

NAPLES, ITALY – 18<sup>TH</sup> – 22<sup>ND</sup> APRIL 2005

“ACADEMIA Exchange of guidance Counsellors 2005” – A Guidance Exchange Programme organized by Careers Europe and funded by the EU under the Leonardo da Vinci project



**Theme of the Exchange:- “Actions to combat school truancy and to prevent social exclusion”**

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## **Day One: Monday 18<sup>th</sup> April 2005**

### **AM**

#### **Welcome/Participants Introductions – Fondazione IDIS Citta della Scienza**

Day one of the exchange begins with all participants meeting at Fondazione IDIS – Citta della Scienza. We start the day with introductions from all participants, explaining individual job roles and responsibilities. This year's group consists of two English participants, two Spanish participants, one participant from France and two from the Czech Republic.

#### **Presentation of Citta Della Scienza**

Citta della scienza, (City of Science), is based in Bagnoli, an industrial area in the west of Naples. Twenty years ago 20,000 people worked in this region, however, de-industrialization and loss of jobs have led to an area with no work available. The citta della scienza is built on what used to be a steel factory, and came out of a project to restore ecological, economic and productive renewal of the Bagnoli area of Naples. Its location, an active volcanic area, makes the area one of the most important scientific poles in Italy.

Citta della scienza consists of:

- ? Science Museum
- ? Centre for Guidance and Training
- ? BIC – Business Innovation Centre
- ? Conference and Exhibition Centres

#### **Science Museum**

The Science museum is a 10,000 sq. m. exhibition space with over 200 hands on exhibits, with the aim of spreading knowledge and encouraging participation into learning. It attracts over 350, 000 visitors a year, the majority (60%), being school groups.

The centre works with 20 pilot schools through “Teaching Labs” – a project offering learning programmes to these schools, to create an informal learning environment and stimulate motivation and entrepreneurialism.

As well as the pilot scheme, the Centre also offers general support for all schools.

### ***Centre for Guidance & Training***

The Centre for Guidance and Training offers:

- ? Guidance/support for young people on the transition from school to work
- ? Life long learning
- ? Professional training courses to update skills – working in collaboration with employment agencies/Job Centres
- ? Management skills workshops
- ? Training courses in health and cultural heritage
- ? A resource centre to encourage/support women into scientific research

### ***B.I.C – Business Innovation Centre***

The Business Innovation Centre is a member of the EBN - European Business and Innovation Centre Network, and the APSTI – Italian Network of Scientific & Technology Park, and offers support, advice and guidance to SMEs and local development, as well as enterprise creation and development for new businesses starting up – Incubators.

The Centre houses 36 Incubator firms, covering different sectors including, ICT, Environment, and Quality of Life – these are small and innovative firms working as a cluster. For a small amount of rent these businesses have:- a room in which to work from; support, assistance and tutoring for start up; consultancy on project planning/finances; and are part of a “start-up” club.

### ***Educational Campaigns***

The Centre also runs educational campaigns on Quality of life; Living with Risk; and Government:

- ? about food for the regional government
- ? on climate change – on behalf of the Italian Ministry of Environment
- ? on participatory planning in urban restructuring
- ? on seismic risk in schools

More information on the Citta della scienza can be found on the website – [www.cittadellascienza.it](http://www.cittadellascienza.it)

## **PM**

The afternoon consisted of presentations on the Education system, and Labour Market information, from each country. I have not detailed all the countries

presentations, but have summarized the main points highlighted on the Italian education and training system; Italian Labour market; and “Careers Service”.

### **Italian Education System**

Law No. 53 of 28 March 2003 (the “Moratti” Reform) has recognised and restructured the Vocational Education & Training Systems in Italy. Some of the main issues highlighted in this presentation were:

- ? Compulsory school leaving age raised from 14 to 18 years old. The reform law provides for the gradual extension of the right to education and training for at least 12 years, or, until a qualification is attained by the age of 18, through continuation of studies in upper secondary education/access to vocational education and training courses.
- ? Another major change is the introduction of a choice between the lycee system (academic school), and the vocational training system (vocational school). Students are now able to pass between each system.
- ? School Work Alternance – This involves periods of classroom training and periods of learning through extended work experience. Schools work in partnership with Training Providers through negotiated Agreements.

### **Italian Labour Market Information**

Sept 2004 (ISTAT) – workforce survey showed:

- ? An increase in positive employment in Italy over previous years, and in 2003 Italy saw a major increase in employment for eight years running, in spite of a weak economic cycle.
- ? increase in open-end contracts over the last 12 months, and a drop in the number of fixed-length contracts.
- ? Overall employment rate = 57.5% (2002 – 56.7%)
- ? Female employment rate rose to 45.1% (from 44.4%)

However overall positive results hide a number of different trends across Italy

- ? The growth in employment was concentrated in the Centre of Italy, and to a lesser extent in the North
- ? South of Italy saw a slight drop in employment levels (-0.4%)

It is now felt that the target for 2005, an employment rate of 58.5%, will be easily achievable.

The implementation of the Biagi reform & placement (Biagi Law & Legislative Decree No. 276/03), means that:

- ? Number of individuals authorised to perform work placement activities increased – provincial Employment Centres now benefit from the support of other public and private organization who are authorised or accredited by a single regional accreditation scheme.
- ? Employment agencies were introduced who can supply professional workers, carry out mediation/staff search/selection procedures, and provide support for professional re-placement.
- ? Introduced “national ongoing labour exchange system” – system of matching labour supply and demand.
- ? Introduction of “Citizens training record book” – represents workers personal record of all formal and informal skills acquired during training and while working.
- ? Training was reorganised as a tool to link public administrators, the training system and business, and to include working experiences which do not constitute employment.
- ? Summer training to also be available to miners over 15 introduced for the first time.
- ? Legal status of “casual work” was defined as employment of not more than 30 days a year, with total earnings not exceeding 5,000 Euros.

**The characteristics and skills employers expect from employees, on the whole, were the same as in the UK:**

**Work Skills:**

Vocational skills  
Communication  
Literacy  
Numeracy  
Foreign Language  
ICT  
Problem solving  
Decision making  
Teamwork

**Personal Characteristics/Abilities:**

Flexibility  
Dynamism  
Carefulness  
Wish to Learn  
Intelligence  
Creative potential

### **Difficulties employers have with the recruitment of young people:**

Inadequate vocational skills  
Lack of basic skills  
Unrealistic expectations about wage/salary  
Not interested in available job opportunities

### **Careers Service in Italy**

Unlike the NVQ 4 in Guidance/Diploma in Guidance in the UK, in Italy there is no such nationally recognised professional qualification for guidance practitioners, nor is there a body to represent guidance professionals such as the ICG – Institute of Careers Guidance in the UK. “Careers Advisers” in Italy tend to come from psychology/economics/business related degree backgrounds. Following a degree, it is then possible to do one of various “short courses” to then be able to offer careers guidance – no nationally recognised qualification.

There is no statutory requirement for young people to have access to careers information, advice and guidance, as in the UK. Guidance is haphazardly offered by numerous private and public organisations. Fondazione IDIS has built up many strong links with various employment centres, schools, and other organizations, to offer a service of careers information/advice/guidance to young people and unemployed adults in the different areas of Naples.

### **Day Two: Tuesday 19<sup>th</sup> April 2005**

The second day consisted of presentations on numerous projects and activities undertaken by the Training and Employment Department of Fondazione IDIS, in partnership with international/regional/local agencies. I have summarised the projects presented, although full details can be found on *citta della scienza* website – [www.cittadellascienza.it](http://www.cittadellascienza.it)

**AM**

#### **Presentation of ICTEM Project (Integrated Counselling, Training & Employment Method)**

Partners of the Project = Ireland, Italy, Slovenia, UK – Job Centre Plus

The aim of the ICTEM project is to increase the employability of young unemployed people (aged under 25 years old), who have low/no vocational qualifications, by identifying and overcoming any barriers they face.

Through intensive individual support, counselling, training, career planning, and re-establishment of a social network, the project aims to equip beneficiaries with:-

- ? Improvement of self awareness and opportunity awareness
- ? Development of a clear career goal
- ? Development of career planning skills
- ? Development of vocational skills/knowledge
- ? Improvement of transitional skills
- ? Facilitation of lifelong learning
- ? Development of creative potential

The project lasts 6 months, with a 3 month follow up period.

#### Expected results of the project:

- ? A higher number of participants enrolled in formal education programmes/vocational training programmes/courses
- ? Higher number of participants obtaining regular employment
- ? Improved career planning skills
- ? Achievements in learning
- ? Improved personal and working life quality
- ? Increased motivation for lifelong learning

#### Results of the Pilot group (Italy):

23 young unemployed people formed the original Italian pilot group. Of these, 8 young people moved onto a formal education programme at the end of the 6 months; 2 young people found a regular job; 1 young person started civil service within a project to help blind people; 1 young person started an apprenticeship in a textile company; 2 started short term training programmes; and 6 young people signed to enroll into formal education programmes next October.

An ICTEM – Manual for Trainers, is available as a Resource Manual for trainers, and contains all the exercises and topics used in the project.

### **Presentation of “Orientamento, Formazione & Occupazione” Project**

Target group – 14 – 18 years old, unemployed young people without vocational education/qualifications, or who have been unsuccessful in vocational education/training (20 participants).

Where? – Monterusciello – a residential area of Naples with inadequate transport means; low number of school/training institutions; local business – mostly small shop keepers.

This project aims to identify training needs of the target group; provide information giving and labour market workshops; individual counselling. At the end of the project participants should have completed a portfolio of competencies; individual action plan; Training (electrician or Plumber) of 900 hours – leading to certification.

### **Presentation of “ICT Skills for Guidance Counsellors” Project**

This project is still in the research stages, the results have therefore not yet been published.

The aim of this project is to identify any new specific ICT skills needed by guidance counsellors, (for example information giving through email or video conferencing), which meet both professional standards and ethical principles. The project started in December 2002, and is due to end November 2005. Partner countries include Italy, Germany, Romania, Spain and UK.

Information on the progress of the project is available on the projects website – [www.ictskills.org](http://www.ictskills.org)

### **Presentation of “Basic Skills for Work” Project**

Project across different partner countries, looking at literacy, numeracy, and communication skills training for low skilled workers in 5 different European work sectors:- Hospital/Care; Construction/Environment; Tourism/Leisure; Cleaning; Railway Transport. These 5 sectors were chosen as currently there are no workplace training concepts for basic/communication skills available. The project aims to produce training materials and curricula for each of these sectors.

### **Presentation of “Learn.Empowerment – Self-directed Learning for Low-skilled Unemployed People” Project**

This project looks at the concept of “self-direct learning” for low skilled unemployed people, as a way of improving basic skills and combating barriers to lifelong learning, such as lack of motivation to learn; the rising skills

requirements for many jobs; and the decline in opportunities for low/unskilled people.

Target groups for the project:

- unemployed individuals
- women returners (following maternity leave)
- ethnic minorities
- disadvantaged young people
- handicapped people
- unemployed single parents

The aim of the project is to try to show that “self-direct learning” can be a solution to combating these issues, and to introduce “self-direct learning” based training into different training providers.

### **Presentation of “GenderNet” Project – European Network for Assessment, Validation & Dissemination of Gender Mainstreaming Strategies in Vocational Guidance & Qualification**

The aim of Gendernet is to establish a structure of core partners, permanent relay partners, occasional correspondents, and expert institutions, to facilitate the collection, analysis, and exchange of best practice in gender mainstreaming approaches – to promote equal opportunities in the labour market, and within vocational qualifications and training.

More detailed information can be found on the website – [www.gendernet.at](http://www.gendernet.at)

## **PM**

### **Presentation of “OVEST” project**

The OVEST project is a project which aims to promote and encourage young people, (aged 15-25 years old), to become involved in discussions/debates on the future development of their local area. The project is based in the Bagnoli area of Naples, an ex industrial area undergoing a period of change. The project involved a sample of 50 young people, who were invited to debate/discuss the future development/transformation in Bagnoli over the next 20 years.

The project found that many young people would like to see more outdoor spaces and leisure activities, as well as more jobs.

### **Workshop: Participants presentations of projects, actions, guidance and training methodologies/tools used to prevent school truancy and social exclusion**

The remainder of the second day consisted of a presentation from each country, outlining the ways in which school truancy/social exclusion is tackled in each country. For this workshop I presented the role of Connexions and the Intensive Personal Advisers working within schools, as well as the APIR . The network of support for this client group within the UK seemed to be far more advanced than in the other countries.

## **Day Three – Wednesday 20<sup>th</sup> April 2005**

### **AM**

#### **Visit to the Employment Centre of Pozzuoli**

There was a slight change to the schedule this morning. The group were due to visit the Informagiovani Comune di Pozzuoli, to hear about opportunities/enterprises/projects promoted by private and public bodies to help and support young people in the Campania region of Naples. Due to the Centre being used for other purposes it was not possible to hold a group visit, however a representative from the Centre informed us of the Informagiovani Project. The Informagiovani project is an information centre which has been set up to provide information and advice on work, social/health issues, education and options, and leisure/voluntary activities young people can be involved in the area. The target group of the Centre is 18-30 year olds.

Following an overview of the Informagiovani project, we met two workers from the Employment Centre based in Pozzuoli, who discussed the ways in which they are working with young people in Pozzuoli to help combat social exclusion and improve opportunities. The two workers from the Employment Centre both felt that their work had changed for the better, due to recent legislation. They are now much more focused on the “individual”, offering more intensive support (such as job search/job matching/interview skills etc) to help people back into employment. Previously, they felt they were seen as negatively by local people, who are generally distrusting and disenchanted with government offices. The unemployment rate in the area is around 25%, however, many people are involved in unofficial work activities. The unemployment rate in the South of Italy is much higher than in the North, and many people migrate to the North to find work. A project running at the moment – “South-North-South” – aims to equip young people from the South of Italy with skills, motivation, greater job prospects etc, by funding work experience with Companies in the North. These young people can then return to the South with improved skills to find work, or even set up their own business.

## **Day Four – Thursday 21<sup>st</sup> April 2005**

### **AM**

Scampia is situated in the north of Naples, and is a deprived area with high unemployment rates, crime, drugs, social problems, and very few facilities for local people. The housing is of a poor quality, consisting of cramped tower blocks which are in a state of neglect and disrepair. There is a thriving black market which some local people become involved in, including many young people, for example – drug running etc. Young people see this as a way of making money in an otherwise jobless deprived environment, so therefore drop out of school. A lot of young people in this area of Naples cannot write and speak correctly, and find it hard to socialise, with many never leaving Scampia. Bullying is also a major problem, along with general bad behaviour.

Scampia is dominated by mafia activity and rival mafia gangs. Recently, there have been many gang related shootings in the area, with most school children knowing a relative or friend who has been killed in this way.

Fondazione IDIS, employment agencies, schools etc are all working individually, and in partnership, through various projects and initiatives, to increase motivation, conditions, and opportunities for young people in the area. Today, we visited two schools in Naples, to hear about the work the staff are doing to: - raise the educational achievement of young people in the area; combat social exclusion, truancy and bullying; and increase aspirations and motivation.

### **Visit to Galileo Ferraris Technical High School – Scampia**

The first school visited was Galileo Ferraris Technical High School. A Teacher from the school presented the ways in which the school is trying to increase attainment and motivation/aspirations of the students, and decrease truancy, through the use of ICT/multi-media, for example – designing and developing computer games around a set topic from the curriculum.

Although the school was closed the day we visited, a group of students, aged 14-15 years, came in especially to present examples of their work. This gives an insight into how the schools student centred approach to working with these young people, increases motivation and pride in themselves and their work, by the simple fact that the whole group turned up. The work presented was of a high standard, and the young people were extremely proud of their work, and very keen for the group to ask them questions, and vice versa.

### **Visit to Carlo Levi School – Scampia**

The second school visited was Carlo Levi, also based in Scampia. The school is using sport, art, culture, music, drama, multi media, and work with parents to try to increase the motivation and aspirations of the students, and prevent truancy and bullying. Many of the pupils in the school are from travelling communities and do not attend regularly. Literacy, numeracy and communication skills are poor across the school.

Whilst we were there we sat in on a performance by the school orchestra, who performed a number of traditional Neapolitan songs. Again the children were very enthusiastic and proud of their performance, a lovely moving experience.

Following the musical performance, we were served a delicious lunch by the students. This consisted of traditional Neapolitan dishes which were prepared by the pupil's mothers.

**PM**

### **Visit to the Employment Centre of Scampia**

Following lunch we made our way over to the Employment Centre of Scampia, where we were introduced to the Director, and learnt more about the role of the Employment Centres in Italy. The work carried out in these Centres is very similar to the work the Connexions Service carries out in terms of following up and tracking young people who are not in employment, education and/or training. For example, the Centre keeps a database of all school leavers in the area, who they follow up and encourage to look at finding employment/training. Schools are legally obliged to pass this information onto the Employment Centres when young people leave school. However, this is not always as easy as it seems, a problem the Centre has found is that information is not always passed on due to inconsistencies with networking with a number of different organisations. One of the ways in which the Employment Centre is trying to build links with local schools is in the form of projects - working with pupils and parents, to develop basic skills, increase motivation and aspirations. The Centre is currently working with Carlo Levi school on such a project – “La Strada” project.

As well as linking in with local schools, the Employment Centre also deals with unemployed adults, by offering information and advice on job vacancies, training opportunities, and education.

### **Visit to Piazza Telematica (Telematic Square)**

The Piazza Telematica is a new ICT Centre which has recently opened in Scampia. The Centre offers ICT facilities; information; internet café; training for local people; and conference/meeting facilities. With its brand new modern interior/exterior and facilities, the Centre is a stark contrast to the nearby school and surrounding area. It is hoped local people will use the Centre and services available, to increase motivation and participation in learning etc.

## **Day Five – Friday 22<sup>nd</sup> April 2005**

**AM**

### **Presentations of Studio Staff Projects**

For the final day of the exchange we visited a Management and HR consultants in the Centre of Naples, "Studio Staff". We were given an overview of the work the company is involved in, which mainly consists of advising public, and private, organisations, on the recruitment/selection of staff; carrying out psychometric tests; staff training and development; research. The staff presented 2 projects they have been involved in, details below:

### **Presentation of LDV Project "Again-st Abandon"**

Aim of the Again-St Abandon project is to research/compare the different causes of truancy and social exclusion in a sample of Cities/Towns within the countries involved in the project – France (Town of Saint-Brieur); Italy (Town of Ercolano – province of Naples); Latvia (Town of Bauska & Municipality of Gailsu); Spain (Barcelona) and UK (City of Manchester).

Target group = 14 – 16 year olds

Following the project, one of the outcomes was to produce a Handbook for Counselling & guidance practitioners. This includes protocols for carrying out individual and group guidance and counselling interviews; a dvd of interview methods; as well as posters, leaflets, brochures on truancy.

More detailed information can be found on the website – [www.againstabandon.net/](http://www.againstabandon.net/)

## **Presentation of Creo Estia Project**

The Creo Estia Centre is a resource and guidance centre for women in the Fleagrea area of Naples, and is especially targeted for unemployed; immigrant; and/or low skilled women in the area.

What is offered?

- ? **Reception and Information** – to provide information to women on the different opportunities offered.
- ? **Counselling** – to develop self learning/decision making etc
- ? **Training** – improve English; maths; ICT; knowledge of business start up; job search skills
- ? **Cultural Mediation** – to encourage racial integration of immigrant women into society
- ? **Tutoring** – encourage business start up and enterprise
- ? **Mentoring** – put women in touch with other professionals
- ? **Work experience** – job training placements
- ? **Networking** – promote local partnerships

## **PM**

### **Visit to Centro Europeo Informazione Cultura Cittadinanza Napoli – CEICC - (European Centre for Information, Culture and Citizenship of Naples)**

The European Centre for Information, Culture and Citizenship is based in the University of Naples, and is funded by the European Commission. The activities/services offered through the Centre are:

- ? Info Shop – information, documentation & guidance activities for the general public.
- ? Research & Promotion – researches projects and activities aimed at increasing awareness of European issues.
- ? Expo best practices – identification and promotion of best practices implemented in the European Urban areas and aimed at promoting an active European citizenship, and a sense of belonging nationally.



