



PROTOCOL OF EXPERIMENTATION

I- THE ROLE OF THE PROTOCOL

The “Protocol” is a standardising tool for organisational learning, that is, it serves to:

- ↪ Make the knowledge and skills that will guide the activities available, prior to implementation of the project (proceduralisation of the delivery processes);
- ↪ Establish “milestones” and methods to monitor actions implemented during the course of the project (proceduralisation of control processes);
- ↪ Render the knowledge and skills that were developed during the project consistent and communicable (dissemination of best practices).

It has two main groups of users:

- ↪ The operators of the “Yes Me” project, as it provides them with all the operational guidelines needed to carry out the project activities and be able to replicate them at a later stage
- ↪ The “professional community” of the operators not participating in the “Yes Me” project and the stakeholders, who will be able to monitor progress (and consistency with the planned operations) during the implementation phase and later be able to replicate the activities.

Given these objectives and the beneficiary target groups, the “Protocol” has a similar set up to that of a Quality Manual, which describes in detail the delivery processes of the "Yes Me" project's activities.





The Protocol encompasses the following processes:

- ↪ **General Process:** describes general guidelines for the project's activities;
- ↪ **Information Dissemination Process:** describes the advertising and promotional activities for the project, aimed at raising the awareness of potential beneficiaries and stakeholders;
- ↪ **Development Process:** describes activities for the assessment of the beneficiaries and their motivations;
- ↪ **Peer Activities and Personal Accounts Process:** describes the activities through which the beneficiaries are given the opportunity to contrast themselves with the relevant experiences of their peers, who are grappling with the same challenges and who have handled them successfully;
- ↪ **Self Entrepreneurship Process:** describes information-based and motivational activities promoting the concept of “doing business”;
- ↪ **Effective Self Promotion Process:** describes activities aimed at reinforcing one’s (professional) image and self promotional skills within the employment world;
- ↪ **Personal Wellbeing Process:** describes the activities through which one develops and maintains a self image that is coherent with his/her competences and personal objectives;
- ↪ **Traineeship Development Process:** describes activities aimed at developing company traineeship programmes;
- ↪ **National Civil Service Process:** describes activities aimed at implementing civil service volunteer programmes within public agencies that have stipulated special arrangements with the Ministry;
- ↪ **Psychosocial Theatre Process:** describes activities aimed at reinforcing transversal skills through theatre;
- ↪ **Web Animation Process:** describes activities aimed at reinforcing one’s ICT competences and e-skills.





2- PRESENTATION OF THE PROTOCOL FORMAT

In line with the analogy between the “Protocol” and a Quality Manual, it was decided to use a “process-driven” approach in describing the project’s activities.

The term ‘process’ implies a sequence of time-oriented and causally connected actions (and feedback), designed to achieve preset goals, wherein the output of one action serves as input for the next.

Each action is carried out by one or more actors and has direct and indirect beneficiaries that may be within or outside of the organisation providing the activities of the process itself. Each action involves the use of tools and envisages precise outputs that may be material or immaterial. It is possible to establish an average duration for each action and, if need be, a precise interval in which it is implemented.

Given this type of approach, two distinct tools/formats were adopted for the preparation of the “Protocol”; the “descriptive table” and the “process flow”.

A “general process” was identified within the context of the protocol that briefly describes the specific modules, which, in turn, are detailed in process tables defined as per the indications in section 3.1 below. The following modules constitute the “general process”:

- ↳ Active advertising of the project to potential beneficiaries
- ↳ Presentation and pooling of nominations
- ↳ Selection of beneficiaries
- ↳ Provision of activities reinforcing competences
 1. Development Center and competency assessment
 2. Psychosocial theatre
 3. Web animation
 4. Peer activities and personal accounts
 5. Self entrepreneurship
 6. Effective self promotion
 7. Personal wellbeing
 8. Traineeships
 9. Civil Service Volunteer Programme
- ↳ Monitoring and periodic assessment of activities and outcomes
- ↳ Evaluation of the effectiveness of the activities experimented
- ↳ Final evaluation and termination of experimentation





2.1-Table

The process table is a table with as many rows as there are activities identified as components of the process. Each of these activities is described within a row in the table, which is arranged as follows:

- ↪ The first column contains a sequential number, which cross-refers to the graphic element in the flow diagram.
- ↪ The second column contains brief tags, which refer to the various activities indicated within the tables and/or diagrams utilised to describe the process.
- ↪ The third column contains a detailed description of the activity in order to provide all the information needed for a full comprehension of the activity.
- ↪ The fourth column indicates the maximum timeframe required for completion of the subject process. The timeframe is intended as the interval of time from the moment in which the activity's input arrives to the agent responsible for this stage to the moment in which the outcome of the activity is transmitted/communicated to the agent (possibly the same one) responsible for the next stage. A time reference for initiation of the activity may also be given.
- ↪ The fifth column identifies the agents involved in the activity described within the process.
- ↪ The sixth column identifies the activity's beneficiaries (direct or indirect).
- ↪ The seventh column indicates the activity's material or immaterial output, or outcome, achieved/realised as a result of the action. It may simply be a record of the activity's implementation.
- ↪ Finally, the last column identifies, where applicable, the material or organisational tools utilised in the activity.

2.2-Flow

Flow diagrams are a powerful, simple and straightforward tool to describe a process, illustrating its structure, the interdependence between constituent activities and the sequence in which these activities are to be performed.

The flow highlights also contemporaneity and feedbacks between various activities and sharing/overlapping of different functions on the same action. It is therefore the ideal tool to describe complex processes, while it is not essential for describing sequences of simple and linear events. Hence, in the present Protocol, the flow graphs have been used only for the most complex and articulated processes.

A flow diagram is a graphic representation of a process, realised according to a number of standard procedures in order to render communication and comprehension of the process by all those involved as straightforward and immediate as possible. A flow diagram enables one to schematically represent any type of organisational process.

A flow diagram is drawn according to defined rules and using standard symbols as follows:





Symbol	Meaning
	Indicates the start of a flow diagram
	Indicates the role of a process or activity within a flow diagram
	Indicates a decision; two alternatives are identified for each decision, positioned at two of the rhombus' vertices (one lateral, one below)
	Indicates connectors between the various symbols to represent the logical and chronological sequence
	Indicates the end of a flow diagram.

Describing a process through the use of flow diagrams involves the creation of an oriented graph, such that:

- ↪ It contains a single start block and a single end block;
- ↪ It contains as many activity blocks as there are activities (or sequences of activities) comprising the process being represented; each activity block and/or decision shall be appropriately labelled to convey its meaning;
- ↪ It is divided into columns corresponding to the agents/actors (functional roles) involved in the process, such that each sub-process and/or activity represented can be related to the agent responsible for its implementation;
- ↪ All blocks contained within the flow diagram are connected by arrows, the direction of which indicates the logical and/or chronological sequence in which the individual activities are performed.





3- MINI VOCABULARY OF CONCEPTS AND TERMS ADOPTED

Concetto/ Termine	Descrizione	Link per approfondimento
PROCESS	A sequence of time-oriented and causally connected actions (and feedback), designed to achieve preset goals, wherein the output of one action serves as input for the next	
ASSESSMENT	An evaluation process utilised to determine an individual's technical, management and social skills considered essential to the holding of a job or the development of a career path. The evaluation is performed by external observers (assessors) over a limited period of time (normally from 1 to 3 days) through the administration of a series of individual or group tests, an individual interview and possibly a feedback meeting designed to follow up on the findings from the observation of the dynamics during the tests. Upon completion of the process, the assessors draft an individual profile for each of the participants in relation to the skills evaluated.	http://www.orga.eu/index.php?page=assessment-e-development-center-3 http://www.metodoselezione.it/sc_heda.asp?id=38 http://www.developmentcenter.it/
DEVELOPMENT CENTER	A process for the empowerment of individuals as well as for the analysis and verification of the role characteristics of an actor. Through the mapping of the competences expected of a particular professional profile and the evaluation of the individual capabilities of the person being assessed, a report is produced highlighting their skills, strengths and areas for improvement, thereby enabling the planning of training programmes, development activities, career planning	http://www.orga.eu/index.php?page=assessment-e-development-center-3 http://www.metodoselezione.it/sc_heda.asp?id=38 http://www.developmentcenter.it/
PAI (INDIVIDUAL ACTION PLAN)	The PAI, signed by the worker, the implementing party and the employment centre (validation), contains the operational plan of the services (indicating their type and duration) agreed in relation to the individual's employability profile and to the supply of services that are available locally.	http://www.provincia.torino.gov.it/sportello-lavoro/centri_impiego
PEER EDUCATION	An educational strategy designed to trigger the natural process of the transferring of knowledge, emotions and experiences from certain members within a group to their peers. This practice goes beyond the purely educational situation and becomes a veritable opportunity for the individual adolescent, the peer group or the school class to freely discuss and develop intense transferable moments.	http://www.peer-education.it
THEATRE FOR PSYCHO SOCIAL TRAINING	A process providing the means to help understand and interpret the psychosocial reality ; the understanding of this dimension fosters a change in attitudes and enables one to orchestrate an evolution	http://www.personeinscena.it





<p>AND AWARENESS</p>	<p>of both individual and collective attitudes. It is also a process of sociocultural development, which systematically affects the entire framework; it addresses persons understood as meaning single individuals, as well as groups and the community. This process may be used for a variety of purposes and applied within the most diverse sociocultural contexts. It is most commonly utilised for the following objectives:</p> <ul style="list-style-type: none"> - communication - socialisation - empowerment - awareness-raising - “cultural” development <p>Theatre for psychosocial training facilitates the adjustment of individuals, groups and communities within their surroundings (both social and environmental).</p>	
<p>VIDEO CURRICULUM</p>	<p>The Video CV is a guidance tool within the context of the project that is introduced upon completion of a programme in which, accompanied by a guidance counsellor, the participant’s training and professional experiences have been analysed and developed. The Video CV tool and its brief duration force the individual to systematise his/her experiences, highlighting strengths that are to be put into play during the job interview. Furthermore, the Video CV is professionally filmed and edited to provide top quality images and content. It is important for the Video CV to be of good quality otherwise it would risk being counterproductive. The participant may subsequently choose to send the Video CV together with a hard copy CV to potential employers.</p>	<p>http://www.yesme.it/toolbox/video-curricula/</p>
<p>PES – EMPLOYMENT SERVICE</p>	<p>Since 1997, the old employment offices have been replaced by employment centers that have new skills and a more active role in providing information, hospitality, pre-selection, guidance and placement targeted services. The centers are landmarks in the area for workers and businesses, to oppose the problem of unemployment by facilitating the matching of labor demand and offer.</p>	<p>http://www.provincia.torino.gov.it/sportello-lavoro/centri_impiego/</p>
<p>TRAINEESHIP</p>	<p>Traineeship is a training measure of active policy aimed at creating a direct contact between a host and the trainee in order to promote the increase enrichment of knowledge, the acquisition of professional skills and a labour integration or reintegration. Traineeship consists in a period of job guidance and training in situation that would not</p>	<p>http://www.regione.piemonte.it/lavoro/politiche/tirocini.htm</p>





	constitute an employment contract. The minimum age for accessing to traineeship is sixteen.
SILP	<p>Sistema Informativo Lavoro of Piedmont: is an e-government project of Piedmont Region and Piedmont Provinces to renew the administrative procedures of employment centers, to constitute the basic infrastructure of job services and to realize the exchange network among involved institutions. The System offers the following services: reception OF workers and firms, planning and work plan of the operators, employment assessment, compulsory training assessment, support to re-employment, offer and demand matching, administrative obligations, monitoring and statistics.</p> <p>http://www.sistemapiemonte.it/lavoro/silp/index.shtml</p>





4-APPENDIX

4.1- The standard approach to entering the job market via employment centres

The 13 employment centres provide citizens and businesses with information and guidance services relating to job opportunities and professional training courses, support in active job searches, preselection of personnel, accompaniment and assignment to apprenticeships and vocational training, assistance and support regarding the geographical and job mobility of workers in the EU through the EURES network, guidance counselling and well targeted placement for disabled workers, operation of the High-skill Employment, Olyjob, Wellness Sportelli Specialistici (specialist desks) for the matching of labour market needs in relation to high-skill jobs and specific job sectors, services for foreign workers with the support of cultural mediators, specialist consultancy services to companies regarding labour laws and job incentives.

↳ PRESELECTION

- ✓ **Acceptance** of the individual that is immediately available to work (Legislative Decree 181/2000)
- ✓ **Presentation of the services offered** by the Employment Centre and extended analysis of issues related to employment;
- ✓ **Individual/group interview** to highlight the candidate's abilities/attitudes and evaluate his/her level of labour market relevance and marketability;
- ✓ **Input of collected data** into the **database** for the matching of **labour market needs**
- ✓ **Tools:** *SILP Sistema Informativo Lavoro Provinciale* (Provincial Employment Information System) database

↳ MATCHING OF LABOUR MARKET NEEDS

- ✓ Analysis of the positions sought by companies
- ✓ Identification of the requirements for the database search and initiation of matching exercise
- ✓ Individual and/or group interviews of candidates
- ✓ Recommendation of names/curriculum vitae
- ✓ The search may also be advertised externally [the *Bacheca Lavoro* (job noticeboard) website, newspapers, etc.] in order to receive **self nominations**.
- ✓ **Tools:** job vacancy flyer, the *Bacheca Lavoro* website, specialised media and industry periodicals
Text message campaign convening candidates, option for companies to perform independent online profile enquiries via the *CercaProfili* (Search Profiles) function.

↳ SPECIALIST DESKS

Designed to facilitate the matching of labour supply and demand in specific economic sectors; Olyjob (tourism-hotels), Wellness (health and beauty), *Alte Professionalità* (high-skill employment). On line with the 13 employment centres, **the *Alte Professionalità* specialist desk**, carries out major personnel recruitments at the top end of the recruiting market for professional profiles strategic to company development, thanks to a recruitment methodology involving a thorough analysis of the profile wanted and a personalised design of the selection process based on the specific requirements of the company.





↪ **JOB PLACEMENTS FOR THE DISABLED (Law 68/1999)**

- ✓ Analysis of company requirements and job vacancies
- ✓ Assessment of compatibility between capacity to work/job skills and company requirements
- ✓ Preselection and guidance interviews
- ✓ Post-placement monitoring for individuals placed via other regional services (ASL, SERT, consortiums...)
- ✓ Development of ad hoc job placement projects
- ✓ Consultancy services and support to the individual in collaboration with other regional services (ASL, SERT, consortiums...) and to the company regarding relevant labour legislation and available incentives
- ✓ Tools: database (SILP), ad hoc projects (Regional Fund for the Disabled)

↪ **APPRENTICESHIPS AND VOCATIONAL TRAINING**

- ✓ Analysis of company requirements
- ✓ Preselection of available candidates
- ✓ Intermediation in the meeting between the company and the individual for the participation in the project
- ✓ Conclusion of agreement for commencement of apprenticeships
- ✓ Monitoring of programme with employment centre tutor
- ✓ Consultancy services to the company for the assessment of the subsequent placement
- ✓ Tools: Agreement (Training project)

↪ **EURES European Employment Services**

Service offered within all employment centres for the matching of labour market needs by facilitating geographical mobility throughout Europe. The Eures network assists companies operating in Italy and in other European countries by identifying needs, preselecting candidates (even linguistically), posting job vacancies on its European portal in real time.

↪ **CONSULENZA SPECIALISTICA ALLE IMPRESE SPECIALIST CONSULTANCY SERVICES FOR COMPANIES**

Constantly updated 2nd level consultancy services to companies in regards to labour market legislation, **types of contracts**, benefits and incentives for hiring.
tools dedicated section on the home page of the www.provincia.torino.gov.it/lavoro institutional website, local informative meetings with the employment centres.





THE PROCESSES





ACTIONS PROTOCOL

OVERALL PROJECT GENERAL PROCESS

N°	Activity tag	Activity description	Activity time and lasting	Involved actors	Direct beneficiaries	Output	Tools
1	Publicizing project activities to potential beneficiaries	<p>OBJECTIVES OF THE ACTION: to reach target group, sensitize and facilitate the access/arrival to PES</p> <p>Multimedia means (already available and/or specifically created) and institutions are used to diffuse project's contents in Ivrea PES area. Press releases supporting multimedia means are diffused.</p> <p>A project factsheet is given to people asking for information.</p> <p>Project is presented during plenary session at PES after ordinary or specific convocations.</p>	<ul style="list-style-type: none"> ☞ 2 15 days advertising exits pre-experimentation each 2 months ☞ 215 days advertising exits post-experimentation each 3 weeks ☞ 2 plenary sessions of 2 hours each one ☞ Individual interviews 	<ul style="list-style-type: none"> ☞ project team ☞ Graphics ☞ Director ☞ Web designer 	<ul style="list-style-type: none"> ☞ potential applicants belonging to the target 	<ul style="list-style-type: none"> ☞ poster ☞ video ☞ cards ☞ Facebook page ☞ website ☞ experimentation factsheet 	<ul style="list-style-type: none"> ☞ Facebook ☞ PES desk ☞ Opportunities Desk ☞ Local young Plan Desks ☞ SMS from PES to enrolled target group ☞ posting public spaces ☞ public offices
2	Online applications submission	<p>Interested applicant fill in the online application form with at least the following data:</p> <ul style="list-style-type: none"> ☞ Full name; ☞ residence; ☞ age; ☞ degree; ☞ presence of requirements; ☞ contact details (mobile) 	<ul style="list-style-type: none"> ☞ 50 days 	<ul style="list-style-type: none"> ☞ 	<ul style="list-style-type: none"> ☞ Interested applicant 	<ul style="list-style-type: none"> ☞ Application e-mail 	<ul style="list-style-type: none"> ☞ e-mail ☞ pre-application form available on project website or EventBrite





3	Applications submission at PES	<p>Interested applicants can go to:</p> <ul style="list-style-type: none"> ↪ Ivrea PES ↪ Opportunities Desk of Ivrea; ↪ Local Young Plan Desks (Caluso, San Giusto, San Giorgio...) <p>to meet dedicated operator who provides information about the project, and collects an application form that includes at least:</p> <ul style="list-style-type: none"> ↪ Full name; ↪ residence; ↪ age; ↪ degree; ↪ presence of requirements; ↪ contact details (mobile). 	↪ 50 days	<ul style="list-style-type: none"> ↪ PES desk operator in charge of applications collection ↪ Project operator in charge of applications collection 	↪ Interested applicant	↪ Application form	<ul style="list-style-type: none"> ↪ application form support in form filling by public desks
4	Applications collection	<p>OBJECTIVES: to reach the applications needed to guarantee the selection of 20 beneficiaries complying project's requirements.</p> <p>Applications submitted within foreseen deadline are collected in a summary list available to partners for selection assessment.</p>	↪ 50 days	<ul style="list-style-type: none"> ↪ Project coordinator and Ivrea PES responsible ↪ PES desk operator in charge of applications collection ↪ Project operator in charge of applications collection 	↪ Interested applicants	↪ Applications summary	↪ applications synoptic file
5	Beneficiaries selection	<p>OBJECTIVE: to verify the compliance with project requirements and to reach at least 20 beneficiary plus other ten as reserves. Data declared by applicants during application are crossed with project requirements to verify their existence. PES project operator meet each applicant to deepen project contents and verify motivation. After interviews a project team meeting is realized to set a comparative evaluation of candidates and to draft rank.</p>	<ul style="list-style-type: none"> ↪ Interview: 45 min ↪ Meeting to draft rank: 4 hours 	<ul style="list-style-type: none"> ↪ Ivrea PES operator ↪ Project team 	↪ Applicants	↪ Applicants' rank	<ul style="list-style-type: none"> ↪ Motivational individual interview card detecting motivation





6	Composition of applicants list for Development Center	The application acceptance is communicated to applicants having requirements and adequate motivation. Applicants not accepted are informed and convened at PES for information meeting about ordinary services offered. The following services are offered: focus group for active job search, guidance counselling on new labour contracts and actual or future projects. In case the minimum number of 20 candidates to Development Centre is not reached, 10 reserves are contacted following the ranking.	☞ Half October	☞ Ivrea PES operator	☞ Applicants	☞ Applicants' rank	☞ E-mail ☞ Phone call ☞ Service Pact
7	Re-opening applications collection	PES project operator meet each new applicant to deepen project contents and verify motivation.	☞ 15 days	☞ Ivrea PES operator ☞ Project operator	☞ Applicants	☞ Applicants' rank	☞ Motivational individual interview card detecting motivation
8	Service Pact signature	Admitted applicants are convened at PES by phone call to sig the Service Pact.	☞ 0,5 hour/beneficiary	☞ Ivrea PES operator	☞ Applicants enrolled in the project	☞ Service Pact signed	☞
9	Development Centre and skills evaluation	OBJECTIVE: assessment of transversal skills/attitudes of 20 beneficiaries, to structure the individual reinforcement project. Activity is organized in: ☞ focus group; ☞ individual interviews ☞ specific activities in special settings Beneficiaries are organized into two groups on the basis of homogeneous skills/attitudes.	☞ 10 hours/beneficiary	☞ Development Center expert ☞ Ivrea PES operator ☞ Project operator ☞ Tutor	☞ Applicants	☞ Attendance register ☞ SILP database ☞ Entry personal qualitative form	☞ survey forms/grids
10	Meeting with project team	Projects's beneficiaries meet project team in plenary session. While signing project partnership is presented and european dimension of the project is valorized.	☞ 4 hours	☞ Project partners	☞ beneficiaries	☞ Meeting minute ☞ Attendance register	☞ slides
11	Composition of list of reinforcement activities beneficiaries	Following Development Center results, the list of beneficiaries going on with the activities is defined. In case of applicants not considered as eligible for next activities, they are addressed to other opportunities offered by PES, such as: focus group for active job search, guidance counselling on new labour contracts and actual or future projects.	☞ 4 hours	☞ Development Centre expert ☞ Project team	☞ Beneficiaries	☞ Applicants list	☞ Entry personal qualitative form





12	Individuation of replacing applicants	Scrolling rank and re-starting of process form action 8					
13	Individual skills reinforcement project definition	(see Development Center process)					
14	Sharing of individual project with beneficiary	(see Development Center process)					
15	Signature of Individual Action Plan (PAI) and starting of reinforcement activities	Individual Action Plan is presented and shared with the beneficiary. Beneficiary signs PAI and takes one copy of it.	↔ 1 hour/beneficiary	↔ Ivrea PES operator ↔ Tutor	↔ Beneficiaries	↔ PAI signed	↔ Interview PAI form
16	Provision of skills reinforcement activities	See specific processes.	↔ Experimentation lasting (months)				





17	Periodical monitoring and check of activities and results (project MICRO level)	<p>Reinforcement activities monitoring is done through:</p> <ul style="list-style-type: none"> ☞ Meetings between project operator and beneficiary (on periodical basis or under request) to evaluate each reinforcement activity and the state of the art of the overall PAI; ☞ Periodical meetings among reinforcement activities expert, project operator and PES operator to evaluate the achievement of individual aims foreseen in PAI; ☞ Periodical meetings of project team to evaluate the effectiveness of reinforcement activities. 	☞ 9 months	<ul style="list-style-type: none"> ☞ Ivrea PES operator ☞ Tutor ☞ Reinforcement activities expert ☞ Project partners ☞ Evaluators ☞ Project team 	<ul style="list-style-type: none"> ☞ Beneficiaries ☞ Project partners 	☞ Meeting's minutes	☞ meetings
18	Periodical monitoring and check of activities and results (project MACRO level)	<p>An evaluation of overall project results is done, through:</p> <ul style="list-style-type: none"> ☞ Evaluation of data released by involved organizations: the aim is to evaluate if a local network among enterprises, education and local work services has been constructed (as local services network is organized; new initiatives promoted; agreement form target inclusion and new organisation modalities in services); ☞ Comparative analysis of data collected through questionnaires, involving target group: the aim is to evaluate if any empowerment in target group is registered (n° of persons passing from Cv to skills portfolio, n° of persons finding a job, n° of persons attending training courses, n° of persons having job contact/interviews) ☞ Direct observation and interviews to target group and to trainers involved in project (to evaluate effects on target skills in comparison to entry assessment) 	☞ 12 months	☞ Evaluators	<ul style="list-style-type: none"> ☞ Beneficiaries ☞ Project partners ☞ Reinforcement activities experts ☞ PES coordinator ☞ Project operators 	☞ Quantitative and qualitative synthesis reports	<ul style="list-style-type: none"> ☞ Questionnaires ☞ Interviews ☞ Focus groups ☞ Direct observation
19	Changes and review to experimentation	<p>On the basis of n monitoring results, any deviation from project objectives is managed by responsible operators and adjustment interventions are evaluated.</p>	☞ variable	<ul style="list-style-type: none"> ☞ Ivrea PES operator ☞ Project operator ☞ Reinforcement activities expert ☞ Project partners 	☞ Beneficiaries	☞ PAI/Catalogue/ Protocol reviewed	<ul style="list-style-type: none"> ☞ Meetings ☞ PAI ☞ Exsperimentation ☞ Catalogue

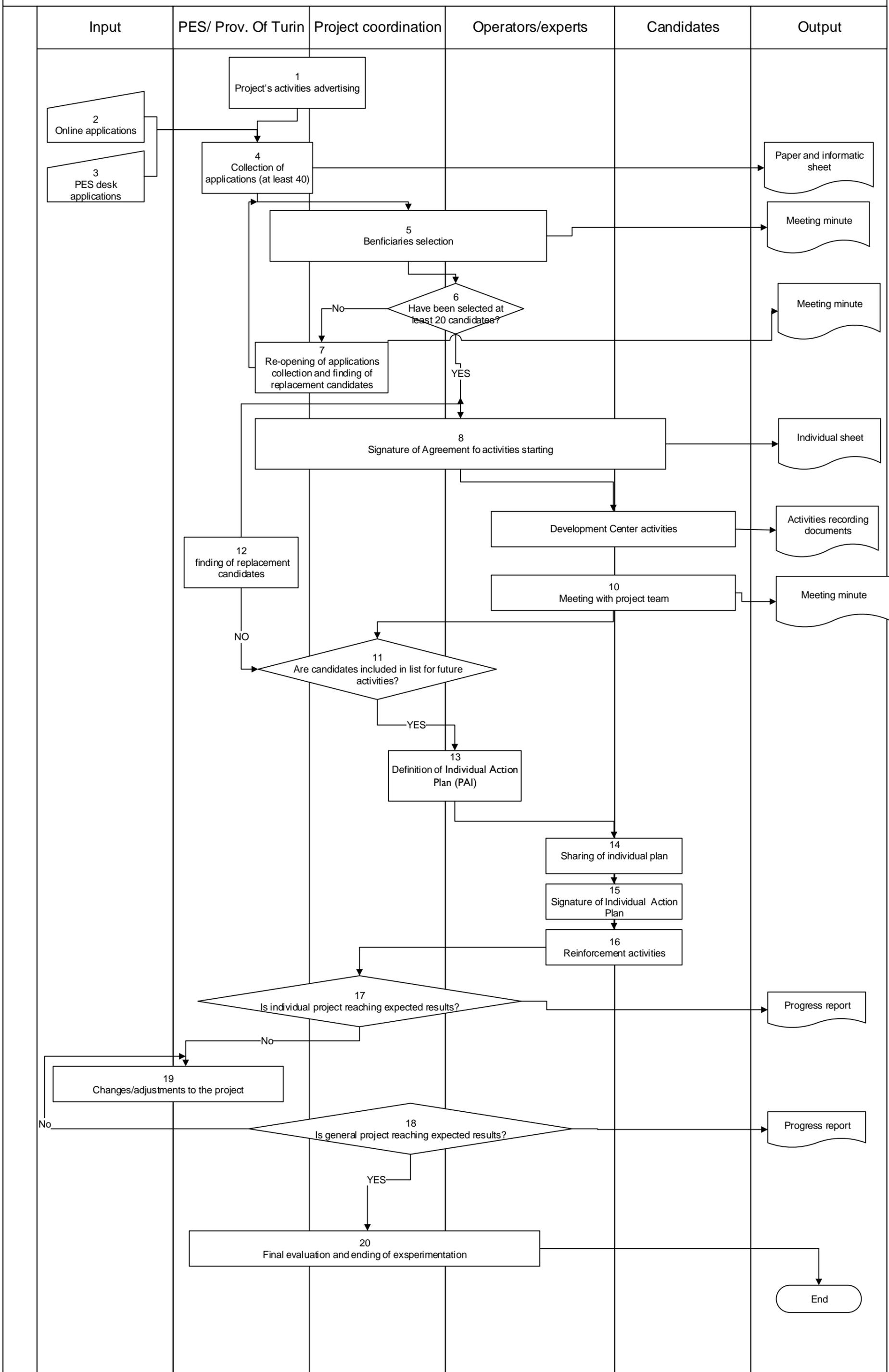




20	Final evaluation and closing of experimentation	<p>The following elements are evaluated:</p> <ul style="list-style-type: none"> ↵ Increase in beneficiaries' transversal skills/attitudes through final Development Centre final activities ↵ Reinforcement activities' effectiveness according to individual growth aims, through evaluation and reprocessing meetings with beneficiaries and between experts and project team; ↵ Beneficiaries' satisfaction in relation to experimentation activity, through meetings and specific questionnaires; ↵ Job placement and/or vocational training started by beneficiaries ↵ transferability/applicability of experimentation actions taken into account the context in which they have been developed, through meetings between experts and project team. 	↵ 4 months	<ul style="list-style-type: none"> ↵ Evaluators ↵ Ivrea PES operator ↵ Tutor ↵ Project team ↵ Project partners 	↵ Beneficiaries	↵ Effectiveness evaluation report	<ul style="list-style-type: none"> ↵ Questionnaires ↵ Interviews ↵ Focus group ↵ Final personal qualitative form ↵ Beneficiaries satisfaction evaluation questionnaires ↵ Beneficiaries quantitative and qualitative data report
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Project General Process





ACTIONS PROTOCOL

TF (Catalogue)

OVERALL PROJECT ACTIVITIES WITH PEERS

N°	Activity tag	Activity description	Activity time and lasting	Involved actors	Direct beneficiaries	Output	Tools
1	Reporting of potential experienced peers	Project partners contact by phone the stakeholders participating in interviews to companies to verify the possibility to report names and contact information of young people to be involved in peer phase	↳ 1 day	↳ Project Stakeholders ↳ Project Coordinator	↳ Operative project partners	↳ Potential experienced peers list to be involved in the process	↳ List of companies participating in interviews
2	Introducing interviews with reported experienced peers	Persons provided by stakeholders are contacted by telephone to assess the willingness to make an intervention within beneficiaries training activities in order to tell and transmit their stories and personal experiences. Once availability is confirmed a individual meeting is organised.	↳ Individual phone calls lasting 15 minutes	↳ Project Coordinator	↳ Experienced Peer	↳ Individual interview definition	↳ Peers Registry form
3	Evaluation of reported experienced peer in terms of availability and competence	Personal paths of peers providing their willingness to participate are analysed and their consistency with intervention in beneficiaries training is assessed. The availability of each peer is acquired in terms of days and hours in which to perform the intervention.	↳ 45 minutes/interview	↳ Project Coordinator	↳ Experienced Peer	↳ List of names suitable for carrying out interventions	↳ Experienced peer data sheet
4	Definition of experienced peers interventions timetable and contents	Available and consistent Peers are re-contacted and, on the basis of beneficiaries training activities planning, timing and contents of each intervention are defined.	↳ 10 minutes/call	↳ Project Coordinator	↳ Experienced Peer	↳ Interventions timetable	↳ Training calendar
5	Experienced peers intervention	Peers intervene in plenary meetings at the presence of all beneficiaries, telling : ↳ their personal and working experience ↳ difficulties met ↳ tools activated to face difficulties	↳ Overall 2 hours for each intervention	↳ Experienced Peers Project Coordinator	↳ Beneficiaries Peers	↳ Beneficiaries satisfaction questionnaire	↳ Presences register ↳ Questionnaire form

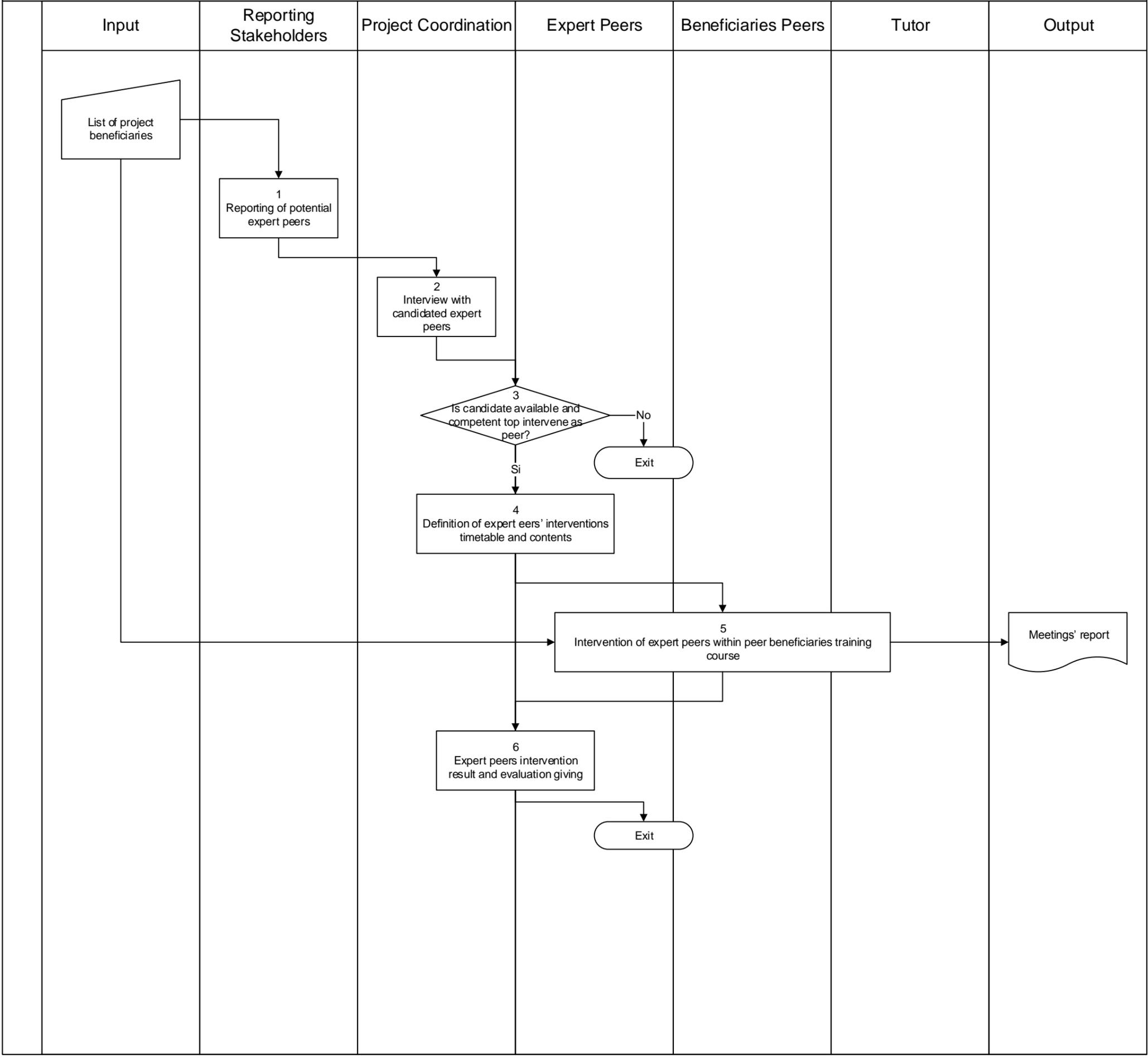




6	Experienced peers intervention evaluation	At the end of the intervention an immediate return to peer involved is given and stakeholders reporting peers are re-contacted to give them a feedback path.	↳ 20 minutes/interview ↳ 15 minutes/each phone call to stakeholders	↳ Project Coordinator	↳ Project Stakeholders	↳ Evaluation report	↳ Satisfaction questionnaire
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Process «PEERS»





ACTIONS PROTOCOL

TI (Catalogue)

OVERALL PROJECT

THEATRE FOR PSYCHOSOCIAL TRAINING AND SENSITIZATION PROCESS

N°	Activity tag	Activity description	Activity time and lasting	Involved actors	Direct beneficiaries	Output	Tools
1	Planning of Team Working Training	On the basis of the elements emerged from Development Center, specific objectives are defined, activities to team working training are planned and exercises and training materials are prepared.		↳ Psychosocial Theatre team		↳ Training materials ↳ Films catalogue ↳ Exercises ↳ Evaluation forms filled in by participants	↳ PC
2	Team Working Training	Skills to Team Working are developed and sense of belonging to the group of beneficiaries is constructed through an active and experiential learning methodology. Teams of beneficiaries are composed.	↳ 2 days in plenary session	↳ Psychosocial Theatre team ↳ Tutor	↳ Beneficiaries	↳ Classroom register	↳ Training materials, exercises, evaluation forms
3	Planning of theatre for psychosocial training Laboratories	Definition of the specific aims of each section of theatre for psychosocial training Laboratories. Conception of transversal skills development activities and production of classroom materials.		↳ Psychosocial Theatre team		↳ Training materials ↳ Films clips ↳ Evaluation forms	↳ PC
4	Theatre for psychosocial training Laboratories	Management of psycho-social training for transversal skills development with the methodologies of Theatre for psychosocial training and specifically: Self Development Theatre, Action Theatre and Tailored Theatre. The laboratories follow the following structure: 1. Self Development Theatre Exercises 2. Presentation with interactive modalities of a macro Transversal Skill 3. Implementation of specific phase for the staging of the performance (writing copycat and tests for staging)	↳ 9 laboratories of 0,5 day each ↳ 2 laboratory in plenary session of 1 day each	↳ Psychosocial Theatre team ↳ Tutor	↳ Beneficiaries	↳ Classroom register ↳ Classroom materials ↳ Films clips ↳ Evaluation forms filled in by participants ↳ Laboratories Reports ↳ Participants Logbook	↳ Training materials ↳ Films clips ↳ Evaluation forms

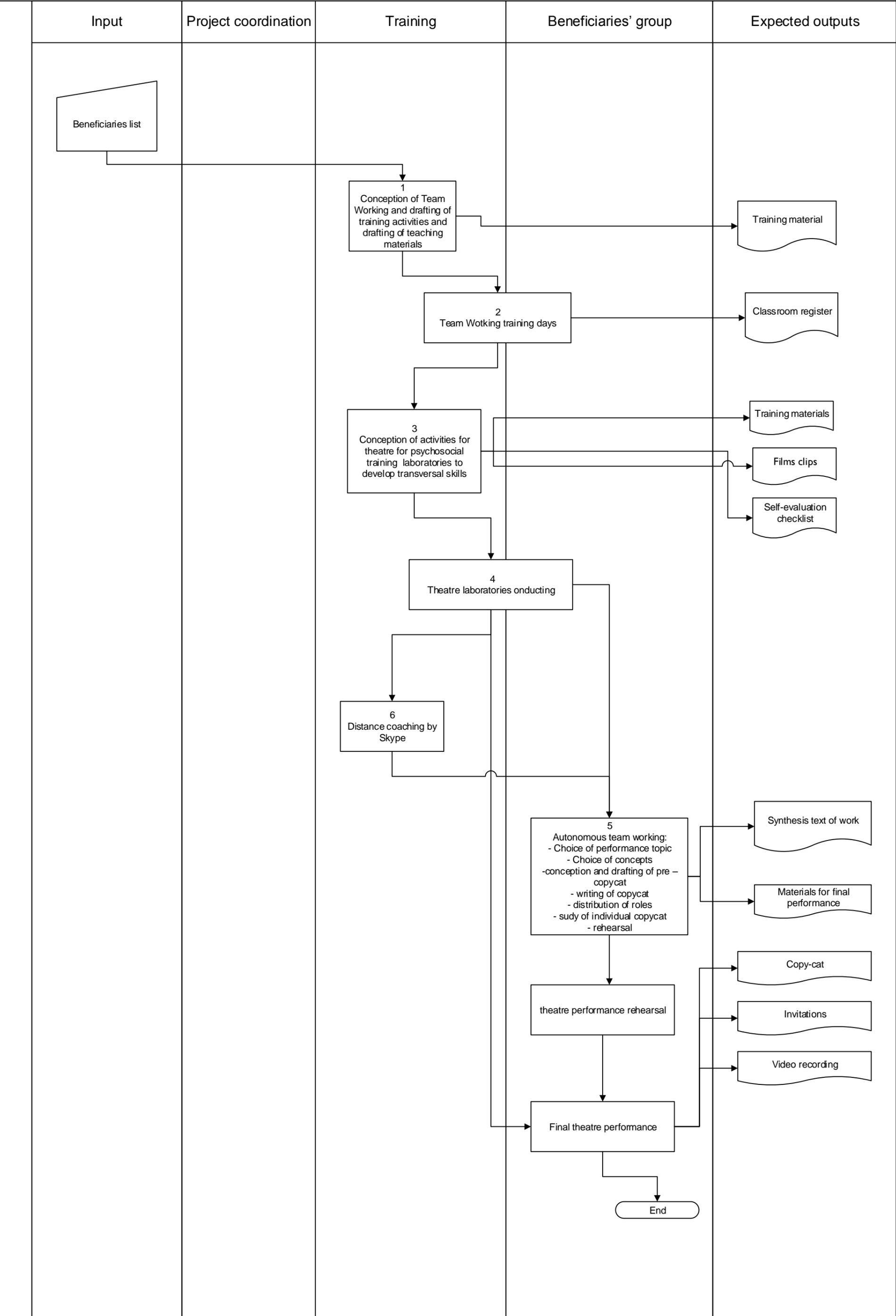




		4. Self-evaluation by an evaluation form with indicators of macro Skills analysed 5. Communication of the "Homework" (activity to be implemented autonomously or in small groups) 6. Evaluation of the meeting					
6	Autonomous work	After each Laboratory trainers give to beneficiaries a task for an Homework implementation. Activities can be implemented individually, in pair, in small groups or in team.	↳ 4 months	↳ Work Team		↳ Written synthesis of group work ↳ Materials and texts for final performance	↳ PC
7	"Distance" Coaching	During Autonomous Work the team leaders can receive distance counseling by a senior trainer, through Skype, consisting in methodological support needed for activities implementation and team management.	↳ 4 months	↳ Psychosocial Theatre team	↳ Team Leader		↳ PC ↳ Skype
8	Rehearsal	Final rehearsal at the theatre with all the beneficiaries.	↳ 1 plenary session of 1 day	↳ Psychosocial Theatre team	↳ Beneficiaries	↳ Copycat ↳ Theatre Performance	↳ Theatre ↳ Audio and video technicians materials for set design and costumes
9	Final Theatre Performance	Staging of the performance achieved by the participants in a theatre of Ivrea.	↳ 1 plenary session of 1 day	↳ Work Team ↳ Tutor	↳ Citizen	↳ Copycat ↳ Final theatre Performance ↳ Video recording of final performance ↳ Playbill	↳ Theatre ↳ Audio and video technicians materials for set design and costumes



Process «Theatre for psychosocial training and sensitization»





ACTIONS PROTOCOL

TL (Catalogue)

OVERALL PROJECT

NATIONAL CIVIL SERVICE VOLUNTEER PROGRAMME - NCS PROCESS

N°	Activity tag	Activity description	Activity time and lasting	Involved actors	Direct beneficiaries	Output	Tools
1	Presentation of projects on behalf of implementing agencies	Confcooperative NCS office processes NCS projects by sector and intervention area.	<ul style="list-style-type: none"> ↪ 1 month (call publishing time) ↪ 45 days (time for projects elaboration) 	<ul style="list-style-type: none"> ↪ Confcooperative NCS office ↪ Young people and NCS Department at national government 	<ul style="list-style-type: none"> ↪ Implementing agencies 	<ul style="list-style-type: none"> ↪ NCS project 	<ul style="list-style-type: none"> ↪ Adherence forms by implementing agencies ↪ Project scheme by Minister
2	Analysis and evaluation of submitted projects	Minister arranges for collecting, reading and evaluating each submitted project: on the basis of a specific scoring grid a score is attributed to each project, determining its position in the ranking.	<ul style="list-style-type: none"> ↪ 5 months 	<ul style="list-style-type: none"> ↪ Young people and NCS Department at national government 	<ul style="list-style-type: none"> ↪ Confcooperative NCS office 	<ul style="list-style-type: none"> ↪ Project score 	<ul style="list-style-type: none"> ↪ Evaluation grid
3	Funding of submitted projects	Minister defines limit for projects funding: all the projects obtaining minimum score, as defined in the call, are funded and the volunteers required in the projects will start the service.	<ul style="list-style-type: none"> ↪ 1 day 	<ul style="list-style-type: none"> ↪ Young people and NCS Department at national government 	<ul style="list-style-type: none"> ↪ Confcooperative NCS office 	<ul style="list-style-type: none"> ↪ Funded projects 	<ul style="list-style-type: none"> ↪ Call for funding
4	Publication of call for selecting young applicants for NCS activities within funded projects	Minister publishes the call for all the funded project, specifying: <ul style="list-style-type: none"> ↪ aims, activities, role and task of volunteers ↪ locations of performance of service and number of volunteers needed for each seat ↪ name of the contact person for volunteer by each specific seat ↪ general and specific training course ↪ names of trainers for each project seat 	<ul style="list-style-type: none"> ↪ 1 month (call publishing time and deadline for candidatures) 	<ul style="list-style-type: none"> ↪ Young people and NCS Department at national government 	<ul style="list-style-type: none"> ↪ Confcooperative NCS office 	<ul style="list-style-type: none"> ↪ Applications to tender 	<ul style="list-style-type: none"> ↪ Selection tender ↪ Application forms





		In the call criteria for applications eligibility are defined (specifically age between 18 and 29 years old, Italian citizenship, no criminal convictions): each applicant can submit only one application within a call, for a single project and for only one seat.					
5	Plenary meeting for presenting NCS	Confcooperative NCS office presents NCS experience to all project beneficiaries, generally defining objectives, time commitment, projects and activities, participating rules.	↳ 2 hours	↳ Confcooperative NCS office	↳ Beneficiaries	↳ Informative and diffusion materials	↳ Multimedia tools ↳ Diffusion and training materials
6	Individual meeting for deepening motivation to NCS	An individual interview is conducted with each beneficiary particularly interested in being involved in the experience and whose experience is considered as especially suitable by the coordinator. In the interview the elements presented in plenary session are deepened, with particular attention to: ↳ motivation ↳ will to guarantee experience continuity in the 12 months foreseen for NCS	↳ 40 minutes	↳ Project coordinator	↳ Beneficiary	↳ Individual interview	↳ Interview grid
7	Collection of registration to NCS and confirmation Deepening of modalities to participate in NCS	Applicant declares interest in participating to proposed experience and modalities for participating in NCS are presented.	↳ 20 minutes	↳ Project coordinator	↳ Beneficiary	↳ Individual interview	↳ Interview grid
8	Formal application to NCS	Beneficiary confirms his will to start the experience and is included in the process of application submission, scheduling guidance interview.	↳ 20 minutes	↳ Confcooperative NCS office	↳ Applicant to NCS	↳ Minute of the meeting	↳ interview





9	Guidance Interviews to specific NCS project/location	<p>Persons interested in participation are convened in small groups (max 6 persons) and the participation rules are explained together with intervention areas of the projects, roles and tasks of volunteers, single services proposed by impended agencies involved in planning.</p> <p>Interested person is interviewed individually by NCS office operators to evaluate the choose of the seat and to formalise applications submission.</p>	<p>↻ 30 minutes</p> <p>↻ 30 minutes</p>	<p>↻ Confcooperative NCS office</p>	<p>↻ Candidate to NCS</p>	<p>↻ Group and individual guidance interview</p>	<p>↻ Interview attendance register</p>
10	Choice to submit application to specific NCS project/location and filling in of the application	<p>Interviewed person confirms his will in submitting application, defining at the same time chosen specific project and seat. And fill in the application.</p>	<p>↻ By the call deadline (lasting 1 month)</p>	<p>↻ Confcooperative NCS office</p>	<p>↻ Candidate to NCS</p>	<p>↻ Application formal submission to Confcooperative NCS office</p>	<p>↻ Application documents and annexes</p>
11	Scheduling of selection interviews for specific NCS project/location	<p>Date, time and seat for selection interviews are communicated. Selection staff from each implementing agency will attend the interview.</p>	<p>↻ At the moment of application submission</p>	<p>↻ Confcooperative NCS office</p>	<p>↻ Candidate to NCS</p>	<p>↻ Appointment for selection interviews</p>	<p>↻ Interview schedule</p> <p>↻ Interview memo given to each candidate</p>
12	Selection interviews for specific NCS project/location	<p>Selection interviews are conducted for each project and seat at the presence of selection manager for each implementing agency; a score (max 60 points) is attributed on the basis of the knowledge of candidate of the following themes:</p> <ul style="list-style-type: none"> ↻ Civil Service (max 10 points) ↻ Elements of social cooperation and knowledge of Confcooperative (generally and referred local context of the project) (max 10 points) ↻ Aeos of intervention foreseen by chosen project (generally and referred local context of the project) (max 10 points) ↻ Chosen project Progetto prescelto (max 10 points) ↻ Previous work and volunteering experiences in terms of quality (max 10 points) ↻ No-profit sector (knowledge and participation) (max 10 points) 	<p>↻ 45 minutes/interview</p>	<p>↻ Confcooperative NCS office</p> <p>↻ Implementing agencies</p>	<p>↻ Candidate to NCS</p>	<p>↻ Score assignment to interview</p>	<p>↻ Selection interview form</p>





13	Evaluation of applicant's compliance with specific NCS project/location and sending of interview form	<p>Candidates obtaining a score ranging from 36 to 60 are eligible to participate in the call. Candidates obtaining a score lower than 36 are not eligible and cannot be placed in the ranking.</p> <p>Each agency sends to NCS office the interviews reports signed by selection manager.</p>	↳ Within 15 days after call closing	↳ Implementing agency	↳ Candidate to NCS	↳ Score assignment to interview	↳ Selection interview form
14	Communication to applicant of negative results of interview	<p>The negative outcome of the selection is communicated through a special letter sent by NCS office</p>	↳ Within 5 days after the conclusion of all selection interviews	↳ Implementing agency	↳ Confcooperative NCS office	↳ Ineligibility written letter sent to candidate's address	↳ Selection interview form
15	Analysis of applicant's requirement through CV	<p>Only for candidates evaluated as eligible during the interview, the scores related to qualifications and previous work/ volunteer experiences are attributed by examining the cv submitted with the application (max 40 points):</p> <p>AREA TRAINING AND PROFESSIONAL QUALIFICATIONS</p> <ul style="list-style-type: none"> ↳ educational qualification (only the highest is) ↳ post-graduate education ↳ professional qualifications (most relevant qualification to the project is evaluated) ↳ other skills (languages, informatics,....) <p>PREVIOUS WORK EXPERIENCES</p> <ul style="list-style-type: none"> ↳ with employment contract (job) or included in educational course ↳ as volunteer 	↳ Within 15 days after the conclusion of all selection interviews	↳ Confcooperative NCS office	↳ Candidate to NCS	↳ Score attribution based on qualifications and experiences	↳ CV score card





16	Final score assignment and definition of ranking for accessing to specific NCS projects/locations	NCS office sums: SCORES TO BE ATTRIBUTED AT INTERVIEW SCORES TO BE ATTRIBUTED AT CV Candidate's final score is calculated determining his/her ranking	↳ 2 days	↳ Confcooperative NCS office	↳ Candidate to NCS	↳ Ranking	↳ Tools and criteria scheme
17	Publication of ranking for accessing to specific NCS projects/locations	Ranking is published by NCS office on website divided by project and seat	↳ 2 days	↳ Confcooperative NCS office	↳ Candidate to NCS	↳ Ranking	↳ Tools and criteria scheme
18	Matching applicant/project on the basis of ranking/score and of available places	Each implementing agency has a limited number of positions in each project: if the number of candidates for each seat exceeds available positions, only candidates reaching the highest scores are started to service (SELECTED ELIGIBLE)	↳ 1 day	↳ Confcooperative NCS office	↳ Candidate to NCS	↳ Ranking	↳ Tools and criteria scheme
19	Definition of waiting list with not admitted applicants for substitutions if needed	All candidates with a score lower than the selected stay in ranking to be recalled if some selected persons give up in the first 3 months from the starting of service (ELIGIBLE NOT SELECTED)	↳ 1 day	↳ Confcooperative NCS office	↳ Candidate to NCS	↳ Ranking	↳ Tools and criteria scheme
20	Definition and communication of NCS starting activities timetable	Ranking is sent to Young people and NCS Department at national government, that, after verifying candidates' real requirements satisfaction, will send written communication to each candidate, including: ↳ Ministerial contract ↳ Day, time and seat of the first day of service	↳ 3 months before service starting	↳ Young people and NCS Department at national government	↳ Candidate to NCS	↳ Starting letter	↳ Ranking





21	Starting activities - General training	<p>From the first day of service volunteers participate in of general training course, that foresees the following contents divided in modules:</p> <ol style="list-style-type: none"> 1. Identity of group in training; 2. From Conscientious Objection to National Civil Service: historical and legislative evolution, similarities and differences between the two institutes. 3. The duty of defense of the homeland; 4. The Civil Protection; 5. Solidarity and the forms of citizenship; 6. National Civil Service, associations and volunteering; 7. Current legislation and the Charter of ethical commitment; 8. Duties and rights of volunteer in civil service; 9. Presentation of Confcooperative; mission, values and organisation of social cooperation in Confcooperative/Federsolidarietà. The local seat of accredited body: role and aims. Project's characteristics and sharing of different situations in which it operates. 10. Working by projects; 11. Analysis of experiences and expectations of young people in civil service; 12. Analysis of processes in young people's standards in communicating, relating and managing conflicts. 13. Knowledge of territory; 14. To be able to experiment in situations as protagonist. 	<p>↪ 42 hours training (to be closed within 4 months before service starting)</p>	<p>↪ Confcooperative NCS office ↪ Young people and NCS Department at national government</p>	<p>↪ NCS volunteer</p>	<p>↪ Signature of contract on the 1° day of service ↪ Delivery of service starting documentation</p>	<p>↪ Starting letter ↪ Minister contract ↪ Documentation defined by Department</p>
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22	<p>Starting activities – service implementation by implementing agency; specific training</p>	<p>At the end of general training volunteers are placed within single implementing agencies and start the same time project activities and specific training, that covers the following contents: Module 1: Let’s know your service Module a: service’s organisation Module b: human resources Module c: SAP and territory Module 2: Let’s know the institution in which you serve Module 3: The tool bag Module a: technical tools Module b: relational tools Module c: the ethical Code Module 4: Security and privacy Law Module 5: The underage as project target Module 6: The relationship with underage Module7: Individual project definition Module 8: The planning as working tools Module 9: Unity is strength – Self-help groups (A.M.A.) Module10: Skills assessment Module a: acquired skills Module b: experience</p>	<p>↪ 12 months of service ↪ 1400 hours including 72 hours of specific training</p>	<p>↪ Confcooperative ↪ NCS office ↪ Implementing agency</p>	<p>↪ NCS volunteer</p>	<p>↪ Project implementation ↪ Specific training course implementation</p>	<p>↪ volunteer attendance register ↪ training materials attendance at training registers</p>
23	<p>Continuous monitoring of NCS activities within specific project/location</p>	<p>NCS is monitored by: ↪ meetings with referent in implementing agency ↪ team and supervisory meetings in implementing agency ↪ monitoring meeting with NCS office at V, IX, XII months of service.</p>	<p>↪ 12 months</p>	<p>↪ Confcooperative ↪ NCS office ↪ Implementing agencies</p>	<p>↪ NCS volunteer</p>	<p>↪ Operators and volunteer evaluation report ↪ Filling in of monitoring questionnaires</p>	<p>↪ Monitoring questionnaires ↪ Attendance at meetings register ↪ Volunteer attendance register</p>
24	<p>Evaluation of problems emerging in NCS activities implementation</p>	<p>On request by implementing agency or volunteer problems related to service management of the service and/or to relationship with the referent / work team can be detected. A specific report is asked to the implementing agency with problems analysis and solutions proposal.</p>	<p>↪ 12 months</p>	<p>↪ Confcooperative ↪ NCS office</p>	<p>↪ NCS volunteer ↪ Implementing agencies</p>	<p>↪ Minute of the meeting ↪ Report of problematic events by implementing agency</p>	<p>↪ Handbook regulating relationship between organizations and volunteers</p>

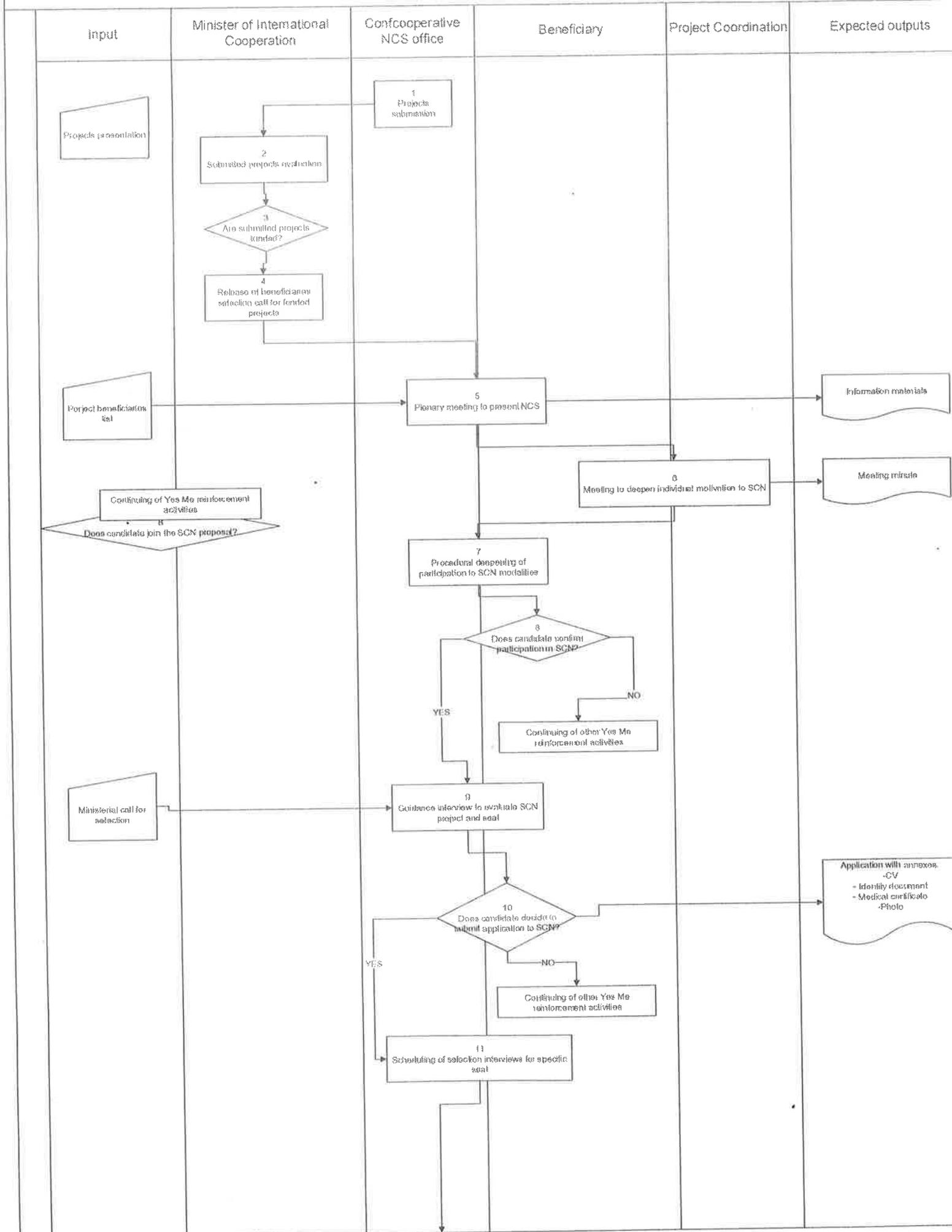




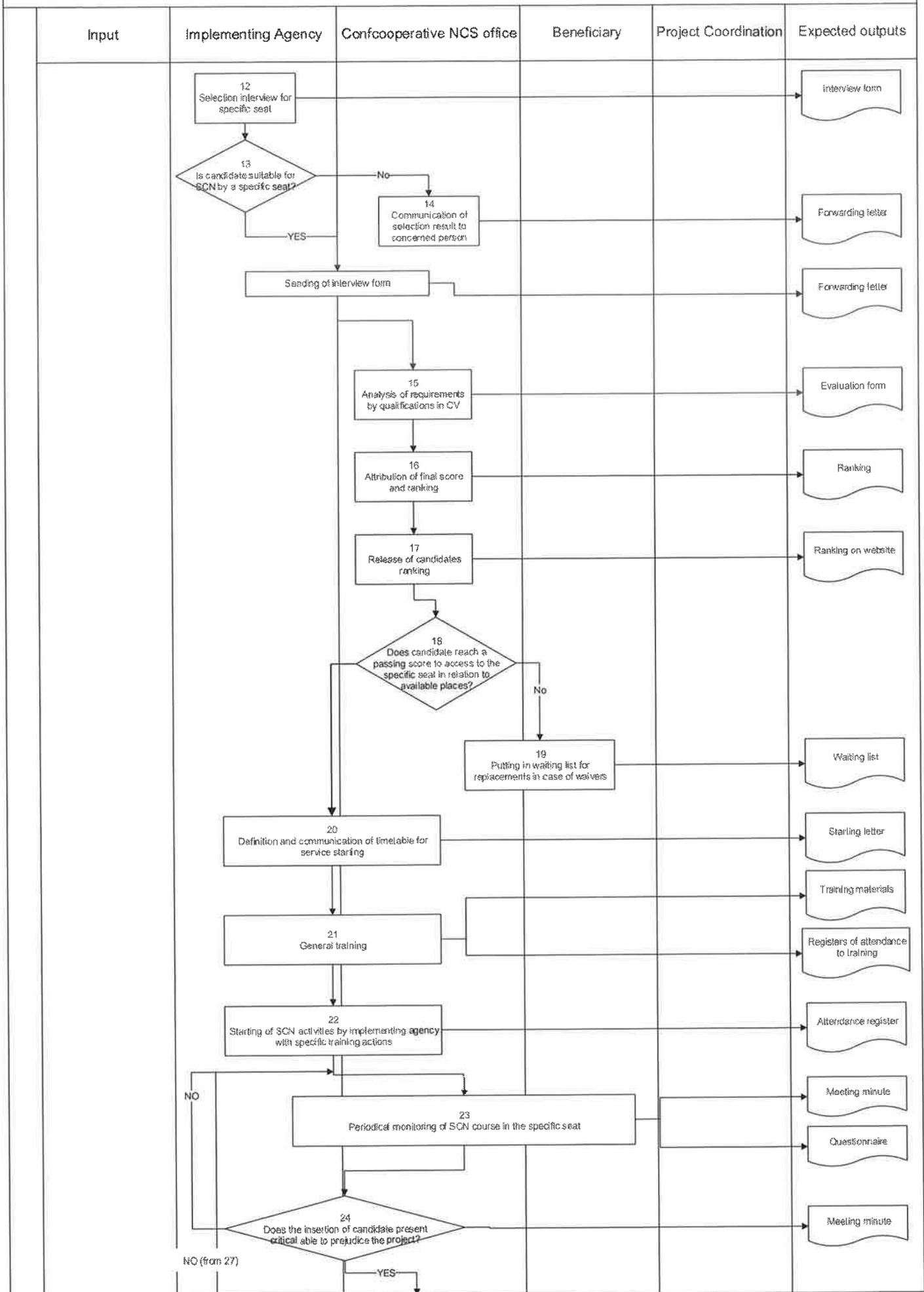
25	Evaluation of volunteer's responsibilities in emerged problems	A plenary meeting with all involved actors and beneficiaries is organized to evaluate arisen problems and compare the different points of view. After meeting volunteer can present an own report after reading the one produced by the implementing agency.	↻ 10 days	↻ Confcooperative NCS office	↻ NCS volunteer ↻ Implementing agencies	↻ Minute of the meeting ↻ Report on plenary meeting ↻ Volunteer report	↻ Handbook regulating relationship between organizations and volunteers
26	Communication of emerged problems to competent Department and demand/proposal of solutions	The reported facts and their severity are evaluated and the following documents are sent to the Department: ↻ relations ↻ proposed disciplinary action for their evaluation on the lines of action to be taken against the volunteer. The implementable sanctions and measures are: a) written admonishment; b) deduction of pay, from a minimum equal to the amount equivalent to one day of the service to a maximum of the amount corresponding to 10 days of service; c) exclusion from service and are defined according to the seriousness of the conduct put in place.	↻ 15 days	↻ Confcooperative NCS office ↻ Young people and NCS Department at national government	↻ NCS volunteer ↻ Implementing agencies	↻ proposal of disciplinary action ↻ letter communicating disciplinary action proposed or implemented	↻ Volunteer contract ↻ Handbook disciplining relationship between volunteer and entities
27	Evaluation of penalty procedure effectiveness	A meeting among agency, office and volunteer to judge after some time, the effectiveness of implemented sanction and corrective actions.	↻ 15 days	↻ Confcooperative NCS office	↻ NCS volunteer ↻ Implementing agencies	↻ disciplinary action	↻ Volunteer contract ↻ Handbook disciplining relationship between volunteer and entities
28	(if needed and within 3 months from project starting) substitution of not compliant volunteer with new candidate from waiting list	In case of resignation within three months form project starting, removal, waiver before the service starting by the candidate, the vacancy can be replaced the with a candidate present in the ranking but not started at service. In such a case, the candidate which replaces the defeatist will be started later, but will make all the training undertaken by other volunteers started from the beginning.	↻ Within 3 months from service starting	↻ Confcooperative NCS office	↻ Applicant to NCS	↻ Starting of service	↻ Volunteer contract



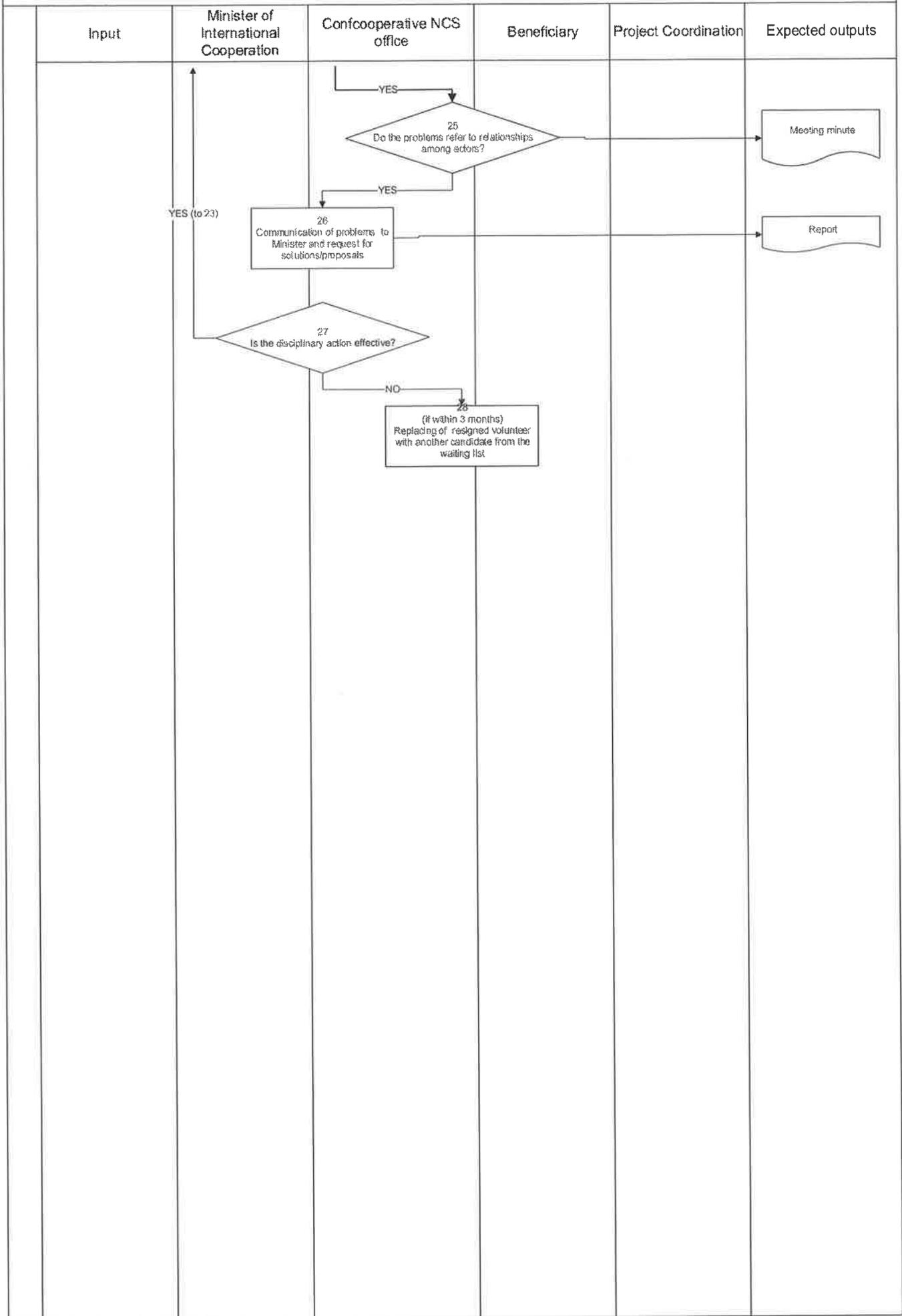
Process «National Civil Service Volunteer Programme - NCS»



Process «National Civil Service Volunteer Programme - NCS»



Process «National Civil Service Volunteer Programme - NCS»





ACTIONS PROTOCOL

TN (Catalogue)

OVERALL PROJECT APPRENTICESHIPS ACTIVATION PROCESS

N°	Activity tag	Activity description	Activity time and lasting	Involved actors	Direct beneficiaries	Output	Tools
1	Reinforcement individual project analysis and definition of company profile for matching	In individual meeting all characteristics of companies that could host the trainee are analysed. In particular, we define: ↳ the type of job (manual, or executive); ↳ the product sector; ↳ the characteristics of the context in relation to the individual constraints (relational and performance demands of the job and the environment, accessibility, etc ...)	↳ 30 minutes/interview	↳ Tutor ↳ PES operator	↳ beneficiaries	↳ PAI modified ↳ Availabilities and bonds form filled in	↳ Availabilities and bonds form
2	Search of companies with tasks consistent to reinforcement individual project	Based on the criteria identified, companies adapted to host beneficiaries are searched. The activities consist of: ↳ Identifying companies (within the target indicated by PES or within partners' database). The selection is based both on the characteristics of the company (which must present duties compatible with the skills identified in the candidates), and the geographical location, to facilitate the mobility of the candidates. <i>The company must fit regulations on traineeships.</i>	↳ Variable	↳ Tutor ↳ PES operator		↳ List of available companies	↳ SILP ↳ Phone call ↳ E-mail ↳ Meetings in plenary session
3	Presentation to companies of involvement in project proposal	The selected companies are contacted by phone or mail for ↳ Presentation of project contents ↳ Involvement of companies. Willingness of company to be hosting seat is acquired, with the scheduling of a meeting in order to deepen and refine the presentation of the contact On the occasion of the meeting with company we also proceed to: ↳ Company rating. Relevant data for entry are acquired, such as: o expectations and demands on the worker o nature of the business environment and characteristics of the job o outcome of any previous entries	↳ 1 hour/meeting with company ↳ 30 minutes/ phone contact	↳ Tutor ↳ PES operator	↳ Company manager	↳ List of companies	↳ Phone call ↳ E-mail ↳ Meeting





4	Company adhesion to project	Company's adherence to the project is enshrined in the filling in by company of the PES model "Application request." The "Application request" is taken over by the PES, that after a "pre-matching", prepare candidate's presentation form (one or more depending on the number of candidates with profile compatible with the requirements given in "Application Request").	☞ 1 hour/meeting ☞ 30 minutes/ phone call	☞ Tutor ☞ PES operator	☞ Company manager	☞ Application Request signed	☞ Meeting ☞ Phone call ☞ E-mail ☞ Application Request
5	Preparation of applicant for interview in company	(See Effective Self promotion Process) Phone contact or meeting aimed to specific preparation to interview in the company.	☞ 30 minutes/phone contact	☞ Tutor ☞ PES operator	☞ Beneficiaries		☞ Phone call
6	Presentation of applicant to company and evaluation of job entry task	After candidate presentation form also Video CV, prepared in the previous step ("effective self-promotion process ") is sent to company. Following the candidate may be accompanied in the company, for the presentation of environment and task.	☞ 1 hour/beneficiary	☞ Tutor	☞ Candidate ☞ Company manager		☞ Meeting
7	Introducing interview	The interviews between candidate and company is held; upon request the tutor attend to interview as observer and communication facilitator.	☞ 30 minutes	☞ Tutor	☞ Candidate ☞ Company manager		☞ Interview
8	Evaluation of requirements for applicant job entry presence (matching candidate/company)	Company with support by tutor if needed, examine the compatibility of the candidate with its organization and needs. In case of inability of the candidate, an interview with a new candidate is scheduled.	☞ 30 minutes	☞ Tutor	☞ Candidate ☞ Company manager	☞ Selection results form filled in	☞ Meeting ☞ Selection results form
9	Evaluation of specialist vocational training needed for job entry	Need for any specialized training in preparation for the performance of specific duties is assessed. If candidate does not require introductory training, activity 12 is started.	☞ Simultaneous to action 8	☞ Tutor	☞ Candidate ☞ Company manager	☞ PAI implemented	☞ PAI
10	Definition of training proposal with vouchers	Depending on candidate training needs, and on training proposals available in the catalogue, subject to the compatibility of the training activities with the times of the traineeship, training course best suited to the need of the trainee can be activated, if funds needed are available.	☞ Variable on the basis of training offer	☞ Tutor ☞ PES operator	☞ Beneficiaries	☞ Registration to training	☞ Available training offer





11	Provision of training available in catalogue	Training is delivered according to the contents of the catalogue. A support function to beneficiary is foreseen, in order to "connect" the received training to the needs of the traineeship.	☞ Variable ☞ Guidance interview to training: 30 minutes	☞ Tutor ☞ PES operator ☞ Training Agency	☞ Beneficiary	☞ Classroom register	☞ Training courses ☞ Meeting
12	Traineeship activation	Documents necessary for traineeship activation are prepared: ☞ Candidature to traineeship through individual interview; ☞ Traineeship Agreement between the Province of Turin and the Company;	☞ 30 minutes/beneficiary ☞ 30 minutes with company	☞ Tutor ☞ PES operator ☞ Company manager ☞ Beneficiaries	☞ Company manager ☞ Beneficiaries	☞ Traineeship agreement signed	☞ Traineeship agreement ☞ Meeting
13	Working activity in traineeship	On the basis of traineeship project, the user carries out training and guidance activities within the company. The tutor conducts tutoring towards the trainee during the traineeship and will be in contact with company's tutor and management. In particular, all measures are put in place to support: ☞ The integration within the organization (hierarchy, rules, etc ...); ☞ The learning of the job; ☞ The construction of the network of relationships between the trainee and his/her colleagues and chiefs The training period varies between a minimum of 3 months to a maximum of 6 months.	☞ Traineeship lasting	☞ Tutor	☞ Trainees	☞ Attendance sheet signed	☞ Traineeship agreement ☞ Attendance sheet
14	Periodical monitoring of traineeship activities	During traineeship all relevant elements emerged during production, are collected, such as data produced in the process, particularly those relevant since chosen as indicators of evaluation at the planning stage. By way of example: ☞ Qualitative elements: motivation and commitment, productivity, quality of relationships, learning, etc ... ☞ Quantitative elements: hours of presence / absence, punctuality, disciplinary measures, productivity measures, etc ..	☞ 30 minutes/phone call ☞ Max 20 hours for the whole traineeship lasting	☞ Tutor	☞ Trainees ☞ Company manager	☞ Traineeship agreement modified	☞ Phone call ☞ E-mail ☞ Traineeship agreement signed
15	Evaluation of further specialist vocational training to support job entry	The need for any specialized training as support / integration to the traineeship is evaluated. If candidate need training, activity 10 is re-started. If candidate does not need training, activity 17 is started.	☞ Variable on the basis of training offer	☞ Tutor ☞ PES operator	☞ Beneficiaries	☞ Meeting minute	☞ Meeting

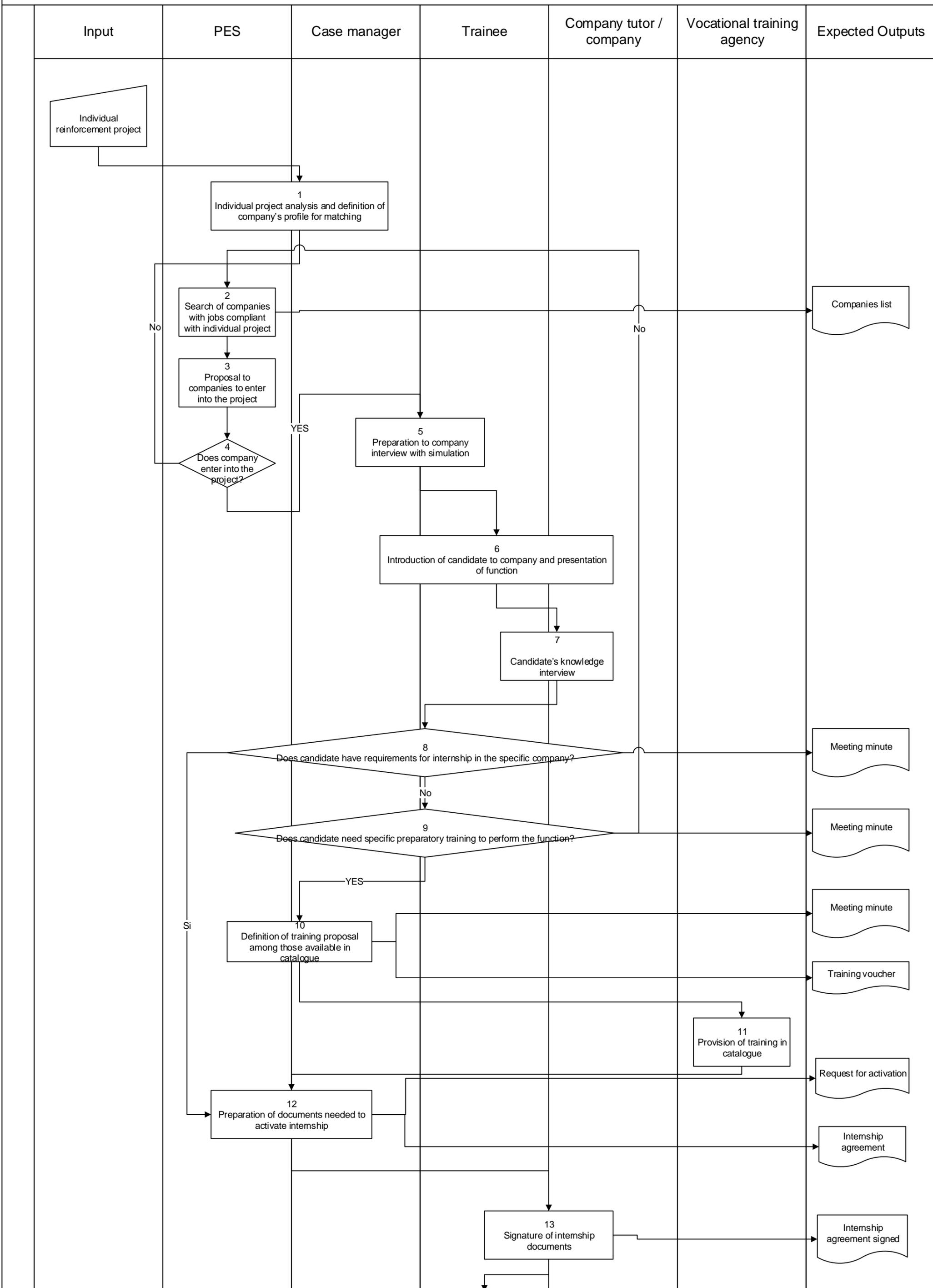




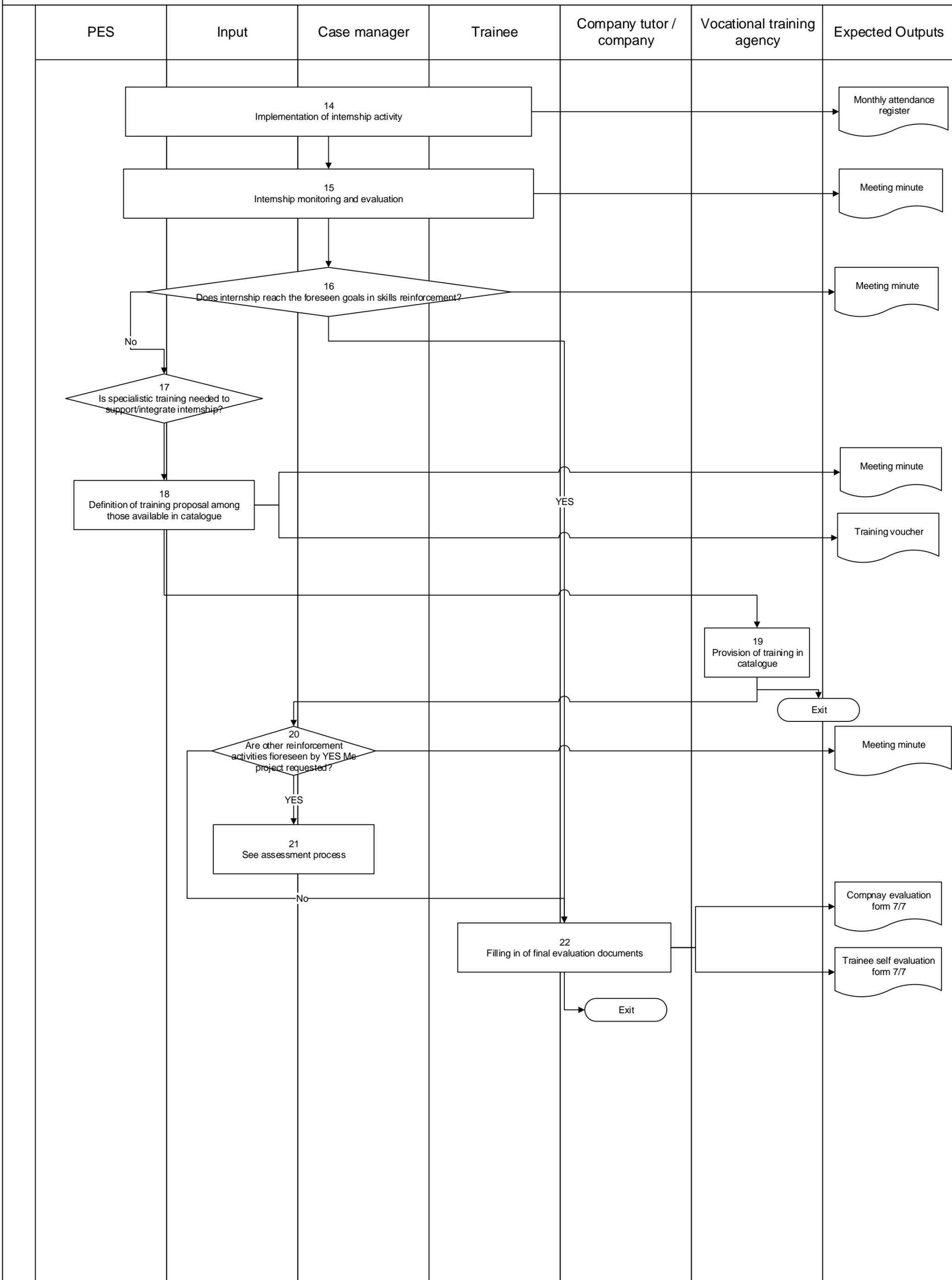
16	Evaluation of other reinforcement activities foreseen by Yes Me project	Need for further reinforcement activities as support / integration to the traineeship is assessed, among those available in the project Yes Me catalogue and active at that time. If candidate does not need further reinforcement activity 18 is started.	↳ 30 minutes/beneficiary	↳ Tutor	↳ Beneficiaries	↳ PAI implementation	↳ Meeting
17	Activation of other reinforcement activities foreseen by Yes Me project	(see specific processes)					
18	Final evaluation documentation filling in	At the conclusion of traineeship in company, an overall assessment of user is given, taking into account the transversal skills / attitudes considered in the project, as well as other work requirements (quality expressed, etc ...), that have been acquired / exercised during the implemented activities. The evaluation is based both on observations carried out by Tutor and on opinions expressed by the hosting company.	↳ Company visit: 1 hour ↳ Interview with beneficiary	↳ Tutor	↳ Beneficiaries ↳ Company manager	↳ Company evaluation form filled in ↳ Trainee evaluation form filled in	↳ Interview ↳ Company evaluation form ↳ Trainee evaluation form ↳ Results form



Process «INTERNSHIPS»



Process «INTERNSHIPS»





ACTIONS PROTOCOL

OVERALL PROJECT REINFORCEMENT LABORATORY PROCESS

TR (Catalogue)

N°	Activity tag	Activity description	Activity time and lasting	Involved actors	Direct beneficiaries	Output	Tools
1	Presentation in plenary session	<p>OBJECTIVE: presentation of the “Listening Desk” ATM, so initially called, in the face of fragility and personal problems arising from some beneficiaries during the first lessons.</p> <p>Plenary meeting with all potential beneficiaries.</p>	↪ 15 minutes	↪ Psychologist ↪ Tutor	↪ Beneficiaries	↪ Delivering of meeting timetable (dates and hours)	↪ Paper timetable
2	Listening Desk	<p>OBJECTIVE: To provide beneficiaries with a welcoming space, not mandatory, dedicated to their psychological health, where they could express personal and familiar difficulties</p> <p>Individual interview, at the request of interested beneficiary.</p>	↪ 30 minutes/beneficiary (Tuesday each 2 weeks, unless different needs)	↪ Psychologist	↪ Beneficiaries	↪ Reflections on individual discomfort experienced in the family and/or social / occupational context	↪ Support interview
3	Reinforcement laboratory	<p>OBJECTIVE: To enhance the individual peculiarities which in the opinion of the beneficiaries could make them progress in the aims of the project.</p> <p>Individual interview for:</p> <ul style="list-style-type: none"> ↪ identification and enhancement of personal qualities attractive in job context ↪ Achieving greater awareness of personal flaws to mitigate them within job context, ↪ Daily commitment to job search, ↪ To express difficulty and personal / family problems 	↪ 30 minutes/beneficiary (Tuesday each 2 weeks, unless different needs)	↪ Psychologist	↪ Beneficiaries	<ul style="list-style-type: none"> ↪ Reflections on individual discomfort experienced in the family and/or social / occupational context ↪ Curriculum vitae updated ↪ Tutorial on job interview ↪ Job search via Internet 	<ul style="list-style-type: none"> ↪ interview support PC ↪ Paper for weekly organization of job search





ACTIONS PROTOCOL

TH (Catalogue)

OVERALL PROJECT WELLBEING PROCESS

N°	Activity tag	Activity description	Activity time and lasting	Involved actors	Direct beneficiaries	Output	Tools
1	Candidate's wellbeing level evaluation	Shared evaluation by the project team on the need for involvement of individual beneficiaries on the basis of analysis contained in PAI and of self nomination beneficiaries to participate in the workshop	☞ 2 hours	☞ Project team	☞ Beneficiaries	☞ Identification of candidates to workshop	☞ PAI
2	General training on wellbeing	Contents are: ☞ diet and health ☞ clothing ☞ makeup ☞ self introduction style ☞ well being and life styles	☞ 1 3 hours meeting	☞ Medical expert ☞ Beautician and image expert ☞ Hairdressing expert ☞ Tutor	☞ Beneficiaries	☞ Positive self vision increased	☞ Slides ☞ Videos ☞ Specific technical tools
3	Individual need analysis and customized counselling	Presentation and changing need Individual counselling Makeup and hairstyle (if requested)	☞ 1 3 hours meeting	☞ Beautician and image expert ☞ Hairdressing expert ☞ Tutor	☞ Beneficiaries	☞ Personalised makeup and hairstyle	☞ Technical tools
4	Photo shoot preparation	Setting up of photo shoot with choice of environment and lighting suitable	☞ 1 hour	☞ Beautician and image expert ☞ Hairdressing expert ☞ Photographer ☞ Tutor	☞ Beneficiaries	☞ Photo set building	☞ Technical tools
6	Photo taking for paper CV		☞ 1 hour	☞ Photographer ☞ Tutor	☞ Beneficiaries	☞ Photo	☞ Technical tools





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