requirements necessary to attend them. For this reason, it may be useful to ask for information from a Job Centre, the Teachers of the school you have just attended, the Information and Guidance Desks, the Patronages, the Trade Unions, the Voluntary Associations.

On the internet, the professional training courses active in Liguria, can be found on this link: **FORMAZIONELAVORO.REGIONE.LIGURIA.IT**

Here you can find training courses, of different levels, both free and paid, recognized by the Liguria Region and that allow you to have a Recognized Qualification. On the same site you can also find job listings of companies that have reported their need to the Employment Centers (CPI)

IMPORTANT: To access the Professional Training Courses you usually need to have at least the title of Secondary School of first degree or the level B1 of Italian language.

The IVC path described above may allow, in cases where the requirements exist, to acquire a professional qualification or to have validated part of the skills of a professional qualification, For more information, please contact Alfa's Skills Certification Service, link below:

CERTIFICAZIONECOMPETENZE.ALFALIGURIA.IT

Secondary school of first degree: is what many of us know as "Third Grade", you can attend it at the CPIA (Provincial Centers of Adult Education). The main subjects of study are Italian, English Language and second community language, History, Geography, Mathematics, Geometry, and Natural Sciences. If I have the title of Secondary School of First Degree, I can access the Vocational Training Courses and the Secondary School of second degree. The CPIA are present in every province (on Genoa there are 3).

Here is the site where you can find all the references of the CPIA in Liguria:

WWW.RETECPIALIGURIA.IT

Secondary school of second degree:

You can enroll if you have the title of Secondary School First Degree.

You can attend Lyceums, Technical Institutes, Professional Institutes; to obtain the Diploma the duration of the path is 5 years.

In the link below, you can find descriptions of Secondary Schools Second Degree Italian: WWW.MIUR.GOV.IT/WEB/GUEST/SCUOLA-SECONDARIA-DI-SECONDO-GRADO

In the following links we can find all the educational offer after the “middle school” (School Secondary level of First degree), for each province of Liguria:

Genova:

ISTRUZIONE.CITTAEMETROPOLITANA.GENOVA.IT/OFFERTA-FORMATIVA/STUDIARE-DOPO-LE-MEDIE

La Spezia:

WWW.PROVINCIA.SP.IT/FLEX/CM/PAGES/SERVEBLOB.PHP/L/IT/IDPAGINA/7307

Savona:

WWW.PROVINCIA.SAVONA.IT/SCUOLA/ISTRUZIONE/ORDINAMENTI-STUDIO

Imperia:

WWW.PROVINCIA.IMPERIA.IT/ATTIVITA/EDILIZIA-SCOLASTICA/ISTITUTI-SUPERIORI

ITS: ITS offers free courses of about two years that allow you to obtain the title of Higher Technical Specialization: to access you need the secondary school diploma. During the course there are internships in the company.

University: You can register if you have the title of Secondary School of Second Grade and often you must pass the entrance tests.

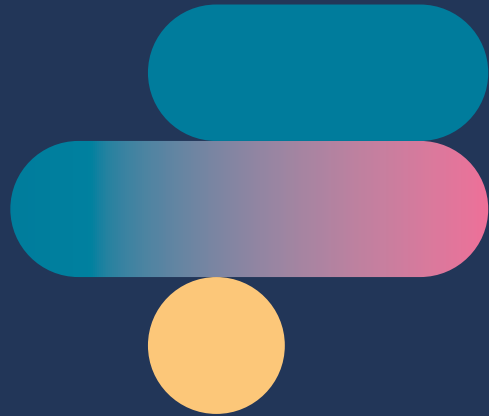
The Universities are located in several cities of Italy; they can be Public or Private. The courses are varied and with various specializations, (they are called Degree Courses). The average duration is 3 years for the First Degree, plus 2 years for the Specialization Degree, in some cases the path is 5 continuous years (these are called Single Cycle Degree Courses).

University of Genoa website, Unige link:

UNIGE.IT



HOW TO LOOK FOR WORK.



When I clarified what I want to look for (I have the information about the job I want to do, I know I have the skills to do it) ...

I NEED TO UNDERSTAND WHAT TOOLS CAN HELP ME GET TO WORK

INSTRUMENTS

01 KNOW THE TERRITORY AND UNDERSTAND THE TYPES OF COMPANIES THAT WORK THERE:

- Which companies might be interesting for me;
- What they ask for;
- What the ads say.

02 UNDERSTAND WHAT SERVICES CAN HELP ME:

- Agencies for the job;
- Centers for the Employment;
- Company of selection of personnel

03 PERSONAL KNOWLEDGE::

- Network of friends
- Acquaintances;
- Operators who can give me guidance and good advice.

04 DIRECT APPLICATIONS WITH CV AND COVER LETTE:

- I send my CV to Companies;
- Internet use.

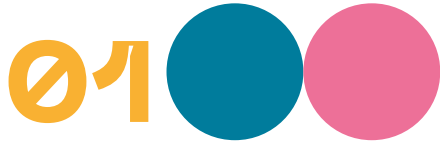
05 KNOW HOW TO LOOK FOR WORK ONLINE

06 UNDERSTAND JOB VACANCIES:

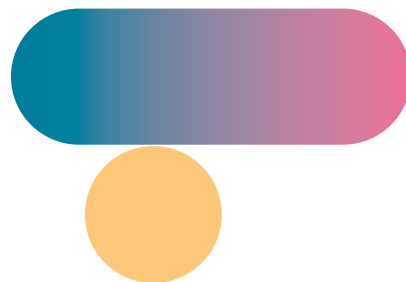
- Job description;
- Type of contract.

07 KNOW THE TYPES OF EMPLOYMENT CONTRACT

08 PREPARE FOR A JOB INTERVIEW.



KNOW THE TERRITORY AND ITS COMPANIES.



“ *What are the types of companies that work there?*

What could be interesting for me?

What are they looking for?

What do the ads say? **”**

HOW TO FIND COMPANY ADDRESSES

The best thing is to search on the internet:

Do a research based on the sector of interest or type of activity that carries out the company to which we are interested, generally companies have their site and on that you can apply by filling out a form (a model) or attaching your resume.

- Examples of research to be carried out online, useful phrases: engineering companies; nurseries; elevator repair; mechanical workshop; construction; furniture; logistics and transport. It is always better to specify the geographical place where you want to work, eg: Genoa.

Look on the websites of the Trade Associations, for example: Industry, Crafts and See if I can find the list of Associates

- Example: WWW.CONFINDUSTRIA.GE.IT:8080/INDEX.ASPX?SECTIONID=0.1.6&ACT=ALF

Specialized websites that deal with a sector and also have the indications of companies working in that sector.

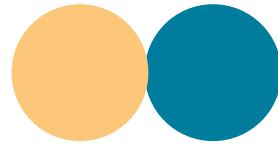
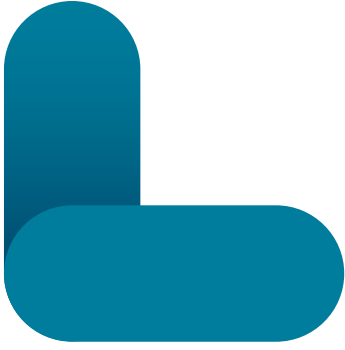
- Example: INFORMARE.IT is a specialized site on the sea. You will find all companies involved in their work by sea (transportation, maintenance and logistics);
- WWW.ARTIGIANILIGURIA.IT you can find addresses of many craft companies, divided by type of product;
- FUORIGENOVA.CITTAMETROPOLITANA.GENOVA.IT/TIPOLOGIA-ATTIVITÀ-ECONOMICA/AZIENDE-AGRICOLE

Databases where divided by geographical area and sector, I find addresses of companies.

- Examples: WWW.PAGINEGIALLE.IT

Provincial Sites Example:

- WWW.REGISTROIMPRESE.IT by entering the type of activity of the company and the Province (e.g. Savona): the result shows me all the companies that do that activity in the geographical area I have selected
- WWW.INFOIMPRESE.IT here I can search by selecting the geographical area where I want to search and then writing a keyword (indicating the activity or product).

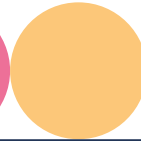


02

THE SERVICES: UNDERSTAND WHICH CAN HELP ME:.



HOW TO UNDERSTAND WHICH SERVICES CAN HELP ME:



Employment Agencies, Employment Centers, Employment Agencies, Recruitment Agencies Personal: Let's see what it is.



THE CENTERS FOR EMPLOYMENT

WHAT IS A JOB CENTRE (CPI)? Employment Centers are a meeting point for job seekers and job seekers. Services are free.

In Liguria there are 14 CPI, 4 are in Genoa. There are also two Centers that deal with people with disabilities or belonging to protected categories.

To access the services you must register on the portal **MiAttivo (MIATTIVO.REGIONE.LIGURIA.IT)**. The person is then summoned by the Employment Centre via the contact details indicated on Miattivo, via e-mail and via sms

It is always possible to contact the Employment Centre for information and support to fill in the online registration on the MiAttivo portal

The main services are:

- Information on training, job opportunities, tools and information for active job search;
- Information on the main labor regulations;
- Placement of vulnerable groups (disabled);
- Career guidance (individual interviews to make a project and get to the goal working);
- Internships;
- Administrative paperwork for work.

At this link you can find the addresses of all the Employment Centers of Liguria:

WWW.REGIONE.LIGURIA.IT/HOMEPAGE/LAVORO-LIGURIA/OPERATORI-LIGURI-CPI.HTML

Below all the Employment Centers of the former 4 Ligurian province:

Genova:

EMPLOYMENT CENTRE GENOVA CENTRO

Via Cesarea, 14 Genova
Tel. 010 2893100
E-mail: cpi.genovacentro@regione.liguria.it
Opening hours to the public:
From Mon. to Fri. 8:30 - 12:30

EMPLOYMENT CENTRE VAL BISAGNO

Via Adamoli, 3A nero 16138 Genova
Tel. 010 2893206 - Fax 010 289.3214
E-mail: cpi.valbisagno@regione.liguria.it
Opening hours to the public:
Monday to Friday from 8:30 to 12:30
Tuesday and Thursday open in the afternoon
by appointment from 14:15 to 16:15

CENTRE FOR EMPLOYMENT PONENTE

Via Muratori, 7 16152 Genova
Tel. 010 2893187 - Fax 010 2893180
E-mail: cpi.medioponente@regione.liguria.it
Opening hours to the public:
Monday to Friday 8:45 - 12:45

EMPLOYMENT CENTRE VAL POLCEVERA

Via Teglia, 8A 16161 Genova
Tel. 010 2893270 - Fax 010 289.3266
E-mail: cpi.valpolcevera@regione.liguria.it
Opening hours to the public:
Monday to Friday from 8:45 to 12:45
Tuesday and Thursday afternoon by appointment only from 14:15 to 16:15

CENTER FOR EMPLOYMENT CHIAVARI

Viale Millo, 13B 16043 Chiavari (Ge)
 Tel. 010 2893312 - Fax 010 2893301
 E-mail: cpi.tigullio@regione.liguria.it
 Opening hours to the public:
 Monday to Friday 8:30 - 12:30
 Tuesday and Thursday afternoon by
 appointment only 14:30 - 16:00

TARGETED PLACEMENT - GENOA

Door Inscriptions Via Cesarea n somebody. 14
 Genoa
 Booking appointment to nn. 0102893108 and
 0102893111 from Monday to Thursday from
 8:30 to 12:30 and from 14 to 16:30, Friday only
 from 8:30 to 12:30 or via E-mail:
 collocamentomirato.ge@regione.liguria.it

TARGETED PLACEMENT GUIDANCE SERVICE

Targeted Placement Guidance Service - Via
 Cesarea, 14 - Genoa
 Booking appointment at n. 010 2893373

Savona:**EMPLOYMENT CENTRE IN ALBENGA**

Region Bagnoli, 39 Albenga - 17031
 Tel. 010 2893000 - Fax 010 2893463
 E-mail: cpi.albenga@regione.liguria.it
 Opening hours every morning 8:30 - 12:30.
 Tuesday and Thursday afternoon 15:00 - 17:00

CENTRE FOR THE EMPLOYMENT OF CARCARE

Via Nazionale Piemonte, 48 Carcare - 17043
 Tel. 010 2893000
 E-mail: cpi.valbormida@regione.liguria.it
 Opening hours every morning 8:30 - 12:30.
 Tuesday and Thursday afternoon 15:00 - 17:00

EMPLOYMENT CENTRE OF SAVONA

Via al Molinero Savona - 17100
 Tel. 010 2893000
 E-mail: cpi.savona@regione.liguria.it
 Opening Hours: every morning 8:30 - 12:30.
 Tuesday and Thursday afternoon 15:00 - 17:00

Imperia:**CENTER FOR EMPLOYMENT IMPERIA**

Piazza Roma 2
 Tel. 010 2893630 Fax. 010 2893626
 E-mail: cpi.imperia@regione.liguria.it
 Head of Dr Vincenza ZACCARDO - Tel. 010
 2893603 e - mail: enza.zaccardo@regione.
 liguria.it
 Opening hours to the public: every morning
 from Monday to Friday from 9.00 to 12.30
 and Monday and Wednesday afternoons by
 appointment.

THE SANREMO EMPLOYMENT CENTRE

Via Pietro Agosti 245
 Tel. 010 2893662 - 652 - 661 - 651
 Fax. 010 2893664
 E-mail: cpi.sanremo@regione.liguria.it
 Responsible Dr Monia DE ROGATIS
 Tel. 010 2893657 E - mail: monia.derogatis@
 regione.liguria.it. Opening hours to the public:
 every morning from Monday to Friday from
 9.00 to 12.30 and Monday and Wednesday
 afternoons by appointment.

CENTRO PER L'IMPIEGO VENTIMIGLIA

Via Lamboglia 13 Tel. 010 2893681 - 682
 Fax. 010 2893684
 E-mail: cpi.ventimiglia@regione.liguria.it
 Responsible Dr Monia DE ROGATIS
 Tel. 010 2893657
 E-mail: monia.derogatis@regione.liguria.it
 Opening hours to the public: every morning from
 Monday to Friday from 9:00 to 12:30 and Monday
 and Wednesday afternoons by appointment.

TARGETED PLACEMENT SERVICE - TECHNICAL SERVICES - IMPERIA

Piazza Roma, 2 Imperia - Tel. 010 2893629
 E-mail PEC: mirato.im@cert.regione.liguria.it
 Official Ass. Soc. Francesca Rodi - Tel. 010
 2893611 - Official Ass. Soc. M. Cristina Liberati -
 Tel. 010 2893610. Opening hours to the public:
 every morning from Monday to Friday from
 9.00 to 12.30 and Monday and Wednesday
 afternoons by appointment.

La Spezia:

EMPLOYMENT CENTRE - LA SPEZIA

Via XXIV Maggio n. 22 - 19124 La Spezia
Tel. 010.289.3000 - 010 2893406 - 010 2893412 -
Fax 010 2893437

E-mail: cpi.laspezia@regione.liguria.it
Office PEC address: cpi.sp@cert.regione.liguria.it
Opening hours: Morning: Monday to Friday 8:30
- 12:30. Afternoon: Tuesday 14:30 - 17:00 and
Thursday: by appointment only.

TARGETED PLACEMENT SERVICE - L.68 CPI LA SPEZIA

Contact person: Orietta Lombardi
E-mail: orietta.lombardi@regione.liguria.it
Office PEC address: mirato.sp@cert.regione.liguria.it

EMPLOYMENT CENTRE - SARZANA

Piazza Vittorio Veneto n. 6/c - 19038 Sarzana
Tel: 010.289.3000 - 010 2893462
Fax: 010 2893463

E-mail: cpi.sarzana@regione.liguria.it
Office PEC address: cpi.sp@cert.regione.liguria.it
Opening hours: Morning: Monday to Friday 8:30
- 12:30. Afternoon: Tuesday 14:30 - 17:00 and
Thursday: by appointment only.

TARGETED PLACEMENT SERVICE - L.68 CPI SARZANA

Contact person: Stefania Vallesi
E-mail: stefania.vallesi@regione.liguria.it
Office PEC address: mirato.sp@cert.regione.liguria.it

THE AGENCIES FOR WORK:

WHAT IS AN EMPLOYMENT AGENCY? The Agencies for the Job are private services authorized by the State to carry out activities for the job: the law prohibits the Agencies or intermediaries to ask or to take money from the persons in search of job. They carry out an activity of intermediation, search and selection of personnel. In some cases they can also directly hire staff to be sent to the customer companies: in this case, we are talking about work administration. All people looking for a job can use an employment agency by simply handing in their CV and cover letter and requesting entry into the database. In some cases it is sufficient to apply online, inserting the CV in the specific section of the Agency's website. Through some Agencies for the job it is also possible to make a course of free professional formation.

Following is the link with the addresses of the Agencies for the work of Liguria:
WWW.AGENZIEPERLAVORO.IT/LIGURIA_18/PAGE_3.HTML

OTHER SERVICES: In the territory of Liguria there are many Services managed by public bodies (the City, for example) or Associations and Cooperatives that can be useful for free to a foreign citizen, both for the requests and problems related to the search for work, whether for other types of issues, such as health, rights, contracts, legal aspects, ...

The link below contains a lot of useful information on addresses of services for the citizen: WWW.REGIONE.LIGURIA.IT/HOMEPAGE-WELFARE/COSA-CERCHI/IMMIGRAZIONE-DEMO/CARTA-DEI-SERVIZI.HTML

03

THE PERSONAL NETWORK.

PERSONAL KNOWLEDGE:

friends; acquaintances; operators who can give me guidance and good advice

It is important if we are looking for work, to think that **every contact we have, every knowledge we have, can help us gather useful information and could put us in touch with people and companies they are looking for.**

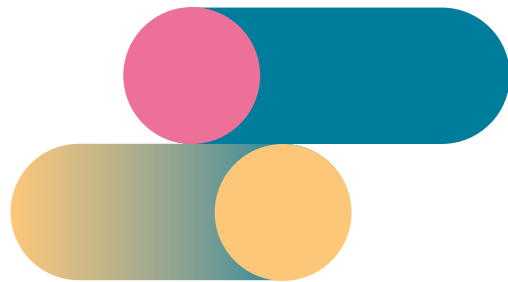
Let us not forget to tell our friends and acquaintances what work we are looking for.

our network is precious and is represented by all the people we meet every day:

friends, operators of the structures to which we turn, The knowledge we make by going shopping, doing sports, at school or volunteering.



DIRECT APPLICATIONS ● CURRICULUM AND COVER LETTER.



//

How to move?

//

DIRECT CANDIDATES

DIRECT APPLICATIONS: SEND MY CV TO COMPANIES

How I send it: C.V. and/or Letter of Presentation; Internet use.

These are just some of the questions that can arise if I have to apply directly to an employer, whatever it is. In this specific case it is I who am active by presenting myself to companies, sending my resume and/or asking for an interview.

The quickest and most frequent form of application is through the Internet, by inserting the CV in a portal or on a website or by attaching it to an email.

The tools I will need are:

- **MY CURRICULUM VITAE**
- **MAIL** (mine and the possible employer)
- **THE COVER LETTER TO THE CV**

CURRICULUM AND COVER LETTER

THE CURRICULUM VITAE (C.V.) is a document that is written by job seekers: the curriculum must indicate all the work experiences you have carried out, specifying the different activities and indicating the skills you have used.

In order to be able to do it well and effectively, you can go back to the tools on skills that were proposed before and the site where you can see the description of the different professional profiles: they can be useful to remember and explain better what you did, The skills you put into the field, what you learned and what behaviors you used. You will also have to indicate your educational experience, the schools you attended, your language skills and your computer skills.

You will also indicate the personal skills that you have used and enriched during your non-work experiences, for example in voluntary activities, participation in groups or associations.

TYPICALLY THE CV CONSISTS OF THESE ELEMENTS:

THE "TRAINING" SECTION: presents your educational path. Please indicate the schools attended and the qualifications obtained. The qualifications must be ordered starting from the most recent educational experience (the last one you completed and go backwards);

THE "PROFESSIONAL EXPERIENCE" SECTION: lists the different work experiences, indicating the period of work, if you can name the company, the type of contract, the tasks you have performed, the things you have learned;

THE "SKILLS" SECTION: it is very important in a resume. It describes your interpersonal skills, your personal characteristics, useful behaviors at work, for example punctuality, the ability to adapt, to face new situations. Remember the skills tools you saw before.

You can use different CV templates, on the internet they are often free we recommend the European CV. Model link of the Europass of the CV:

[EUROPA.EU/EUROPASS/IT/CREATE-EUROPASS-CV](https://europa.eu/europass/it/create-europass-cv)

Templates and help to fill it out: [CVFACILE.COM](https://cvfacile.com)

TIPS:

- At the Employment Centers and in local associations or organizations you can find assistance in filling out the CV, also to add information, correct spelling errors, better describe what you have already indicated.
- Also include short jobs, volunteer experiences.
- Do not enter experiences that you have not really done, what you write can be verified.
- Accompany the CV with a short cover letter or an accompanying e-mail.

COVER LETTER OR E-MAIL

It is advisable to accompany the sending of the CV with a cover letter that should not be too long (15 lines are more than enough).

It must have these characteristics:

- On the top right you have to indicate the name and address of the company and, on the left, the city from where you write and the date;
- If you are responding to a job advertisement, you must indicate the subject of the letter, that is, specify which ad you are responding to, where it was posted and the reference that is usually a number or code;
- You must specify why you have decided to go to that particular company and indicate which job you would like to do;
- It is important to highlight your strengths (for example if you apply for a job in contact with the public, write that you are kind, sociable, willing to listen to others);
- End the letter with thanks and greetings and kindly ask for an answer (for example: "I look forward to your reply, sincerely.");
- Sign the letter, especially in case you send it by mail.

On the following page you will find the STRUCTURE OF A COVER LETTER.

THE COVER LETTER:

An example is:

XXXXX

street....

Spett. Le (company name)

.....

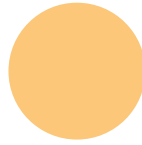
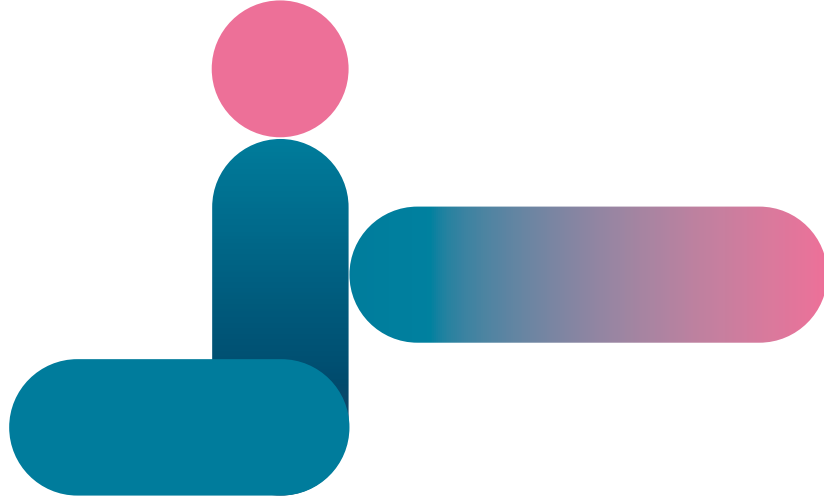
Good morning, I'm attaching my resume as a candidate for the sales position. I have experience in this field, particularly in food shops: I know the Italian language and I am able to interact with the public by advising, listening to requests and proposing solutions; able to adapt, I am able to integrate quickly into the environment and help create good relationships between people.

I am available for an interview during which I hope we can deepen the knowledge and provide other information..

Signature



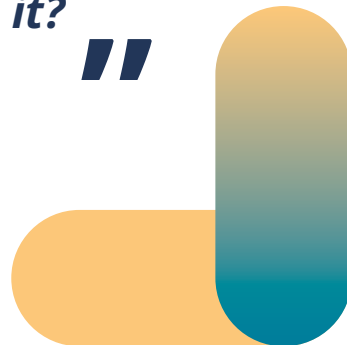
ONLINE JOB SEARCH.



“

*Internet.
How to use it?*

”



When we look for work online we need:

- **Time**, to properly select the sites, ads, nominations we do;
 - **Attention**, to choose which information to highlight and highlight, of our curriculum, to make it more interesting;
 - **Organization**, to ensure that our research is orderly and that it is possible to remember to whom we sent our nominations.
- There are many job search sites: in some you can consult job offers and enter the In others you will find useful information for job search.
- Below is a selection of sites where we can find useful information for the job, the

training, the integration of foreign nationals in the World of Work:

www.cliclavoro.gov.it/Cittadini/Pagine/default.aspx

It is a site where you can find useful information on work, guidance, training.

A section is dedicated to foreign workers:

www.integrazionemigranti.gov.it/pagine/default.aspx

Also this page has useful information about work:

formazionelavoro.regione.liguria.it

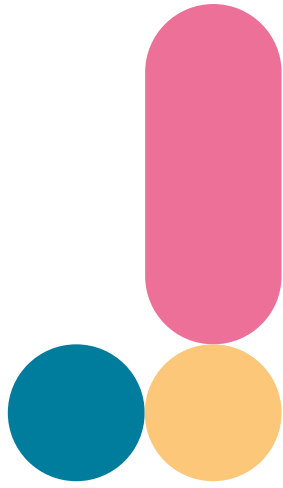
Here you can find job listings of the CPI (Employment Centers) of Liguria.

WARNING: DO NOT USE WEBSITES THAT ASK YOU FOR MONEY TO ENTER YOUR RESUME.

Below we find a selection of sites where you can find job ads; we made a selection of the most used and trusted ones, in some cases you need to register, in other cases you can consult job offers:

it.jobsora.com
www.monster.it
it.indeed.com
www.infojobs.it
www.cercolavoro.com
www.adzuna.it
www.bakeca.it
www.portalelavoro.com
www.cornerjob.com
www.extrajob.it
www.subito.it/annunci-italia/vendita/lavoro/
it.jobrapido.com
lavoro.corriere.it
www.helplavoro.it
lavoro.trovit.it
www.bachecalavoro.com

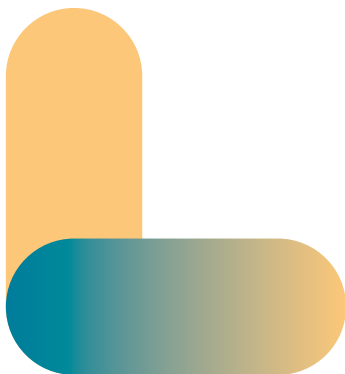
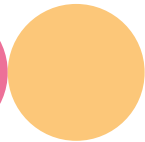
06



READ AND UNDERSTAND JOB VACANCIES.



JOB DESCRIPTION AND TYPE OF CONTRACT.



UNDERSTAND THE JOB OFFERS!

It is important to understand what is written in the ads: it is also a way to have more information about what a company wants and to update and modify its resume. It's important to understand if we have the required requirements (training, experience, age, ...) and also to check our availability to working conditions (hours, type of contract, geographical area).

EVERY TIME WE READ AN AD IT IS USEFUL TO ASK OURSELVES:

- Are the requirements clear to me?
- Are there any tasks or skills I don't know or don't have?
- Are there features we don't understand or don't have?
- Are there any tasks or features that I have that I need to enhance in my CV and email or cover letter?
- How should I respond?

EXAMPLES OF JOB ANNOUNCEMENT:

Leading multinational group Customer Company in the online sales industry, constantly growth both in Italy and abroad, looking for warehouse operators for its logistics center in Genoa. The position foresees the performance of the activities of reception, storage of the goods, withdrawal and packing of the orders received.

Main responsibilities:

- Reception of incoming goods in the warehouse
- Sorting of goods to be stored
- Cataloguing of articles
- Storage of goods
- Pick up of goods and transport in packing area
- Packing and shipping of goods
- Application of standardized and rigorous safety and quality procedures

Wanted profile:

- Age not less than 18
- Willingness to work shifts and work overtime if necessary
- Understanding the Italian language
- Punctuality, precision and attention

Additional requirements:

- High focus on occupational safety aspects
- Positive attitude towards work
- Willingness to achieve high standards of performance and quality

ANNOUNCEMENT

We are looking for a customer company with experience in the electrical sector, such as Electrician or Elevator.

Degree in Electrical Engineering (Professional Diploma);

- Previous experience (even minimal) as a civil electrician.
- Welcome short experience or training in the lift sector.

The resource will be inserted immediately in the business context with a first contract with fixed term, with perspective of insertion in the long term.

Timetable: Full Time

Planned start date: 05/07/2022

Professional Category: Installation/ Plant/ Shipbuilding

City: Genova (Genova) Work experience: Electrician

07

EMPLOYMENT CONTRACTS.

“ *What are they?
What are the
differences?* **”**

IT IS POSSIBLE THAT WE DO NOT KNOW THE MEANING OF SOME WORDS CONTAINED IN THE ADS!

Perhaps we do not know the difference between fixed term contract and permanent contract;

Maybe we don't know if we have what are called "requirements".

FOR THESE AND OTHER REASONS IT IS IMPORTANT TO HAVE SOME KNOWLEDGE OF THE MAIN EMPLOYMENT CONTRACTS USED BY COMPANIES.

The following is certainly not exhaustive of all types of employment contract and all possible variants of these, but wants to provide a useful overview of examples.

To obtain detailed information it is necessary to consult a trade union association Patrolled, at one center or for the I m fold or other specific services.

Only THE MOST IMPORTANT INFORMATION ON THE MOST COMMON EMPLOYMENT contracts is presented.

It is important to know the different types of employment contracts that exist in Italy. Being informed means not taking the risk of accepting jobs not in compliance with the Law.

In Italy the employment relationship can be of two types:

- **EMPLOYMENT (OR EMPLOYEE)**
- **SELF-EMPLOYMENT.**

Each type of employment relationship provides for different contractual forms and modalities. Thus, for example, employees may be permanent, temporary, full-time or part-time, seasonal or cooperative.

EMPLOYED OR EMPLOYED PERSONS



Employment is an employment relationship governed by a contract: the employer tells the employee how to carry out his activity; the employee receives pay for the activity carried out: he has a series of duties as well as rights and guarantees established by law. The employer determines the tasks that the worker must perform: these are called tasks and are written in the employment contract.

All this information must be written in the **employment contract**:

- who is the worker
- who is the employer
- where the work takes place
- the date of commencement of the employment relationship
- how long the work will last
- the duration of the trial period
- (if applicable)
- working time, grading,
- your level and your qualification,
- the remuneration,
- the duration of paid holidays,
- the terms within which you can terminate the employment (notice periods)

CONTRACTS OF EMPLOYMENT SHALL:

Contracts of employment are those that offer greater guarantees to workers: companies, in fact, are obliged to insure (through the INAIL) the employee, which is thus protected in the event of possible damage to themselves and other people while performing their services; pay income tax instead of the worker and pay pension contributions to the INPS. The employment contract may have a probationary period. The payment of the work done takes place every month and the worker receives a paycheck: in the paycheck we can have information on the net salary, the gross, the working hours carried out, the holidays, the permits, how many days of holiday we still have and the amount of social security contributions paid by the employer for pension purposes.

The employment contract may be for an indefinite period or for a fixed period. When it is open-ended there is no deadline, the job can end up by the resignation of the employee, the dismissal of the employer or by consent of both parties. The fixed term contract has a fixed term and therefore a maturity.

Both the permanent contract and the fixed term contract can be full time or part time.

SEASONAL WORK: the Seasonal work is a fixed-term employment that can be to be carried out only at certain times of the year (in the agricultural sector or in the tourist-hotel sector).

CONTRACT UNDER ADMINISTRATION

The employment administration contract is a particular employment relationship, which is characterized by the involvement of three subjects:

- a work agency (**administerer**);
- an enterprise, a professional or, as in the case of domestic workers, a private citizen (**user**);
- the worker (**administered**).

The worker shall be employed and paid by the employer to be sent to work with the user. The fact that the worker is employed by an entity (administration agency, holder of the obligation to pay and pay contributions and disciplinary power) other than that which will actually use the work (user undertaking, holder of management and control powers) is the characteristic feature of this type of contract

THE AUTONOMOUS WORK.



The autonomous work it's a working relationship in which a person undertakes to carry out a work or service with his own work. The self-employed person independently manages his own business, decides the time, place and manner of organizing his work, according to the limits imposed by law, contract or type of service performed. At the CPI, the counters of the Service Centers, the Trade Associations and the Chamber of Commerce you can have information on the counters activated in the territory of your municipality to support those who want to start their own business.

THE APPRENTICESHIP CONTRACT.:

It is generally aimed at young people aged between 15 and 29;

It must always be written;

The training plan and the qualification which the apprentice will receive once the that the contract will be terminated;

There must be a tutor or business contact person following the apprentice;

For further information on the employment contracts described and other employment contracts:

WWW.CLICLAVORO.GOV.IT/NORMECONTRATTI/CONTRATTI/PAGINE/DEFAULT.ASPX
WWW.CLICLAVOROVENETO.IT

08

THE JOB INTERVIEW

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How to prepare?

//

PREPARING FOR A JOB INTERVIEW:

during an interview we have to say many important things in a limited time.

You need to prepare yourself to know what we are usually asked and what we can say.

In the interview the employer or the person looking for workers, called “selector”, wants to understand:

- Your job skills and skills;
- Your personal characteristics;
- If you are interested in the work they offer;
- If you are able to work together with other colleagues;
- If you want to do that job for a little or a long time.

That's why you'll be asked questions:

- About your experiences;
- Where you've worked before;
- If you were working alone or with other people;
- About your studies;
- Others depending on the specific interest of the breeder.

It is important to describe your activities, equipment or tools well: this can help you describe everything in the curriculum vitae

and help you with the information you have collected by consulting the databases of professional profiles, like the one already mentioned above, below the link:

professioniweb.regione.liguria.it

To understand your skills you will also be asked questions about your personal characteristics:

- About what interests you;
- About your behavior (for example if you like being with others, if you are punctual, if you know to face difficulties and changes, ...)

If the interview takes place directly with the Company (and not with an employment agency or other intermediary) it is good if before the interview you collect information about the Company (what it does, how it is organized, how long it works, if there are other locations, ...) So this way you can better demonstrate your interest.

N.B.: REMEMBER THAT IN ITALY THERE ARE LAWS THAT PROTECT JOB SEEKERS FROM ANY DISCRIMINATION based on political opinions, religious beliefs, gender: remember this if you are asked too personal questions because they are incorrect questions

On the following page you will find some simple but important information on how best to behave during a job interview.

HOW TO BEHAVE

DURING AN INTERVIEW

- *Arrive on time;*
- *Keep a calm attitude;*
- *Remember the name of the interviewer;*
- *Listen well to the questions and answer punctually, without talking about anything else;*
- *Have information about the company;*
- *Look into the eyes of the interviewer;*
- *Be kind and polite;*
- *To thank before you leave.*

GLOSSARY: USEFUL WORDS FOR WORK

A

BASIC PAY: this is the minimum wage laid down in the various national collective agreements.

B

BUSINESS PLAN: is the useful tool for those who want to start a business. It helps. To gather the information needed to understand if the company will work, it serves to control how the business goes in the first years of operation. It is the project that is required to apply for funding and help in order to start with the activity.

C

BACHELOR'S DEGREE: the bachelor's degree is an academic degree that is obtained at the end of the first university cycle (bachelor's degree); after the bachelor's degree you can access a specialization training course (master's degree or specialist).

CCNL: Abbreviation of National Collective Labour Agreements. National Labour Contracts are agreements between workers' organizations (trade unions) and employers' associations which indicate the conditions under which work is carried out in a certain sector (for example, metalworkers, chemicals, trade and services, social cooperatives).

COMPULSORY PLACEMENT: it is the obligation of employers (companies with over 15 employees) to recruit a certain percentage of workers belonging to the so-called protected categories (for example, disabled people). In the United Kingdom, the Ministry of Labour and Social Affairs and the Ministry of Labour (enterprises with over 15 employees) employs a certain percentage of workers belonging to the so-called protected categories (for example disabled people).

CONTRIBUTIONS: is a payment that the employer makes to the INPS to insure the employee for a certain event such as sickness, maternity, unemployment or pension.

CRAFT: is used to define a specific activity. Other terms: profession, work.
Labour market: it is said to indicate the place (theoretical) where the demand and supply of work meet; it connects the employers (demand for work) with those who are looking for a job (supply of work).

CURRICULUM: is the document that presents the professional experience, the training, the skills of a person; it is used to present to potential employers or agencies that deal with meeting job seekers with companies.

DISMISSAL: termination of a permanent employment relationship; you must respect the notice period that is stated in the employment contract. Dismissal by the employer can only take place for just cause or justified reason.

DUTIES: are the various behaviors that each person is obliged to keep or avoid, to avoid Damage other people's freedom.

EMPLOYEE: a person working under a contract with the employer, from whom he receives remuneration.



EMPLOYMENT CONTRACT: is the agreement, the agreement that governs an employment relationship. It is concluded between an employer and a provider of employment. It can be of several types, firstly according to its duration: mainly open-ended or fixed-term.

EMPLOYER: the employer, as part of an employment relationship, is one of the parties to the It is the Company or the person employed by the employee.

EURES: european Employment Services. It is the EU body that supports the free movement of workers within its borders. The EURES network shall connect all the public employment services of the Member States. It can be an opportunity for those who want to move across borders to look for work and for employers.

HOLIDAY: rest period, holiday, holiday or not. It is a right of the worker, as That of the weekly rest.

INAIL (Istituto Nazionale Assicurazioni contro gli Infortuni sul Lavoro): Body that deals with the prevention of accidents (accidents) in the workplace and the

E

insurance of workers at risk. Unemployment benefit: allowance to which any worker laid off by private companies or public entities, if you have worked there for more than a certain period of time. Other terms referring to unemployment benefit: NASPI.

INDEFINITE TERM: It is a type of employee employment contract that does not have a deadline, unlike the fixed term contract.

F

INPS (National Social Security Institute): is the most important public welfare institution; its task is to provide pensions (old age, invalidity, social pensions), sickness or maternity benefits, unemployment benefits, mobility and redundancy.

I

INTERNSHIP OR INTERNSHIP: period of training and work spent at an organization or a company to acquire the useful preparation to carry out a certain activity.

JOB CENTERS: these are public offices providing services to job seekers and businesses staffing.

JOB: the tasks, the activities carried out in a job.

JOB INTERVIEW: is the meeting of a person looking for work with what he might become his employer or a person representing him (a recruiter or a personnel manager); serves to assess whether the person who is looking for work (candidate) has the right requirements to carry out that activity.

LABOUR SUPPLY: these are people who "offer" labour on the market, searching employment. All the applications from job-creating enterprises are defined as job demand.

PAYSLIP: is the document that receives the employee at the time the salary arrives. It contains all the data concerning the employment relationship: gross and net pay, deductions, the situation of holidays and permits.

L

PART-TIME WORK: this is an employment relationship in which the number of working hours is lower than is normally the case for other employees in the same category.

PERSONAL CHARACTERISTICS: these are aspects of one's own character; aspects that concern one's own the person. It is useful to know and know how to describe them in a resume.

PROBATIONARY PERIOD: the probationary period, is a period of work at the beginning of the employed and its duration is established in the National Employment Contract (CCNL). If the probationary period is not exceeded, the employer may terminate the employment relationship.

PROFESSIONAL PROFILE: it is the set of activities, skills and characteristics that describe a professional figure.

PROFESSIONAL QUALIFICATION: it is the thiol of study that is obtained when you conclude a path of vocational training and passes the qualification examination or when a competent body evaluates if the person has acquired the appropriate skills to do a certain job.



PROTECTED GROUPS: these are persons who have a civil disability or due to an accident at work or an occupational disease; or refugees, victims of terrorism and organised crime.

RIGHTS: these are the freedoms that belong to the individual and that must be respected, they allow you to grow in peace and harmony and to live peacefully.



SALARY: this is the salary of an employee; it is indicated in the pay slip.

SECONDARY SCHOOL DIPLOMA: it is also called "High school diploma" and is the certificate that is usually obtained after a five-year course of study (diploma of maturity) after having attended the secondary school of first degree (third grade).



SEASONAL WORK: is a type of employment contract that applies activities that only work for a certain period of the year; employers, for this reason, they make fixed-term contracts.

SELF APPLICATION LETTER: is a tool used in job search and consists sending a letter (or an email) to the personnel manager; accompanies the resume.

SELF-EMPLOYMENT: an alternative to paid work; it can be a small business, the liberal profession or self-employment.

SELF-EMPLOYED: this is a person who does not work as an employed person but Own (enterprise, self-employed).



SEVERANCE PAY: compensation payable by the employer to each employee upon termination of employment; the amount of severance pay depends on the years of employment and the salary received.

S

SKILLS: the set of knowledge, skills, personal characteristics that a person must have to do a job properly or learn to do it in the best possible way.

SOFT SKILLS: “soft” skills, knowledge, skills and quality The European Parliament has already taken a number of initiatives in this field.

T

SICKNESS BENEFIT: is an economic support that replaces the remuneration received by employees, private and public, during sick leave. The worker who falls ill has the obligation to communicate the state of illness by sending the medical certificate to the INPS and the employer. Unemployed: person seeking a first job, who has never worked working.

TRADE UNIONS: they are organizations that gather representatives of different types of workers and employers; there are therefore workers’ unions and employers’ unions.

UNDECLARED WORK: this definition indicates that a certain employment relationship does not respect the Current labour legislation.

UNEMPLOYED: person seeking a job after losing a previous job.
Demand for work: it consists of all the requests for workers by the employers of Jobs, private and public; are the jobs available at a certain time in the “Labour Market”

VOCATIONAL GUIDANCE: this refers to activities to help people to be able to

VAT NUMBER: in most of the Independent work activities (autonomous, individual companies, companies, ...) it is mandatory to open the VAT number; it is necessary to apply, filling in a special form, at the VAT Office.

VOCATIONAL TRAINING: is the training course that takes place to know and learn a profession (a Enterprise: job); its main purpose is to allow people to learn all the necessary skills of a profession. is a professional activity organized to produce or exchange goods or services; other terms by which it is also called: Company, Organization, Company, Company.

WORK IN ADMINISTRATION (former temporary worker): employment contract in which the worker is hired by a Labour Agency to be temporarily used by other companies that request it.



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