



Assessing voluntary experiences in a professional perspective

First report- Italy



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INTRODUCTION

This report was carried out through a collection of data, documentation, norms and experimental references in order to illustrate the existing tools for the **certification of competence in the different regional administrations** allowing the acquisition and tracing of an interesting outline of the experiences at a regional level¹.

In particular, analysis and documental researches have been realised in the following fields:

- **Professional qualification**
- **Personal certificate in Eda – Education of adults**
- **Portfolio of competence**

Even though the issue of qualifications system seems to be frequent in many Italian regions and the value of certifications issued as a result of formative courses for adults seem to be clear, the importance given by local Administrations on the use and purpose of the portfolio of competence is less formalised and transparent.

The portfolio of competence, is in fact, scarcely used and even less formalised by now.

This research -carried out through territorial laboratories- has evidenced some strong demands: responding to them appears essential to make formal, non formal, and informal certification and recognition processes of competence really effective and efficient.

Among the expressed requirements we find above all:

- the need of developing integration among the actors of the system;
- the need of spreading best practices and experiences of certification;
- the need of developing and improving processes of institutional governance for the application of certification standards.

At the moment, many Italian Regions have activated actions of certification of competence, through regional resolutions and experimentations or through the elaboration of directives on formative standards and certification devices .

¹ Isfol, Analysis sui processi di implementazione dei dispositivi di certificazione delle competenze nei contesti locali e regionali, edited by Veronica Messori e Giancarlo Serino. June 2003.

The analyses of the documentation, experiences and regional laws in the different Italian regions can represent a very useful point of reference to trace a representative view of the state of art.

In particular, the specific targets of the present research are:

- the analysis of the certification processes and devices carried out by the Regional Administrations through the collection of significant and representative cases
- the tracing of a complete view of the analysed experiences in order to define the state of art of the certification process in each regional context
- the developing of considerations about the state of art in the specific regional situation, underlining either points of strength or points of weakness
- the identification of possible guidelines to carry out further empirical analyses and reflections that might be useful for the development of a network of experiences, transferring good practices and developing joint initiatives.

Regions that present themselves well ahead in the definition of organised systems for the certification and the recognition of formative credits, such as **Emilia Romagna, Piemonte, Lombardia and Toscana**, are still activating organisational processes and reference models for the governance of the certification devices.

In particular, **Emilia Romagna** has promoted a **system for the certification of the acquired competence through formal, non formal and informal learning** through the regional bill “Rules for equality of opportunities for access to knowledge, in a lifelong learning view, through the reinforcement of instruction and professional training...”.

The bill states that “.. every person has the right to formal recognition and certification for their acquired competence...” in order to obtain a certificate, a title or a professional classification; this must be established through agreements among the different bodies of the formation system and with the social parts for the definition of common procedures and for recognition, certification and identification of different skills.

The regional administrations, for various reasons and at different level, are discussing certification of competence and recognition of credits, trying to define the implementation of the needed devices.

A significant case is the setting up of the “**Portfolio of competence**” as a device to collect and report certified competence (especially in formal contexts).

In Emilia Romagna, this booklet of competence has acquired all the characteristics of a “portfolio” (DdG 1640/2000) containing each person’s documentation of skills, certifications issued by companies, socially recognised competence, and legally admitted titles.

At the same time, in Lombardia, the setting up of the portfolio of competence is in the initial stages while in some other Regions, such as Puglia or Sicilia, discussion has started at the institutional level but nothing is yet operational.

The present state of the certification process appears heterogeneous and inconstant, diversified according to specific regional contexts.

In some regions, some significant experiences on certification have been carried out in the field of “**Apprenticeship**”.

In regions like Abruzzo, Basilicata, Emilia Romagna, Prov. Autonoma di Bolzano, Prov. Autonoma di Trento and Umbria, the certification for apprentices is issued directly by the regional and/or provincial structures and written on the personal “portfolio”. In other regions such as Liguria, Veneto, Campania, Sicilia, Valle d’Aosta, the certification is given by external committees with procedures defined by the Regions themselves in agreement with the social parts.

In other regions, such as Puglia and Calabria, the question of the certification is still at a starting point.

The implementation processes in the certification systems of competence

The world of Education and the Labour market are characterised, at the moment, by great uncertainty and confusion.

At a national level, after important methodological and operative progresses in the integration between competence systems and certifications, the work has come to a stop while, at a regional level, there are actions following the innovation of methods and developing techniques and devices for the implementation of these models.

The main problem is the definition of the concept of **certification**.

In many regional contexts, the word certification refers to the certification of formal learning courses and not to the validation of acquired competence. This affects not only the structure and the importance of the activated devices but also their social recognition.

For many regional administrations, some certification devices- such as professional qualification or the certificate of attendance- represent the only way to validate learning processes; this means that

often they do not focus on the identification and validation of the acquired competence but, more specifically, on the formation standards of each specific formative action.

In other regional contexts, in which certification has been acquiring the significance of a mean to evaluate and validate specific competence, even the associated devices have assumed procedures more and more oriented on focusing on the acquired competence in a more general sense.

The certification system ,together with the evolution of the processes of education and professional training, has been featuring a set of devices oriented towards the evaluation and certification of the courses of apprenticeship but also, more and more often, of competence in general.

A second key-concept in this regional background is the **certification of formal, non formal and informal competence**.

There are important debates about the right to certificate the **non formal competence** acquired in professional and labour contexts- either inside formal apprenticeship courses or in social-economical contexts- in order to recognise and evaluate the capabilities and competence more likely to be useful for a job or for specific productive situations.

At the moment, the certification of informal competence still appears to be a premature question to discuss about.

In the few cases in which this has been done, the major difficulty has been developing recognition of particular capabilities certified only by the person and not shared by all the actors in the system, with the risk of creating in this way certifications which are useless in an economic and productive context.

A third and last reference concept in the actual debate is the **recognition of certifications**.

The frequent self- referentiality of regional administrations, of the School and University that tend to certify competence with standard procedures acquired **inside** the Institutions - without sharing and comparing them with the social parts and the economic and productive system- represents a great obstacle along the path of recognition of the certifications.

The more the implementing actions for a certification system are shared and developed by all the actors of the integrated system, the more there is a probability of achieving a wide acknowledgement of the certifications themselves.

The main certification systems, the sphere of application and the evolving tendencies at a regional level can be outlined as follows:

**CERTIFICATION
SYSTEMS****SPHERE OF APPLICATION****EVOLVING TENDENCIES**

<i>Certificate of professional qualifications</i>	<ul style="list-style-type: none">- at the end of compulsory or postgraduate formative courses- at the end of IFTS courses at request	<ul style="list-style-type: none">• some Italian regions (Emilia Romagna, Piemonte, Toscana) tend to include in qualifications a series of competence referring to the professional figure in question which becomes the object of the validation and certification;• the qualification is, in many cases, a cross point among the actors of the integrated system; only in a few cases, the IFTS certification is connected to the system of qualifications considered at a lower level of apprenticeship compared to the upper education and to the secondary technical one
<i>Certificate of technical specialisation</i>	<ul style="list-style-type: none">- at the end of IFTS courses	<ul style="list-style-type: none">• many Italian regions suffer the limited “force” and “visibility” of this certificate which is not adequately considered or recognised by the labour market (in many cases, the professional qualification prevails);
<i>Personal certificate</i>	<ul style="list-style-type: none">- at the end of the permanent education courses of Adults	<ul style="list-style-type: none">• only a few experiences of the issue of this certificate exist (Permanent Territorial Centres in Friuli Venezia Giulia, Lombardia, Campania)
<i>Certificate of competence</i>	<ul style="list-style-type: none">- At the end of three-year periods integrating School and Professional training- At the end of integrated postgraduate courses	<ul style="list-style-type: none">• At the moment, these certificates are used only in Emilia Romagna

-
- Declaration of competence**
- At the end of UFC in the three-year periods integrating School and Professional training
 - At the end of UFC and IFTS
- The device is useful in the validation of formative credits (i.e. exiting IFTS courses, or beginning an university or extra-university course)

-
- Portfolio of competence**
- Device created in order to collect the validation of the formative and professional experiences of an individual in a lifelong learning system
- Acquired by resolution in many regional administrations but non yet formally used
 - The sphere of spendibility and recognition of this instrument appears not very clear on the labour market
-

At the moment, there are only two devices officially and formally implemented inside the single regional contexts: **the professional qualification and the certificate of secondary technical specialisation.**

The Portfolio of competence has been assumed, with more or less clear and transparent procedures, in the directives of almost all regional administrations but it did not have a concrete and operative application on the territory (only in some experimental and isolated cases not registered at a regional level being an initiative of a single institution or school).

The achievement of only two single instruments of certification (qualification and secondary technical specialisation) can be explained with the fact that in both cases the devices have been approved and shared, and so officially recognised, at a national level, if not by all the actors of the integrated system at least by institutional and political actors.

Some certification devices used in regional contexts

The qualification certifies the acquisition, through a definite formative course, of the needed competence to practise the professionalism typical of a specific professional figure.

The format of the qualification certification used now in almost all Italian regions is the one provided by the Decreto Ministeriale 12th march 1996, which provides for writing out the personal data of the student, the definition of the practical experiences of training, and some evaluation tests, without any reference to the competence acquired after the formative course preliminary to this qualification.

Qualification is assuming a more and more institutional and formal role inside each regional context, representing in many cases a real repertory of professional figures and an useful definition of new qualifications.

In many Italian regions, qualification still appears to be the only formal system of certification.

Besides Emilia Romagna which is revising and reevaluating its own system of professional qualifications, in relation to other actors of the integrated system and the centrality of competence, there are some other regions showing a different degree of interpretation of this question.

Fill-in form for a certification of professional qualification²

Region/Independent Province

Certificate of professional qualification

Denomination of the qualification.....

Level of the qualification

Awarded to

Surname and Name

Born in date

Institution

Address

Date Signature.....

1. Denomination of the course

2. Professional profile of reference

3. Period of the course

Years Months Hours

4. Requirements for access

5. Contents of the course numbers of hours

5.1 base

5.2 technical-professional

5.3 transversal

5.4 Practical training

number of hours

Name of the organization

Address

5.5 Other practical trainings

number of hours

Procedures

6. Final tests

- interview - written exams practical or simulation tests –

7. Notes

² Ministero del Lavoro- Ministero della P.I., La certificazione in Italia, Roma, 1996.

Notes³:

Basic contents: knowledge and contents not specifically related to the qualification but essential for the student indicating i.e. general culture, mathematics, economy, informatics, languages, law, health and security at work, corporate organisation, and the number of hours required.

Technical and professional contents: contents which are directly connected to the qualification, generally distinguishing between theoretical - technical and practical. They indicate the denomination of the course according to the different contents and the number of the hours it required.

Transversal contents: contents referring to all the competence useful for an effective work behaviour. They indicate the denomination of the course for the different contents: i.e. communication, work group, diagnosis of the context, problem solving, self-apprenticeship. If these contents are not approached through specific forms or lectures but developed with other procedures (i.e. specific methodologies) it is not necessary to indicate the number of the hours required.

The personal certification in permanent Education of Adults

In the field of the certification processes a significant role is the one covered by the Permanent Education of Adults, oriented towards the creation of courses for a lifelong apprenticeship, especially for weak categories and people exposed to a social risk.

At the moment, there is no established procedure for the issue of personal certificates after educational and permanent formative courses for adults, and the majority of the regions has not yet faced in a concrete way the problem of certificates, credits and their recognition.

After the Ordinanza Ministeriale 477/1997, the implementation of the new permanent education for adults has also allowed the creation of Permanent Territorial Centres for these reasons:

- To unify and coordinate, in a unique administration, activities for adults that were previously managed by elementary and secondary school
- To organise structured diffusion of literacy skills in modular courses to be certified together with the traditional courses oriented to the acquisition of a degree To answer to the formative needs of either weak categories or people exposed to social risk or also adults lacking in competence in the fields of the new languages and the new alphabets of the knowledge society (informatics, languages, etc..)

³ These definitions were stated by ISFOL.

The portfolio of competence

According to the European directives and Italian laws, the concept of lifelong e lifewide learning underlines the right of all citizens to exercise free thought and continuous learning experiences.

The portfolio of competence represents a supporting device for the individual, responding to two main targets:

- To provide information on the curriculum of formal and non formal learning of every person;
- To orient individuals in the choices of life and in the professional project.

In its function of “collector of information” the portfolio of competence has to be continuously updated and filled with **educational, employment, and other than educational and employment credits**.

Its characteristics make it similar to a portfolio, a progressive set of data and information about the personal experiences during the years.

The Agreement between the national Government and the Regional ones in March 2000 stated that “...in order to document the formative curriculum and the acquired competence, Regions have to set up a “portfolio of competence” for every citizen, where formative credits should also be recognised⁴”.

Regions have acknowledged the orientations expressed in the Agreement in different ways developing the question with different procedures, times and approaches.

Regions like Emilia Romagna, Piemonte, Valle d’Aosta, the independent Province of Trento have designed a format for the portfolio of competence, experimenting it with specific actions among the different methodologies of education, formation and labour market. Other regions such as Lombardia, Veneto, Marche have not yet planned the device, even if, at the moment, they have already inserted the question inside their Operative Programmes or in the deliberations of the Council, providing procedures and stages for its conception and experimentation.

Moreover, some regions- such as Sicilia, Calabria o Puglia-, don’t have formal indication for this kind of device even if in remote years, there were some regional laws for specific professional figures.

In none of the analysed cases, has there been any activation of the device due to the current level of uncertainty on the argument at a national level and also for the lack of any actions of awareness and formation towards the technicians who will have to introduce the instruments to the users.

Certification and school: the formative credits

The question of certification and the school comes from the need of certifying the formative results, not in general terms but referring to specific abilities or acquired competence of the students. It is not a case that the concept of certification comes out of the field of professional training, due to the need of issuing clear and univocal certifications of professional qualification, more spendible on the labour market. The plurality of formative institutions (either public or private), the territorial differentiation (each Region with its own history) have made stronger, in the field of professional training, the problem of the criteria of reference for common formative standards and have determined research actions⁵.

The need of a greater integration/alternation between scholastic courses and formative courses oriented to work (apprenticeship, professional training, underlined also in Law 24-6-1997, n. 196 (art 17), establishes the adoption of evaluation criteria capable of “appreciating” and recognising the competence effectively acquired from the students, no matter the environment (work or training), the procedures (lessons, stages, etc.) or the context (school, short courses, self-instruction). The DPCM of 18-11-1996 follows the Work Agreement of September 1996 and sets up an intra-ministerial Committee with the aim of defining a “system of certification as a device to give unity and visibility to the lifelong formative courses of every single person”: it recognises the right of each individual to have his own formative path (also composed by a number of different formative units even very different one to each other); In this way, the different formative units become “**formative credits**” to be capitalised, at the disposal of the student to be used for the continuation of the studies or the insertion in the labour market.

The autonomy of School, with a major flexibility in the solutions of curricula (modular didactics) and the differentiation of the formative offer (with a plurality of options and of possible enrichments) introduces this questions with direct consequences on the procedures of evaluation.

These will become analytic in order to identify skills, acquisition methodologies, times, and contexts, with the possibility of creating a “portfolio” (portfolio of competence) containing a systematic and documented description of the formative path developed by the student and of the competence acquired along the way⁶.

⁵ see ISFOL projects, Institute for the developing of professional training for workers) and the first administrative provisions (see D.M. 12-3-1996, on the adoption of the minimal indicators to be used in the certifications of qualification.

⁶ In these terms also the law 10-12-1997, n. 425 should be seen, for what concerns State Exams anticipating the issue of a final certification attesting know ledges, competence, acquired capacities and documented formative credits

In the rules of application the formula “**school credits**” has been introduced which contribute to the determination of the final score of the degree; in this context the formative credit finds its expression as a “qualified documented cultural, artistic and sporting experience, a professional training or **voluntary experience** from which competence coherent with the State Exam course” derive.

In this view, the concept of formative credit seems to approach in a better way European standards (ECTS), which connect the credit also to the temporal length of the formative unit.

Example of Certificate of Formative Credit⁷

Public Professional Institution – denomination and address

Year ----- N. Reg. Cert. ----- of -----

Certificate of Formative Credit

(issued for O.M. -----, art. 13, comma 4)

We declare the student ----- (surname and name)

1. attended the class ----- in the Institution ----- address -----

2. has done the activities in the next:

.....

-moreover, he has done laboratory activities, special class, etc..

.....

3. he has done a stage at (institution, company) from.....
al for a number of hours weekly of..... To do
..... b)

4. after the examinations, he demonstrated to have acquired the competence in the next:

Date, The President of the School

⁷ M.G.Cantoni, Guida didattica a Cigno 3, Ministero P.I.

Conclusions

From this study, some useful cues have emerged for tracing a picture of the state of art in the field of certifications at local and regional level.

In particular, we can trace three connotative elements in the reference picture that could be useful to outline future scenarios and possible evolutions in the managing and implementation processes of the certification of competence and the formative credits.

A first element to remark is the **unhomogeneity of the regional experiences**, not only for what concerns their levels of evolution and developing but also for the methodological approaches and reference guidelines applied.

Actually, each region faces the question of the certifications starting from its social and cultural context. The specific territorial characteristics become the hub through which all the designing, planning, experimentation and implementation process is activated. This is associated to the functional system of the single regional administrations which differ one from the other. The unhomogeneity of the approaches has the primary effect of “isolating” the single regional experiences as self-referential experiences, stifled inside schemes and procedures that could be often simplified and homogenised for a more effective and faster diffusion of the devices.

The integration and sharing of good praxis between regional systems and institutions represents one of the possible approaches, not much to uniform and standardise the strategies of the single administrations (which are unique and not reproducible) but to identify with a greater effectiveness possible points of weakness and criteria in the processes and to structure a unitarian and integrated system of “recognising” and “interpretation” of the single codes and the single approaches.

A second point of attention which emerges from the analysis of the studied cases is the excessive focus shown **by regional administrations on the formative standards and the managerial procedures rather than on the final process of certification and the recognising of competence and formative credits.**

The tendency in the planning and experimentation processes of many certification devices is that of defining and organising, with a great deal of details and with a great formality, all the procedural and managerial aspects of the formative courses (time, contents, requirement for the access, methodologies, etc) leaving in the shadow the actions needed to increase the value of the certification process, which would make it shareable and recognisable by the integrated system.

Actually, in all the cases here presented the certification process appears as important but scarcely controlled and managed by the regional administrations, left to free initiative and improvisation of the single bodies or institutions.

The difficulty of the regional administrations in controlling and recognising the certification processes is strongly linked to the problem of integration among the systems and to the fact that it becomes impossible, if not unthinkable, to connect the institutional reality to the economic and social regional factor.

A third and last remark significantly emerging from this analysis is that in all the studied experiences, **the regional administrations show great attention to the design and planning processes of the devices without having sufficiently managed, considered, supported and monitored the level of quality and professionalism through which these systems are applied.**

Except for some intentional exceptions at regional level, the Regions seem to strongly concentrate on writing down resolutions and directives referring to these certification devices instead of giving more attention to the implementation procedures of these processes to guarantee the achievement of the regional targets.

With these considerations, it is possible to identify some possible perspectives for the analysis and understanding of the problem:

Regional experiences are creating the context and establishing guidelines and national orientations. For this reason it is necessary to monitor the results and the evolution that the central level strategies assume in the different regional context, not only because this provides information on the efficiency and quality degree of the processes but also because it establishes the level of effectiveness of the reforms and their impact inside the different social context with the different territories.

The regions represent the intermediate level between the national system and the technical, project and application level of the devices. The monitoring of the regional experiences seems to be essential not only to evaluate the degree of applicability of a device but also to control the processes of carrying out, the competence and the level of professionalism requested for its implementation.

The exchange of good practices at interregional and national level is useful to refine the certification devices improving their effectiveness, their efficiency and their spendibility on the territory. The process of exchange and comparison among the regions should be supported and guided by the national level not only to acquire necessary information for the definition of strategies and global actions but also to integrate one another the different levels of management of the devices.

Recognition and validation of non formal learning

The 1996 labour agreement represents the first reference regarding the definition of a national validation system of a lifelong learning. At the centre of this approach promoted by this normative instrument there is the individual with all his opportunity of learning. The agreement for labour, for the first time in Italy expressly talks of integration between formative and educational system to allow all to individuals the right of having their competence recognised.

The possibility of certifying **non formal competence**⁸ acquired also in contexts external to the institutional one (competence and skills acquired at work or from personal experiences) gains a fundamental importance for the worker because it acknowledges and increases the value of any kind of learning course. At the same time, this visibility permits the companies to recognise more clearly the ownership of knowledge and skills, independently from the methodologies of the acquisition or professional qualification of the individuals.

The Italian strategy for evaluation and recognition of non formal learning

In Italy, it is very difficult to connote briefly the orientation of the government because of the lack of a real national structure of qualifications. On the side of education and formation system, there has been, over the past years, an attempt to respond to the challenges posed by changes in the labour market, by proposing laws and reforms in different fields, without achieving sufficient operative steps. In the Italian system, lacking in national standards, notwithstanding the good proposals expressed by the 1993 agreement between government and social parts, and the 1996 labour agreement, it is very difficult to give an evaluation of non formal learning certification.

In light of these mentioned reforms, we might affirm that in Italy the educational and formation system offer some possibilities of certifying **non formal learning** in order to enter again in the channel of education and formation, but there is in any case a lack of devices permitting further steps leading to the introduction to work.

⁸ Donatella Gobbi, Area Metodologie e Ricerche Isfol. Relazione del 2003

An important function in this view is the one of the new Labour Service Centres which through regions and local bodies - with functions and tasks relative to employment and active labour policies⁹ - have the task of developing a set of absolutely new functions for the Italian employment system.

The European Union, on its part, through recommendations and memorandum, requests urgently the other member States to create institutional instruments and devices for the recognising of what has been learned outside the traditional formative contexts (*non formal learning*) through the diffuse adoption of criteria of transparency of the certifications. After many unfruitful attempts of creating systems of equivalence for the qualifications, the approach to transparency based on the legibility of the individual “knowledge” seems to have arrived nowadays at a great level of maturity and sharing.

With regard to this, an important application is the “Forum on Transparency of the certifications and qualifications” which, from 1998 onwards, by a common initiative of the European committee and Cedefop¹⁰, has the task of formulating strategies to eliminate obstacles to mobility caused by the lack of transparency of the professional qualifications through the activation of a stable seat of discussion with the main actors involved in the definition of the devices of certification at national level.

Nevertheless, the labour market still appears not equipped to face this challenge.

Recognising and evaluating acquired competence in non formal contexts (linked to work or personal experiences) still constitutes a slippery path either for companies then for the social parties. Not yet evident are the advantages that this operation could bring to employer , while there are many questions on the side of union bargaining, for the reason that recognising individual competence risks to prime a mechanism of wage and bargaining claims difficult to overcome.

Besides the possibilities and the scenarios that could appear in the next years, it is clear that the concept of “competence” constitutes, at the moment, the only channel of possible communication among professional training, school and labour market. So, it is necessary to increase at maximum the value of this “bridge” contributing to the creation of a common language and to the creation of seats devoted to a constructive debate among the interested subjects.

⁹ DL 469/97

¹⁰ Centro europeo per lo sviluppo della formazione professionale (vedere <http://www.cedefop.gr/>.)

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A social outline of the organisations involved in volunteerism and of volunteers in Italy

The survey of Fivol- 2001 has examined **13.095 first-level organisations** involved in volunteerism out of a total of 24.600 estimated as operative and active in the field.

The national survey not only describes the essential features of the solidaristic units but allows us to verify some of the existing processes of this dynamic and articulate universe.

The gap in the organisation of solidarity between the different areas of the Country is attenuating.

If on one hand we find out that 53.3 % of the monitored units is in the North of Italy parallel to 47.9 % of the entire population, on the other hand, the existence of a rich civil texture and of strong social policies has reduced the “scissors” between North and South, to the extent that in the South of Italy organisations have increased by 22.3 % in the last 5 years (Growth of the number of organisations in the years 1996-2000: + 22,3 % in the South and + 17,7% in the North).

The rise of the examined organisations is always more related to the individual initiative of small groups of citizens (45 on 100) rather than to the traditional capacity of adoption of the national-central structures or to the promotion of the Church.

It's generally a group of citizens interested in facing social themes or social problems who decide to create new associations in defence of the quality of life or of the environment etc.

Always less frequently, organisations distinguish themselves for their cultural identity and matrix.

Compared to the last survey, in which the answer was compulsorily dichotomous in the selection between the “confessional” or “ non confessional” inspiration, there is now a third option “ no explicit matrix ”, as to show the existence of a plurality of foundations inside the organisation.

Members of the actual organisations in volunteerism recognise themselves essentially in the objectives they follow, respecting the values of every single member.

Surveys demonstrate that 44 units out of 100 describe themselves as laic, presenting their organisation as one respecting plurality of ideologies and faith.

In fact, comparing the data of the FIVOL surveys over the years, we find that the structures that define themselves as confessional are always less, passing from 38.8% in 1997 to 28.7% in 2001.

We perceive a slow decline of the confessional component that had largely inspired the movement in its origin and still animates it in the ecclesial structures.

After all, the growth of organisations- expression of the demand of citizens of participate and be protected- has significantly reinforced the non confessional and non- party component of the examined structures.

The structures involved in volunteerism reveal themselves as more visible and reliable since they operate with continuity (92 out of 100), nearly all with a fixed opening time for the public (63 out of 100), formalised and registered with a public act (only 6 out of 100 are informal) and disposing of at least two internal government organs. The majority also has an internal regulation to help volunteers operate correctly.

The most frequent collocation of these organisations is in the welfare sectors, in the social- assistance and sanitary activities where 62% of the organisations is present.

Compared to the data of 1996, this element diminishes by 7 points giving proof of the extension of the fields of interest of the voluntary organisations (for example in the field of civil defence, of permanent education, the promotion of sports and amenities).

In fact, 81.2% of the organisations born before the first half of the seventies operate in the traditional sectors whilst only the 50% of the ones born in the last five years operate in the traditional one as a proof of the tendential enlargement of the field of intervention.

Volunteers active in the 26.400 organisations amount to 950.000 and the majority of them- 58%- works assiduously and with continuity.

If on one hand the number of organisations has increased in the last 4 years (+ 14.2% between the years 1997 and 2000) on the other hand, this was not the case of the number of volunteers. In 30,9% of the examined organisations there aren't more than 5 militants and as a whole -in 56,6% of the cases- active volunteers are not more than 10 units per organisation.

The average of volunteers per organisation in year 2000 was of 21.7 units (34 in 1997) but the median (mean)was 10.

Solidaristic organisations are basically small groups rather than big agglomerates, and tend to grow quantitatively but to decrease in the average number of units (This is what happens in Italy with families which tend to grow in number but diminish in their average dimension).

The assiduous volunteers are prevalently in the middle age class (46-65 years old in 38.4% of units) at the peak of their personal and professional maturity, whilst the young ones (under 30 years) are prevalent only in 8.3% of the units. This aspect might some times create a problem of turnover and of intergenerational cohabitation inside the organisation.

There is no percentage gap under the gender aspect: 50.8% of the active volunteers are women.

The organisations composed only of volunteers decrease constantly: from 34.4% of 1997 to 22.3% of 2000 for -basically- the following reasons:

the growth of organisations with an associative and mutualistic mould: 65.4% of the monitored units operate in favour of their own supporters and of external users: the members guarantee an economic support and a strong social base apart from a general mobilisation during the main events

Organisations with a “small head” (with only a few volunteers) and with a big body (with a significant number of adherents) continue growing.

Actually there is a process of professionalisation in organised volunteerism with the inclusion of remunerated operators. In 14 organisation out of 100, paid workers are more than volunteers. We estimate that in all the Country remunerated workers are less than 44.000 units: 12.000 employees, 10.900 collaborators and 11.500 people who receive refund of expenses. In 9 organisations out of 100 there are expert advisers capable of managing the administration of the organisation and also professionals coverin the demand of specific users.

As a whole, the world of volunteerism is able to mobilize something like 15 million people with different skills and different mansions.

Militants who ask for no retribution are nearly 1/5 of the total figure.

In Italy, 75 organisations out of 100 are inscribed c/o the registers of volunteerism established in the Italian regions under the law n. 266 of 1991.

To be registered means having more probabilities of obtaining an economic subsidy from the local governments and by what emerges from the last 2 surveys of FIVOL, the organisations of volunteers are tend to create relationships with public services and local government.

Public financing has become the main source of income for the majority of the organisations: in 1996, 25% depended on these financial supports and in year 2000 the percentage of this kind of organisations has grown to 42%.

Contributions are still the most important way of financing organisations (used by 48% of the units), more than any convention or money gained from the services offered by the organisation (35%), whilst the income from financed projects presented by the organisations is relevant for not more than 8% of the monitored units.

It is evident that there still is some kind of reluctance to work for projects in the volunteerism structures.

Net-networks in volunteerism are always more frequent, including the organisations’ tendency to be linked and represented with other organisations on the territory: 77 units out of 100 are affiliated, associated or connected (71 out of 100 in year 1993).

38.2% of them is present in more than one network.

Dialogue is more frequent within the organisations that might share and integrate their operations with the other realities of the third sector.

The relationship with the Centri di Servizio per il Volontariato is not stable yet: in year 2000 only one third of the organisations had relevant relations with such Centres in the different Italian regions. This means that the CSV still have a lot to do in order to promote a stronger aggregation within the organisations regarding the different projects concerning the same territory.

Table.1 REFERENCE UNIVERSE AND ENQUIRED SAMPLE

Regions	Reference Universe	Excluded Organiz.	Unreachable Organiz.	Identified universe	DENSITY Number of Org. x10.000 inhabitants	Sample (Org. valid included in the Data Base)	
						V.A.	% on the total base
PIEMONTE	2.509	278	314	1.917	4,5	1.105	58,5
V. D'AOSTA	145	27	9	109	9,0	74	69,2
LIGURIA	1.430	201	222	1.007	6,2	640	62,3
LOMBARDIA	7.081	735	1.035	5.311	5,9	2.432	45,7
TRENTINO	314	15	69	230	4,8	180	78,3
ALTO ADIGE	165	34	18	113	2,4	81	71,7
VENETO	2.699	137	136	2.426	5,4	907	37,4
FRIULI-V.G.	1.055	64 (°)	194	797(°)	6,7	288	36,1
EMILIA-R.	3.581	221	352	3.008	7,5	1.266	39,7
TOSCANA	3.140	340	403	2.397	6,8	1.077	48,1
UMBRIA	652	100	56	496	5,9	261	52,6
MARCHE	1.131	172	58	901	6,2	828	91,9
LAZIO	2.226	272	460	1.494	2,8	638	45,4
ABRUZZO	573	72	138	363	2,8	237	65,3
MOLISE	224	30	20	174	5,3	99	56,9
CAMPANIA	1.635	211	286	1.138	2,0	559	49,1
BASILICATA	271	26	5	240	4,0	171	71,2
PUGLIA	1.643	199 (°)	275	1.169	2,9	577	49,4
CALABRIA	1.055	155	122	778	3,8	410	52,7
SICILIA	1.966	313	476	1.177	2,3	665	56,5
SARDEGNA	1.566	181	157	1.228	7,4	600	48,9
ITALIA					4,6		49,5

TAV. 2 – HUMAN RESOURCES AND SUPPORTERS OF THE ORGANISATIONS

TIPOLOGY	% of all the enquired organizations	Estimate on a national base
- active and continuous volunteers	95,3	550.000
- occasional volunteers	62,8	400.000
- non active members	55,2	2.480.000
- organs or blood donors	18,9	1.370.000
- conscientious objectors	12,1	12.000
- religious	11,4	6.000
- people who receive some refund expenses	7,1	11.500
- collaborators	9,6	10.900
- part time employees	6,0	3.500
- full time employees	5,9	8.500
- occasional advisers	9,2	9.200
TOTAL		4.861.600

Having taken into account the main characteristics of the phenomenon, a concise interpretation of the organised voluntary service has permitted a classification of the organisations based on their belonging to a typology of specific profiles of the organisations (Table I). Their identification confirms the hypothesis of a variety of compositions in the Italian organised voluntary service. The identified groups or types are the followings:

Table I: Typology of profiles of organised voluntary service

N. Description	A. V.	%
1° Traditional welfare organisation	4.317	33,0
2° Medical organisation supporting donation	2.197	16,8
3° Semi- professional management organisation	2.786	21,3
4° Organisation for the safeguard of collective heritage	3.023	23,1
5° Organisation with low vitality	766	5,8
Total	13.089	100

1st type: Traditional welfare organisation

Being the most spread, it represents the most typical and traditional voluntary service to the person. It works mostly in the social- assistance sector, even if it is present also into the medical structures to provide moral and psychological support to suffering people. It is characterised by the exclusive presence of volunteers with altruistic motivations. It is active at a micro-territorial level, often in a parish environment. It has a low level of organisation if the only one needed to work. Even if it cooperates with the public at an operative level, the total index of relationship is low and it shows a tendency to subsidiary actions deriving from the tradition of catholic voluntary service by which it has been largely inspired. There is a low tendency to create networks, to participate to coordination meetings and councils. People are usually old women. The economic resources determine low budgets on average, with one or two sources of income at the maximum.

2nd type: medical organisation supporting donation: it represents mostly the national voluntary organisations (AVIS, AIDO, FRATRES, FIDAS..), widely spread in the Country, included the non-urban districts where it is present at most. The voluntary organisations of this type cover an area of intervention – the promotion of the donation of blood and organs – which in Italy has been always and exclusively owned by voluntary service. On average, they have the most extended seniority and they are the most formalised in their instruments of regulation and the best-constructed in their directive organs, the controlling branch at first. The inspiration of the members is definitely non-confessional, as generally in the health sector, being a laical and specialistic organisation of citizens. They integrated themselves perfectly with the Government, and for this reason they are recognised in the registry of voluntary service and have agreements with the health institutions from which they receive a certain amount of money for the collected material (the amount of blood) or as a support for their activity. The latter consists especially in informing the public opinion, young people since the school age, and potential donators among citizens, with a tendency to a fidelity level in order to guarantee periodic and controlled donations in the case of blood. The dimension of the operative nucleus is little, never more than 10 units of activists, mainly men.

3rd type: semi-professional management organisation

This type is among the most established for average seniority, being deep-rooted in the reforming period of our Welfare, characterised by the decentralisation of the services and the interventions on the territory. The semi-professional voluntary organisations are particularly active in the main towns and, also for this reason, they are characterised by a lot of working hours of either continuative and non continuative volunteers but also conscientious objectors, experts, paid staff, non active members, and workers in general (voluntary or not). The presence of the paid staff is one of its main characteristics. They work particularly in close link with the public in the welfare sectors managing responsibility and mainly depending from public funding. They carry on continuative activities directed towards the transportation of ill persons, emergency aid, direct assistance to the person offering services well structured in working hours, specific services and professionalism. They are among the most formalised organisations, having on average a better-constructed organisation. There is also a dense plot for their operative links with private organisations, as well as with school, to set off either medical education programs than specific projects to spread values and solidarity actions among young people. They are the most participative organisations in the coordination of meetings and voluntary councils. A lot of them have the structural characteristics and the competence to work as real social companies, with the presence of volunteers being less and less determinant for the achievement of their aims, especially where the link with the public for the delegated management of the services is strong.

4th type: organisation for the safeguard of collective heritage: this is the type with the most augmentative trend because of its recent origin. The voluntary organisations of this type mainly come out from the independent initiative of group of citizens in a specific area who want to manage the problems of safeguard, fruition and improvement of cultural, architectural, environmental, natural, animal heritage and of safeguard of the environment. The main characteristic of these units is the absence of a specific cultural matrix subscribed by members of the organisations sharing aims and purposes. They carry out specific services, but above all they work creating proposals to the institutions concerned trying at the same time to interest public opinion – through capillary and specific campaigns – to draw attention and to mobilize citizens. They mainly operate collaborating with other actors of politics and social practises on the territory. The members-volunteers are often the exclusive resource, mainly young-adults and men; they are very active in self-financing actions.

5th type: organisation with low vitality: it constitutes the remaining component of the phenomenon and it reflects the difficulty of a certain voluntary service toward effectiveness also for some non resolved problem of identity. They are present mainly in little and peripheral areas in the Country, they are hardly able to work continuously, revealing a certain precariousness for the non availability of the office first of all. The most evident problems concern the resources, human resources above all: in 8 cases among ten, they do not have a continuative voluntary action, and where it is present they are very small nucleus of scarcely active persons not helped by other figures or members. Budgets are low and based on a unique source of income. The organisation level is very simple. They work above all in the new sectors of civic participation without managing specific services or users. The relationship with the public is not based on trust, with a low number of funds demonstrating that the institutions tend to improve voluntary service with a high operative and value tension. These are also the closest realities to external communication.

AGESCI Associazione Guide e Scout Cattolici Italiani
(Italian Association of Catholic Guides and Scouts)

Piazza Pasquale Paoli 18, 00186 Rome

TEL. 06/681661- FAX 06/68166236

E- mail: Infoscout@agesci.it

Web Site: www.agesci.org

Date of setting up: May 1974

Presidents of the Central Committee: Grazia Bellini and Lino Lacagnina

Number of the members: 185.000

Agesci is an educational association of scouts composed by 155.000 boys and girls and about 30.000 “leaders” working as voluntary educators. Scouting is based on the principle that no education exists without shared experience. Generally young adults, youngsters and leaders walk together, live together their experiences, constructing every day a path leading to knowledge, criticism, responsibility, to respect towards the individual and the environment. Service is the meaning of the leaders’ choice, adults who accept to voluntarily dedicate their time and their competence to younger guys entrusted to them.

Leaders’ education follows an institutional course providing for different steps, especially for the ones who enter the community of leaders for the first time: a first step is a scout system-based training that helps to acknowledge the dimension in which they are going to live; after one year, a second step is provided with a regional camp of methodological formation which will be different depending on the group they will be conducting; after other 12 months a national camp of associative formation is provided, launching the leaders in their educational universe.

The aim of each Scout is to be able to live entirely the dimension of sharing with the other, developing, along the years, a set of values ranging from solidarity inside and outside the group to respect towards nature, up to the wider value of the education to essentiality.

Agesci is a great source of transversal competence.

The Catholic choice and the belonging to the Italian Church is explicit. The groups in Italy are over 1800: a deep-rooted reality in each region, which is able to conjugate the same educational method with the most different social and cultural realities.

ANPAS Associazione nazionale Pubbliche Assistenze

(National Association for Social Assistance)

Via baracca 209, 50127 Florence

Tel. 0553/03821

E-mail: segreteria@anpas.org

Web Site: www.anpas.org

Date of setting up: 1904

President: Luigi Bulleri

Number of members: 700.000 members; 90.000 volunteers

Periodical publications: “Anpas informa” (newsletter)

The main purposes of Anpas are: the setting up of a more equal and based-on-solidarity society through the safeguard of the individual rights and the recognition of the human capacity of devoting oneself to the aid and the assistance to others; the safeguard, the assistance, the promotion and coordination, inside the nation as well as in foreign countries, of the organised voluntary service; the developing of a solidarity culture and the safeguard of the citizens rights. It represents 826 associations of social assistance, daily devoted in medical emergency, first aid, social activities and civil defence with the help of 90.000 volunteers, 2.700 ambulances, and the support of 700.000 members. It manages large projects of international solidarity.

Volunteers' education is based on training courses varying depending on the regions. At the moment, there is a standard training project to be extended at a national level set up by regional advisors and Anpas' referents for education. Nowadays, Tuscany and Piedmont are the regions distinguishing themselves for a good formation. In particular, Piedmont carries out two different courses: one for the first aid and the other for the patients transport and the accessibility into the ambulances, for a period of 40 hours, 20 of which addressed to health education and the others to the relationship between the volunteer and the patient. At the end of the courses an evaluation of the acquired competence is done from which depends the qualification to carry out the service and the consequent insertion of the name of the person in the regional database. If the evaluation is not successful the person will be excluded from the service.

AUSER Associazione per l'autogestione dei servizi e la solidarietà

(Association for the self-managing of the services and solidarity)

Via Nizza 154, 00198 Rome

Tel. 06/8440771- Fax 06/8440777

E-mail: nazionale@auser.it

Web Site: www.auser.it

Number of members: 200.000

President : Maria Guidotti

A voluntary association for the promotion of solidarity and of active citizenship, constituted by elder and young people united together by mutual purposes: being helpful to others, opposing solitude and social alienation. The association's aim is to spread the culture and the practice of solidarity, the fight against every kind of social exclusion, improving the quality of life in general terms as well as in the belonging communities. It is open to every citizen, without any age limit, stimulating him to be a leading actor through self-managed programs and projects. It was constituted in 1989, promoted by the pensioners' union of Cgil and Antea. Since 1995, Auser has become a national recognised institution with solidarity purposes. In 2003 the Auser National Voluntary Association has been set up; it is responsible for the voluntary activities linked with "Filo d'Argento", referring to the services given to the individual, to families, to communities. The active volunteers are 60.000 distributed among 1000 offices on the whole national territory. Volunteers carry out solidarity actions for elder people, assistance and aid for Alzheimer's patients, and similar activities. Before beginning the service, volunteers follow some training hours helpful, for example, to support Alzheimer patients' relatives. The acquired competence refer to elements of psychology and to health assistance above all.

AVIS Associazione Volontari Italiani del Sangue

(Voluntary Italian Association for Blood)

Via Livigno 3, 20158 Milan

Tel. 02/6071707- Fax 02/6888371

E-mail: avis.nazionale@avis.it

Web Site: www.avis.it

Date of setting up: April 28th,1946

President: Andrea Tieghi

Number of members: 969.297 (in the year 2002)

Periodical publications: "Avis-Sos"

Avis has been settled up officially in 1929 in Milan obtaining its juridical recognising with Law 49 of February 20th, 1950. Volunteers are members who freely, spontaneously and periodically give their blood as well as others who freely collaborate to the activities of promotion, proselytism and organisation, even without being able to make the donation for fitness reasons. Avis is an association of volunteers: donators as well as managers are voluntary. Its activity is founded especially on the principles of democracy, free social participation and on voluntary work as the main element of human solidarity. At last, Avis participates through a convention with the National Health Service to the collection of blood with its own structures and staff. Avis has its municipal, provincial and regional offices for a total of 3.890 units.

CIES Centro informazione educazione allo sviluppo

INFORMATION CENTRE FOR DEVELOPMENT EDUCATION

Via Merulana 198, 00185 Rome

Tel. 06/77264611

E-mail: cies@cies.it

Web site: www.cies.it

President: Elisabetta Melandri

This is a non-governative organisation (Ngo) and a non-profit association (Onlus) involved in the setting up of multicultural societies founded on the full integration of immigrants. It was born in 1983, thanks to the initiative of a group of teachers and workers in the field of cooperation in order to reduce the great difference between the North and the South of the world, planning new balances founded on peace and on an equal distribution of the resources of our planet.

IN THESE YEARS, THEY HAVE BEEN INVOLVED IN DIFFERENT FIELDS TO SPREAD KNOWLEDGE IN IMMIGRANTS' NATIVE COUNTRIES AND TO FAVOUR THEIR INTEGRATION IN ITALY WORKING IN SCHOOLS, COLLABORATING WITH INSTITUTIONS AND LOCAL BODIES, ORGANISING EXHIBITIONS, DEBATES, REVIEWS ON PUBLIC AWARENESS OF DEVELOPMENT ISSUES AND SETTING UP TRAINING COURSES FOR FOREIGNERS.

As in other European countries, Cies has set up special agreements with institutions and local bodies forming 500 people speaking 50 different languages. It offers also a service of interpreting to guarantee a continuous support to public administration offices (police headquarters, hospitals, schools, First Aid, consultories, prisons) and to the staff of companies and associations of the Third Sector. In this sense, until now, Cies has been dedicating about 6.000 hours to the training of

professionalism of the intercultural, the cultural-linguistic and the intercultural entrepreneurial worker. It has 4 offices on the whole national territory.

CONFEDERAZIONE NAZIONALE DELLE MISERICORDIE D'ITALIA

National Confederation of the Misericordie of Italy

Via Giacomo Matteotti 60, 50132 Florence

Tel. 055/32611

E-mail: Sviluppo@misericordie.org

Web Site: www.misericordie.org

The Confederation of “Misericordie“ has its origins in the Confraternities founded in 1244 in Florence, gathering simple citizens whatever their age or social class but with a strong Christian inspiration. Nowadays, Italian “Misericordie” are over 700 in the whole peninsula with about 680.000 members. At the moment, the “Misericordie” operate in many services in the social and health field and in civil defence, using modern structures and over 2.500 vehicles, most of them with a doctor inside.

In 1963, the movement of Fratres was constituted inside the Confederation, with the aim of operating in the collecting blood sector; in 1990 it assumes a juridical independent status by constituting itself as an association adopting the name of Consociazione Nazionale Fratres delle Misericordie d'Italia. Volunteers employed in the field of social and health assistance and in mass emergencies are accurately prepared through: a three month-course of First Intervention qualifying the volunteer to perform operation of First Aid, to take ill people into the ambulance and to participate to mass emergencies; a Second Intervention course for volunteers wanting to acquire further competence.

CSI Centro Sportivo Italiano

(Italian Sporting Center)

Via della Conciliazione 1, 00193 Rome

Tel. 06/68404550- Fax 06/68802940

E-mail: csi@csi-net.it

Date of setting up: 1944

President: Edio Costantini

Number of members: 750.000

PERIODICAL PUBLICATIONS: “STADIUM”

Csi was born in 1944 thanks to the initiative of “Gioventù Italiana di Azione Cattolica”. It is an association for the promotion of sports as a moment of education, human maturity and engagement in

a vision inspired by the Christian concept of the individual and of reality. Csi favours sport as a moment of aggregation, mean of human promotion, instrument of solidarity and social developing. In this view, it is addressed also to the “last” and to the “poor”, to the less talented ones, to disabled people, to socially excluded sectors in areas exposed to social risk, to elder persons, to women: the ones who are normally excluded from competitive and high level sport. Volunteers operating inside the organisation carry out animation activities for children and young people through sport. No specific knowledge is requested for people coming into contact with this association. Csi provides the needed competence to be able to operate with young people with two courses: the first for Qualification, the second for Specialisation. Both are a 60-hours course divided in a formative weekend, a campus week and another weekend for evaluating the acquired competence. Courses are held by teachers (graduated at ISEF), psychologists, doctors for First Aid interventions and, at last, by methodologists for teaching how to set up a good sporting training based on group dynamics where the central element is always solidarity.

DON ORIONE SEV 84

Via Cavour, 238 - 00184 Roma

tel. +39.06.4746148

President Don Luigi Pastrello

E-MAIL: PASTRELLO@FONDAZIONEDONORIONE.ORG

Sev - Servizi Esperti Volontari (Expert Volunteers Service) is an Ngo recognised by the Ministry for Foreign Affairs in 1991.

Since the eighties, it has been active in cooperation and developing projects, thanks to the activity of its members and of its large number of volunteers.

Nowadays, collaborating with local and non local organisations, Sev 84 works on projects in health, educational and professional training field for children and young people in exclusion conditions, in Italy and around the world, with a particular attention to people in the poorest conditions such as disabled, elder persons and women.

THE NGO DEDICATES A WIDE SECTION OF ITS WORK TO DEVELOPMENT EDUCATION ISSUES, ESPECIALLY ON QUESTIONS SUCH AS EXPLOITATION OF MINORS, PEACE, SUSTAINABLE DEVELOPMENT, FAIR TRADE. IT OFFERS BASE COURSES AND REFRESHER PROFESSIONAL COURSES WITH THE AIM OF MAKING PEOPLE ACQUIRE A TECHNICAL AND COMPLETE COMPETENCE IN THE FIELD OF INTERNATIONAL COOPERATION AND OF DEVELOPMENT EDUCATION .

The most important reference, in any case, are the families and school.

Volunteers operating in schools have the task of using wider educational instruments to make young people able to become more and more responsible in order to form leading actors in the passage from adolescence to citizens fully aware of living in a multiethnic and multicultural society.

**FIPEC Federazione Italiana per l'Educazione Continua
(Italian Federation for Continuous Education)**

PRESIDENT: FRANCESCO FLORENZANO

Via del Corso 101, 00186 Rome

Tel.06/692043312- Fax 06/69923286

E-mail: presidenza@upter.it

Web Site: www.fipec.it

FIPEC is an association for the social promotion of extra scholastic formation institutions. It interprets the new structure of Italian formation and it is present at international level through the organisation of meetings, seminars, study workshops on permanent formation. Members, Third Age universities, operate with total independence on their competence's territory in organising courses, journeys, cultural visits, publications, studies, presentations, with the aim of a long-life learning: a path evolving "from knowledge to competence". The federation is born to give authoritative and independent voice to the associations which are real formative agencies to the service of public and private institutions. It is a member of the "European association for the education of adults (Helsinki, Barcelona)". The organisation has 191 offices, 34 associated universities, 36.461 members and 42.047 participants (2001).

FOCSIV Volontari nel mondo

(Volunteers around the world)

Via San Francesco di Sales 18, 00165 Rome

Tel. 06/6877867- Fax 06/6872373

E-mail: fosciv@fosciv.it

Web Site: www.fosciv.it

Date of setting up: 1973

President: Agostino Mantovani

ONG members: 56

Periodical publications: “Volontari nel mondo” ; “Volontari e Terzo mondo”.

At the moment, it is present with 532 volunteers in 77 countries with 402 projects.

Fosciv – thanks to the work of experts and the collaboration of its volunteers – develops a function of institutional representation in the Italian Government and Parliament, European Union and United Nation, in a close link with worldwide networks of similar organisations being a connection among the associated Ngo.

GRUPPO ABELE

Via Giolitti 21, 10123 Turin

Tel. 011/8142711- Fax 011/8395577

E-mail: segreteria@gruppoabele.org

Web Site: www.gruppoabele.org

Date of setting up: February 12th, 1974

President: Don Luigi Ciotti

Number of members: 188

National periodical publications: “Animazione sociale” ; “Narcomafie” ; “Macramè” .

Since 1966, Gruppo Abele has been working on the streets, facing social discomforts in its different forms: drug addiction, prison, Aids, immigration. Nowadays, its activity is developed in three sectors: solidarity, culture, work. Solidarity actions consist in prevention, care and rehabilitation from the use of different substances, in taking care of life and health of drug-addicted people and in educational projects on the life styles adopted by each person. There are communities, lodgings, crisis centres, welcome and orientation desks always trying to collaborate with the public service. Collaborating volunteers develop many competence, from each specific operating sector – i. e drug addiction, Aids - up to transversal ones which set off the capability of relationship, listening, and assistance.

The cultural aspect is essential, offering instruments of prevention, information, formation, research directed to all sensitive persons and not only to the workers in this sectors. Here lies the meaning of a

library, a publishing house, a centre for study, some revues, the intervention in schools, a centre for the managing of conflicts. The work sector is composed by 6 social co-operatives united in a consortium since 1998.

SENIORES ITALIA Partner per lo sviluppo

(Partners for developing)

VIA NAZIONALE 39, 00184 ROME

Tel. 06/4819540-1

E- mail: seniores@tin.it

Web Site: www.senioresitalia.it

PRESIDENT: FRANCO NOBILI

General Secretary: Pasquale Campo

NUMBER OF MEMBERS: 1000

Periodical publications: Three-month newsletter

“Seniores Italia – Partner per lo sviluppo” is a non profit association founded in 1994 thanks to the initiative of Fivol and Fondazione Agnelli, with the collaboration of some of the most important Italian industrial groups (Banca di Roma, Confindustria, ENEL, ENI, Fiat, Finmeccanica...) with the aim of contributing to international cooperation, to the development of the Third Sector in Italy. Members of “Seniores Italia” come from the field of productive economy, important companies, handicraft and services activities, Italian administrative institutions offering their ethic and professional patrimony for social voluntary activities.

Since its foundation, the association has had important contacts with the Ministry for Foreign Affairs, in particular with the General Direction for Development Cooperation. Hence, in this case, volunteers are not there to learn and acquire managerial competence but to offer, indeed, their cultural patrimony to Developing Countries, through training activities of local responsible people, with actions of advice, research and technical assistance in the agricultural, industrial, banking field.

UISP Unione Italiana Sport Per tutti

(Italian Union Sport for Everyone)

Largo N. Franchelucci 73, 00155 Rome

Tel. 06/439841- Fax 06/43984320

E-mail: uisp@uisp.it

Web Site: www.uisp.it

DATE OF SETTING UP: 1948

President: Nicola Porro

Number of members: 1.010.500 (2003)

Sport societies and clubs: 14.000

Periodical publications: “Il Discobolo”, “Uispress”, “In Bicicletta”, “Sporty”

Uisp is a democratic non-profit association. It promotes and organises sport events for everyone as a right of each citizen,.

Uisp organises activity centres for minors and young people, non professional activities for Third Age. With 160 Committees and 27 Leagues in the whole nation, it operates for the safeguard of health and environment and for social solidarity.

Uisp Committees and Leagues are present everywhere in Italy.

Uisp is a member of international networks of sports for everyone: Csit, Fispt, Isca, Cess, Tafisa e Uespt.

Volunteers participate to activities often consisting in direct interventions on the occasion of sporting conventions. For this type of contribution, minimum base competence are requested which can be improved and integrated through the assistance of experts in that field.

Who does not have previous experiences in the sporting sector can contribute to the organisational part of the event, always supported and supervised by the responsible for the organisation who will help volunteers inserting themselves in a constructive way. This guarantees to volunteers the acquisition of different competence referring to the sporting sphere as well as to the planning of the event.

VIDES Volontariato internazionale donna educazione e sviluppo

(International voluntary service for women, education and development)

Via Gregorio VII,133 00165 Rome

Tel. 0039 0639379861

Fax 0039 06632001

Web Site :vol.internaz@vides.org

Email :segreteria@vides.org

General Direction: suor Maria Grazia Caputo

Vides is an Ngo recognised by the Ministry for Foreign Affairs with institutional purposes of solidarity and promotion of educational, informative, technical and professional initiatives and activities related to programs of human, cultural, social and economic development in Italy and in foreign countries with a particular attention to the questions of social justice and equality in human rights. Vides carries out projects in collaboration with scholastic institutions and social services.

It organises training courses for voluntary service through a direct experience “on the field” as “street educators” and “intercultural educators” for young people between 17 and 35 years ready to work for the International and/or social voluntary service.

Working camps are organised in Italy during summer for a two or three weeks period in collaboration with civil and religious authorities, with associations or groups belonging to that area.. Proposals are addressed to young people to carry out solidarity actions at a national as well as an international level, either for short periods (1 to 3 months) either for longer time (1 to 2 years). The competence acquired in the voluntary experiences promoted by Vides are base competence (ex. learning new languages, the use of new technologies) as well as transversal competence (managing of group dynamics, capability of relationship in multicultural contexts).

VIS VOLONTARIATO INTERNAZIONALE PER LO SVILUPPO

(INTERNATIONAL VOLUNTARISM FOR DEVELOPING)

Via Appia Antica 126, 00179 Rome

Tel. 06/51 62 91- Fax 06/51629299

E-mail: vis@volint.it

Date of setting up: 1986

PRESIDENT: ANTONIO RAIMONDI

Number of members: 1000

Periodical publications: “Vis Notizie”, “Piroga”

Vis is an NGO promoted by the “Centro Nazionale Opere Salesiane “ (National Centres of Salesian Activities) recognised by the Italian Minister for Foreign Affairs and European Union. On the national territory, it co-ordinates the typical activities of this sector, through a central office of 8 regional committees.

In Italy, it carries out activities for development issues and “globality” education with actions in schools, study weeks, training courses for teachers and educators, but, above all, through its website and its on-line courses concerning international cooperation. Around the world, it promotes human

developing projects with volunteers taking care about selection, training and assistance for a service of two or more years. Projects are developed in collaboration with Salesians present in schools and in training centres in 130 countries. The educational purposes follow Don Bosco's system: development with education and service to the man and to solidarity in a perspective of faith. Volunteers develop, quite naturally, great transversal competence, from the ability to install relationships in multicultural contexts up to the managing of groups dynamics.

Fivol is : A Foundation To Help Volunteerism Organisations Grow

The Fondazione Italiana per il Volontariato (FIVOL) was founded in 1991, a year in which Parliament passed a law promoting volunteerism and supporting the National Centre For Volunteerism in Lucca active since 1984.

FIVOL is something quite unique. It is not an association of volunteer organisations, nor does it distribute money, but it has the target of improving volunteerism, in accordance with the principle of helping those who help.

To achieve this, it works mainly in the fields of research and training, developing the culture of solidarity. In 2001, together with the Abele Group, it suggested a document of merit for volunteerism, which was adopted by most volunteerism organisations. More recently it has also been adopted by many local councils as a moral reference point for the activities of the volunteers they collaborate with. Fivol studies the phenomenon of volunteerism and documents its evolution using a data bank universally accepted as being the most detailed and complete in Italy. It contains data about more than 13,000 organisations, which is periodically updated. These reports are a wealth of information, unequalled in their quality and detail.

Every year, moreover, it develops research into specific topics regarding volunteerism and the problems it is devoted to. Besides this it has an archive for the use of researchers.

FIVOL is also involved in an intense activity of training, addressed to workers of the field and especially to their trainers, as well as operatives in the public sector who often find themselves working with volunteers. It publishes manuals, cds, various training material and is involved in interesting works in schools, spreading the concept of civil commitment and solidarity among students and giving support to their teachers. It publishes a monthly magazine, the Rivista del Volontariato (Volunteerism Magazine) which is an useful contact point for the varied organisations working in the voluntary field, and an important source of information on new researches, changes and discussions.

At an international level, it keeps contact with the most important European and Mediterranean centres, as well as those in the rest of the world. Given the high level of competence and “knowledge” FIVOL has acquired over the years, it is now an important point of reference both for voluntary groups (which ask for training help, planning support and detailed information) and for those doing research into social fields. It is also invaluable for institutions needing information, for which it is not always easy to get orientation in the complex and varied world of volunteerism.

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