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# Handbook



*Career and vocational guide for  
unaccompanied minors*

**CLIO – Cantiere Linguistico per l'Integrazione e l'Orientamento**



**Save the Children**  
Italia ONLUS

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Within the Project CLIO *Cantiere Linguistico per l'Integrazione e l'Orientamento* (*linguistic worksite for integration and counselling*), funded by the Italian Ministry of Internal Affairs and the European Fund for the Integration of non-EU immigrants (EIF).

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Hello!

This handbook has been prepared to guide and advise you on how to search for a job or training, a process called [career and vocational guidance](#).

➤ *What does career and vocational guidance mean?*

Career and vocational guidance is a process that helps you to identify which job could suite you best, which you would prefer and what to do to get it.

This process is divided in *3 main steps*:

- ✓ analysis of your personal characteristics,
- ✓ building a personal career plan,
- ✓ concrete search for a job.

➤ *How is this handbook structured?*

The guide is divided in six chapters.

The first three (from A to C) follow the three steps mentioned above: analysis of your personal characteristics, building your personal career plan and concrete search for a job. For each step, this handbook will provide suggestions on what you should do and how to do it, together with easy practice exercises.

The fourth chapter is dedicated to rights and responsibilities related to employment.

The fifth chapter presents a list of territorial support services and useful websites.

The last chapter is a glossary of the main words used in career and vocational guidance, translated in Italian, French and Bangla.

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# A

## *Analysis of your characteristics*

The aim of this first step is to **identify your main personal characteristics that could have an impact on your search for a job.**

In fact, when you are searching for employment, you must at first understand what you are good at and not good at, what interests you and does not interest you. This will help you understand which jobs to search for.

In order to identify your personal characteristics, you must answer the following four questions. For each question, you will find suggestions to help you answer the question.

### *➤ Question n.1: Which technical competences and skills have you acquired to date?*

The aim of this question is to **identify all of the skills and knowledge that you have acquired** and that can be useful for a job (for example if you know any languages, how to use a computer or other tools, how to repair a car, etc.).

- ✓ Indicate everything that you have learned at school, during your training(s) and in previous jobs.
- ✓ What are your strengths? Why? What are you not so good at?
- ✓ What would you like to do the most? Why? And what does not interest you at all?
- ✓ Make a list of all the competencies and skills that you have. Write everything that comes to your mind and then choose which you think are the 10 most relevant.



### ➤ *Question n.2: Which are your transversal abilities?*

**Transversal abilities** are those that can be used in different moments and aspects of your life (work, family, free time, etc.).

Considering the list below, indicate which characteristics better describe you, by placing an x in the correct cell:

Characteristics	It describes me:	not at all	a little	a lot	I don't know
I can clearly express myself					
I write well					
I am good at giving information					
I have a good memory					
I am good at organising events					
I am good at coordinating groups					
I respect deadlines					
I am good at improvising					
I am good at developing new ideas					
I have strong artistic and creative abilities					
I know how to work with tools, materials and machines					
I am good listening to people					
I have good precision and manual skills					
I have good knowledge of computers and ICT tools					
I have a good concentration ability					
I am very intuitive					
I am efficient					
I am very observant					
I am very curious					
I am good at teamwork					
I am very autonomous					
I have a strong enterprising spirit					
I am very responsible					
I am reliable					
Other: .....					

➤ *Question n.3: What do you expect from your job?*

Indicate **the characteristics that you consider important in a job**: how should your job be, what should it offer you.

Select the 5 most important aspects in list below and number these aspects in order of importance.

To work outdoors	
To work indoors	
To help others	
To be in contact with the public	
To work with children	
To be autonomous	
To work in a team	
To have responsibilities	
To have a role in coordination	
To have a role in management	
To have a creative job	
To carry out physical activities	
To carry out manual activities	
To carry out precision work	
To carry out intellectual work	
To work with machines or advanced equipment	
To work with ICT tools	
To work with animals	
To travel	
To receive a good salary	
To have a stable work	
To have flexible working hours	
To work on fixed hours	
To have a job which leaves you time for your private life	
To have good career opportunities	
To work in competition with other enterprises	
To work in competition with colleagues	
To have a clear and precise role	
To work in a friendly environment	
Other: .....	

➤ *Question n.4: What are your career interests?*

This last question concerns the **occupational fields in which you would like to work**.

Select the first 3 occupational fields, among those listed below, in which you would like to work, also indicating the job that most appeals you.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

*Main occupational fields:*

- ❖ **Services:** hairdresser, aesthetician, tourist guide, bartender, waitress, animator, cleaning staff, driver, etc.
- ❖ **Sales:** store clerk, sales representative, pitchman, store holder, warehouse staff, etc.
- ❖ **Agriculture and food:** farmer, gardener, cook, confectioner, kitchen staff, etc.
- ❖ **Technical and industrial work:** plumber, electrician, surveyor, repair technician, construction worker, painter, etc.
- ❖ **Care and healthcare:** nurse, doctor, welfare worker, cultural mediator, “badante” (caretaker), psychologist, babysitter, etc.
- ❖ **Office work:** secretary, clerical worker, accountant, call-centre operator, etc.
- ❖ **Teaching and education:** teacher, educator, trainer, career counsellor, etc.
- ❖ **Scientific work:** engineer, physician, architect, mathematician, laboratory staff, computer scientist, application developer, etc.
- ❖ **Cultural and human disciplines:** journalist, writer, translator, librarian, sociologist, historian, lawyer, etc.
- ❖ **Art and entertainment:** painter, photographer, designer, singer, actor, film producer, sound and light technician, etc.



# B

## *Building a personal career plan*

In this second step you must **define your career or vocational goal** (that means identify the job or vocational training you want to do) and **plan the different things you must carry out to reach this goal**.

Once again, different steps have been identified to help you:

1. synthesis of your characteristics,
2. definition of your career goal,
3. elaboration of your career plan.

### ➤ *Synthesis of your characteristics*

Thanks to your answers in the previous exercises, you can draw out your main personal characteristics:

- ✓ your main technical competencies and skills,
- ✓ your transversal characteristics,
- ✓ what you expect from and in a job,
- ✓ the occupational fields that you prefer.

In order to **obtain a useful synthesis, you must make a critical self-assessment of all your characteristics**, taking into consideration both positive and negative aspects. This will help you have a clear and realistic vision of yourself and choose a job suits you.

➤ *Your career goal*

*To define your career goal:*

**Your career goal is to find the job that you desire**, or the occupational field you want to work in. It must be **a job that 1) you like and 2) is suitable to you**.

To define your career goal, analyse the characteristics requested by the jobs that you find interesting and compare them to your personal characteristics. This will help you understand which jobs are most suitable to you.

*To obtain more information about jobs:*

❖ You can consult websites that give information about different professions: <http://orientaonline.isfol.it> or [www.professioni.info](http://www.professioni.info).

❖ You can make an appointment at a “ **Centro di Orientamento al Lavoro – COL**” (career guidance centre) closest to you.

They are information desks opened to everyone, whatever their age, citizenship or occupational situation. There are 16 desks in Rome (a list and contact information of the COLs is available at the end of the handbook). They offer free career guidance and counselling services. No specific document is requested to meet an operator, you just have to make an appointment (by phone or personally).

At the COL you will be supported in:

- ✓ the elaboration of your career plan,
- ✓ the preparation of your CV,
- ✓ finding vocational training and job offers in Rome.

❖ You can also go to **Porta Futuro**, another structure of the Province of Rome. Its staff offers career and vocational guidance and support to job searching. If you are over 18 years old, you can register at the reception desk and ask for an appointment.

❖ Lastly, you can receive career and vocational guidance also at **Programma Integra**. In this period, it has some projects specifically addressing unaccompanied minors.

### ➤ *Your career plan*

A **career plan** is an **action plan** that **details what you must do** to find the job you want.

In your career plan you must indicate:

- ❖ **Your career goal** (defined in the previous step)
- ❖ **A To-Do list**, indicating everything that you must carry out in order to find a job
- ❖ **A list of the activities that you have already carried out**
- ❖ **A list of activities that you will carry out in the coming weeks** (in chronological order), **indicating the precise day in which you will start**. You must describe the activities that you will implement in the most detailed and complete way possible.

One of the things that you could decide to do (before searching for a job) is **to improve your competencies and skills**. For example vocational training or a stage/apprenticeship in the sector that interests you. Stage offers are advertised within the *Centri per l'Impiego*.

**Vocational training courses** are organised by different private and public training centres. Information about these courses can be found at the *Centri di Orientamento al Lavoro*, *Centri per l'Impiego*, *Porta Futuro*, and on the Province of Rome's website [www.provincia.roma.it/percorsitematici/formazione](http://www.provincia.roma.it/percorsitematici/formazione) (section *Bandi e Avvisi*). Information about Italian courses for migrants are also available on the website: [www.incontragiovani.it](http://www.incontragiovani.it).

C

## *Concretely seeking and finding a job*

In this chapter you will find information and advice on the third phase of the career guidance process: **the concrete search for a job**.

This phase is divided into four steps:

1. registration to the *Centro per l'Impiego* (CPI)
2. seeking job vacancies
3. preparation of your CV
4. application to a vacancy

### ➤ *The registration to the Centro per l'Impiego*

The registration to the *Centro per l'Impiego* is very important not only to find a job, but also to remain in Italy. In fact, when you become 18, **you must demonstrate that you are registered to a *Centro per l'Impiego* (CPI) in order to convert your actual residence permit into a residence permit for job searching (“*Permesso di Soggiorno per attesa occupazione*”).**

When you register to a CPI, you declare that you are immediately available for a job. The first role of the *Centro per l'Impiego* is to bring together who is seeking and who is offering employment.

Registration is open to all citizens over 16 years of age, living in the Province of Rome. **You must register at the CPI territorially competent:** that is, competent for the municipality in which you live (at the end of the handbook you will find a list of all the CPIs present in Rome and the corresponding municipalities for which they are competent).

**In order to register, you must go physically to the CPI with an authorised operator and bring with you:**

- ✓ the declaration of legal guardianship and guardian nomination,
- ✓ the signed guardian authorisation to register to the CPI,
- ✓ a mandate from your guardian delegating the operator accompanying you,
- ✓ your residence permit or the certification of your residence permit request delivered by the *Questura*,
- ✓ your fiscal code (*codice fiscale*)

During the registration, you will have to provide personal data (name, date of birth, citizenship, where you live, etc.) and information about your instruction, training, and previous professional experience if you have any. You will receive a registration code that you can insert in your CV.

After your registration, you are not obligated to go back to the CPI. However, we strongly recommend visiting after your 18<sup>th</sup> birthday, because the operators can help you and provide information about vocational training and job offers in the Province of Rome.

### ➤ *Seeking job vacancies*

There are different places and tools for job searching.

❖ The pertinent **public services** are:

- The **CPIs**: they publish (in their offices and on their website) job vacancies. If you are interested in the vacancies, you can apply to the CPI, that preselects candidates for the hiring enterprise (<http://co.provincia.roma.it/ido/bachecapubblicaprov.aspx>).
- **Porta Futuro**: vocational training and job vacancies are published on their website ([www.portafuturo.it](http://www.portafuturo.it)) and in their offices. If you are over 18 years old, you can register directly at the reception desk, insert your CV on-line and apply.
- The **COLs**: collect job vacancies coming mainly from job agencies. They do not preselect candidates as the CPIs do: if you are interested in one of their vacancies, you must apply directly to the enterprise as indicated in the vacancy notice.
- The **Lazio Region** publishes job and stage offers on the Porta Lavoro website: [www.portalavoro.regione.lazio.it/portalavoro/](http://www.portalavoro.regione.lazio.it/portalavoro/)

- The **Ministry of Labour and Social Policy**: presents job vacancies and information about public competitive examinations in the website [www.cliclavoro.gov.it](http://www.cliclavoro.gov.it)
- ❖ You can also check **newspapers** dedicated to job vacancies, such as:
  - ✓ Lavorare
  - ✓ Roma Giovani
  - ✓ Lavoro Facile
  - ✓ Roma Lavoro
  - ✓ Trova Lavoro
  - ✓ Lavorare a Roma
  - ✓ Porta Portese

Some of these are available at the COL.

- ❖ **Internet** is another important means to search for a job.

Some useful search engines are: [www.monster.it](http://www.monster.it), [it.jobrapido.com](http://it.jobrapido.com), [ww.careerjet.it](http://ww.careerjet.it), [www.motorelavoro.it](http://www.motorelavoro.it), [www.cliccalavoro.it](http://www.cliccalavoro.it), [www.jobisjob.it](http://www.jobisjob.it), [it.indeed.com](http://it.indeed.com), [lavoro.trovit.it](http://lavoro.trovit.it), [www.jobcrawler.it](http://www.jobcrawler.it), [www.mrlavoro.com](http://www.mrlavoro.com).

- ❖ But most of the time, the most efficient way to search for a job is to use **informal channels**, such as the *passaparola*: to spread the word that you are job hunting is important to gather information about vacancies that are not otherwise made public.

To have a real impact on your search, you must tell not only your friends, but as many people as possible: neighbourhood shops, friends of friends, neighbours, etc.

- ❖ Another way is to send “**spontaneous job applications**”. In this case, you spontaneously contact enterprises and try to obtain an interview, even if you are unsure that they are hiring.

The first thing to do is to look for the name and contact of enterprises. Some are available on [www.infoimprese.it](http://www.infoimprese.it) and [www.guidamonaci.it](http://www.guidamonaci.it).

In this case, you can send you CV with a presentation letter (paragraph C4) by mail or e-mail, you can contact the enterprise by phone, or you can visit personally.

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To increase your possibilities to find a job, you must send a high quantity of spontaneous job applications (at least a hundred). Do not get disheartened if the enterprises do not answer you immediately. Often they collect all the applications they receive and consult them at a later date, when looking for an employee.

### ➤ *Preparation of your CV*

The CV is the document with which you present yourselves to a potential employer when you apply for a job. **Therefore, it is very important to prepare a good and representative CV.**

From a formal point of view, the CV must be **clear and easy to read**, without any linguistic errors. It must be written by computer with a clean layout (clearly separated paragraphs and bold or underlined titles). A CV should not be more than 1 or 2 pages. Information must be given in a chronological order, starting from the most recent.

The CV should **contain the following information**:

- ❖ **Personal data**: name and surname, place and date of birth, address, telephone and e-mail, registration number to the *Centro per l'Impiego*.
- ❖ **Education and training**: name of the organisation providing education or training, diploma and/or professional qualification obtained, start and end date, name of the education or training course(s). You can also indicate courses that you have interrupted.
- ❖ **Professional experience**: name of previous employee(s), job category, start and end date, your role and responsibilities. You can also indicate your “irregular employment”.
- ❖ **Language Skills**: mother tongue, other language(s) you know, and level of writing, speaking and comprehension skills.
- ❖ **Technical and computer skills**.
- ❖ **Other information**: knowledge and skills identified during phase A and B that are important for the job you are applying for.
- ❖ You can also insert a **photo** on the top right-hand corner of the CV. It must be a clear close-up photo.

There are different models and ways to structure your CV, such as the Europass model suggested by the European Commission (<http://europass.cedefop.europa.eu/it/home>), that is often requested. However, you can also create your own CV without following a specific model.

The operators of the *COLs*, *CPIs* and *Porta Futuro* can help you write your CV.

You can also prepare a “**business card**” to distribute to the persons you meet or leave in places that are very frequented. It should indicate: your contacts (name, surname, telephone or e-mail if you use it), the job you are seeking, your strengths (previous professional experiences, training or relevant personal characteristics for example). It should be short (a few lines) and written by computer.

### ➤ *To apply for a job*

❖ Whether you are applying to a job vacancy notice or you are sending a spontaneous application, you should always send a **presentation letter** together with your CV.

The presentation letter, or cover letter, must be **short, clear and written by computer**. When possible, it should be addressed to a specific person (the one indicated in the vacancy notice, a manager or someone from the Human Resources Department). **In the letter you must emphasize why you are suitable for the job and highlight your strengths tailored to the job vacancy**. You can also describe why you are interested in working in this specific enterprise. At the end of the letter, write that you are available for a job interview. Remember to insert your contacts (normally at the top left hand corner you can write your name and surname, address, telephone number and e-mail), so that the enterprise can contact you easily.

❖ If the employer is interested in your profile, he/she can contact you for a **job interview**.

To **prepare for a job interview**, you should **think of the questions** that, according to you, the selector may ask, and simulate the interview. It is also very important that you prepare yourself by **collecting information about the enterprise** and the job, for which you are having the interview.

**On the day of the interview, bring a copy of your CV with you.** How you present yourself and how you behave is very important, because you will be evaluated not only on what you say, but also on your behaviour. Therefore dress adequately (neat, tidy, but simple), **act in a friendly but professional**



**manner**, do not gesticulate. Remember to thank the selector at the beginning for having invited you for an interview.

*Example of cover letter:*

Rome, 9 May 2013

Amir Hossein  
Via S. Agata dei Goti 24, Roma  
Tel: 355 123456

Mr. Marco Rossi  
Ristorante Il Mulino  
Via Appia Nuova 143, 00100 Roma

Object: Application as waitress, vacancy notice in Roma Giovani published on the 7th of May

Dear Mr. Marco Rossi,

I am sending you my CV to apply for the job vacancy published in the newspaper Roma Giovani on the 7th of May.

I have recently completed an Italian language course. In addition, my knowledge of the English language is at a good level.

I am a dynamic, reliable and friendly person. I am used to working in stressful and busy environments and I have a good memory. Even if I have never worked as a waiter before, I believe that I would quickly become a valid component of your staff.

If the occasion should arise, I am at your disposal for an interview in which I will be pleased to answer any of your questions.

I thank you for the interest that you have given my request.

Best regards,

Amir Hossein

A.f. curriculum vitae

## *Employee Rights and Responsibilities*

Below you will find information about the **rights and responsibilities related to the employment sector**, and references to **structures that can help and advise** you if you need.

### ➤ *Minors under 18 years of age*

In Italy there is an **education obligation**: all the minors under 18 years of age must frequent an education or training course, or have a job which guaranties a form of training. In particular, minors under 18 years of age can work only as an “*apprendista*” (apprentice). **Apprenticeship** (*apprendistato*) is a typology of contract that offers both educational and vocational training to young workers.

In order to obtain a job as an apprentice, you must first find an employer (by following the job search process presented above). Apprenticeship contacts are regulated by a specific legislation. You can obtain more information at the *Centri per l'Impiego* or on the specific website realized by the Ministry of Labour and Social Policy: [www.nuovoapprendistato.gov.it/index.html](http://www.nuovoapprendistato.gov.it/index.html).

### ➤ *Young people over 18 years of age*

As an unaccompanied minor, until you became 18 years of age you had a minors' residence permit. Once **reached 18 years of age, you must ask for the conversion of your minors' residence permit**. The request is prepared by your accommodation centre, on the basis of your integration process in Italy. If you do not have a regular job, the residence permit that you can obtain is a “*permesso di soggiorno per attesa occupazione*” (residence permit for job searching), valid for six months, renewable only once. Remember that to ask for the conversion of your minors' residence permit, you must be registered to the *Centro per l'Impiego*.

During this year (maximum period with renewal), it is very important to find a job, otherwise you will not be able to obtain a new residence permit to stay

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legally in Italy. Once you have obtained a job, you will have to ask for the conversion of your residence permit in a residence permit for subordinate work (if you have found a subordinate job).

### ➤ *Employee rights*

❖ When you obtain a job, you can benefit from **various rights in terms of social security and social insurance**. You can obtain more information about your rights on the **section dedicated to migrants on the INPS's website: [www.inps.it](http://www.inps.it)** (Home / Informazioni / Lavoratori migranti).

❖ You can also refer to **handbooks prepared specifically for foreign citizens and workers**:

- The Vademecum **Immigrazione come, dove, quando** “*Manuale d'uso per l'integrazione*” (Immigration how, where, when “*The Handbook for Integration*”) realised by the Ministry of Labour and Social Policy, available in 8 languages (Albanian, Arabic, Chinese, English, French, Italian, Moldavian and Spanish) on the website: [www.integrazionemigranti.gov.it](http://www.integrazionemigranti.gov.it) (section *i servizi / Lavoro*).
- The **handbook** “*A foreigner, not a stranger. ABC of safety at workplace*” realised by INAIL in 11 languages (Albanian, Arabic, English, French, Italian, Polish, Portuguese, Rumanian, Spanish, Tagalog/Filipino, Ukrainian). It is available on the website: [www.integrazionemigranti.gov.it](http://www.integrazionemigranti.gov.it) (section *i servizi / Lavoro*).

❖ You can also turn to **Save the Children desk** for any question regarding legal issues. The desk is open every Monday, Wednesday and Friday: 15.00 – 17.00, in Via Volturno, 58 - 00185 Rome, tel: (+39) 06.480.7001. On the association's website, [www.dirittiaimargini.it](http://www.dirittiaimargini.it), you will find information and material on minors' rights in Italy and Europe.

❖ Finally, you can seek legal counsel at the **legal desk of CivicoZero**. The desk is open Monday to Friday: 14.00-18.00, in the offices of the Cooperative CivicoZero, at via dei Bruzi 10, Rome, tel: (+39) 06.9838.6049.

### ➤ *Discrimination*

❖ In Italy and in all Europe, there is a **regulation prohibiting any kind of discrimination on the grounds of race, skin colour, national or ethnic origin, religious belief or practice**. This means that no one can treat you in a different manner compared to others only because you come from another country or only because you have a different religion.

If you consider to be a victim of discrimination received from your employer, an Italian administration or a citizen, **you can present an appeal to a judge**. Some associations can act on your behalf if you so wish. Save the Children has a list of legal desks throughout Rome where you can find assistance.

❖ You can also turn to the National Office against Racial Discrimination - **UNAR Ufficio per la promozione della parità di trattamento e la rimozione delle discriminazioni fondate sulla razza o sull'origine etnica**. You can report acts of discrimination received personally or by others and receive help. You can contact the Contact centre by calling the **toll-free number: 800 901010** or by website: [www.unar.it](http://www.unar.it).

## *Territorial Support Services and useful websites*

Below you will find a list of the **public institutes and programmes and contact information**, as well as a short list of **websites that contain useful information** for your career and vocational guidance, and in general, for your integration in Italy.

### ➤ *CPI - Centri per l'Impiego*

*Open:*

Monday to Friday: 9.00-12.30

Tuesday and Thursday: 14.45-16.45

*Contacts of the Centri per l'Impiego:*

#### ❖ **Centro per l'Impiego Roma Cinecittà**

*Territorial competence: Municipality 1, 2, 6, 9, 10, 11, 17*

Viale Rolando Vignali, 14 – 00173 Rome

Tel: (+39) 06.67661

[cpi.cinecitta@provincia.roma.it](mailto:cpi.cinecitta@provincia.roma.it)

#### ❖ **Centro per l'Impiego Roma Ostia**

*Territorial competence: Municipality 12, 13, 15 – Fiumicino*

Via Domenico Baffigo, 145 – 00121 Ostia

Tel: (+39) 06. 67663510, fax: (+39) 06.67667758

[cpi.ostia@provincia.roma.it](mailto:cpi.ostia@provincia.roma.it)

#### ❖ **Centro per l'Impiego Roma Primavalle**

*Territorial competence: Municipality 18, 16, 19, 20*

Via Decio Azzolino, 7 – 00167 Rome

Tel: (+39) 06.61662682, fax: (+39) 06.6270798

[cpi.primavalle@provincia.roma.it](mailto:cpi.primavalle@provincia.roma.it)

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### ❖ **Centro per l'Impiego Roma Tiburtino**

*Territorial competence: Municipality 3, 4, 5*

Via Scorticabove 77 - 00156 Rome

Tel: (+39) 06.45614909/07, fax: (+39) 06.45614921

[cpi.tiburtino@provincia.roma.it](mailto:cpi.tiburtino@provincia.roma.it)

### ❖ **Centro per l'Impiego Roma Torre Angela**

*Territorial competence: Municipality 7, 8*

Via Jacopo Torriti, 7 – 00133 Rome

Tel: (+39) 06.2017542, fax: (+39) 06.20627827

[cpi.torreangela@provincia.roma.it](mailto:cpi.torreangela@provincia.roma.it)

### ❖ **S.I.L.D. Servizio Inserimento al Lavoro Disabili** (Service Integration Handicapped persons)

Via Raimondo Scintu, 106 - 00173 Rome

Tel: (+39) 06.67668424/8425, fax: (+39) 06.67668435/8369

[sild@provincia.roma.it](mailto:sild@provincia.roma.it)

❖ **The address of the other CPIs of the territory** of the Province of Rome are available on the Province's website ([www.provincia.roma.it/centri-limpiego-di-roma-e-provincia](http://www.provincia.roma.it/centri-limpiego-di-roma-e-provincia)).

❖ Some *Centri per l'Impiego* are **dedicated only to university students and/or graduates** (they have specific opening times):

✓ **Centro per l'Impiego Sapienza**, Via Cesare de Lollis 22, Rome, Tel: (+39) 06.45606976, [cpi.sapienza@provincia.roma.it](mailto:cpi.sapienza@provincia.roma.it)

✓ **Centro per l'Impiego Roma Tre**, via Ostiense 169, Rome, Tel: (+39) 06.57332858, [cpi.romatre@provincia.roma.it](mailto:cpi.romatre@provincia.roma.it)

✓ **Centro per l'Impiego Tor Vergata**, Via Orazio Raimondo, 18, Rome, Tel: (+39) 06.72592533, [cpi.torvergata@provincia.roma.it](mailto:cpi.torvergata@provincia.roma.it)

*Province of Rome's toll-free number for all issues linked to employment:*

It provides **information about the services offered** by the *Centri per l'Impiego*, about the administrative procedures and job and training offers.

**Employment Toll-free number: 800.81.82.82.**

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### ➤ *COL – Centri di Orientamento al Lavoro*

*Open:*

Most of the COLs are **open on:**

Monday and Wednesday: 9.30-13.00

Tuesday and Thursday 9.30-13.00 and 15.30-17.30

Friday 9.00-12.00

Those with different opening times are indicated at the end.

*Contacts of the Centri per l'Impiego:*

❖ **COL Simonetta** Tosi (Testaccio, Municipality 1)

Via Alessandro Volta, 43 - 00153 Rome

(inside the Vocational Training Centre "Simonetta Tosi")

Tel: (+39) 06.57133889, fax: (+39) 06.5745486

[colsimonettatosi@comune.roma.it](mailto:colsimonettatosi@comune.roma.it)

❖ **COL San Lorenzo** (Municipality 3)

Via degli Apuli, 5 - 00185 Rome

Tel: (+39) 06 .4704735, fax: (+39) 06.49385092

[colsanlorenzo@comune.roma.it](mailto:colsanlorenzo@comune.roma.it)

❖ **COL Vigne Nuove** (Municipality 4)

Via Sergio Tofano, 90 - 00139 Rome

(inside the Vocational Training Centre "Aldo e Lella Fabrizi")

Tel: (+39) 06.87187456, fax: (+39) 06.87195421

[colvignenuove@comune.roma.it](mailto:colvignenuove@comune.roma.it)

❖ **COL Tiburtino III** (Municipality 5)

Via W. A. Mozart, 77 - 00159 Rome

Tel: (+39) 06.40814925, fax: (+39) 06.40801335

[coltiburtino@comune.roma.it](mailto:coltiburtino@comune.roma.it)

❖ **COL Luigi Petroselli** (Municipality 9)

Via Tuscolana 208/A - 00181 Rome

(inside the Vocational Training Centre "Luigi Petroselli")

Tel: (+39) 06.96038683, fax: (+39) 06.96038753

[colluigipetroselli@comune.roma.it](mailto:colluigipetroselli@comune.roma.it)

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### ❖ **COL Vignali** (Municipality 10)

Viale Rolando Vignali, 14 - 00173 Rome

Tel (+39) 06.72902207, fax: (+39) 06.72973505

[colvignali@comune.roma.it](mailto:colvignali@comune.roma.it)

### ❖ **COL Cenci** (Municipality 11)

Via Dei Lincei, 93 - 00147 Rome

Tel: (+39) 06.45606921, fax: (+39) 06.45606921

[colcenci@comune.roma.it](mailto:colcenci@comune.roma.it)

### ❖ **COL Carceri** (Municipality 11)

Specialised in the inclusion of incarcerated or ex-incarcerated persons

Via Dei Lincei, 93 - 00147 Rome

Tel (+39) 06.45606925, fax: (+39) 06.45606925

[colcarceri@comune.roma.it](mailto:colcarceri@comune.roma.it)

### ❖ **COL Guglielmo Marconi** (Municipality 11)

Largo Veratti, 30 - 00146 Rome

Tel: (+39) 06.54602499, fax: (+39) 06.54275900

[colmarconi@comune.roma.it](mailto:colmarconi@comune.roma.it)

### ❖ **COL Ernesto Nathan** (Torrino, Municipality 12)

Via Ugo Taby, 34 - 00144 Rome

(inside the Vocational Training Centre "E. Nathan")

Tel: (+39) 06.52205968, fax: (+39) 06.52274827

[colernestonathan@comune.roma.it](mailto:colernestonathan@comune.roma.it)

### ❖ **COL Pier Paolo Pasolini** (Lido di Ostia Ponente, Municipality 13)

Via Domenico Baffigo, 163 - 00121 Rome Lido

(inside the Vocational Training Centre "P. P. Pasolini")

Tel: (+39) 06.5694237, fax: (+39) 06.5694237

[colpierpaolopasolini@comune.roma.it](mailto:colpierpaolopasolini@comune.roma.it)

### ❖ **COL Azzolino** (Municipality 17)

Via Decio Azzolino, 7 - 00167 Rome

(inside the Vocational Training Centre "Enzo Baldoni")

Tel: (+39) 06.61662513, fax: (+39) 06.61291938

[colazzolino@comune.roma.it](mailto:colazzolino@comune.roma.it)



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*Some COL have different opening times:*

❖ **COL Corviale** (Municipality 15)

Via M. Mazzacurati 76 - 00148 Rome

(inside the Vocational Training Centre "N. Campanella")

Tel: (+39) 06.65090006, fax: (+39) 06.65193505

[colcorviale@comune.roma.it](mailto:colcorviale@comune.roma.it)

Open: Monday to Thursday: 9.30-13.00, Friday: 9.00-12.00

❖ **COL Teresa Gullace** (Alessandrino, Municipality 7)

Via delle Fragole, 30 - 00172 Rome

(inside the Vocational Training Centre "Teresa Gullace")

Tel: (+39) 06.2303288, fax: (+39) 06.23296427

[colteresagullace@comune.roma.it](mailto:colteresagullace@comune.roma.it)

Open: from Monday to Thursday: 9.30-13.00, Friday: 9.00-12.00

❖ **COL Tirocini** (Municipality 1)

Via dei Cerchi 6 - 00186 Rome

Tel: (+39) 06.67102195, fax: (+39) 06.67102209

[sportello.tirocini@comune.roma.it](mailto:sportello.tirocini@comune.roma.it) - [coltirocini@comune.roma.it](mailto:coltirocini@comune.roma.it)

Open: Monday, Wednesday, Friday: 9.00-12.00, Thursday: 14.00-17.00

❖ **COL Gino Giugni** (Municipality 8)

Via della Tenuta di Torrenova, 124 - 00133 Rome

Tel: (+39) 06.20630980, fax: (+39) 06.20685655

[colginogiugni@comune.roma.it](mailto:colginogiugni@comune.roma.it)

Open: Monday and Wednesday: 9.30-13.00, Tuesday and Thursday: 9.30-13.00 and 15.30-17.00, Friday: 9.00-12.00

### ➤ **Porta Futuro**

*Open:*

Monday to Thursday: 9.00 - 19.00.

Friday: 9.00 - 20.00.

Saturday: 10.00 - 20.00.

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### *Contacts of Porta Futuro:*

Via Galvani 108 – 00153 Rome

Tel: (+39) 06.67664868

[info@portafuturo.it](mailto:info@portafuturo.it)

[www.portafuturo.it](http://www.portafuturo.it)

### ➤ ***Programma Integra***

*Contacts of the Citizens Centre for migrants, asylum seekers, and social integration of Roma Capitale:*

Via Assisi, 41 – 00181 Rome

Tel: (+39) 06. 7885.0299 - 06. 7835.9839, fax: (+39) 06. 7839.3696

[www.programmaintegra.it](http://www.programmaintegra.it)

### ❖ **Integration and counselling desk**

Open on Thursdays: 9.30 - 12.30

Tel: (+39) 06.78850299

[a.caputo@programmaintegra.it](mailto:a.caputo@programmaintegra.it)

### ❖ **Socio legal desk**

Open on Tuesdays: 9.00 - 13.00

Tel: (+39) 06.78850299

[lliberati@programmaintegra.it](mailto:lliberati@programmaintegra.it)

### ➤ *Websites*

#### ❖ **Websites on career guidance and job searching**

[www.guidalavoro.net](http://www.guidalavoro.net)  
[www.supportolavoro.it](http://www.supportolavoro.it)  
[www.orientamento.it](http://www.orientamento.it)  
[orientaonline.isfol.it](http://orientaonline.isfol.it)  
[www.professioni.info/](http://www.professioni.info/)  
[www.portafuturo.it](http://www.portafuturo.it)  
[www.portalavoro.regione.lazio.it/portalavoro](http://www.portalavoro.regione.lazio.it/portalavoro)  
[www.portalavoro.regione.lazio.it/portalavoro/](http://www.portalavoro.regione.lazio.it/portalavoro/)  
[www.cliclavoro.gov.it](http://www.cliclavoro.gov.it)  
[www.apprendistato.regione.lazio.it](http://www.apprendistato.regione.lazio.it)  
[www.nuovoapprendistato.gov.it](http://www.nuovoapprendistato.gov.it)  
[www.sirio.regione.lazio.it](http://www.sirio.regione.lazio.it)  
[europalavoro.lavoro.gov.it](http://europalavoro.lavoro.gov.it)

#### ❖ **Websites with useful information for life in Italy and Rome**

[www.integrazionemigranti.gov.it](http://www.integrazionemigranti.gov.it)  
[www.programmaintegra.it](http://www.programmaintegra.it)  
[www.stranieriinitalia.it](http://www.stranieriinitalia.it)  
[www.dirittimigranti.it](http://www.dirittimigranti.it)  
[www.dirittiaimargini.it](http://www.dirittiaimargini.it)  
[www.meltingpot.org](http://www.meltingpot.org)  
[www.unar.it](http://www.unar.it)  
[www.incontragiovani.it](http://www.incontragiovani.it)  
[www.informagiovani.it/](http://www.informagiovani.it/)  
[www.inps.it](http://www.inps.it)  
[www.inail.it](http://www.inail.it)  
[www.interno.gov.it](http://www.interno.gov.it)  
[www.provincia.roma.it/](http://www.provincia.roma.it/)

## Glossary

English	Italian	French	Bangla
Analysis or Balance of competences	Bilancio	Bilan	আর্থিক বিবৃতি
Application	Candidatura	Candidature	আবেদন
Apprenticeship	Apprendistato	Apprentissage professionnel	প্রশিক্ষণ
Availability	Disponibilità	Disponibilité	প্রাপ্যতা
Career	Carriera	Carrière	পেশা
Career plan	Progetto professionale	Projet professionnel	পেশাদার প্রকল্প
Bachelor's degree	Laurea	Maîtrise	ডিগ্রী
Career (professional growth)	Crescita professionale	Carrière, progression professionnelle	পেশাগত বৃদ্ধি
Career goal	Obiettivo professionale	Objectif professionnel	পেশাগত লক্ষ্য
Career guidance	Orientamento	Orientation	ভবিষ্যত পরিচিতি
Characteristic	Caratteristica	Caractéristique	বৈশিষ্ট্য
Competence	Competenza	Compétence	প্রতিযোগীতা
Conversion	Conversione	Conversion	রূপান্তর
Compulsory schooling obligation	Obbligo formativo	Obligation scolaire	বাধ্যতামূলক প্রশিক্ষণ
Cover letter	Lettera di presentazione	Lettre de motivation	উপস্থাপনা পত্র
CV	Curriculum vitae	Curriculum vitae, CV	সারসংকলন
Diploma	Diploma	Diplôme	ডিপ্লোমা
Desk	Sportello	Guichet	বুথ
Development	Sviluppo	Développement	উন্নয়ন
Discrimination	Discriminazione	Discrimination	বৈষম্য

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Education	Educazione	Education	শিক্ষা
Employer	Datore di lavoro	Employeur	নিয়োগকর্তা
Entrepreneur	Imprenditore	Entrepreneur	উদ্যোক্তা
Equipment	Macchinario	Machine	যন্ত্রপাতি
Expert advice	Consulenza	Conseil	পরামর্শ
Hours	Orario	Horaire	সময়সূচী
Illegal/irregular work	Lavoro al nero	Travail au noir	কালো কাজ
Inclusion	Integrazione	Intégration	একত্রিত
Job interview	Colloquio	Entretien	সাক্ষাত্কার
Job vacancy	Offerta di lavoro	Offre d'emploi	কাজের অফার
Learning	Apprendimento	Apprentissage	শিক্ষা
Middle school certificate	Licenza media	Brevet des collèges	মাধ্যমিক বিদ্যালয় সার্টিফিকেট
Occupation	Occupazione	Emploi	পেশা
Occupational Sector	Area occupazionale	Secteur professionnel	পেশাদারী এলাকা
Operator	Operatore	Educateur, conseiller	অপারেটর
Pre-selection	Preselezione	Présélection	প্রাক নির্বাচন
Professional association	Associazione, Ordine imprenditoriale	Association professionnelle	চাকরীজীবী সমিতি পেশাদারী সংঘ
Professional profile	Figura professionale	Profil professionnel	পেশাগত চিত্র
Qualification	Qualifica	Qualification	যোগ্যতা
Registration	Iscrizione	Inscription	ভর্তি
Residence permit	Permesso di soggiorno	Permis de séjour	বাসস্থান পারমিট
Requisite	Requisito	Qualité requise	প্রয়োজনীয়তা
Responsibility	Responsabilità	Responsabilité	বুঁকি
School subject	Materia scolastica	Matière scolaire	স্কুল বিষয়
Selection	Selezione	Sélection	নির্বাচন
Social security and insurance	Previdenza sociale e assicurativa	Sécurité et assurance sociale	সামাজিক নিরাপত্তা ও বীমা
Stage	Stage Tirocinio	Stage	ধাপ ট্রেনিং
Subsidy	Incentivo	Aide financière	উদ্দীপক
Suitability	Idoneità	Aptitude	উত্সাহ
Summon	Convocare	Convoquer	আহবান করা

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Task	Compito	Tâche	প্রস্তুতিপর্বের কাজ
Technical ability	Capacità tecnica	Capacité technique	প্রযুক্তিগত ক্ষমতা
Test	Prova	Examen, test	চেষ্টা
To hire	Assumere	Employer	উদ্যোগ নেওয়া
Tool	Attrezzo	Outil	যন্ত্র
Training	Formazione	Formation	প্রশিক্ষণ
Transversal ability	Capacità trasferibile	Capacité transversale	হস্তান্তরযোগ্য ক্যাপাসিটি
Unemployment	Disoccupazione	Chômage	বেকারত্ব
Word of mouth	Passaparola	Bouche-à-oreilles	আলাপ
Work, job, labour	Lavoro	Travail, emploi	কাজ
Work contract	Contratto di lavoro	Contrat de travail	কর্মসংস্থানের চুক্তি
Working environment	Ambiente di lavoro	Ambiance de travail	কাজের পরিবেশ
Working value	Valore professionale	Valeur professionnelle	পেশাগত মান



This handbook presents, in a synthetic way, the main steps to follow if you are searching for a job or vocational training. It explains what the expression “career and vocational guidance” covers and how to build a career plan. It offers tools to help readers in this process and suggests services and structures competent on these issues present in the Rome territory.

It is addressed to minors resident in the Province of Rome, and in particular to unaccompanied minors, coming from third countries without a responsible accompanying adult.

It has been realised within the framework of the Project “CLIO Cantiere Linguistico per l’Integrazione e l’Orientamento” (CLIO - linguistic worksite for integration and counselling), a project funded by the Italian Ministry of Internal Affairs and the European Fund for the Integration of non-EU immigrants (EIF), and implemented by Save the Children, in partnership with Civico Zero and the Province of Roma, and in collaboration with Università la Sapienza di Roma, Università di Parma, Università per Stranieri di Siena and Roma Capitale.

**Project realised in partnership with:**

