

CONCORSO PUBBLICO, PER ESAMI, PER N. 1 UNITÀ DI PERSONALE APPARTENENTE ALL'AREA DEI COLLABORATORI, SETTORE AMMINISTRATIVO, CON CONTRATTO DI LAVORO SUBORDINATO A TEMPO INDETERMINATO E REGIME DI IMPEGNO A TEMPO PIENO, PER LE ATTIVITÀ DI SUPPORTO ALLA DIDATTICA E ALL'ORIENTAMENTO DEL DIPARTIMENTO DI SCIENZE POLITICHE DELL'UNIVERSITÀ DEGLI STUDI DI NAPOLI FEDERICO II (COD. RIF. 2420), INDETTO CON DECRETO DEL DIRETTORE GENERALE N. 1123 DEL 8.10.2024

TRACCE ESTRATTE ALLA PROVA ORALE DEL 20 FEBBRAIO 2025

PROVA 1

Quesito 1) I POT (piani di orientamento e tutorato)

Quesito 2) Abilitazione scientifica nazionale

Testo inglese

THE COUNCIL OF THE EUROPEAN UNION AND THE REPRESENTATIVES OF THE GOVERNMENTS OF THE MEMBER STATES, MEETING WITHIN THE COUNCIL, CONSIDERING THAT:

1. The growing globalisation of trade and lengthening of the period of active employment are increasingly requiring individuals to adapt their skills, in order to remain ahead of foreseeable or necessary changes and to safeguard their career paths.

2. The enlargement of the European Union has increased the potential for mobility in education and training, as well as in the labour market, thereby creating the need to prepare Union citizens to develop their learning and professional pathways in a broader geographical context.

Tratto da: Resolution of the Council and of the Representatives of the Governments of the Member States, meeting within the Council of 21 November 2008 on better integrating lifelong guidance into lifelong learning strategies -2008/C 319/02 - <https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2008:319:0004:0007:EN:PDF>

Prova pratica di informatica:

Creare un nuovo documento Excel, comporre una tabella inserendo 3 nominativi (in colonna A i cognomi e in colonna B i nomi). Impostare il seguente formato celle: allineamento testo orizzontale giustificato e verticale al centro. Ordinare per colonna A. Creare una cartella sul desktop denominata con il proprio cognome. Salvare nella cartella il file appena creato assegnandovi il proprio nome.

Quesito situazionale:

Una collega in grande difficoltà ti chiede supporto nel gestire una problematica presentata da un utente esterno. Anche tu non sei particolarmente esperto/a in merito. Come ti comporti?

PROVA 4

Quesito 1) I PLS (piani Lauree scientifiche)

Quesito 2) La trasparenza della Pubblica Amministrazione

Testo inglese

THE COUNCIL OF THE EUROPEAN UNION AND THE REPRESENTATIVES OF THE GOVERNMENTS OF THE MEMBER STATES, MEETING WITHIN THE COUNCIL,...RECALL THAT:...

3. The Council Resolution of 15 November 2007 on new skills for new jobs (3) invites the Member States and the Commission to equip people for new jobs within the knowledge society by providing them with vocational guidance, which should enable jobseekers to identify the competence modules required to move to new jobs where there are skills gaps;

4. The 2008 joint progress report of the Council and the Commission on the implementation of the work programme 'Delivering lifelong learning for knowledge, creativity and innovation' (4) notes that 'particular attention must also be given to lifelong guidance';

Tratto da: Resolution of the Council and of the Representatives of the Governments of the Member States, meeting within the Council of 21 November 2008 on better integrating lifelong guidance into lifelong learning strategies -2008/C 319/02 - <https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2008:319:0004:0007:EN:PDF>

Prova pratica di informatica:

Creare un nuovo documento Excel, creare 2 fogli di lavoro denominandoli "Foglio A" e "Foglio B". Inserire 2 nominativi in un foglio di lavoro excel, riportando in colonne separate nome, cognome e data di nascita. Mettere i suddetti nominativi in ordine decrescente per data di nascita. Salvare sul desktop il file appena creato in formato PDF assegnandovi il proprio cognome.

Quesito situazionale:

Sei un/a dipendente di un'organizzazione e, durante una revisione delle procedure interne, ti accorgi che una parte della normativa aziendale non ti è chiara e ciò potrebbe influire sul tuo lavoro quotidiano. Come ti comporti?

PROVA 5

Quesito 1) I corsi di orientamento attivo nella transizione scuola-università, nell'ambito del PNRR

Quesito 2) I titoli universitari

Testo inglese

THE COUNCIL OF THE EUROPEAN UNION AND THE REPRESENTATIVES OF THE GOVERNMENTS OF THE MEMBER STATES, MEETING WITHIN THE COUNCIL,...RECALL THAT:...

5. the Council conclusions of 25 May 2007 on a coherent framework of indicators and benchmarks for monitoring progress towards the Lisbon objectives in education and training (5) are an important tool for assessing implementation of the goals set by the Lisbon Strategy and thus for monitoring the progress made by Member States in the area of guidance in their lifelong learning strategies;

6. The Recommendation of the European Parliament and of the Council of 23 April 2008 on the establishment of the European Qualifications Framework for lifelong learning (6) creates a common reference framework designed to serve as a translation device between different qualifications systems and their levels. That framework should facilitate workers' mobility and help make guidance part and parcel of Member States' education and employment policies and practices.

Tratto da: Resolution of the Council and of the Representatives of the Governments of the Member States, meeting within the Council of 21 November 2008 on better integrating lifelong guidance into lifelong learning strategies -2008/C 319/02 - <https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2008:319:0004:0007:EN:PDF>

Prova pratica di informatica:

Creare un nuovo documento Word e scrivere il seguente testo: "L'Ateneo accoglie le aspiranti matricole e gli studenti in corso per dare informazioni sull'offerta formativa." Impostare i margini del documento a 3 cm per il lato sinistro. Salvare sul desktop il file appena creato assegnandovi il proprio cognome.

Quesito situazionale:

Un utente si rivolge a te per ricevere supporto in merito ad una difficoltà tecnica. L'utente però non è molto chiaro nelle sue spiegazioni e lamenta di avere fretta. Cosa fai?

PROVA 6

Quesito 1) Orientamento alle iscrizioni alle Università

Quesito 2) I corsi di Laurea a numero programmato

Testo inglese

THE COUNCIL OF THE EUROPEAN UNION AND THE REPRESENTATIVES OF THE GOVERNMENTS OF THE MEMBER STATES, MEETING WITHIN THE COUNCIL,...NOTE THAT:

1. recent evaluation reports, in particular that by the European Centre for the Development of Vocational Training (Cedefop) in 2008 on the implementation of the Resolution of 2004, stress that although progress has been made, more efforts are needed in order to improve the quality of guidance services, provide fairer access focused on individuals' needs and aspirations, and to coordinate and build partnerships between existing forms of guidance provision;

2. in 2007, the Member States set up a European Lifelong Guidance Policy Network (ELGPN), comprising representatives of each Member State which chooses to participate, thus increasing the opportunities for Member States to learn from one another and to cooperate on developing policies, systems and practices in the field of lifelong guidance;

Tratto da: Resolution of the Council and of the Representatives of the Governments of the Member States, meeting within the Council of 21 November 2008 on better integrating lifelong guidance into lifelong learning strategies -2008/C 319/02 - <https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2008:319:0004:0007:EN:PDF>

Prova pratica di informatica:

Creare un nuovo documento Word, scrivere nel documento il proprio nominativo e la seguente frase "in data odierna ho sostenuto la prova orale del concorso cod. 2420." Impostare la seguente formattazione: carattere Tahoma, dimensione 14, allineamento giustificato, Grassetto, Corsivo. Salvare sul desktop il file appena creato assegnandovi il proprio cognome.

Quesito situazionale

In merito ad alcune attività da completare, ti rendi conto in corso d'opera che le procedure che ti sono state indicate dal tuo superiore non sono del tutto corrette. Come gestisci la situazione?

PROVA 7

Quesito 1) Job placement

Quesito 2) La conferenza dei Servizi

Testo inglese

THE COUNCIL OF THE EUROPEAN UNION AND THE REPRESENTATIVES OF THE GOVERNMENTS OF THE MEMBER STATES, MEETING WITHIN THE COUNCIL,... INVITE THE MEMBER STATES TO:

- strengthen the role of lifelong guidance within national lifelong learning strategies in line with the Lisbon Strategy and with the strategic framework for European cooperation in education and training,
- where appropriate, carry out reviews of guidance policies and practices at national level,
- make use of the following guiding principles (as detailed under 'Priority Areas' in the Annex hereto), in accordance with national contexts and legislation and with a view to supporting the lifelong career transitions of citizens:
 1. encourage the lifelong acquisition of career management skills;
 2. facilitate access by all citizens to guidance services;

Tratto da: Resolution of the Council and of the Representatives of the Governments of the Member States, meeting within the Council of 21 November 2008 on better integrating lifelong guidance into lifelong learning strategies -2008/C 319/02 - <https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2008:319:0004:0007:EN:PDF>

Prova pratica di informatica:

Creare un nuovo documento Word, scrivere nel documento il proprio nominativo e la seguente frase "I tutor aiuteranno ogni studente ad acquisire consapevolezza delle proprie potenzialità". Impostare la seguente formattazione: carattere Arial, dimensione 12, allineamento giustificato, colore testo Verde. Salvare sul desktop il file appena creato in formato PDF assegnandovi il proprio cognome.

Quesito situazionale:

Lavori al front-office di un ufficio. Un utente si rivolge a te in maniera sgarbata e alla presenza di altri utenti, rimarcando che le tue indicazioni in merito alle sue difficoltà di

accesso ai servizi online sono state inefficaci. Alla situazione assiste il tuo responsabile. Come ti comporti?

PROVA 8

Quesito 1) Le attività di orientamento rivolte agli studenti delle scuole superiori

Quesito 2) Il sistema di accreditamento delle sedi e dei corsi di studio universitari

Testo inglese

THE COUNCIL OF THE EUROPEAN UNION AND THE REPRESENTATIVES OF THE GOVERNMENTS OF THE MEMBER STATES, MEETING WITHIN THE COUNCIL,...INVITE THE MEMBER STATES AND THE COMMISSION, WITHIN THEIR RESPECTIVE COMPETENCES, TO:

- 1. strengthen European cooperation on lifelong guidance provision, in particular through the ELGPN, with the support of the Lifelong Learning Programme, and in liaison with CEDEFOP.*

In particular:

- enable Member States to share information on their policies and practices, and on their evaluation of both, so that each may benefit from the successes of others,*
- monitor national and European implementation of activities in the four priority areas under this Resolution, using surveys, studies, reports, and peer learning activities including case studies and conferences at European-level,*
- endeavour to ensure that lifelong guidance is more consistent and more tightly dovetailed with the various European policy areas and in particular with those of employment and social inclusion,*

Tratto da: Resolution of the Council and of the Representatives of the Governments of the Member States, meeting within the Council of 21 November 2008 on better integrating lifelong guidance into lifelong learning strategies -2008/C 319/02 - <https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2008:319:0004:0007:EN:PDF>

Prova pratica di informatica:

Creare una cartella sul desktop denominata con il proprio cognome. Creare un nuovo documento Word, inserire nel documento una tabella costituita da tre colonne e 2 righe. Salvare nella cartella presente sul desktop contraddistinta con il proprio cognome il documento assegnandogli il proprio cognome.

Quesito situazionale:

Durante lo svolgimento di un lavoro di gruppo, proponi una modalità operativa che non sembra essere accettata dai tuoi colleghi. Cosa fai?

PROVA 9

Quesito 1) Gli stakeholder esterni di un servizio di orientamento in ingresso

Quesito 2) Rapporto di Pubblico Impiego

Testo inglese

PRIORITY AREA 1: ENCOURAGE THE LIFELONG ACQUISITION OF CAREER MANAGEMENT SKILLS

Career management skills play a decisive role in empowering people to become involved in shaping their learning, training and integration pathways and their careers. Such skills, which should be maintained throughout life, are based on key competences, in particular 'learning to learn', social and civic competences — including intercultural competences — and a sense of initiative and entrepreneurship. Career management skills include the following, particularly during periods of transition:

- learning about the economic environment, businesses and occupations,*
- being able to evaluate oneself, knowing oneself and being able to describe the competences one has acquired in formal, informal and non-formal education settings,*
- understanding education, training and qualifications systems.*

Tratto da: Resolution of the Council and of the Representatives of the Governments of the Member States, meeting within the Council of 21 November 2008 on better integrating lifelong guidance into lifelong learning strategies -2008/C 319/02 - <https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2008:319:0004:0007:EN:PDF>

Prova pratica di informatica:

Creare un nuovo documento Excel, comporre una tabella inserendo 3 nominativi (in colonna A i cognomi e in colonna B i nomi). Impostare il seguente formato celle: allineamento testo orizzontale giustificato e verticale al centro. Ordinare per colonna A. Salvare sul desktop il file appena creato assegnandovi il proprio cognome.

Quesito situazionale:

Lavori in un negozio che si occupa di riparazioni di elettrodomestici. Un cliente ti contatta con una richiesta urgente, complessa e poco chiara. Cosa fai?

PROVA 10

Quesito 1) L'orientamento nel quadro del PNRR

Quesito 2) Differenza tra accesso ai documenti amministrativi e accesso civico

Testo inglese

1 *The Social and Sociological Relevance of University Guidance as a Learning Process: from Metacognitive Skills to Social Inclusion.*

This study is meant to highlight how important it is to give University guidance an “educational” and “didactic” dimension, and to conceive it as a proper learning process and experience, meant to effectively help students in both choosing the right study course after school, and dealing with the difficult transition from university to employment. It is one of the most significant transitions for both the individual and society, as it implies a change in the subject’s social role, which is defined by both his/her own perception and the others’ one: Lewin defined such transitions as “social locomotions”, so as to underline their social relevance (1947). Assuming guidance as a proper part of the learning process, rather than as an extra curricular “tool” or “service”, gives it an effectiveness otherwise unreachable: only through actual learning, in fact, the metacognitive skills – needed for improving self-regulation, autonomy, self-belief and the ability to guide the self towards his own personal, professional, and social development – can be improved.

Tratto da: E-Journal of International and Comparative LABOUR STUDIES Volume 7, No. 2 May - June 2018 University Guidance: in search for a New Educational Approach to inform Italian Higher Education - ISSN 2280 – 4056
https://ejcls.adapt.it/index.php/ejcls_adapt/article/view/586

Prova pratica di informatica:

Creare un documento nell’applicativo PowerPoint composto da 2 diapositive inserendo il proprio cognome come titolo e il proprio nome come sottotitolo nella prima diapositiva e la propria data di nascita nella seconda. Salvare sul desktop il file appena creato assegnandovi il proprio cognome.

Quesito situazionale:

Lavori in un gruppo ormai consolidato da qualche anno. Il tuo responsabile ti chiede di affiancare un collega neo-assunto al fine di socializzare alcune procedure del vostro ufficio. Il collega però sembra poco propenso a seguirti e continua a dirti che già sa come fare. Come gestisci la situazione?

PROVA 11

Quesito 1) Gli obblighi formativi aggiuntivi (OFA)

Quesito 2) Differenza tra nullità e annullabilità del provvedimento amministrativo

Testo inglese

2 The Case of Italian Universities: Current Methodological and Practical Approaches to Guidance.

The case of Italian Universities is emblematic in terms of how the currently dominant approach to guidance is inadequate and incomplete, hence of how the tertiary education system and the university\work transition could benefit from a shift of paradigm in guidance policies. In fact, and despite the existence of different guidelines that suggest the didactic and educational dimension of guidance should be implemented, University guidance is actually merely conceived in psycho-technical or diagnostic terms; moreover, the tertiary education system suffers from an intrinsic inefficiency due to both labour market pathologies and some inconsistencies in the university offer and the labour market demand for skills, revealed by the phenomena of over qualification (..) and graduates' unemployment (...), and Neets (...). The 2013 Agreement and the National Guidelines for lifelong Guidance (2014) gave universities and educational institutions a central role in creating integrated guidance systems at a local level. They also provided with operational lines to develop good practices: a) guidance didactics: to promote the development of a proactive behaviour in the individual (educational aspect); b) career Information: to know and interpret the world of work; c) accompaniment: to monitor and assist the individual during the transition or the process of choice; ...

Tratto da: E-Journal of International and Comparative LABOUR STUDIES Volume 7, No. 2
May - June 2018 University Guidance: in search for a New Educational Approach to inform
Italian Higher Education - ISSN 2280 – 4056
https://ejcls.adapt.it/index.php/ejcls_adapt/article/view/586

Prova pratica di informatica:

Creare un documento nell'applicativo PowerPoint composto da 3 diapositive inserendo nella prima il proprio nominativo, nella seconda la seguente frase "Prova orale concorso cod. 2420" e nella terza duplicare la prima diapositiva. Salvare sul desktop il file appena creato assegnandovi il proprio cognome.

Quesito situazionale:

Ti trovi in una riunione con il tuo gruppo di lavoro, avete una scadenza imminente e il livello di tensione è molto alto. Un collega reagisce emotivamente ad una richiesta, creando una situazione di conflitto. Cosa fai?

PROVA 12

Quesito 1) Le linee guida europee in materia di orientamento

Quesito 2) Il diritto alla protezione dei dati personali

Testo inglese

2. *The Case of Italian Universities: Current Methodological and Practical Approaches to Guidance.*

...The threefold idea of guidance that reproduces the three main stages of students' university career (entry, progress and exit), though, finds confirmation in the reality of Italian university. Before enrolling, students are given the opportunity to get in contact with Universities through informative material, both digital and non-digital, so they gather information through the web, and are also invited to take part to meetings and open-days – both at school and at allowing more awareness in choice. University provides them with information and advice about the educational and curricular offer, the professional opportunities related to the study course, and the extra-curricular services available for the students' community.

Progress guidance provided by Italian universities mainly consists of tutoring activities, aimed at bridging the distance between actual entry knowledge and the standards required by the study course, and at facilitating and enhancing courses' attendance, with the ultimate goal of reducing dispersion and failure.

Tratto da: E-Journal of International and Comparative LABOUR STUDIES Volume 7, No. 2
May - June 2018 University Guidance: in search for a New Educational Approach to inform
Italian Higher Education - ISSN 2280 – 4056
https://ejcls.adapt.it/index.php/ejcls_adapt/article/view/586

Prova pratica di informatica:

Creare una cartella sul desktop denominata con il proprio cognome, creare un nuovo documento Word, inserire nel documento una tabella costituita da tre colonne e 2 righe, salvare il documento assegnandogli il proprio nome e salvarlo nella cartella presente sul desktop contraddistinta con il proprio cognome.

Quesito situazionale:

Durante un incontro con il tuo responsabile, ti viene chiesto di seguire una procedura che non hai mai applicato prima e di farlo in tempi stretti. La procedura non ti è stata spiegata nel dettaglio. Come ti comporti?

PROVA 13

Quesito 1) Orientamento informativo e orientamento formativo

Quesito 2) Silenzio assenso e silenzio diniego

Testo inglese

3.Exit or Career Guidance and Placement Offices towards Novelties of Latest Reform.

As far as exit or career guidance is specifically concerned, support to the University\employment transition can be provided throughout experts' advice on how to design professional projects, where to carry out internship and where to search for and actual job, considering both the job market and the skills' match. It is pretty frequent that students are supported with such activities even after graduation, being accompanied as recent graduates and newcomers in finding an appropriate job, throughout the so-called placement service carried out by placement offices within universities. In fact, the Treu law (1997) and the labour reform (the Biagi Law introduced in Italy in 2003) introduced substantial changes within Universities policies: since then, and along with other public and private participants, universities' placement offices started to mediate labour supply and demand. This turn can be considered as part of a broader processes of change: on the one hand, the transition from a public welfare system to a welfare society, that is, to a society that takes care of its citizens, gives people a wider range of choices and makes service providers increase, in the spirit of subsidiarity; on the other hand, the belief that a continuous dialogue between universities and the economic system can be a valuable assets; these cultural aspects consistently influenced universities' policies about guidance.

Tratto da: E-Journal of International and Comparative LABOUR STUDIES Volume 7, No. 2 May - June 2018 University Guidance: in search for a New Educational Approach to inform Italian Higher Education - ISSN 2280 – 4056
https://ejcls.adapt.it/index.php/ejcls_adapt/article/view/586

Prova pratica di informatica:

Creare un nuovo documento Excel, inserire nella cella A1 il testo "CONCORSO", nella cella B1 il testo " numero progressivo candidati" e, a partire dalla cella B2, creare una successione numerica rapida da 1 a 11. Salvare sul desktop il file appena creato assegnandovi il proprio cognome.

Quesito situazionale:

Lavori in un negozio di elettronica. Un cliente sta affrontando un problema ricorrente con un prodotto che hai fornito, e non sei sicuro di come risolverlo in modo definitivo. Cosa fai?

Per ordine del Presidente della Commissione

Il Segretario

F.to Daniela Vajana