



M O B I L I T Y G U I D E

ITALY






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Part I: General country information

Official name:	Repubblica Italiana
Capital:	Rome (Roma)
Flag:	 The colours red and green stem from the uniforms of the Milanese civil militia. On top of this came white borrowed from the French flag.
Languages:	Italian
Government:	Parliamentary democracy <ul style="list-style-type: none">• The parliament consists of two chambers with equal rights (chamber of deputies and the senate);• parliamentary elections take place every five years, election of the president every seven years;• the Italian Republic is split into 20 regions at administrative level and these, in turn, are split into 95 provinces. <p>Note: There are two small, independent states on the Italian peninsula: Vatican City in Rome and the Republic of San Marino.</p>
Inhabitants:	More than 57.5 million inhabitants
Unemployment quota:	6,8 % (2006); high differences between north and south
EU-Membership:	Since 1952 (Italy was a founding member)
National holiday:	2nd of June: foundation day of the Republic
Currency:	Euro
Time:	MEZ
Prefix:	++39
Internet:	.it

Part II: General information to prepare for mobility

In preparation for a working stay in Italy it is important to look into the country, its people and its customs. This will help you – especially in the beginning of your stay – to find your way in your new living and working environment.

Labour market information

Despite high unemployment in some areas of south Italy, there is an ever increasing shortage of skilled labour, even in Italy. Skilled people have good opportunities in the met-



al, electrical, construction and ancillary building trades, and also in the automotive trade. You should have some knowledge of Italian, but this is less crucial in the craft industries than in the business sector. Depending on the region, knowledge of German or English is of help in obtaining a job in the service or tourism sector.

Most important branches of the economy:

- ▶ tourism,
- ▶ construction, automotive, mechanical engineering and furniture industries,
- ▶ food production,
- ▶ textile/clothing sector,
- ▶ ceramic tile sector.

The economic situation in individual parts of the country varies a lot. Many areas are very nice for holidays, but they do not offer good conditions for living and working.

From an economic-geographical point of view Italy can be split into three large areas:

1. the Milan-Turin-Genoa triangle with its large-scale industries,
2. the Mezzogiorno, with its relatively strongly pronounced agricultural economy, which is scarcely industrialised and is, to a large extent, dependent on government subsidies
3. the rest of the North as well as the centre, where there is a large number of small and medium-sized enterprises (SMEs). Typical are the 199 industrial districts, geographically delineated areas which have a high concentration of some highly-specialised SMEs (mostly family businesses), which either manufacture in the same line of business or contribute to it by supplying products, accessories, machines or services.

Money earning and living costs

The average salary (approx. 24,740 €) is lower than in Germany, England or France for example. Here, too, the division between the North and the South of Italy is noticeable. In the South, wages are up to 25 % lower than those in the North of Italy, and women mostly earn considerably less than men with the same level of education.

In addition to the set wage a degree of flexibility is often built in:

- ▶ bonuses, depending on how successful the company has been,
- ▶ vouchers (“tickets”) for products or services (in small businesses),
- ▶ share options for management personnel.

If they have stayed for more than half a year, foreign employees, too, must pay taxes (exceptions: those on work experience, trainees, and students whose permanent address is out with Italy). There are different rules depending on your status. You can obtain information on which rules apply to you from the tax authorities in the locations where you live and work. Keep all forms of evidence such as your contract of employment and proof of payments as you can then have the taxes paid on your wages and income credited in your native country (based on the European Convention for the Avoidance of Double Taxation).

Prices in Italy are around the European average. Large metropolises such as Milan (one of the most expensive cities in Europe) or Rome are, in most cases, more expensive than smaller towns. In the North the cost of living is higher than in the South.

Average prices for products are:

- ▶ Cigarettes: 5 Euros
- ▶ Loaf of bread: 0,80 Euros



- ▶ Sandwich: 4 Euros
- ▶ Cup of Coffee: 0,80 Euros
- ▶ Pint of beer in pub: 3–4 Euros
- ▶ Chocolate bar: 1 Euro
- ▶ Cinema Ticket: 10 Euros
- ▶ Short bus journey: 1 Euro
- ▶ Football match: 15 Euros
- ▶ Petrol: 1,20 Euros per litre
- ▶ Car Hire (per day): 30 Euros
- ▶ 2 course meal in an average restaurant (per person):
20–25 Euros

Looking for a job: where to start?

It always appears difficult to start looking for a job from abroad.

The web site <http://www.lavoro.gov.it> links you to the autonomous provincial labour administrations, the Employment Agencies (Centri per l'impiego) and could serve to help you get finding a job.

Important newspapers:

- ▶ Corriere della Sera: <http://www.corriere.it>
- ▶ La Repubblica: <http://www.repubblica.it>
- ▶ Il Sole 24 Ore: <http://www.ilsole24ore.com>
- ▶ Il Giornale: <http://www.ilgiornale.it>
- ▶ Italian yellow pages („Pagine Gialle“)
(www.paginegialle.it),
- ▶ Italian chamber of commerce (www.infoimprese.it)

Working conditions

Maximum Number of Working Hours:

48 hours a week, spread over 7 days within a 4-month period. Within this period the limit on the number of hours can be exceeded. However, it must be balanced out in other weeks.

There are mainly 40-hour weeks, and even less, according to collective wage bargaining agreements. At the latest after 7 days you are entitled to at least 24 hours rest at a stretch.

Entitlement to (paid) holidays:

At least 4 weeks a year.

The Working Day

On average, it starts at around 8:30–9:00 and ends at around 17:30–18:00. The lunch break is approx. 1 hour. Some companies offer flexible working hours.

In the South of Italy, due to climatic conditions, there is often a long lunch break (up to 3 p.m.) and, in return, people often work longer in the evenings (up to 8 p.m.).

Social security

As an employee, your employer will register you with the social security service. Your share of the social security payments come to 9.19 percent of your gross salary. There is no upper limit on contributions payable. The contribution rate is made up of 8.89 % towards your pension scheme and 0.3 % towards national insurance.

The national health service, the SSN (Servizio Sanitario Nazionale), has been in existence since 1978. It is responsible for all citizens. Basic benefit payments and services are made available free of charge. However, there are many exceptions. Courses of dental treatment must be paid in full by the person himself.

The regions have been responsible since 1998. Each citizen must be registered with the local USL (Unità Sanitaria Locale), or local health unit. Thereafter you receive a “health card”. It allows you a free choice of general practitioner (“medico di base” or “medico generico” – a specific doctor as your first point of contact), who will refer you to the relevant specialist.



In the case of private doctors, you pay the bill yourself and can, as a rule, have the costs reimbursed by the health insurance company in your home country. The best thing you can do is to ask, prior to your departure, which costs the latter will undertake to pay.

Looking for accommodation

Depending on the length of your stay and your financial resources, you have different possibilities to find accommodation.

Search through the local small ads, go to estate agents' offices, and enquire in cafés or supermarkets. Or ask your employer in advance if he has any tips. Perhaps he or a colleague has a room for the duration of your stay. Staying in private accommodation has the advantage that you have a so-called "family connection", settle in more quickly and are able to learn the language more quickly.

Note: Some utility companies (gas, electricity and telephone) have long waiting times, so register with them as quickly as possible after signing the rental agreement. Likewise, you have to register as quickly as possible with the competent residents' office (anagrafe).

Also standing orders are often associated with high fees in the case of Italian banks. Even the Italians themselves pay in their monthly fixed charges mostly in person, so there are long queues at the bank counters at the start of the month.

Part III: Golden rules for intercultural understanding

A society's hidden rules form the basis for smooth everyday interaction – at home as well as abroad. Any host will certainly be lenient towards a guest who – despite good manners – behaves differently from a fellow countryman. For instance,

To be checked before leaving or upon arriving

Before moving to your new country of residence make sure you have:

- ▶ (Temporary) accommodation.
- ▶ Sufficient financial resources for the first month.
- ▶ The right documents:
 - A valid EU passport/ID card;
 - A European Health Insurance Card;
 - An E301 or 303 form.
- ▶ General knowledge of your new country of residence.

As soon as you arrive in Italy (as an EU-citizens):

- ▶ First apply for a residence permit (permesso di soggiorno) at the competent police station (questura) (**Note:** for citizens of the European Economic Area (EEA) and Switzerland this is not prescribed absolutely, since the right to freedom of movement and freedom to stay applies, but it is of assistance in the event of further contacts with authorities).
- ▶ Then register with the competent residents' registration office (ufficio anagrafe).
- ▶ If you stay longer than 3 months, apply for a tax number at the competent tax office (agenzia delle entrate).
- ▶ Register with the local health board (Azienda Sanitaria Locale, ASL) and apply for a health insurance card (tesserata sanitaria).
- ▶ Open a bank account.

think of a guest smoking at table, something quite natural in that person's home country, but unthinkable in others, and this not only for legal reasons. Or think of the visitor from Paris, who barely knowing you, gives you a kiss on the cheek.



There is no written law on how to behave correctly in another country, and even within a country, rules will vary from one region to another. Any foreign visitor may therefore unconsciously drop a clanger.

Only living in a country for some time, being attentive and interested, will help you to learn the unwritten rules and see the clangers. However, if you as a guest stick to some basic rules, your stay will run smoothly.

- ▶ Don't be afraid of the unknown. Remember that in your home country you also meet strangers and usually you manage the situation without problems.
- ▶ Let situations sink in. Note the common ground as well as differences, and try to not immediately assess everything in terms of good and bad, better and worse. Things are just different!

- ▶ Confronted with new situations: wait and observe. You may be surrounded by cooperative people, however, be aware that they might never have thought about why things are done this or that way.
- ▶ Get into contact! Nobody expects you to be perfect in the foreign language. So make an effort. Even a few words can open doors.
- ▶ For conversation at your workplace, reflect on your job, your future plans and train the relevant vocabulary before you leave. Also: Read about your home as well as about your target country and region. A country guide of your home region in the hosts' language might make a nice present.

Part IV: Everyday-life

Getting into contact

Altogether people use “Buongiorno” (“Hello”), “Buonasera” (“Good evening”) or “Arrivederci” (“Goodbye”). “Ciao” (“Bye” or “See you”) is also used among friends as a rather informal way of saying goodbye.

Shake the hand of all those present in a group, starting with women and elderly people. In general, use “Signore” (Mr.) and “Signora” (Mrs.), plus the surname as the form of address. On meeting people for the first time all academic title and honorary titles are used along with the surname in order to address them (“Dottore” / “Dottoressa”), for those with a degree or doctorate, “ingegnere”, for engineers, or “avvocato”, for lawyers).

Wait until someone invites you to use the familiar form of address. This can happen quickly, but it must not be judged

absolutely to be a step towards friendship or being on the same footing.

Language

Dialects are very widespread all over Italy, particularly among the elderly population. Each region has its own dialect. In order to be able to make yourself understood, a grounding in the Italian language is of great advantage. But you can also get by using English and only in the South Tyrol, most of the population speak German.

Some vocabulary to start with:

Hello ▶ Buongiorno

Good evening ▶ Buonasera

Good night ▶ Buonanotte

Goodbye ▶ Arrivederci



Hello/Bye ▶ Ciao

My name is ... ▶ Mi chiamo ...

Thank you very much ▶ Grazie, mille grazie

Please ▶ Per favore

You are welcome ▶ Prego

Yes ▶ Sì

No ▶ No

I like this ▶ Mi piace

Do you speak German/ English? ▶ „Parla tedesco/ inglese?”

Working environment

As a skilled tradesman, you have really good prospects for success in Italy due to the shortage of skilled people. Thus you will be made really welcome and you will be helped to settle into a working area which is unfamiliar to you. Every company “ticks” differently. Therefore, the following recommendations are to be understood as giving you food for thought, in a general way.

The way of talking to people in Italian businesses is characterised by mutual friendship. Plans and problems are discussed in depth and in detail. Giving compliments is good form and should be reciprocated – you allow the person you are talking to/your business partner to look good, and he also expects this from you. The discursive search for a win-win situation can take quite a long time. Impatience, in Italy, is out of place. The presentation of your own company or your own plans should also be made in detail and be “witty” – the eloquence and education of the speaker are very likely to be taken into consideration when deciding to do business together. Attention to detail is a good sign, and oft-repeated statements point to their importance.

Italy is regarded as being a very bureaucratic country. It is said that the mania for regulations has made people more flexible. They are used to finding ways round things and alter-

natives, and often make use of professional and private connections.

In negotiations, you will find favour more by looking for possible variations than by monotonously following the prescribed procedures.

Company structures are similar to those in Germany, although the breaks are often longer but, in return, the amount of time spent at the workplace is also longer. People’s professional and private lives spill over into each other and discussions are held in the one as well as in the other.

Manners/Etiquette

People like expressing their feelings, without becoming too familiar. The “human element” is often top priority in people’s professional as well as in their private life. Sentimentality and pathos are nothing special, and often come out in the lively discussion of rumours and conspiracies. The high drama of the presentation is often more exciting than the information. The physical distance kept between the persons taking part in a discussion is shorter than in Germany. It is also completely normal to use your other hand when greeting people to touch the person opposite on the arm.

In good restaurants you wait until the waiter directs you to a table and, when it comes to paying, you leave the tip lying on the table without any comment.

Pasta, rice and polenta are starters or the first course (“primo”) in Italy and not the main course as in other countries. It is only in the North of Italy that polenta dishes are served as the second course (“secondo”).

Note: there is a strict no smoking policy (exceptions: smoking on the street and in private areas). There are hefty fines. Smoking near children or pregnant women costs twice as much.



Here, by way of an example, is some information on Christmas in Italy:

1. Advent: official start of Christmas. In addition to the traditional Christmas tree, “il presepe” (the Crib) is of even greater significance in the South of Italy. The Christmas meal which takes place (at midday) on the 25th of December often consists of lamb or eel. Traditional Christmas cakes are “panettone”, a yeast cake with raisins, or “pandoro”, a yeast cake with butter.

A positive impression plays an important role in business and private life in Italy. Looking good and taking care of your external appearance are important. Italians are more conventionally dressed than Northern Europeans in many areas. You must not attempt to outdo the Italians specifically by dressing in a more tasteful and stylish way – you will rarely succeed. However, in introductory talks, and on official and private occasions you should wear your best clothes. Good materials and shoes, accessories that match one another and subdued colours are appropriate.

Invitations

Often, even among business partners, invitations are extended to visit them at home. You should appear quite punctually for an appointment, but should not be more than 10 or 15 minutes late. In the case of business appointments, e.g. introductory talks, it is very likely that you will be kept waiting for some time. Do not show your impatience, rather read a book or flick through a magazine.

Gifts should, of course, be branded goods. However, at the same time, they should not be too expensive and should, for example, be typical of your own region or your own country. They should be handed over gift-wrapped (take care that they are not wrapped in purple, black or gold paper). Prepare a short explanation as to why you have chosen this particular gift, e.g. precisely because it is typical of your home town or was produced in an interesting way.

The wife of your host usually receives flowers. (take care: chrysanthemums are flowers for funerals, and red roses are reserved for romantic occasions).

Topics for conversation

Topics of conversation such as family, the beauty of Italy and the current environment are suitable for any occasion. Be careful when it comes to topics such as politics, corruption or criticism of Italy. It is polite to ask about the person's family and children, without probing too deeply. You are better off avoiding questions about a person's income or marital status.

Public holidays

Difference in habits in European countries often exist where you wouldn't expect them. The way people celebrate holidays tells us a lot about the countries' culture. Therefore, to inform yourself about holiday traditions is a good way to get to know more about the country.

- ▶ 1st of January – New Year's Day,
- ▶ 6th of January – Epiphany,
- ▶ Easter Monday,
- ▶ 25th of April – Liberation Day,
- ▶ 1st of May – Labour Day,
- ▶ 15th of August – Ascension Day,
- ▶ 1st of November – All Saints' Day,



- ▶ 8th of December – the Immaculate Conception,
- ▶ 25th/26th of December – Christmas
- ▶ National Holiday: 2nd of June, the Foundation Day of the Republic

In addition, the individual areas have their public holidays. Carnival celebrations can be found everywhere, but the carnival in Venice is perhaps the most famous.

In August most companies are closed. Enquiries which you send from the middle of July onwards will not be answered perhaps until September.

Eating & drinking

Cafés (“bars”) are important meeting places all over Italy. Here you can have breakfast, drink a quick coffee in between times or have a snack – mostly standing up. For a meal people go to a restaurant (“ristorante”).

In Italy, a great deal of importance is attached to eating well, and this takes up a lot of time, in most cases, if there is good food available. Then a traditional meal consists of a starter, a pasta dish, a main course with meat or fish, and a dessert. In most cases there is wine with the meal and, people also like drinking beer with pizza, which comes from the South of Italy.

In earlier times lunch was the most important meal of the day. The members of the family ate it together. However, since meals are being taken more and more frequently near to the workplace and no longer at home, this tradition is gradually dying out. Lunch is normally eaten between 1 p.m. and 2 p.m. Those Italians living in the north have their evening meal as early as 7.30 p.m., whereas in Sicily and in other southern regions it is eaten between 8.30 and 9 p.m.

For breakfast, there is a cup of coffee for grown-ups and warm milk for the children as well as biscuits (“biscotti”), brioches (croissants), bread or rolls (“panini”). Italian “caffè” (coffee) is really strong. It is available in many different forms, for example, as “caffè macchiato” (coffee with a spot of milk), “caffè lungo” (diluted, black coffee), “latte macchiato” (milk with a dash of black coffee) or “caffelatte” (milky coffee).

Pasta, which is available in vast number of different shapes and forms, is well-known. In the north, there is often rice or polenta as well. Fish as well as various types of meat and meat products, such as veal, ham and salami, represent an important part of the food schedule. Many different cheeses, in a variety of forms, is also offered and eaten with gusto. The world famous pizza – which originally came from the South of Italy – is to be found on the menu throughout the country.

Part V: Vocational education & training

People working abroad obviously speak often about their profession and everyday working life in their home country. It is therefore important to realise that school, vocational education and ways to learn a trade vary distinctively between States. In 2003 the Italian educational system was reformed (“riforma Moratti”). School is compulsory for 12 years or at least until the three-year vocational qualification is achieved at the age of 18.

I. First Educational Level

- ▶ Scuola dell’infanzia (pre-school): 3 years
- ▶ Scuola primaria (primary school), duration: 5 years
- ▶ Scuola secondaria inferiore (lower secondary school), duration: 3 years. (at the end of this an examination regulated at national level takes place.)



II. Second Education Level

II.a Liceo (state grammar school), technical college or vocationally-oriented upper secondary school (istituti tecnici)

For five years, leading to the awarding of a certificate fulfilling the requirements for entry into higher education or university. Here, too, there is provision for an examination regulated at national level. Building on this, there follows training in the further education college sector or the exercise of trades in a lower-grade career.

II.b Regional school-based vocational training

2–3 years. First and foremost, attendance at a school with a certain amount of practical experience, where it is possible to alternate attendance at school with vocational work. Thereafter, the exercise of a trade or a specialism through further training. A contract is signed between the trainee and the employer, in which the employer undertakes not just to pay his employee but also to train him. Some of the training also takes place out with the company.

II.c Apprendistato

The “apprendistato” (“apprenticeship training”) was introduced with the educational reform based on the above-mentioned act 53/2003 (the Moratti Act) by means of a decree (legislative decree No. 276 of the 10th of September 2003).

In Italy, the new “apprendistato” will gradually replace the so-called “Training and Work Contract (“contratto di formazione e lavoro”), which is limited to 18 months and provides for a maximum of 80 hours training. During the “apprendistato” the trainee will switch between training and work. There are three different forms of “apprendistato”: “apprendistato per l’espletamento del diritto-dovere di istruzione e formazione”, “apprendistato professionalizzante” and “apprendista-

to per la acquisizione di un diploma o per percorsi di alta formazione”.

The “apprendistato per l’espletamento del diritto-dovere di istruzione e formazione” provides for a combination of school and work, and is intended for young people between the ages of 15 and 18. This training may last for a maximum of three years. It is regulated by the regions and provinces in collaboration with the National Ministry of Education and Employment (see Point 2b above).

In the case of the “ apprendistato professionalizzante” a qualification is obtained through training at the workplace. In this case, a contract is signed between the employer and the apprentice, who must be between 15 and 18 years of age. Remuneration is in line with an employee with the same qualifications and is approximately 2 points lower on the scale. The apprentice must have a tutor during the “apprendistato” who will give him training. Training lasts between 2 and 6 years. The regions take the decision with regard to the recognition of this type of “apprendistato”. The qualifications obtained during the “apprendistato” are recorded in a “libretto formativo del cittadino” (a training book with proof of the qualifications obtained).

For a long time only the “apprendistato per la acquisizione di un diploma o per percorsi di alta formazione” has been put into practice. Following basic training, young people between the ages of 18 and 29 can, in addition, do an apprenticeship which ends in the awarding of a certificate like a secondary-school leaving certificate or a diploma.

Basics (Certificates)

Following the successful conclusion of lower secondary school education, students choose between the “licei” (sixth form college) and higher vocational secondary education. According to law, pupils are allowed to switch from one system to the other at any time.



At the end of the period of compulsory education success in the examination leads to the awarding of the “diploma di licenza media”.

In order to go to college students need the national sixth-form leaving certificate (esame di Stato conclusivo dei corsi di studio di istruzione secondaria superiore) or a comparable and officially recognised qualification obtained abroad.

The levels

In Italy, up until now, there has been no uniform regulations with regard to leaving certificates. At the moment, it is the duty of the regions and provinces to control this. One of the leading regions in the area of leaving certificates and certification is the region of Emilia Romagna. Therefore, the leaving certificates which are valid in the region of Emilia Romagna are presented below, by way of an example.

Since there is no uniform system in Italy for vocational training, it is important in the current situation to formally recognise those skills attained by individuals through periods of training and practical work, since many craftsmen have worked for years in a specific trade and have gained experience. However, they do not have any written references. The region has laid down the professional standards that have to be attained in a system of basic qualifications (“sis-

tema regionale delle qualifiche di riferimento”) and updates them on a regular basis.

The recognition of skills takes place through making a comparison between the standards of the regional system with regard to reference qualifications and the skills attained by the craftsman.

Therefore, there are training credits (“crediti formativi”) in the region of Emilia-Romagna. The “crediti formativi” are the first official recognition by the region of the skills attained.

In addition, there are two further possibilities with regard to certification: the “scheda conoscenze e capacità” or “certificato di unità di competenza/qualifica”. The “scheda conoscenze e capacità” certifies that only some of the skills required for a qualification have been attained. The “certificato di competenza” confirms that all the skills required for the qualification have been attained. In order to obtain a “certificato di competenza» people have to take and pass an examination. As a result, they also receive a qualification (“qualifica”). The examination consists of a practical exercise and an oral examination. In the case of both certificates a report is drawn up on the skills and on the educational route (“dossier delle evidenze da percorso formativo” and “dossier delle evidenze da esperienza”).

Source: www.regione.emilia-romagna.it/ermes

Part VI: Selected trades

In Italy, training is regulated by the individual regions and provinces and is, therefore, not uniform. Below, some key features of training taken from the province of Bolzano in Trentino Alto-Adige are listed by way of an example. Thus they do not apply throughout Italy. There are big differences in training, especially between the North and the South of Italy. In addition, Trentino Alto-Adige is a “regione auton-

oma”, an autonomous region with special regulations. The framework training conditions for the trades listed can be checked at <http://www.provincia.bz.it/berufsbildung> at the Department of Training (Provincia autonoma di Bolzano; ufficio apprendistato e maestro artigiano) of the province of Bolzano.



The “Bakery or Cake” Trade

Title:	“Panettiere/a” or “Pasticcere/a”
Period of training:	The length varies depending on the region and province, with most of them having the same basic training period of 2 years; in the province of Bolzano, for example, the total training period is 3 years (36 months).
Entry Requirements:	Compulsory Education Leaving Certificate
Leaving Certificate:	Certificate of the bearer in question with regard to vocational qualifications

Additional Training: With the certificate and a certain amount of professional experience specialist courses in the “decoration” or “food technology” area, for example, can be signed up for.

Business and trade peculiarities:

Interview with a pastry cook from Liguria:

“In Italy, a distinction is made between the training for a baker and a pastry cook, since the products available in an Italian cake shop are many and varied and their production is complicated.

During training to be a pastry cook work, for the apprentice, begins, in most cases, at around 6 o'clock in the morning and ends at about 2 p.m. In Italy, cake shops, especially in the large towns, are open on a Sunday. The apprentice, in the main, does not work in the sales and catering area. He works only in the bakery. Thus, during training, he often does not learn how to serve the customers and deal with them.

There are strongly pronounced regional specialities: In Southern Italy, for example, they work a great deal with

dried fruit and candied fruits in the cake industry. “rustici” (rustic bakery products) are sold at the baker’s all over Italy: small flaky pastry products filled with vegetables, meat or fish, sometimes in the form of a minipizza. Another speciality are the “paste” or “mignon” (if they are very small): sweet flaky pastries with a custard filling.

Less butter is used in baking in Italy compared with Germany or France (in the case of pastries such as croissants).”

The “Hairdressing” Trade

Title:	Parrucchiere/a
Period of training:	The length varies according to the region and province; mainly 2 years at a regional vocational collage or at private hairdressing schools; in the province of Bolzano it is 5 years.
Entry Requirements:	Compulsory Education Leaving Certificate
Leaving Certificate:	Certificate of the bearer in question with regard to vocational qualifications

Additional Information: During college/school training the main emphasis is on training in professional theory rather than in professional practice. Since the trainees, in that case, are learning in a rather “artificial salon situation” with a restricted group of customers, they can scarcely equate to the requirements of the “real” world of work. Only some time after their training can they be fully employed and are worthwhile taking on, from an economic point of view, by large salon businesses due to the high wage costs. For this reason, many private hairdressing schools have set up in business in Italy, at which in-depth, practical, professional skills are imparted and complex set tasks have to be solved.



The courses, which are delivered in a course/modular form, are certified and are recognised, especially by the famous salon businesses.

The “Joinery” Trade

Title:	Falegname
Period of training:	2 to 5 years (it varies depending on the region or province; in the province of Bolzano, for example, it is 5 years)
Entry Requirements:	Stage 3 Middle School Leaving Certificate
Leaving Certificate:	Certificate of the bearer in question with regard to vocational qualifications

Additional Training: (Single interview with a joiner from Rome)

“There are still not very many training options for joiners in Italy. This trade is still passed on from father to son. Therefore, it is still normal for the trade to be learned within a business. The regions of Northern Italy offer more courses or forms of training. The area in which the trade is most widespread is the Brianza area in Lombardy, between Monza and Lake Como.

A contract (“contratto di apprendista“ or “contratto formazione e lavoro“) is usually signed between employer and apprentice during the training period. The wage for an apprentice comes to approximately 800 euros a month.

In Italy, a distinction is made between the training for a joiner and for a restorer. For joiners, it is important to know all about drawings and diagrams. They must be able to make a piece of furniture from a drawing. In some cases, the joiner himself must be able to draw diagrams.

In order to remain competitive, many small businesses specialise in the production of custom-made furniture. In

the last few years there has been a great deal of work carried out using wood from Asia, which is cheaper than Italian wood. On the other hand, there is a growing number of customers who increasingly prefer the use of more environmentally friendly materials.”

The “Electronic Technician” Trade

Title:	Perito elettronico (m/f)
Period of training:	3 years at a national institute for industry and crafts
Entry Requirements:	Compulsory Education
Leaving Certificate:	Diploma in skills gained

Additional Training: The diploma gives an entitlement to access 2 years’ of further education, culminating in a vocational A level or various certificates. A vocational A level makes further qualifications and specialisation possible.

The “Painting” Trade

Title:	Tinteggiatore/trice – Verniciatore/trice
Period of training:	1 year at a regional vocational centre
Entry Requirements:	Compulsory Education
Leaving Certificate:	Certificate of Attendance

The “Motor Mechanic/Vehicle Technician” Trade

Title:	Meccanico/ manutentore/trice riparatore/ trice di autoveicoli
Period of training:	2 years
Entry Requirements:	Stage 3 Middle School Leaving Certificate
Leaving Certificate:	Certificate of the bearer in question with regard to vocational qualifications



The Building Trades

There is less differentiation between the building trades in Italy than there is in Germany, for example. After a period of basic training the craftsmen specialise in practical work within the trade.

The “Carpentry” Trade

Title:	Carpentiere/a-serramenista
Period of training:	4.5 years (54 months) in the province of Bolzano
Entry Requirements:	Stage 3 Middle School Leaving Certificate
Leaving Certificate:	Certificate of the bearer in question with regard to vocational qualifications

The “Bricklaying/Masonry” Trade

Title:	Muratore/trice qualificato/a
Period of training:	The length varies depending on the province and region, but is, in most cases, 2 years at a vocational training centre or 1 year at a legally recognised training company plus 2 years at a vocational school with a training contract or practical trade experience. In the province of Bolzano this is 54 months.
Entry Requirements:	Compulsory Education Leaving Certificate
Leaving Certificate:	Certificate of the bearer in question with regard to vocational qualifications

The “Floor/Wall Tiling” Trade

Title:	Piastrellista
Period of training:	The length varies depending on the region and province. In the province of Bolzano this is 38 months.
Entry Requirements:	Compulsory Education Leaving Certificate
Leaving Certificate:	Certificate of the bearer in question with regard to vocational qualifications

The “Stucco Work” Trade

Title:	Stuccatore/trice gessista
Period of training:	The length varies depending on the region and province; in most cases, 1 year at a regional vocational college
Entry Requirements:	Preferably from the age of 17
Leaving Certificate:	Certificate of Attendance

Professional peculiarities in the building trade: In Italy, the focus is often on carrying out repairs and restoration. Great store is set by preserving the beauty of buildings, in particular.

This is hardly surprising – a good 50 percent of the world’s cultural heritage is to be found in Italy, and many of the buildings are between 400 and 1000 years old. In addition, many provinces lie in earthquake zones. Such conditions are also reflected in the style of construction and the choice of materials.

Masons and stucco workers working on ancient underground water reservoirs and baths use different mortar combinations or, for example, “Roman concrete” according to a 2000-



year old recipe. The famous terracotta (“fired earth”) colour comes about since “coccio pesto” (basically “broken pieces that have been ground down”) is used – broken roof tiles are used in this way and produce the reddish hue of the houses. Examples of additives are river sand, which has finer particles, or liquid lime that has not been slaked. Masons do not

use stones that have been finished exactly, but frequently hew natural stones. Tiles are laid without seams. Carpenters often have to deal with beams in old fortresses which have to be processed in a traditional way. Unusually, a lot of chestnut wood is used. 6 cm-long wooden pegs and are to be found. Metric measurements are more widespread than inches.

Part VII: Links

EURES

- ▶ European Job Mobility Portal (EURES): <http://europa.eu.int/eures/main.jsp?countryId=UK&acro=living&lang=en&parentId=0>

European guidance

- ▶ Euroguidance centres in all EU-member and accession states and Switzerland inform on the advisory systems in your home country, if you intend to work or study in another EU-member state. <http://www.euroguidance.net>
- ▶ <http://www.fitforeurope.info>
- ▶ If you have difficulties regarding the recognition of diplomas you can turn to the EU directory service for citizens, which gives advice free of charge. <http://ec.europa.eu/citizensrights/>
- ▶ Further information on countries and their (business) etiquette is available on <http://www.executiveplanet.com>

Free online translation (all languages):

- ▶ <http://babel.altavista.com/tr> (All languages)

EUROPASS

- ▶ http://europass.cedefop.europa.eu/europass/preview.action?locale_id=1

Italian ministry of education:

- ▶ <http://www.istruzione.it/argomenti/esamedistato/home.html>
- ▶ Italian youth-information portal: <http://www.informagiovani.it>
- ▶ More on reforms and the respective law can be found googling»riforma Moratti«

Job databases

- ▶ Information on job application and country information: <http://www.jobpilot.com/>



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- ▶ Links on job databases in Italy:
 - <http://www.click4job.it/>
 - <http://www.cercolavoro.com/>
 - <http://www.cliccalavoro.it/>
 - ▶ National job databases: <http://www.borsalavoro.it/wps/portal>
 - ▶ Portal of the chamber of commerce in Rome: <http://www.lavorare.net/>

Newspapers online

- ▶ Corriere della Sera: <http://www.corriere.it>
- ▶ La Repubblica: <http://www.repubblica.it>
- ▶ Il Sole 24 Ore (Milan): <http://www.ilssole24ore.com>

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