

WP4 Interviews to investigate skills set for IDOs

National report for ITALY



1. Research sample

Five interviews were conducted from a sample who had indicated that they were interested in further discussions in the previous survey. The interviews were from respondents located in various part in Italy, from south to north. Four respondents were managers with international responsibility and one were vocational teachers with international responsibility.

2. Summary of research findings

(Using the skills set framework and records of interviews, identify the values, understanding & knowledge & practical skills for being an effective IDO)

PROFESSIONAL VALUES
<ul style="list-style-type: none"> • technical assistance was competent and motivated and the implementing partner (a Charity) honest • Original ideas, project goals exactly in the same field of economical supporter interests • a good knowledge of the matter • ability to synthesize among several international inputs and handing out these information / good communication • to take care of a good organization (eg. Location, both food and travel, subsistence) • mutual understanding of roles and competencies

UNDERSTANDING AND KNOWLEDGE	PRACTICAL SKILLS
Ethics and integrity	<p><i>"It is necessary to set aside ones' prejudices, and as wealthy westerners we must understand that the survival strategies of people living below the poverty line are probably the best possible ones for their local environment. Intellectual arrogance is definitely out."</i></p> <p>(including not flying in Business class to help some poor people develop sustainable livelihoods)</p>
foreign languages (eg. English) and communication	Ability to communicate effectively in English, spoken and written and to communicate to more than face to

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	face
Project and time management – Quality Systems Control	Ability to set and to plan an accurate organization and ability to know and understand partners needs and activity, milestones, timetables, resources, etc.
Communication tools and IT	Using properly IT tools for communication, sharing documents, distance collaboration
Team work, Group Collaboration and interpersonal collaboration	Collaborate in a group and within different cultures
problem solving techniques	Organizing and acting for solving problems in work group
Evaluation procedures and processes	Be able to create analysis grid and to evaluate circumstances and performances
a good level of knowledge in the field required by the project's targets	Manage language and contents

3. Any other findings relating to the development of competence based qualifications

(Any relevant research findings since the survey which could help with WP5)

4. Appendix

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Interview 1

Thank you for taking part in our previous project survey. We would like to build on this by finding out your opinions on the skills required when working on international activities. This will help us to develop a competence based qualification.

5. First I'd like you to think about an international activity in which you have been involved that has gone particularly well. Which skills helped produce a successful result?

In my opinion for one thing is important a previous training about the subject of activity to have a good knowledge of the matter. Also important skill to successful result is ability to synthesize among several international inputs and handing out these information; building network again, and finally a supple scheduling of tasks of each partner. It is necessary also to take care of a good organization (eg. Location, both food and travel, subsistence).

6. Now think about an international activity that has not worked well. What skills were lacking that hindered a successful result?

- a bad knowledge of foreign languages (eg. English)
- not accurate organization
- have bad knowledge of partners and activity

7. Imagine you were to start afresh and be trained to work in international activities. What would be the main areas of knowledge and understanding you would need and why?

I would need training to intensify my know how on these following areas:

- Cross Skills
 - English (speaking)
 - European planning of training courses
- Technical or Specialty skills
 - International law
 - Civil rights
 - Citizenship rights
 - European qualification framework (EQF)

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8. What do you see as the professional values that those working on international activities should adopt e.g. respecting cultural differences and ways of working?

Respecting cultural differences
Respecting several ways of working
Sharing different point of view
Planning together each other as of different needs

9. Thinking about attitudes in your workplace, are international activities valued by others? And what are the reasons for this?

Our job (mine and colleagues of mine) consists in planning both European and Italian training courses for companies, workers employees, and building network among social parts and training associations local and international, for this reason international activities are valued by others both in my workplace and outside.

10. Any other thoughts about the competences required to be successful in international work?

Nothing else

11. Finally, are you aware of any systems for recognising existing or planned competences particularly in terms of non-formal and informal learning? If so, can you explain more about these systems?

Yes, I know the European Qualifications Framework (EQF), that acts as a translation device to make national qualifications more readable across Europe, promoting workers' and learners' mobility between countries and facilitating their lifelong learning. The EQF will relate different countries' national qualifications systems to a common European reference framework. Individuals and employers will be able to use the EQF to better understand and compare the qualifications levels of different countries and different education and training systems also in terms of non-formal and informal learning. In fact the EQF is able to support validation course of non formal and informal learning.

In addition to this the European Credit system for Vocational Education and Training (ECVET) acts as tool into the EQF device, that will give people greater

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control over their individual learning experiences and make it more attractive to move between different countries and different learning environments.

It's a system able to put credit points to qualifications or its units.

Thank you for your time. Would you like us to keep you up to date on the progress with this project? If so, please provide contact details.

Please indicate your Job Role: (international project or mobility co-ordinator, vocational teacher with international responsibility, manager with international responsibility)

My job role is: project manager of international training project.

I would like to know progress of this project.

Sabrina Asfoco

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Interview 2

Thank you for taking part in our previous project survey. We would like to build on this by finding out your opinions on the skills required when working on international activities. This will help us to develop a competence based qualification.

12. First I'd like you to think about an international activity in which you have been involved that has gone particularly well. Which skills helped produce a successful result?

- good communication
- mutual understanding of roles and competencies
- coordination of partners' activities and partners' commitment

13. Now think about an international activity that has not worked well. What skills were lacking that hindered a successful result?

- selfishness/centralization in single partners (lack of cooperation)
- lack of will to jointly solve problems
- lack of coordination from lead partner

14. Imagine you were to start afresh and be trained to work in international activities. What would be the main areas of knowledge and understanding you would need and why?

- project management procedures – needed to organize your job on a common and shared basis
- program/project objectives, rules, procedures – in order to do the right job at the right time in the right way
- communication skills – in order to build a dialogue with partners and clearly state tasks/roles within a partnership

15. What do you see as the professional values that those working on international activities should adopt e.g. respecting cultural differences and ways of working?

- respect of the others and their skills/competencies (as a necessary approach to build a relationship)
- understand different working methodologies and try to integrate with them
- be able to share information

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16. Thinking about attitudes in your workplace, are international activities valued by others? And what are the reasons for this?

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17. Any other thoughts about the competences required to be successful in international work?

- Availability/willingness to travel
- Organization of journeys in an efficient way (to be confident with means of transportation, timetables, reservations, ...)
- Excellent communication skills

18. Finally, are you aware of any systems for recognising existing or planned competences particularly in terms of non-formal and informal learning? If so, can you explain more about these systems?

No, it would be necessary to have one

Thank you for your time. Would you like us to keep you up to date on the progress with this project? If so, please provide contact details.

Enrico Banchelli – enrico.banchelli@pin.unifi.it

Tel. +39 0574 602511

Please indicate your Job Role: (international project or mobility co-ordinator, vocational teacher with international responsibility, manager with international responsibility)

Project manager with international responsibilities.



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Interview 3

Thank you for taking part in our previous project survey. We would like to build on this by finding out your opinions on the skills required when working on international activities. This will help us to develop a competence based qualification.

1. First I'd like you to think about an international activity in which you have been involved that has gone particularly well. Which skills helped produce a successful result?

A very good knowledge of the partners, a scheduled planned activity and division of tasks, with a coordinator that reminded the deadlines for producing the materials expected

2. Now think about an international activity that has not worked well. What skills were lacking that hindered a successful result?

Trust in the project, motivation in the international team, not clear goals to reach and not feeling the project as producing relevant changes in local community and/or benefits to partner organisation

3. Imagine you were to start afresh and be trained to work in international activities. What would be the main areas of knowledge and understanding you would need and why?

- Communication (how to find a common way of communication, to be sure that some words - i.e. "non formal education", "active citizenship", etc - have a common ground of meaning for all, vehicles of communication, how to use email, letter, phone, skype, blogs, etc and when)
- Interculturality and problem solving (if we arrive to a "crise moment" how to deal with it)
- Team work
- work-at distance

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4. What do you see as the professional values that those working on international activities should adopt e.g. respecting cultural differences and ways of working?

It is very important to keep clear what we expect from the project and from the team: for example fixed deadlines can't be postponed for different way of working reasons, but it is important to be very open minded, respectful and trust the partners

5. Thinking about attitudes in your workplace, are international activities valued by others? And what are the reasons for this?

Our activities are valued by a team, before deciding to participate in the project. After that, one or more persons are involved and keep the responsibility of the international activity, in cooperation with the direction board of the organisation

6. Any other thoughts about the competences required to be successful in international work?

At personal level you need patience, constance, enthusiasm. As competences: projecting, capacity to have a vision of the whole project.

7. Finally, are you aware of any systems for recognising existing or planned competences particularly in terms of non-formal and informal learning? If so, can you explain more about these systems?

Unluckily in Italy we are far away from this kind of recognitions...

Thank you for your time. Would you like us to keep you up to date on the progress with this project? If so, please provide contact details.

Yes, please.

Marta Benettin, Accademia europea di Firenze benettin@aefonline.eu

Job role: trainer in non formal education, project planning and writing both at italian and european level.



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Interview 4

Thank you for taking part in our previous project survey. We would like to build on this by finding out your opinions on the skills required when working on international activities. This will help us to develop a competence based qualification.

19. First I'd like you to think about an international activity in which you have been involved that has gone particularly well. Which skills helped produce a successful result?

I formulated an agricultural development project for the United Nations. The project involved supplying poor farmers with tools and livestock and went well because the project structure was simple enough for local technicians to follow it up, technical assistance was competent and motivated and the implementing partner (a Charity) honest.

20. Now think about an international activity that has not worked well. What skills were lacking that hindered a successful result?

Analysed a major infrastructure project for a specialised UN Agency, of 11 million US \$ nothing was left after 5 years: the project was too ambitious for the local situation, the Ministry officials corrupt and Technical Assistance not motivated enough to engage in the necessary controls in conflict with the beneficiary Government authorities

21. Imagine you were to start afresh and be trained to work in international activities. What would be the main areas of knowledge and understanding you would need and why?

Economics, basic accounting and Intercultural Dialogue. The first to be able to justify projects, the second to monitor them and the third to maintain awareness of local people's cultural peculiarities so as to generate the necessary ownership

22. What do you see as the professional values that those working on international activities should adopt e.g. respecting cultural differences and ways of working?

- *Ethics and integrity (including not flying in Business class to help some poor people develop sustainable livelihoods)*
- *Competence (refuse an assignment if you do not have the knowledge)*



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- Motivation and courage (*The and socially difficult*)
- The ability to listen before preaching

developing world is environmentally

23. Thinking about attitudes in your workplace, are international activities valued by others? And what are the reasons for this?

Yes they are valued, because people are conscious that we are inextricably linked with other countries of the EU and their destiny, and that we have much to learn from each other.

24. Any other thoughts about the competences required to be successful in international work?

It is necessary to set aside ones' prejudices, and as wealthy westerners we must understand that the survival strategies of people living below the poverty line are probably the best possible ones for their local environment. Intellectual arrogance is definitely out.

25. Finally, are you aware of any systems for recognising existing or planned competences particularly in terms of non-formal and informal learning? If so, can you explain more about these systems?

Not really, unless you consider NGO's and the UN's system of lists of experts to be valid: in fact, it is very much an old boys' network rather than a list of measurable competences.

Thank you for your time. Would you like us to keep you up to date on the progress with this project? If so, please provide contact details.

Yes
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Please indicate your Job Role: (international project or mobility co-ordinator, vocational teacher with international responsibility, manager with international responsibility)

Manager with international responsibility



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Interview 5

Thank you for taking part in our previous project survey. We would like to build on this by finding out your opinions on the skills required when working on international activities. This will help us to develop a competence based qualification.

26. First I'd like you to think about an international activity in which you have been involved that has gone particularly well. Which skills helped produce a successful result?

Original ideas, project goals exactly in the same field of economical supporter interests

27. Now think about an international activity that has not worked well. What skills were lacking that hindered a successful result?

Poor coordination, not a clear goal or maybe not a so good idea

28. Imagine you were to start afresh and be trained to work in international activities. What would be the main areas of knowledge and understanding you would need and why?

A good Internet knowledge, a basic understanding of main computer's facilities and of course a good level of knowledge in the field required by the project's targets.

29. What do you see as the professional values that those working on international activities should adopt e.g. respecting cultural differences and ways of working?

Freedom, tolerance and fraternity



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30. Thinking about attitudes in your workplace, are international activities valued by others? And what are the reasons for this?

Most of the experimental phases of the researches in my activities are developed in others country. Many times the Society economically leading the project has already partnerships in others country; because the Society making research in my field are normally strangers.

31. Any other thoughts about the competences required to be successful in international work?

Never think to be the best, even if probably you are! Everybody has something to teach you, that's why you've always a good reason to listen

32. Finally, are you aware of any systems for recognising existing or planned competences particularly in terms of non-formal and informal learning? If so, can you explain more about these systems?

The best way is to touch with your hands, to see with your own eyes!

Thank you for your time. Would you like us to keep you up to date on the progress with this project? If so, please provide contact details.

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