

Cristina Pani, Isabella di Stefano

**Summary Survey on the Administrative
Support Staff in Adult Education in Italy**

Deutsches Institut für Erwachsenenbildung

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Unieda: Cristina Pani, Isabella di Stefano

Summary Survey on the Administrative Support Staff in Adult Education in Italy

This is a short summary of the Pre-requisites Report on the survey conducted by Unieda in the Pro-Sal project in 2006. The main findings, based on the Pre-requisite questionnaire, can be summed up as follows:

The most common expression used in Italy to describe those belonging to the target group is generally “Segretaria” “secretary”, with the adjective following defining the type of work carried out in that particular work area, such as call centre secretary, administrative secretary, front desk secretary etc.

Those who work in this secretarial ambit have various educational backgrounds. Often they have a high school diploma (not only from the vocational schools), or at any rate a three-year training certificate in a specific area. Such professional figures until a few years ago were trained in the Technical Professional Institutes (Vocational Schools) which aimed to offer training leading to immediate entry into the labour market. Often this type of staff has even a university degree.

The qualifications needed for most administrative tasks are: good computer skills, good knowledge of the national language, basic knowledge of one foreign language, good communication skills. The target group members, their managers and experts identified training needs in the following subjects: specific IT skills, marketing and management skills, interpersonal and communication skills, organisation of tasks. The training should consist of a brief course carried out in the workplace and supplementary practical and theoretical modules

The main umbrella organisations and responsible bodies for adult education in Italy are:

- Unieda – Italian Union of Adult Education
- EdaForum – Permanent Forum for Adult Education
- Private associations and networks operating in the field of adult education, continuing education, lifelong learning, vocational training and Third Sector
- Local, regional umbrella organisations operating in the field of adult education in all Italian Regions (SIRIO-Agency of Education of the Lazio Region)
- National umbrella institutions operating in the field of Adult Education: Ministry of Education, Ministry of University and Research, Eda Agency for Adult Education LLP

The umbrella organisations generally provide once a year full-immersion training session for all groups within the organisation for one day. No other training provision for this target group could be identified.

Unieda carried out european projects on non-teaching staff as follows:

- exploring new training methodologies for information and documentation specialists working in women's centers;
- assessing and optimizing the marketing strategies of smaller European educational organizations, in order to improve organizations' planning skills as well as efficiency and transparency of their management for the regional, national and European markets.

Unieda has 65 member organisations with 15 employees on average. Apart from the data for the specific umbrella organisations there are no statistical data indicating the absolute number of administrative staff employed in adult education and lifelong-learning institutions. There are no specific studies and analyses of the target group. The studies operating in the field of adult education organisations are focusing on teaching staff and learners.