

SUMMARY OF THE EMPLOYMENT SERVICES CHARTER

This “Charter” describes the services offered to citizens, enterprises and local authorities by the Employment Services of the Province of Rovigo and gives essential information on how to access these services. The following pages provide a brief summary of the employment services for foreign citizens who know little Italian. Further information is available from the office responsible for each service (see mailing list).

SERVICES OFFERED TO CITIZENS

Reception: receiving, recording, filtering and directing customers’ demands, and registering users.

1st interview for the definition of the “PAI”: individual interviews to set up an Individual Action Plan (PAI) which defines and plans a professional project to facilitate the user’s entry into the labour force.

Training courses: informing and directing customers towards available courses - including training, updating and professional re-qualification - which are directly managed by the *Centro di Formazione Professionale* (Vocational Training Centre) of the Province of Rovigo or by private vocational training agencies, in coherence with the requirements expressed by companies.

Work experience programs: promoting internships and vocational training to improve the users’ professional choices through company work placements.

Employment counseling: conducting individual and group interviews with expert staff to train customers in the techniques of active job searching, writing a curriculum vitae and accompanying letter.

Bureau of women: promoting women’s access to the work force by providing information on: employment rights, job flexibility, dismissal, starting a business, and other issues related to equal opportunities.

Job vacancies: providing vacancy positions that match the user’s qualifications.

Job placement for people with disabilities: conducting individual interviews to identify the social working profiles and working abilities of people with disabilities, to facilitate job placements into local companies.

Administrative services: list management of unemployed workers receiving unemployment benefits (in mobilità); managing placement procedures in public agencies.

Apprentice training: list management for the startup of mandatory apprentice training.

SERVICES FOR ADOLESCENTS (MINORS)

Vocational courses: The *Centro di Formazione Professionale* of the Province of Rovigo offers courses for adolescents allowing them to fulfill the obligation of instruction and training, by obtaining a qualification certificate.

Listening centre: Counseling for adolescents who have abandoned dedicated vocational courses or school, helping them to fulfill the obligation of instruction and training; also offers dropout prevention programs.

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Summer internships: organization of summer job placements for high school students, to allow them to verify their professional choices through a short placement in a company.

SERVICES OFFERED TO ENTERPRISES AND LOCAL AUTHORITIES

Recruiting: offering pre-selection of job-seekers based on regional and national data banks aimed at recruiting experienced staff, with the work skill requirements expressed by a company.

Job vacancies for people with disabilities: supporting employers to hire job-seekers with disabilities through short placements, technical advice, and other positive actions, in order to fulfill their legal hiring obligations.

Compulsory Communications: managing all communications received from employers regarding the hiring and firing of staff, and any changes in employment terms.

Information for employers: providing information and administrative support for employment incentives, and for legislative and contractual issues.

Apprentice training: list management for the startup of mandatory apprentice training.