



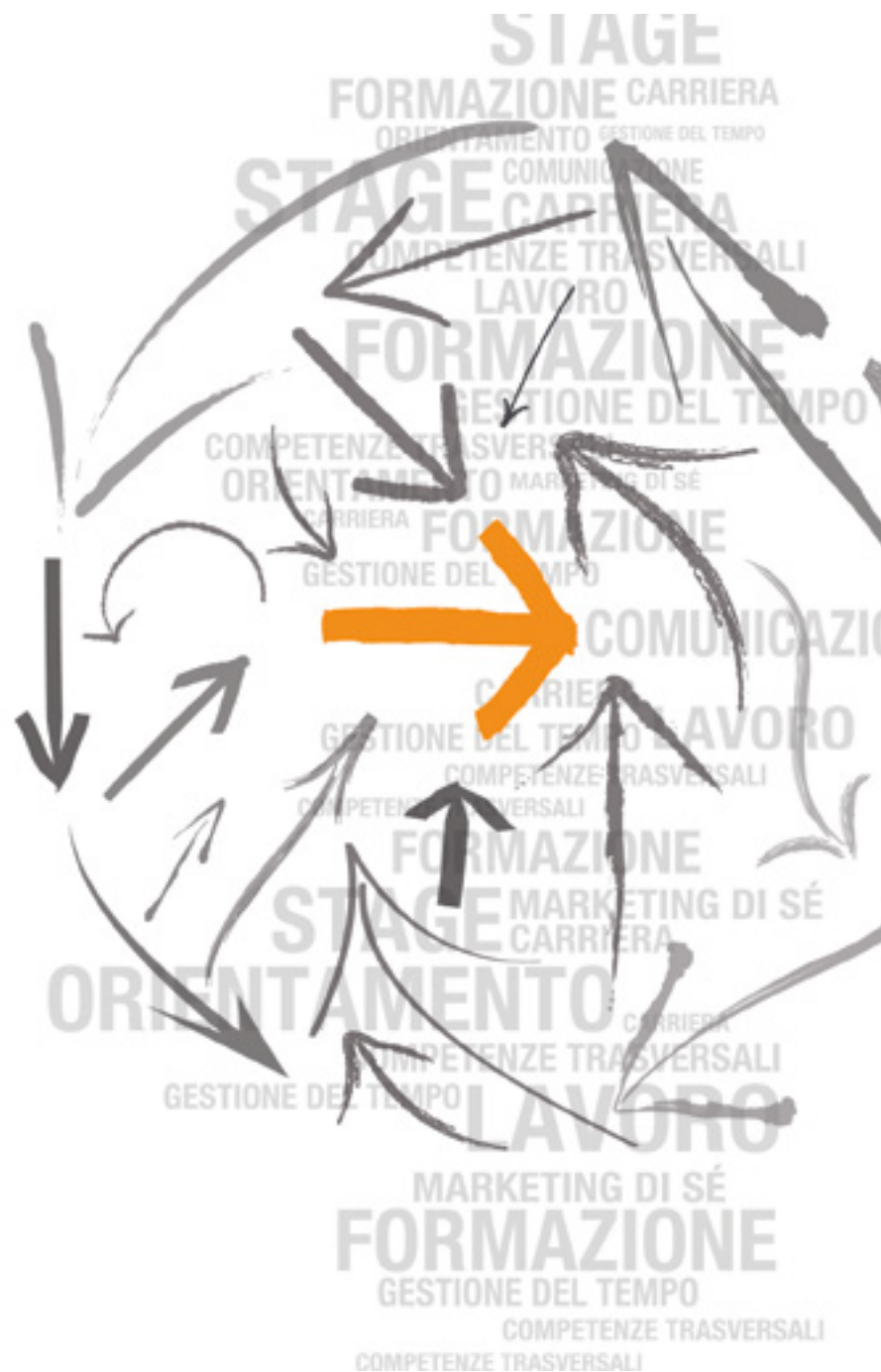
UNIVERSITY  
OF TRENTO - Italy

# Job Guidance

# Chart of Services for Students/Graduates

With the support of:





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# The Chart of Services

## Description

The Chart of Services is a document describing the various sectors and activities involved in the action of the Job Guidance Service of the University of Trento, formalising on one hand the duties of the University and the rights and the duties of the users. It is a concrete example of the transparency principle which inspires the University in its daily actions and activities.

## Its origins

The need to state the University engagements and responsibility towards the users is the natural consequence of a set of reforms of the labour market, in particular the Italian Legislative Decree no. 276/2003 (a.k.a. the “Biagi Law”), according to which universities belong to the institutions authorised, *ope legis*, to carry out intermediation activities. The University of Trento, through its Job Guidance Service, is active on the labour market and it is directly involved in the working flow and effectiveness level of the Service.

## Beneficiaries

The scope of the Job Guidance activities involves two main protagonists: businesses and students/graduates. In this document, the term “students” includes all the students enrolled in an undergraduate degree, a course/master’s degree course/five-year degree course, a master of science or a Doctoral Course of the University of Trento.

In this document, the term “graduates” includes all the people who have obtained a qualification by the University of Trento no later than 18 months ago.

In this document, the term “businesses” includes all kinds of businesses, active in all economic sectors and of all sizes, located in Italy and elsewhere, including public institutions, associations, foundations, etc.

For this reason two Charts of Services have been drafted. This Chart only refers to students and graduates.

Starting from its publication the University of Trento shall update this document on an annual basis. This Chart was drafted in the framework of the participation of the University in the Programma Fixo Scuola & Università promoted by the Italian Ministry for Labour and Social Activities and by Italia Lavoro S.p.a.

**The Chart is available at the Job Guidance Office**, Molino Vittoria - via Verdi 6 - 38122 Trento and on the website <http://stage-placement.unitn.it/>

# Job Guidance services for students/graduates

An integrative system of services is arranged for students and graduates, to facilitate their transition to the labour market. The system is structured in three macro-areas:

Professional Guidance: support to make their professional choice and build a successful career.

Training: development of skills for the active job search and career management; enhancement of the main soft skills required by the labour market.

Internship and work: internships aimed at acquiring ECTS or drafting their dissertation; opportunity to directly meet the labour market and placement.

## Professional Guidance

- Welcoming and Information
- Labour search tools
- Professional Guidance and career choice
- Training to a job interview

## Training

- Job Guidance meetings
- FAD training
- Workshops on professions

## Internships and placement

- Business presentations
- Career events
- Placement
- Activation of Training internships (included or not included in the study programme)

# Professional Guidance

## Welcoming and Information

### ***Content***

Initial welcoming, information and details on services provided by the Job Guidance Service; choice of the suitable services for each user or guide them to services both inside and outside the University.

### ***Access modality***

Individual access upon appointment, the first time using the online form:  
<http://stage-placement.unitn.it/studenti/tipologie-di-incontri-di-orientamento>

### ***Implementation modality***

In person, via email or Skype

### ***Time structure***

The interview lasts about 40 minutes; further meetings may be organized according to specific needs.

### ***Supporting tools***

- User's personal file
- CV and motivational letter drafting instructions
- Publication of vacancy ads
- Publication of internship ads
- Websites to facilitate labour demand/supply

### ***Documents supplied to the user***

- Information materials on the Job Guidance Service
- Information materials for the active job search
- Updated CV
- Presentation letter

# Labour search tools

## ***Content***

Meetings aimed at informing the users on the job search tools, helping them in finding and evaluating the job opportunities offered by the labour market and guiding their candidature.

## ***Access modality***

Individual access upon appointment, the first time using the online form:

<http://stage-placement.unitn.it/studenti/tipologie-di-incontri-di-orientamento>

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## ***Documents supplied to the user***

- Information materials on the Job Guidance Service
- Information materials for the active job search
- Updated CV
- Presentation letter

***NOTE: students/graduates are invited to participate in the training meetings devoted to different topics, in order to take advantage of the individual interview.***



# Professional Guidance and career choice

## ***Content***

The meetings are aimed at defining the candidate's profile and select the most interesting professional contexts to support the preparation of an individual project. Possible training needs may emerge during the meetings and they may consequently help in identifying the correct training institutions.

## ***Access modality***

Individual access upon appointment, the first time using the online form:

<http://stage-placement.unitn.it/studenti/tipologie-di-incontri-di-orientamento>

## ***Implementation modality***

In person or via Skype.

## ***Time structure***

The interview lasts about 1 hour; further meetings (up to 3) may be organised

## ***Supporting tools***

- User's personal file
- Updated CV
- Summary of the analysis of skills and definition of professional objectives

## ***Documents supplied to the user***

- Information materials on the Job Guidance Service
- documentation to support the guidance activity, like: exercises, questionnaires, documents of the action plan agreed with the user.

# Training for a job interview

## **Content**

During the meetings users will be supported in reading of the job vacancy ads, the search of the desired job and the knowledge of the business context where the job interview will be held.

## **Access modality**

Individual access upon appointment, the first time using the online form:

[http:// stage-placement.unitn.it/studenti/tipologie-di-incontri-di-orientamento](http://stage-placement.unitn.it/studenti/tipologie-di-incontri-di-orientamento)

## **Implementation modality**

In person or via Skype.

## **Time structure**

The interview lasts about 1 hour.

## **Supporting tools**

- User's personal file

## **Documents supplied to the user**

- Information materials on the Job Guidance Service
- Documentation on the job interview

*NOTE: To take advantage of the individual interview, candidates are invited to bring the job ad with, in order to be better prepared for the interview. Students/graduates are invited to participate in the training meetings devoted to different topics.*

# Training

## Job Guidance meetings

### ***Content***

The following topics are dealt with, also with the support of professionals and representatives of job-related institutions like employment agencies:

- labour market regulation and contracts
- how to look for a job: preliminary indications on the search, search goals and channels (websites for demand/supply, head-hunters)
- how to submit an effective candidature: CV (format, readability, content and self-evaluation methods)
- how to submit a presentation letter (format and methods to highlight your strengths)
- personal branding
- creation of a LinkedIn profile
- job interview: how to prepare for a job interview and how to behave during the interview. How to manage the various steps of the job interview and which are the objectives of the main questions. What to avoid during the job interview. Kind of interview. Simulations
- assessment
- cross-sector skills required in the labour market: leadership, communications, team working, time management, project management, problem solving, creativity, negotiating skills and conflict management.

### ***Access modality***

The seminars' schedule is published on <http://stage-placement.unitn.it/studenti/calendario-corsi> and on a newsletter sent by email. You need to register using an online form or sending your candidature, as specified for each seminar. Registration, unless otherwise specified, is subject to place availability.

### ***Implementation modality***

In person.

### ***Time structure***

Seminars last 4 to 24 hours, depending on the type. Seminars are organised on a monthly basis, apart from July and August.

### ***Supporting tools***

- Registration form (not necessary if they require CV and motivation letter)
- Attendance record
- Questionnaire for user's satisfaction
- CV of participants

### ***Documents supplied to the user***

- Information materials on the Job Guidance Service
- Education materials prepared by speakers
- Certificate of attendance (only for training courses on cross-sector skills)

## **FAD training**

### ***Content***

Online training courses focused on CV and the motivational letter are activated. They are held both in Italian and in English (for students looking for a job abroad)

### ***Access modality***

Online instructions provided by the E-learning Office.

### ***Implementation modality***

Online

### ***Time structure***

Courses are always available on <http://didatticaonline.unitn.it/postlaurea/>. To access you need to use your UniTrento credentials.

### ***Supporting tools***

- Self-evaluation tests
- Questionnaire for user's satisfaction

### ***Documents supplied to the user***

- Information materials on the Job Guidance Service
- Education materials for the courses
- Certificate of attendance

# Workshops on professions

## ***Content***

Professionals and business representatives describe the required skills and job and career prospects on specific professions and professional areas.

## ***Access modality***

Registration, unless otherwise specified, is subject to place availability Meeting schedule and content are transmitted via email and promoted on the Job Guidance Service webpage.

## ***Time structure***

Each workshop lasts 2 to 4 hours.

## ***Supporting tools***

- Record to collect the participants' CV and presence

## ***Documents supplied to the user***

- Information materials on the Job Guidance Service
- Information materials for the active job search
- Abstracts of the speakers' speeches (if available)

# Internships and placement

## Business presentations

### ***Content***

Presentation of the local company profile (history, core business, mission and target markets), description of the training plans, training and career opportunities and ways of submitting a candidature.

These meetings often offer the opportunity to facilitate the first encounter between companies and candidates, through the collection of CV and the scheduling of interviews.

### ***Access modality***

Email

### ***Time structure***

The meeting schedule and content are transmitted via email and promoted on the Job Guidance Service webpage. The individual presentation lasts 2 to 4 hours; if it is connected with pre-selection activity it may last one full day.

### ***Supporting tools***

- Record to collect the participants' CV and presence
- CV of participants

### ***Documents supplied to the user***

- Information materials on the Job Guidance Service
- Information materials on the business, if available

# Career events

## ***Content***

According to the kind of event, they may include:

- Business presentations
- Detailed description on specific topics, connected with the training areas of the University
- CV submission to the business representatives
- Short selective or introductory interviews
- Success story telling, in the business and professional fields
- Meetings on specific professional areas or on the situation of the labour market

## ***Access modality***

Free access to the desk area; compulsory registration, through the online form, to participation in the business presentations. Submission of CV to apply for jobs.

## ***Time structure***

Career events last half a day or a full day. They are planned on an annual basis upon request and in cooperation with the academic structures of the University.

## ***Supporting tools***

- List of candidates registered to carry out an interview
- Programme

## ***Documents supplied to the user***

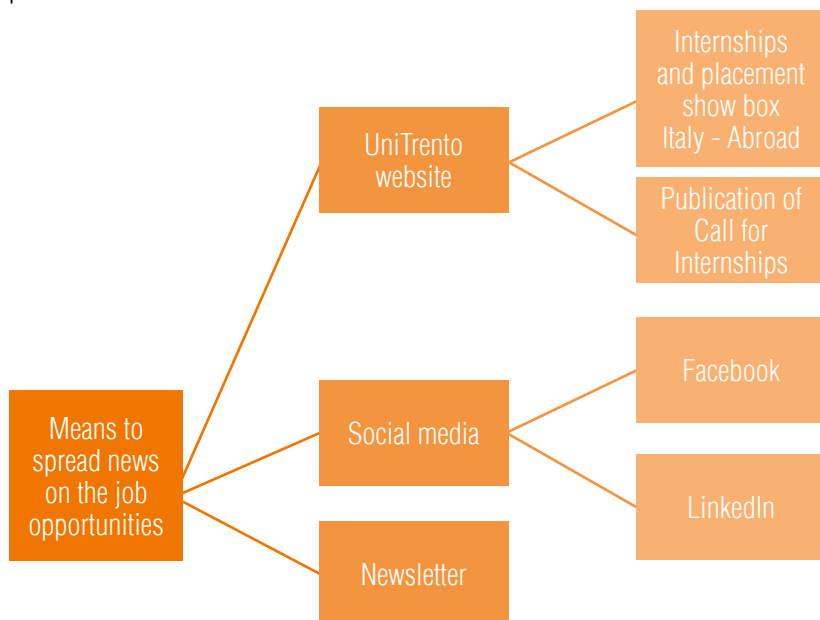
- Information materials on the Job Guidance Service
- Information materials on the business, if available
- Information materials for the active job search

# Placement

## Means to spread news on the job opportunities

### **Content**

Here under listed the main ways for students/graduates to find information on internship and job offers, in Italy and abroad, as highlighted by the businesses partner:



The main internship and job opportunities showcase is the Job Guidance Service section published on <http://stage-placement.unitn.it/studenti/bacheca-annunci-stage-lavoro>

Thanks to the intermediation and pre-selection service the business lets the Job Guidance Service publish ads and perform the first CVs selection.

### **Access modality**

Candidates willing to apply for the offers published in the showcase must be registered and have an Almalaurea profile using the credentials provided when registering in the website [www.almalaurea.it](http://www.almalaurea.it)



If the ads have been transmitted via newsletter, candidates are required to send their CV referring to the specific ad directly to the Job Guidance Service, according to the Newsletter's modality. UniTrento students or graduates may subscribe the newsletter by filling in the online form on <http://stage-placement.unitn.it/en/register-job-guidance-service>.

Internships and placement opportunities can also be available through: Facebook <https://www.facebook.com/PlacementUnitn> or Company Page on LinkedIn <https://www.linkedin.com/company/17712>

### ***Time structure***

Candidatures are immediate. Candidatures sent per email to the Job Guidance Service are forwarded to the company within 5 working days from the date of receipt.

### ***Documents supplied to the user***

Confirmation receipt that the CV has been forwarded to the company, when the offer is intermediated by the Job Guidance Service

## **Online CV**

### ***Content***

The CV of UniTrento students and graduates, willing to have their CV published, are available online on: <http://stage-placement.unitn.it/studenti/profilo-almalaurea-line>. To contact autonomously the most interesting and suitable to their vacancies graduates (up to 12 months after graduation), companies need to register.

### ***Access modality***

Candidates need to register and get a profile on the Almalaurea platform - Center for post-graduate job search [www.almalaurea.it](http://www.almalaurea.it)

### ***Time structure***

The student's/graduate's CV remains in the database until the CV holder requires its cancellation. Everyone is invited to keep the profile updated in order to make his presence in the database more effective.

# Training internships (included or not included in the study programme)

## ***Content***

The University of Trento promotes the internship as an important experience during the study programme and in order to complete it. At the same time it is a guidance tool to choose one's professional future and the connection between employment demand and supply.

Job Guidance Service offers to Students and graduates (up to 12 months after their graduation) the following services:

- Individual interviews to choose and plan the internships
- Support (individual or in small groups of students/graduates who have had similar study programmes) to find out internship opportunities in Italy and abroad.
- Information on the relevant laws and regulations
- Support in the preparation of the Agreement and the Training project
- Activation of the internship activation
- Supervision and monitoring activity
- Certification of the carried out internship

## ***Search of the institution/company offering the training opportunity***

Upon initiative of the trainee, or suggestion of the professor or on the Internships and placement showcase (see "Mediation demand/supply").

## ***Activation procedure of the internship***

The activation of the internship is described in the webpage

<http://stage-placement.unitn.it/studenti/i-passi-attivare-lo-stage>

## ***Time structure***

The necessary documents shall be sent via email to [tirocini@unitn.it](mailto:tirocini@unitn.it) by the university tutor at least 10 working days before the start of the internship or 12 days for post-graduate internships.

## ***Supporting tools***

- National and regional/provincial legal framework
- Standard contracts
- Training project
- Attendance record (if required)
- Form to change the training project
- Ongoing monitoring (only for internships lasting longer than 2 months)
- Questionnaire for user's satisfaction

- Transparency document to highlight the achieved skills (only internships for post-graduate)
- Final report format (if required)
- Certificates for the ECTS recognition (if agreed)

***Documents supplied to the user***

- Information materials on the Job Guidance Service
- Training project
- Attendance record (if required)
- Questionnaire for user's satisfaction
- Checklist of the stages for the recognition of the internship in the study programme
- Transparency document to highlight the achieved skills (only internships for post-graduate)
- Certificates Part I and Part II for the ECTS recognition

# Rights and duties

## ***Students and undergraduates are entitled to:***

- obtain various services within the foreseen deadlines
- be informed on the features of the offered services
- access to formal documents according to the modality established in the Law no. 241/1990 and subsequent amendments and integrations.
- express their evaluation on the quality of the received service, also using the tools made available by the Job Guidance Service

## ***Students and undergraduates agree to:***

- respect the appointments for internships, individual guidance interviews, training courses, pre-selection/selection interviews, restricted-access activities
- promptly inform the Job Guidance Service in case they cannot attend the appointments for internships, individual guidance interviews, training courses, pre-selection/selection interviews, restricted-access activities
- actively work to achieve the objectives defined during their individual programme, according to the steps agreed on with the Job Guidance Service
- promptly inform the Job Guidance Service if their personal address and other details and working situation changes
- keep their CV updated if they keep the interest in being visible on the labour market
- promptly inform the Job Guidance Service on any variation, interruption or injury occurred during their internship experiences
- express their evaluation on the quality of the received service, also using the tools made available by the Job Guidance Service

## ***The Job Guidance Service agrees to:***

- accept the user's request
- provide prompt and adequate information on the services offered by the University, both internally and externally
- support the users in their professional and training choices
- define the professional development plan together with the users
- protect the privacy of the received information
- respect the received information and time structure agreed on for the internship activation.

***The Job Guidance Service is entitled to:***

- monitor and suspend internships that do not respect the national/regional/provincial norms and the regulations established for the various Departments/Centres
- be promptly informed on variations, interruptions or injuries occurred during their internship experiences
- be promptly informed by users if they cannot attend the appointments for internships, individual guidance interviews, training courses, pre-selection/selection interviews, restricted-access activities
- collect feedback on the internship, recruiting, training and guidance activities
- process the personal information provided by the students/graduates for the purposes of the Job Guidance Service activities.

# Headquarters and Contacts

The Job Guidance Service is located at Molino Vittoria, via Verdi 6, in Trento (3rd floor). The opening hours for students and graduates are available on <http://stage-placement.unitn.it>.

The events managed by the Job Guidance Service are implemented in the rooms and areas of the University and of its Departments/Centres.

The Job Guidance Service is online on the University website and aswell on the main social media:

## **Linkedin**

<https://www.linkedin.com/company/17712>

<http://tinyurl.com/studentsgrads>

## **Facebook**

<https://www.facebook.com/PlacementUnitn>

## **Twitter**

<https://twitter.com/PlacementUnitn>

# Claim, comments, suggestion management

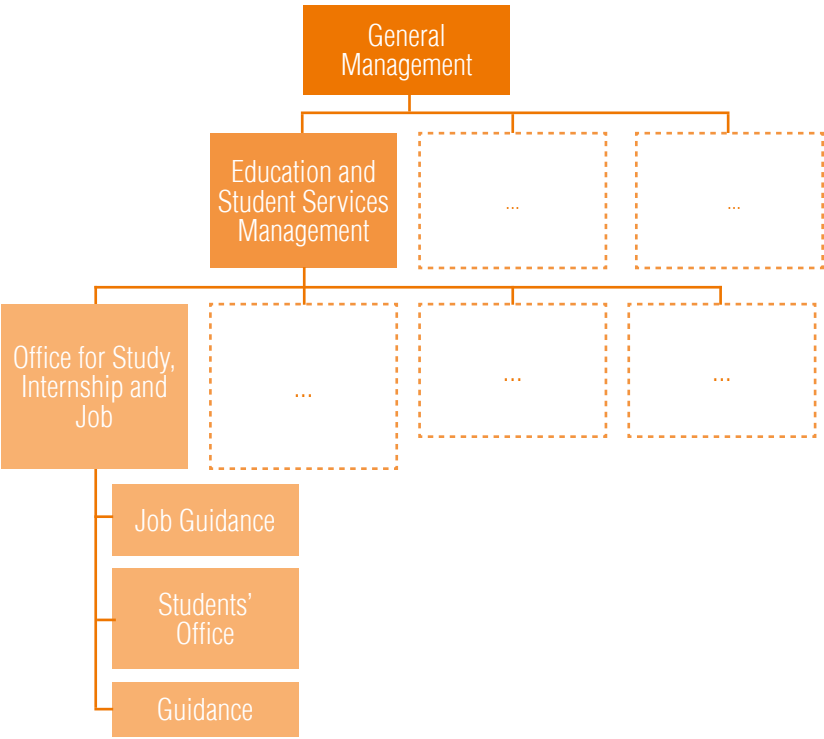
Claims, comments, suggestions and all kind of remarks coming from the students/graduates are fundamental to enhance the service and enforce corrective or preventive measures.

Suggestions can be sent via email to [tirocini@unitn.it](mailto:tirocini@unitn.it), specifying in the Subject field "Suggerimenti/proposte" (Suggestions/proposals).

Claims or malfunctioning warnings may be signalled using the "Claim" form on <http://stage-placement.unitn.it/aziende/reclami-o-segnalazioni-di-disservizi>, which is available also in the Job Guidance Office. A written reply shall be provided within 30 days only if the notification is clear and signed.

# Organization Chart

The Job Guidance Service belongs to the Education and Student Services Management, Office for Study, Internship and Job.







## Notes

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## **Contacts**

Job Guidance

Office for Study, Internship and Job

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