

Social Skills and Competences:

Capacity for teamwork;

Communicative skills and competences;

Intercultural skills and competences.

Technical Skills and Competences.

Notes

From each learning context we have selected examples of different levels (basic, independent and proficient).

The examples selected have been considered useful from the unemployed involved in the pre-test.

Capacity for teamwork

Workplace (Level 1 – Basic).

Example:

I work in a Law Firm and when I have to face particularly problematic legal causes, I ask my colleagues to stop, share and define together about the most suitable strategies to apply, in order to protect our clients' rights.

Capacity for teamwork Workplace (Level 1 – Basic).

Checklist:

- I am aware that a teamwork can often obtain much more than an individual.
 - I know my tasks within the team and comply with my responsibilities.
 - I am able to share with my colleagues the final purpose to be reached when I work in group.
- I manage to share the activities I am asked to carry out within the groups.

Capacity for teamwork

Education/training (Level 2 – Independent).

Example:

When I went to high school I loved organising afternoon meetings to study with my schoolmates. I arranged together with the other mates timetable, place and subjects to study. I repeated with them in a loud voice and we together defined the priorities according to the oral and written tests' schedule

Capacity for teamwork

Education/training (Level 2 – Independent).

Checklist:

- I am able to plan the work with other people.
- I can evaluate work progress by asking the right person for advice, when necessary.
- I am able to offer my contribution within the teamwork and exploit other people contributions.

Capacity for teamwork

Family, leisure, voluntary work (Level 3 - Proficient).

Example:

Together with other 16 friends we are part of a football team. We take part every year to a tournament organised on a provincial basis and involves the participation of 14 teams. Together with the President and some members of the team we manage the team from an organisational and economic point of view. Furthermore, we organise weekly away games, we think to patterns to use on the football ground and during the football matches we confront ourselves on the changes to make to optimise goals.

Capacity for teamwork

Family, leisure, voluntary work (Level - 3 Proficient).

Checklist:

- I know how to lead a team.
- I look for useful ways to increase co-operation, including ways to solve conflicts.
 - I share accurate information on work progress and when necessary I arrange changes to achieve the goals.
 - I am able to find ways to improve in the future my work in team.
- I am able to co-operate on the field in order to achieve positive results.

Communicative skills and competences

Workplace (Level 1 – Basic).

Example:

When I worked in the large scale distribution I was used to listening to the customers need, I managed to be friendly and kind, I was able to serve customers so that they could appreciate me, as they clearly asked to be served by me.

Communicative skills and competences

Workplace (Level 1 – Basic).

Checklist:

- I know how to communicate information to other people.
 - I provide information that is relevant to the subject and purpose of the discussion.
- I speak clearly in a way that suits the situation and listen to others attentively.
- I am able to discuss and work with colleagues and to take instructions.

Communicative skills and competences Education/training (Level 3 - Proficient).

Example:

During my university studies I have been elected as the student representative. Together with another student I represented my colleagues during course meetings with the teachers and the academic authorities. I was the reference point to the other students for any arising necessity, both didactic and informational.

Communicative skills and competences

Education/training (Level 3 - Proficient).

Checklist:

- I know how to involve the audience using different techniques.
- I make a scheme of what I say, so to make each information and idea easy to follow.
 - I am able to read and sum up information on large documents regarding complex subjects.
- I am able to communicate practical information within the teamwork. I am able to mediate contrasts arising among groups with apparently opposing interests.

Communicative skills and competences

Family, leisure, voluntary work (Level 1 - Basic).

Example:

I help my wife in her leather and shoe store during my spare time.
I welcome customers and try to satisfy their requests, describing the item chosen by them in a clearly way, giving them information about the manufacture and describing the features of the materials, which the item is made of. At last, I try to know better the customer, talking of this and that without being intrusive.

Communicative skills and competences

Family, leisure, voluntary work (Level 1 - Basic).

Checklist:

- I know how to communicate information to other people.
- I provide relevant information on the subject and the aim of discussion.
 - I speak clearly and suitable to the situation.
 - I listen carefully to the other people.
- I am able to make social relations by using a friendly and social - but not intrusive- communicative style.

Intercultural skills and competences

Workplace (Level 2 - Independent).

Example:

I have co-operated with the Public Administration for a few months. In that circumstance I came in contact with representative delegations from Local Institutions of Foreign Countries that visited my town on the occasion of cultural exchange linked to twinning programmes.

Intercultural skills and competences Workplace (Level 2 - Independent).

Checklist :

- I accept cultural differences and do not classify them as good or bad.
- I take regularly information on different cultures, by taking attention not only to single cases, but to values, habits and common practises in those cultures.
- I adapt my behaviour to the new situations, taking in mind what learned in the previous inter-cultural situations.
 - I can talk in other languages.
- I deepen the knowledge on the other countries to favour foreign people integration.

Intercultural skills and competences

Education/training (Level 1 – Basic).

Example:

Some time ago I have attended a professional qualification course, that included a stage in Greece. I didn't have problems to adapt myself and made friendships that I still have.

Intercultural skills and competences

Education/training (Level 1 – Basic).

Checklist :

- I get acquainted with other cultures through vacations or friendship.
 - I have a basic knowledge of other languages.
- I am interested in other cultures and in their traditions.
 - I can make me at ease with people from different cultures.

Intercultural skills and competences

Family, leisure, voluntary work (Level 2-
Independent).

Example:

I have co-operated in the front desk that provide
assistance to immigrants.

Intercultural skills and competences

Family, leisure, voluntary work (Level 2 - Independent).

Checklist :

- I know the traditions and habits of many ethnic minorities in my country.
 - I take regularly information on different cultures, by taking attention not only to single cases, but to values, habits and common practises in those cultures.
- I adapt my behaviour to the new situations, taking in mind what learned in the previous inter-cultural situations.
 - I can talk in other languages.
- I am able to identify myself in practical as well as in bureaucratic difficulties encountered by people arriving in my country.

Technical Skills and Competences

Workplace (Level 3 - Proficient).

Example:

When I worked in the Large Scale Distribution I dealt also with the goods unloading with transpallet, I unpacked goods from packaging, with shoplifting prevention system and I arranged it in the store isle, by placing iron shelves according to the volume of goods and to the necessity to show it so to draw attention on it.

Technical Skills and Competences

Workplace (Level 3 - Proficient).

Checklist :

I have a large knowledge of technical product and services and for this reason I play a key-role in the development of general solutions.

I understand technical resources of the organisation and I am able to use them to manage a complex plan.

I am able to use a combination of high level competence and experience, thanks to the technical-process understanding in association with multiple subjects.

Technical Skills and Competences

Education/training (Level 2 - Independent).

Example:

I have attended a tailoring course, during which I have learned how to use the sewing machine and maintenance services. I have made by myself some pieces of clothes like skirts, dresses and coats.

Technical Skills and Competences Education/training (Level 2 - Independent).

Checklist :

I give a key-contribution for many functions, included product design and development, product manufacturing operation and maintenance, equipment, processes and services.

I am able to apply the knowledge and test techniques and procedures to solve practical problems in many different frameworks.

Technical Skills and Competences

Family, leisure, voluntary (Level 3 - Proficient).

Example:

I have served as a voluntary in a civil protection association for some years. We carried out aid actions and accident prevention during public events.

I have learned how to make first aid actions, to drive an ambulance and how to use rescue equipment on the vehicle.

Technical Skills and Competences

Family, leisure, voluntary (Level 3 - Proficient).

Checklist:

- I understand the technical resources of the organisation and I know how to use them to manage a complex project.
 - I can organise procedures and methods.
 - I know how to arrange the necessary instruments and resources.
 - I am able to work out my competence to apply them in different frameworks.
- I am able to use a combination of high level competence and experience along with technical understanding associated with multiple subjects.

Notes

Education experiences seem to be very remote and thus not very relevant for unemployed that file in a CV. They rarely use this section of the Web site