Job Guidance

Chart of Services for Businesses

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The Chart of Services

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

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

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

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

In this document, the term “businesses” includes all kinds of businesses, active in all economic sectors and of all sizes, located in Italy and elsewhere, including public institutions, associations, foundations, etc. For this reason two Charts of Services have been drafted. This Chart only refers to businesses.

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

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

The services that are made available for businesses aim at building and reinforcing the partnership with the University and at activities connected to placement.

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Partnership

Employer Branding activity

Business presentation

**Content**

Presentation of the company profile (history, core business, mission and target markets) and description of the training plans and the training and career opportunities in the company.

Possibility to receive, upon request, the participants’ CVs and organise short interviews.

**Request procedure and timing**

E-mail: jobguidance@unitn.it

The Job Guidance Service shall fix a date suitable for the company and compatible with the calendar of lessons and other planned activities. The company shall always be contacted within two working days from the request is received.

**Duration**

Each business presentation lasts about 1 hour/1 and a half (3 hours if it includes the interviews).

Meetings on the business areas and functions

**Content**

Direct presentations referred to specific business areas, projects and functions. Possibility to receive, upon request, the participants’ CVs and organise short interviews.

**Request procedure and timing**

E-mail: jobguidance@unitn.it The Job Guidance Service shall fix a date suitable for the company and compatible with the calendar of lessons and other planned activities. The company shall always be contacted within two working days from the request is received.

**Duration**

Each meeting lasts about 1 hour and a half (3 hours if it includes the interviews).
Recruiting

Recruiting Day

Content
Presentation of the required profile/s, description of the required skills and interviews to the selected candidates. Possibility, upon request, to use the pre-selection service performed by the Job Guidance Service.

Request procedure and timing
E-mail: jobguidance@unitn.it
The Job Guidance Service shall fix a date suitable for the company and compatible with the calendar of lessons and other planned activities. The company shall always be contacted within two working days since the request has been received.

Duration
The interviews’ duration depends on the number of pre-selected candidates. Usually this phase takes the entire day.

Assessment Centre

Content
Selection Day organised according to the guidelines of the Assessment Centre. Possibility, upon request, to use the pre-selection service performed by the Job Guidance Service.

Request procedure and timing
E-mail: jobguidance@unitn.it
The Job Guidance Service shall fix a date suitable for the company and compatible with the calendar of lessons and other planned activities. The company shall always be contacted within two working days since the request has been received.

Duration
Usually this phase takes the entire day.
Career Day (for the entire University or for each sector)

**Content**

Students and graduates meet the businesses. The day usually includes:

a. Customised Desk to foster the meeting between the businesses’ representatives and the young graduates
b. Business presentation
c. Thematic workshops on individual professions and business areas (duration: 45 - 60 minutes)
d. Room for interviews to the selected candidates. Possibility, upon request, to use the pre-selection service performed by the Job Guidance Service.

**Request procedure and timing**

For information and participation please send an email to jobguidance@unitn.it

The company shall always be contacted within two working days since the request has been received. The confirmation of the participation and the registration follow the deadlines and modality established in the webpage of the event.

Some meetings may request the payment of a fee.

**Duration**

Usually this phase takes the entire day.

**Guidance/Training activity**

Meetings on specific jobs

**Content**

Presentation of specific jobs, roles and activity regarding specific professions and sectors.

**Request procedure and timing**

Upon invitation of the Job Guidance Service, upon proposal of the business or in agreement with the Trade Association. The content, the modality and the schedule of the initiative are jointly agreed.

**Duration**

Between 1 hour and a half and 3 hours.

**Number of participants**

Minimum 12 - Maximum 30.
Job Guidance meetings

Content
Training seminars on topics about the labour market access, job search:
- labour market regulation and contracts
- personal branding and Self Marketing Strategies in job searching
- selection interviews (Individual interview and Assessment)
- use of Social Media for recruiting aims
The Seminars are organised and carried out by the trainers of the Job Guidance Service, or in collaboration with the representatives of the businesses who co-work in the room.

Request procedure and timing
For specific topics the Job Guidance Service can invite the representatives of the businesses, after agreeing with them the modality and the organisation of the event. However, businesses may contact the office via email (jobguidance@unitn.it) to propose a co-participation in already scheduled events, or in events to be defined.

Duration
Between 1 hour and a half and 3 hours.

Number of participants
Minimum 12 - Maximum 30.

Meetings on cross-sector skills

Content
Training seminars on the most requested soft skills of a new employee:
- communication and public speaking
- team working
- time management
- project management
- leadership
- problem solving and creativity
- negotiation and conflict management
The Seminars are organised and carried out by the trainers of the Job Guidance Service, or in collaboration with the representatives of the businesses who co-work in the room.
Request procedure and timing

For specific topics the Job Guidance Service can invite the representatives of the businesses, after agreeing with them on the modality and organisation of the event. However, businesses may contact the office via email (jobguidance@unitn.it) to propose a co-participation in already scheduled events, or in events to be defined.

Duration

3 to 8 hours

Number of participants

Minimum 12, maximum 30, depending on the kind of activity and its aims.
Placement

Online CV

Content

According to the Italian law no. 183, 4 November 2010 and subsequent amendments, the University makes available for free the CVs of all graduates and young graduates (who have graduated not later than 12 months before) and who are interested in being visible for potential job employers.

Crediting request procedure and timing for the first access

To view CVs and select the candidates, users are required to register using the link http://stage-placement.unitn.it/aziende/accreditamento. Users are required to fill in an online form, where the company inserts its details and accepts the foreseen contract clauses. After accepting the clauses, the users receive their access credentials (username and password).

The activation of the access credentials is subject to the approval by the Job Guidance Service. The approval shall be granted or denied within 3 days from the activation request. After the activation users will be able to use the Showcase for job offers and internship ads (see next paragraph).

Duration

The permit to download CVs lasts 4 months as established in the contract. Users may download up to maximum 100 CVs. However, users can renew their permit when it expires or if they have already downloaded 100 CVs, since they demonstrate that they have used the viewed CVs.

The authorization to the service does not expire. However, the University of Trento has the right to interrupt it temporarily or definitely, in case of breach of the norms foreseen in the contract. The University of Trento shall communicate its decision to the business, clarifying its motivation and timing, via email.
Publication of vacancy and internship ads

**Content**

Possibility to publish for free the vacancies for jobs and internship in the specific Show Case: http://stage-placement.unitn.it/studenti/bacheca-annunci-stage-lavoro. Users can choose among:

a. publication of the offers and management of candidatures (screening, CVs sending and pre-selection of candidates) by the Job Guidance Service. In this way users can publish their ads anonymously;

b. autonomous publication with direct access to candidatures. In this way users CANNOT publish their ads anonymously.

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Online accreditation request

Approval by the Job Guidance Service within 3 days

The business can insert internship and job offer ads, both as drafts (to be revised) and ready to be published (status: “To be approved”)

The Job Guidance Service views and approves the ads which are “To be approved” and makes them visible online within 5 days

After 4 months or upon company request, the ad goes offline

The company may require prolonging the duration of its ads, upon feedback of the candidatures viewed during the 4 months when they stayed online
**Crediting**

Businesses wishing to publish their ads regarding internship and job offers must necessarily require to be credited through the link: http://stage-placement.unitn.it/aziende/accreditamento. Users are required to fill in an online form, where the company inserts its details and accepts the foreseen contract clauses. After accepting the clauses, the users receive their access credentials (username and password).

The activation of the credentials is subject to the approval of the Job Guidance Service. The approval shall be granted or denied within 3 days from the activation request. After the activation users will be able to use the Online CV Service (see previous paragraph).

**Request procedure and timing**

According to the kind of ad, the request to publish it/them may be submitted by:

a. e-mail to jobguidance@unitn.it if Job Guidance is in charge of the publication.
   If the ad is complete and meets the format criteria of the Show Case, the Job Guidance Service will communicate its publication via email, within 5 days from the publication. The CV of interested people are sent by the Service to the company in order of arrival.

b. autonomous publication by the company (status of the ad “To be approved”).
   An email containing the publication request is automatically sent to the Service. The ad is published within 5 working days. The business can insert the ads, both as drafts (to be revised) and as ready to be published (status: “To be approved”). The “draft” ads does not create the email containing the request of publication.

The University has the right to deny the publication of job/internship ads which violate the right of the person, or which are not suitable or inconsistent with the study programme. In this case the company will be informed by the Service and may contact the office back to obtain clarifications.

**Validity of ads**

In order to guarantee the correct management of the Show Case and the rotation of the ads, the Job Guidance Service publishes offers which expire not later than four months afterwards. Specific exceptions may be agreed with the requiring company.
Feedback
Also for the purpose of prolonging the ads and/or to republish them, companies are required to express their feedback on the selection procedure of the candidates proposed by the Service or selected among those who have responded to the autonomous ads.
In case of internship/job offers companies are invited to view the national/regional/provincial norms regulating them.

Publication of Call for Internships

Content
Institutions, authorities, Associations, Board of professionals may define, in agreement with the Job Guidance Service, internship offers with periodical frequency.

Request procedure and timing
The possibility to publish calls for internships is up to the company. The call establishes timing, modality and duration of the internship with the Job Guidance Service. Companies interested in analysing the details regarding the management of the proposals of the call can send an email to imprese@unitn.it

Pre-selection

Content
The pre-selection service is provided with reference to specific staff search. The pre-selection is carried out on the basis of objective criteria, agreed with the company, and on the basis of motivational interviews with the Job Guidance Service staff. The pre-selection aims at forwarding a set number of candidatures, in line with the required profile and the characteristics of the company. The number of candidates to pre-select is agreed with the Job Guidance Service on the basis of the required skills and roles.

Request procedure and timing
The Company sends an email to jobguidance@unitn.it. The company shall always be contacted within two working days from the date of the request. The timing and the modality to send the CVs is agreed according to other planned activities.
**Costs**
Partner companies are not required to pay a fee. Partner companies are companies which already cooperating with UniTrento for Guidance/Training activity and Employer Branding). Other companies are required to pay a fee equal to the one of Almalaurea - Center for post-graduate job search.

**Activation of Training internships (included or not included in the study programme)**

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

**Request procedure and timing**
A specific agreement must be signed between the company and the University of Trento in order to host trainees/interns of the University of Trento. If the agreement is not in has not been signed or has expired, the company is expected to fill in the online form on [http://stage-placement.unitn.it/aziende/i-passi-attivare-lo-stage_2](http://stage-placement.unitn.it/aziende/i-passi-attivare-lo-stage_2)

The contract activation/renewal usually requires 5 working days, with the exception of non-standard contracts, connected with the specific needs of the company.

**Internship activation modality**
After finding the right intern/trainee and signing the specific contract, the company agrees to prepare a training project, also through the appointment of a company tutor and a supervisor for the trainee/intern. The trainee/intern is required to indicate his/her university supervisor/tutor, both for internships foreseen in the study programme and the external ones.
Please find more information on the activation procedure on

- **Activation of Training internships foreseen in the study programme**
  http://stage-placement.unitn.it/aziende/attivazione-stage-curriculari-studenti-e-laureandi
- **Activation of Training internships not foreseen in the study programme**
  http://stage-placement.unitn.it/aziende/attivazione-stage-post-laurea

In case of internship/job offers companies are invited to view the national/regional/provincial norms regulating them on http://stage-placement.unitn.it/aziende/i-passi-attivare-lo-stage_2.

**Schedule**

The Job Guidance Service guarantees the start of the internship within 20 days from the submission of the documents required to draft the training and guidance project, sent by a university professor.

The company is required to perform the “Compulsory Communications” for the external internships by the day before the start of the internship itself.

**Duration requirements**

The stage foreseen in the study programme can last maximum 12 months (the average duration is anyway 2-3 months), while the ones out of the study programme can last up to 6 months. The latter may be activated by the University only up until 12 months after the graduation.

**Feedback**

a. Internship foreseen in the study programme: at the end of the internship period the company tutor contributes to the evaluation of the trainee, also filling in the evaluation form provided by the University. The tutor is also required to sign the internship certification, to prove the carried out internship and in some cases to sign the Attendance record.

b. Internship not foreseen in the study programme: some days before the end of the internship the company tutor, in cooperation with the graduate trainee, is required to fill in the form regarding the acquired skills, as established by the provincial/regional norms.
Rights and duties

The company is entitled to:

- be informed on the available services
- analyse in detail the features of the offered services
- be informed on the procedures to obtain the services
- obtain the various services within the foreseen deadlines
- meet the offices of the University and receive adequate technical support during the events and the activities performed in collaboration with the Job Guidance Service
- express their evaluation on the quality of the received service, also using the tools made available by the Job Guidance Service
- receive information or contact other University services/offices if the kind of request does not fall within the competence of the Job Guidance Service.

The Company agrees to:

- provide all the necessary information to grant the effectiveness of the service (using the online forms)
- use the personal details contained in the CV only for the purposes connected with the job offer-job demand
- transmit internship/job offers which do not violate the right of the person, or which are not suitable or inconsistent with the study programme
- communicate the selection results
- promptly inform the Service on the changes/expiry of the ads
- respect the schedule agreed with the Job Guidance Service for the organisation of recruiting/training and guidance events
- if internships/traineeships are activated, to promptly communicated all amendments of the training programme and the relevant norms.

The Job Guidance Service is entitled to:

- suspend or cancel the company credentials of businesses which do not meet the contracts they signed to access the database of the UniTrento CV
- monitor and perform spot checks on the use of the CV used or downloaded by the companies, through its database or the intermediated delivery
- receive feedback on the use of the downloaded CV or received CV and on the result of the selection
• deny the publication of internship/job offers which violate the right of the person, or which are not suitable or inconsistent with the study programme.
• monitor the internships and be promptly informed on possible injuries and variations
• suspend the internships which do not respect the national and/or regional and/or provincial norms
• use the name/commercial name of the partner companies in internal and external communications.

The Job Guidance Service agrees to:
• provide prompt and adequate information on the services offered by the University
• grant assistance and services targeted to meet specific needs, to support the projects promoted within the active policies in the field of labour
• signal, as agreed with the company, all candidates in line with the searched profiles
• monitor and collect the evaluations on the service provided, to further enhance the quality of the service
• protect the privacy of the received information.
Headquarters and Contacts

The Job Guidance Service is located at Molino Vittoria, via Verdi 6, in Trento (3rd floor). The opening hours for students and graduates are available on http://stage-placement.unitn.it. Companies may arrange appointments also out of the opening hours, by calling at +39 0461 283200.

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

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

Linkedin
https://www.linkedin.com/company/17712
http://tinyurl.com/Unitnforcompanies

Facebook
https://www.facebook.com/PlacementUnitn

Twitter
https://twitter.com/PlacementUnitn
Claim, comments, suggestion management

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

Suggestions can be sent via email to imprese@unitn.it, specifying in the subject field “Suggerimenti/proposte” (Suggestions/proposals).

Claims or malfunctioning warnings may be signalled on the webpage http://stage-placement.unitn.it/aziende/reclami-o-segnalazioni-di-disservizi.

A written reply shall be provided within 30 days only if the notification is clear and signed.
Organization Chart

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