

Support to WPT2 Analysis on implementation of ESD/MoE in curricula – Italian context

Vocational Education and Training (VET) schools

In Italia, VET school curricula are articulated in two sectors and six address, all lasting five years. SDGs can be deemed both in subjects planning, as in the attention to pedagogical settings.

Governative Guidelines, edited in 2010, summaries pedagogical principles for innovating VET schools in relation to principles of EU Key competences for lifelong learning and some principles of sustainability and participation stated by international organisms and organizations. Particular attention is payed to following aspects:

- Assure quality within the assumption of European Quality Assurance Reference framework for Vocational Education and Training –**EQARF**
- Establish coherence with the European Credit system for Vocational Education and Training – **ECVET**

Special concern is related then on the setting and assessment of competences, on the choice of right active methodologies and with real problems interaction. Guidelines indications aim at developing, through the contribution of secondary education, critical thinking, ability of learning to learn" and the methods of active learning, within an open relationship with the world of work and the territory. Furthermore, guidelines indicate how to enhance functionally inter-disciplinarity and individual learning through personalised training paths and guidance counselling.

In the following, VET school learning outcomes and competences related to school subjects, are listed with the related relevance on **selected SDGs contents**.

Sector A.1 Services

Basic and general education (same for all addresses)



Learning outcomes:

- recognize the geographical, ecological, territorial, natural and anthropic aspects, connections with the structures, demographic, economic, social, cultural and transformations that have occurred over time;
- use computer networks and tools in the study, research and disciplinary study activities;
- master the use of technological tools with particular attention to safety in places of life and work, protection of the person, the environment and the territory.

Competences:

- observe, describe and analyze phenomena belonging to natural and artificial reality and recognize the concepts of system and complexity in various forms
- qualitatively and quantitatively analyze phenomena related to energy transformations based on experience
- be aware of the potential and limitations of the technologies in the cultural and social context in which they are applied

Subject: INTEGRATED SCIENCES (EARTH SCIENCES and BIOLOGY)



Learning outcomes:

- To apply the regulations governing the service processes, with reference to confidentiality, security and health on the places of life and work, the protection and enhancement of the environment and the territory;
- to recognize in the evolution of the processes productive, scientific, economic, technological and artistic components that have determined them throughout history, with reference to both different local and global contexts both to changes in living conditions;

- to critically capture cultural, social, economic and cultural changes technologies that influence the evolution of needs and the innovation of service processes.

Competences:

- place personal experience in a system of rules based on the mutual recognition of the rights guaranteed by Constitution, to protect the person, the community and the environment

Subject: LAW AND ECONOMICS

Specific subjects for each address of studies:

a) Address "Services for agriculture and rural development"



Learning outcomes:

- use the concepts and models of experimental sciences to investigate social and natural phenomena and to interpret data;
- use the cultural and methodological tools acquired to pose with a rational, critical, creative and responsible attitude towards reality its phenomena and its problems, also for the purposes of lifelong learning;
- use computer networks and tools in the activities of study, research and disciplinary study;
- use the concepts and the fundamental tools of the different disciplines to understand reality and operate in application fields
- understand the ethical, social implications scientific, productive, economic, environmental technological innovation and its industrial, craft and artistic applications.

Competences:

- observe, describe and analyze phenomena belonging to natural and artificial reality and recognize the concepts of system and complexity in various forms
- qualitatively and quantitatively analyze phenomena related to energy transformations based on experience
- be aware of the potential and limitations of the technologies in the cultural and social context in which they are applied

Subject: INTEGRATED SCIENCES (PHYSICS and CHEMICAL SCIENCES)



Learning outcomes:

- use and produce visual and multimedia communication tools, also with reference to the expressive strategies and technical tools of online communication;
- use computer networks and tools in study, research and disciplinary study;
- identify and use more communication and team working tools appropriate to intervene in the relevant organizational and professional contexts.

Competences

- analyze data and interpret them by developing deductions and reasoning on the same with the help of representations graphics, knowingly using computational tools and the potential offered by specific type applications
- be aware of the potential and limitations of the technologies in the cultural and social context in which they come applied use and produce multimedia texts

Subject: INFORMATION AND COMMUNICATION TECHNOLOGIES



Learning outcomes:

- To define the territorial, environmental and agro-productive characteristics of an area through the thematic maps;
- collaborate in the creation of land use cards.

Competences:

- observe, describe and analyze phenomena belonging to the natural and artificial reality and recognize in the various forms the concepts of system and complexit
- qualitatively and quantitatively analyze phenomena related to energy transformations based on experience

Subject: ECOLOGY and PEDOLOGY



Subject: TECHNOLOGICAL LAB

B) Address "Social and health services"



Learning outcomes:

- use the concepts and models of experimental sciences to investigate social and natural phenomena and to interpret data;
- use the cultural and methodological tools acquired to pose with a rational, critical, creative and responsible attitude towards reality its phenomena and its problems, also for the purposes of lifelong learning;
- use computer networks and tools in the activities of study, research and disciplinary study;
- master the use of technological tools with particular attention to safety in the places of life and work, to protect the person, the environment and the territory;
- use the concepts and the fundamental tools of the different disciplines to understand reality and operate in application fields
- understand the ethical, social implications scientific, productive, economic, environmental technological innovation and its industrial, craft and artistic applications.

Competences:

- observe, describe and analyze phenomena belonging to natural and artificial reality and recognize the concepts of system and complexity in various forms
- qualitatively and quantitatively analyze phenomena related to energy transformations based on experience
- be aware of the potential and limitations of the technologies in the cultural and social context in which they are applied

Subject: INTEGRATED SCIENCES (PHYSICS and CHEMICAL SCIENCES)



Learning outcomes:

- use methodologies and operational tools to collaborate in identifying the social and health needs of the territory and contributing to the preparation and implementation of individual, group and community projects; manage information and user orientation actions to facilitate the accessibility and autonomous use of public and private services in the area; collaborate in the management of projects and activities of the social enterprise and use appropriate tools to promote formal and informal territorial networks; to contribute to promoting lifestyles that respect hygiene standards, correct nutrition and safety, to protect the right to health and well-being of people;
- use the main techniques of social, recreational and cultural animation; carry out actions, in collaboration with other professionals, to support and protect the disabled person and his family, to promote integration and improve the quality of life;
- facilitate communication between people and groups, including different cultures and contexts, through adequate languages and relationship systems;
- use information tools to record what is detected in the field; collect, archive and transmit data relating to professional activities carried out for the purpose of monitoring and evaluating interventions and services.

Competences:

- place personal experience in a system of rules based on the mutual recognition of the rights guaranteed by Constitution, to protect the person, the community and the environment
- master the essential expressive and argumentative tools to manage the verbal communicative interaction in various ways context
- recognize the essential characteristics of the socio-economic system to orientate itself in the productive fabric of its own territory

Subject: SOCIAL AND HUMAN SCIENCES



Learning outcomes:

- Use methodologies and operational tools to collaborate in detecting the social and health needs of the territory and contributing to a predisposition and implementation individual, group and community projects;
- manage information and personal orientation actions to achieve accessibility and autonomous use of public and private services in the area;
- collaborate in the management of projects and activities of the social enterprise and use appropriate tools to promote formal and informal territorial networks;

- help promote life-friendly respect of the others hygiene standards, proper nutrition and safety, protection of the right to health and well-being of people;
- use the main techniques of social, ludic and cultural animation;
- actions, in collaboration with other professional figures quality of life;
- communication between people and groups, including culture and different contexts, through languages and personal relationships;
- use information tools to record what is detected in the field;
- collect, store and transmit data relating to professional activities carried out for the purpose of monitoring and evaluating interventions and services.

Competences

- To place personal experience in a system of rules based on the mutual recognition of the rights guaranteed by Constitution, to protect the person of the community and the environment
- To master the necessary expressive and argumentative tools to manage the verbal communicative interaction in various contexts
- To recognize the essential characteristics of the socio-economic system to orientate itself in the productive fabric of its own territory
- To use basic tools for a conscious use of the artistic and literary heritage

Subject: METHODOLOGIES for OPERATING

C) Address "Services for food and wine and hospitality"



Learning outcomes:

- use the concepts and models of experimental sciences to investigate social and natural phenomena and to interpret data;
- use the cultural and methodological tools acquired to pose with a rational, critical, creative and responsible attitude towards reality its phenomena and its problems, also for the purposes of lifelong learning;
- use computer networks and tools in the activities of study, research and disciplinary study;
- master the use of technological tools with particular attention to safety in the places of life and work, to protect the person, the environment and the territory;
- use the concepts and the fundamental tools of the different disciplines to understand reality and operate in application fields
- understand the ethical, social implications scientific, productive, economic, environmental technological innovation and its industrial, craft and artistic applications.

Competences:

- observe, describe and analyze phenomena belonging to natural and artificial reality and recognize the concepts of system and complexity in various forms
- qualitatively and quantitatively analyze phenomena related to energy transformations based on experience
- be aware of the potential and limitations of the technologies in the cultural and social context in which they are applied

Subject: INTEGRATED SCIENCES (PHYSICS and CHEMICAL SCIENCES)

D) Address "Commercial services"**Learning outcomes:**

- use the concepts and models of experimental sciences to investigate social and natural phenomena and to interpret data;
- use the cultural and methodological tools acquired to pose with a rational, critical, creative and responsible attitude towards reality its phenomena and its problems, also for the purposes of lifelong learning;
- use computer networks and tools in the activities of study, research and disciplinary study;
- master the use of technological tools with particular attention to safety in the places of life and work, to protect the person, the environment and the territory;
- use the concepts and the fundamental tools of the different disciplines to understand reality and operate in application fields
- understand the ethical, social implications scientific, productive, economic, environmental technological innovation and its industrial, craft and artistic applications.

Competences:

- observe, describe and analyze phenomena belonging to natural and artificial reality and recognize the concepts of system and complexity in various forms
- qualitatively and quantitatively analyze phenomena related to energy transformations based on experience
- be aware of the potential and limitations of the technologies in the cultural and social context in which they are applied

Subject: INTEGRATED SCIENCES (PHYSICS and CHEMICAL SCIENCES)



Learning outcomes:

- use the main concepts related to the economy and the organization of production processes; and of services;
- apply project management methodologies and techniques; draw up technical reports and document the activities individual and group related to professional situations;
- identify and use more communication and team working tools appropriate to intervene in the relevant organizational and professional contexts.

Competences

- recognize the essential characteristics of the socio-economic system to orientate itself in the productive fabric of its own territory
- analyze data and interpret them by developing deductions and reasoning on them, also with the aid of graphics representations, knowingly using computational tools and the potential offered by specific type applications computer scientist

Subject: PROFESSIONAL TECHNIQUES OF COMMERCIAL SERVICES

Sector A.2 Industry and craft

Basic and general education subjects (same for all addresses)



Learning outcomes:

- recognize the geographical, ecological, territorial, natural and anthropic aspects, connections with the structures, demographic, economic, social, cultural and transformations that have occurred over time;
- use computer networks and tools in the study, research and disciplinary study activities; master the use of technological tools with particular attention to safety in places of life and work, protection of the person, the environment and the territory.

Competences:

- observe, describe and analyze phenomena belonging to natural and artificial reality and recognize the concepts of system and complexity in various forms

- qualitatively and quantitatively analyze phenomena related to energy transformations based on experience
- be aware of the potential and limitations of the technologies in the cultural and social context in which they are applied

Subject: INTEGRATED SCIENCES (EARTH SCIENCES and BIOLOGY)



Learning outcomes:

- To apply the regulations governing the service processes, with reference to confidentiality, security and health on the places of life and work, the protection and enhancement of the environment and the territory;
- to recognize in the evolution of the processes productive, scientific, economic, technological and artistic components that have determined them throughout history, with reference to both different local and global contexts both to changes in living conditions;
- to critically capture cultural, social, economic and cultural changes technologies that influence the evolution of needs and the innovation of service processes. "

Competences:

- place personal experience in a system of rules based on the mutual recognition of the rights guaranteed by Constitution, to protect the person, the community and the environment
- recognize the essential characteristics of the socio-economic system to orientate itself in the productive territory.

Subject: LAW AND ECONOMICS

For both addresses:

a) "Industrial and craft production" + b) "Maintenance and technical assistance"



Learning outcomes:

- use the concepts and models of experimental sciences to investigate social and natural phenomena and to interpret data;

- use the cultural and methodological tools acquired to pose with a rational, critical, creative and responsible attitude towards reality its phenomena and its problems, also for the purposes of lifelong learning;
- use computer networks and tools in the activities of study, research and disciplinary study;
- master the use of technological tools with particular attention to safety in the places of life and work, to protect the person, the environment and the territory;
- use the concepts and the fundamental tools of the different disciplines to understand reality and operate in application fields
- understand the ethical, social implications scientific, productive, economic, environmental technological innovation and its industrial, craft and artistic applications.

Competences:

- observe, describe and analyze phenomena belonging to natural and artificial reality and recognize the concepts of system and complexity in various forms
- qualitatively and quantitatively analyze phenomena related to energy transformations based on experience
- be aware of the potential and limitations of the technologies in the cultural and social context in which they are applied

Subject: INTEGRATED SCIENCES (PHYSICS and CHEMICAL SCIENCES)



Learning outcomes:

- use and produce visual and multimedia communication tools, also with reference to the expressive strategies and technical tools of online communication;
- use computer networks and tools in study, research and disciplinary study;
- identify and use more communication and team working tools appropriate to intervene in the relevant organizational and professional contexts.

Competences:

- analyze data and interpret them by developing deductions and reasoning on the same with the help of representations graphics, knowingly using computational tools and the potential offered by specific type applications
- be aware of the potential and limitations of the technologies in the cultural and social context in which they come applied use and produce multimedia texts

Subject: INFORMATION AND COMMUNICATION TECHNOLOGIES

**Learning outcomes:**

- defining the territorial, environmental and agro-productive characteristics of an area through the thematic maps;
- collaborating in the creation of land use cards.

Competences:

- progressively acquires the ability to analyze the environmental characteristics of greater relevance for the themes of the address, to consult, use and define representative thematic maps, up to master the use of visualization tools and methods and acquire the specific languages for returning, analyzing and the interpretation of reality.
- The students are guided to a first knowledge of the environment and the soils, in order to acquire the necessary skills of representation and analysis and deepen them in the following second two-year and fifth year of the study address undertaken.
- The use of traditional and IT tools, procedures for structuring and organizing the tools, allows the student to capitalize on a mature and expendable competence in future professional and study activities

Subject: TECHNOLOGICAL LAB

Sector A.1 Services

A) Address "Services for agriculture and rural development"



Learning outcomes:

- To develop and express the qualities of relationship, communication, listening, cooperation and sense of responsibility in the exercise of their role;
- To carry out its activities by working in teams and integrating its skills with other professional figures, in order to provide a quality service;
- To apply the regulations governing the processes of services, with reference to privacy, safety and health in places of life and work, the protection and enhancement of the environment and the territory;
- To intervene, for the part of its competence and with the use of technological tools, in the different stages and levels of the process for the production of the required documentation and for the exercise of quality control.

Competences:

- To assist the productive and transformative entities by proposing the results of the innovative technologies and the modalities of their adoption.
- To organize methods for quality control in the various processes, providing for modalities for the management of the transparency, traceability and traceability.
- To operate in the verification of environmental quality by providing improvement and defense interventions in the situations of risk.
- To use the concepts and models of experimental sciences to investigate social and natural phenomena and for to interpret data.
- To correlate general historical knowledge with the developments of the specific sciences, technologies and techniques professional fields of reference

Subject: APPLIED BIOLOGY

Subject: APPLIED CHEMISTRY AND TRANSFORMATION PROCESSES

Subject: VEGETAL AND ANIMAL TRAINING TECHNIQUES

Subject: AGRICULTURAL ECONOMY AND TERRITORIAL DEVELOPMENT



Competences:

- Define the territorial, environmental and agro-productive characteristics of an area through the use of maps issues
- Collaborate in the creation of maps of local use.
- To interpret the aspects of multi-functionality identified by the Community policies and to articulate the provisions planned for adaptive and improvement processes.
- Operate in the verification of environmental quality by providing improvement and defense interventions in the situations of risk.
- Operate favoring integrative activities of the agrarian companies through realizations of agriturismo, ecotourism, tourism cultural and folkloristic.
- Provide for the construction of urban green structures, improvement of the conditions of protected areas, parks and gardens.
- Use the main concepts related to the economy and the organization of production processes and services.

Subject: TERRITORIAL AGRONOMY AND FORESTRY ECOSYSTEMS



Competences:

- to interpret the aspects of multifunctionality identified by the Community policies and to articulate the provisions planned for adaptive and improvement processes
- Foresee and organize activities for the valorisation of production through the various forms of marketing
- Operate favoring integrative activities of the agrarian companies through realizations of agriturismo, ecotourism cultural and folkloristic tourism
- Collaborate with local authorities working in the sector, with local offices, with the organizations of the producers, to activate rural development projects, land and agricultural improvements and hydrogeological protection
- To correlate general historical knowledge with the developments of the specific sciences, technologies and techniques professional fields of reference
- Assist the productive and transformative entities proposing the results of the innovative technologies and the modalities of their adoption

Subject: RURAL SOCIOLOGY AND HISTORY OF AGRICULTURE

B) Address "Social and health services"



Learning outcomes:

- act in reference to a system of values, consistent with the principles of Constitution, on the basis of which being able to evaluate facts and to direct one's own personal, social and professional behavior;
- identify and use modern forms of visual and multimedia communication, also with reference to the expressive strategies and technical tools of the network communication;
- understand and use the main concepts related to the economy, the organization, the carrying out of the processes production and services;
- use result-oriented strategies, work by objectives and the need to assume responsibility in respect ethics and professional ethics;
- carry out its activities working in teams and integrating its skills with the other figures professionals in order to provide quality service.

Competences:

- use methodologies and operational tools to collaborate in identifying the social and health needs of the territory and contributing to prepare and implement individual, group and community projects
- Manage information and user orientation actions to facilitate accessibility and autonomous use of services public and private sectors present in the territory
- Collaborate in the management of projects and activities of the social enterprise and use suitable tools to promote networks formal and informal territories
- Use the main techniques of social, recreational and cultural animation
- Carry out actions, in collaboration with other professional figures, to support and protect the disabled person and the disabled person his family, to foster integration and improve the quality of life
- Facilitate communication between people and groups, including different cultures and contexts, through languages and systems appropriate report
- Collect, archive and transmit data relating to professional activities carried out for monitoring and evaluation purposes of interventions and services
- Analyze the value, limits and risks of the various technical solutions for social and cultural life with particular attention to the safety in places of life and work, protection of the person, the environment and the territory

Subject: OPERATIVE METHODOLOGIES



Competences:

- carry out actions, in collaboration with other professional figures, to support and protect the disabled person and the disabled person his family, to foster integration and improve the quality of life;
- Collect, store and transmit data related to the professional activities carried out for the purposes of monitoring and evaluation of interventions and services;
- Manage information and user orientation actions to facilitate accessibility and autonomous use of services public and private sectors present in the territory;
- Collaborate in the management of projects and activities of the social enterprise and use suitable tools to promote networks formal and informal territorial;
- Help promote lifestyles that are respectful of hygiene standards, proper nutrition and safety, a protection of the right to health and well-being of persons;
- Draw up technical reports and document individual and group activities related to professional situations

Subject: SOCIO-SANITARY LAW AND LEGISLATION



Learning outcomes:

- To identify problems related to their area of competence and engage in their solution by collaborating effectively with others;
- To use result-oriented strategies, work by objectives and by need to assume responsibility in respect of ethics and professional ethics; develop and express their qualities of relationship, communication, listening, cooperation and sense of responsibility in the exercise of one's role; carry out its business by operating in a team and integrating their skills with other professional figures, in order to provide a quality service;
- To intervene, for the part of its own competence and with the use of technological tools, in the different phases and levels of the process for the production of the documentation request and for the exercise of quality control.

Competences:

- To draw up technical reports and document individual and group activities related to professional situations

- To use methodologies and operational tools to collaborate in identifying the social and health needs of the territory and contributing to prepare and implement individual, group and community projects
- To help promote lifestyles that are respectful of hygiene standards, proper nutrition and safety, a protection of the right to health and well-being of persons
- To facilitate communication between people and groups, including different cultures and contexts, through languages and systems appropriate report
- To use information tools to record what is detected in the field
- To collect, store and transmit data related to the professional activities carried out for the purposes of monitoring and evaluation of interventions and services

Subject: HYGIENE AND MEDICAL-HEALTH CULTURE



Learning outcomes:

- to recognize in the evolution of the service processes, the cultural, social, economic and technological components that characterize them, with reference to different local and global contexts;
- To take critically the cultural, social, economic and technological changes that influence the evolution of needs and the innovation of the processes service;
- To be sensitive to differences in culture and attitude of recipients, in order to provide a service as possible custom;
- To develop and express their qualities of relationship, communication, listening, cooperation and sense of responsibility in the exercise of their role;
- To carry out its activities working in teams and integrating its skills with the other figures professionals, in order to provide a quality service; to help meet the needs of the recipient, while respecting the aspects of deontological services;
- To apply the regulations governing the service processes, with reference to confidentiality, security and health on the places of life and work, the protection and enhancement of the environment and the territory;
- to intervene, for the part of one's own competence and with the use of technological tools, in the different phases and levels of the process for the production of the required documentation and for the exercise of quality control.

Competences

- To facilitate communication between people and groups, including different cultures and contexts, through languages and systems adequate relationship;
- To use the main techniques of social, recreational and cultural animation;

- To carry out actions, in collaboration with other professional figures, to support and protect the disabled person and his / her own family, to promote integration and improve the quality of life;
- To collaborate in the management of projects and activities of the social enterprise and use suitable tools to promote networks formal and informal territorial;
- To manage information and user orientation actions to facilitate accessibility and autonomous use of services public and private sectors present in the territory
- To use cultural and methodological tools to position themselves with a rational, critical and responsible attitude towards the reality, its phenomena, its problems also for the purposes of lifelong learning;
- To use and produce visual and multimedia communication tools, also with reference to the expressive strategies and to technical tools for online communication.

Subject: GENERAL and APPLIED PSICOLOGY



Learning outcomes:

- To use the lexical and expressive patrimony of the Italian language according to the communication needs in the various contexts: social, cultural, scientific, economic, technological and professional;
- To understand and use the main concepts related to the economy, organization, performance of production processes and services;
- To identify the problems relevant to their area of competence and engage in their solution by collaborating effectively with others;
- To identify and use the modern forms of visual and multimedia communication, also with reference to the expressive strategies and the technical tools for network communication;
- To apply the regulations governing the processes of services, with reference to confidentiality, to safety and health on places of life and work, to the protection and enhancement of the environment and the territory.

Competences:

- To collaborate in the management of projects and activities of the social enterprise and use appropriate tools to promote formal and informal territorial networks;
- To Use the language and methods of mathematics to organize and evaluate information appropriately qualitative and quantitative;
- To apply project management methodologies and techniques;
- To prepare technical reports and document individual and group activities related to professional situations;

- To use methodologies and operational tools to collaborate in identifying the social and health needs of the territory and contributing to prepare and implement individual, group and community projects;
- To use the concepts and models of experimental sciences to investigate social and natural phenomena and to interpret data;
- To manage information and user orientation actions to facilitate accessibility and autonomous use of services public and private sectors present in the territory.

Subject: ADMINISTRATIVE TECHNIQUE AND SOCIAL ECONOMY

C) Address "Services for food and wine and hospitality"



Learning outcomes:

- to critically capture cultural, social and cultural changes economic and technological factors that influence the evolution of needs and the innovation of service processes;
- carry out their business working in a team and integrating their skills with other professional figures, in order to provide a quality service;
- to contribute to meet the needs of the recipient, in compliance with the deontological aspects of the service;
- to apply the regulations governing service processes, with reference to privacy, safety and health on places of life and work, protection and enhancement of the environment and of the territory;
- to use the sectoral languages of foreign languages provided by the study paths to interact in different areas and contexts of study and work.

Competences:

- To act in the quality system related to the production chain of interest.
- To enhance and promote local, national and international traditions by identifying new supply chain trends
- To apply current national and international regulations in terms of safety, transparency and traceability of products.
- To control and use food and beverages from an organoleptic, product, chemical and physical profile, nutritional and gastronomic.
- To prepare menus consistent with the context and needs of customers, also in relation to specific needs dietetic.

- To recognize the geographical, ecological, territorial aspects of the natural and anthropic environment, the connections with the demographic, economic, social, cultural structures and transformations that have occurred over time.
- To correlate general historical knowledge with the developments of the specific sciences, technologies and techniques professional fields of reference.

Subject: SCIENCE AND FOOD CULTURE



Learning outcomes:

- to recognize in the evolution of the service processes, the cultural, social, economic and technological components that characterize them, with reference to different contexts, local and global;
- to critically capture the cultural, social, economic and technological changes that influence the evolution of needs and on the innovation of service processes;
- to carry out its activities working in teams and integrating its skills with the other figures professionals, in order to provide a quality service;
- to apply the regulations governing service processes, with reference to confidentiality, safety and health on places of life and work, protection and enhancement of the environment and the territory;
- the part of its own competence and with the use of technological tools, in the different phases and levels of the process for the production of the required documentation and for the exercise of quality control.

Competences:

- to use processing techniques and management tools in the production of eno-gastronomic services and products, catering and tourist-hotel accommodation.
- To Integrate the client-oriented professional skills with the linguistic skills, using the techniques of communication and relationship to optimize the quality of service and coordination with colleagues.
- To Apply current national and international regulations in terms of safety, transparency and traceability of products.
- To adapt and organize production and sales in relation to market demand, enhancing typical products.
- To use computer networks and tools in the study, research and disciplinary study activities.
- To draw up technical reports and document individual and group activities related to professional situations.



Competences

- To use processing techniques and management tools in the production of enogastronomic services and products, catering and tourist-hotel accommodation.
- To integrate the client-oriented professional skills with the linguistic skills, using the techniques of communication and relationship to optimize the quality of service and coordination with colleagues.
- To apply current national and international regulations in terms of safety, transparency and traceability of products.
- To adapt and organize production and sales in relation to market demand, enhancing typical products.
- To use computer networks and tools in the study, research and disciplinary study activities.
- To draw up technical reports and document individual and group activities related to professional situations.

Subject: ENOGASTRONOMIC SERVICES LABORATORY - KITCHEN SECTOR



Competences:

- To use processing techniques and management tools in the production of enogastronomic services and products, catering and tourist-hotel accommodation;
- To integrate the client-oriented professional skills with the linguistic ones, using the techniques of communication and relationship to optimize the quality of service and coordination with colleagues;
implement planning, compensation, monitoring strategies to optimize the production of goods and services in relation to the context.
- To use the techniques of promotion, sale, marketing, assistance, information and tourist brokerage - hotel;
- To adapt the production and sale of reception and hospitality services in relation to the demands of the markets and the customers;

- To promote and manage tourist reception services, also through the planning of tourist services to enhance the environmental, historical-artistic, cultural and enogastronomic resources of the territory;
- To supervise the organization of reception and hospitality services, applying economic and management techniques financial assistance to tourist-hotel companies.
- To use and produce visual and multimedia communication tools, also with reference to the expressive strategies and to the technical tools of online communication.
- To draw up technical reports and document individual and group activities related to professional situations

Subject: TOURIST ACCOMMODATION SERVICES WORKSHOP

D) Address “Commercial services”



Learning outcomes:

- To use computer networks and tools in study, research and disciplinary study;
- To be sensitive to differences in culture and attitude of recipients in order to provide a service that is as personalized as possible;
- To develop and express their qualities of relationship, communication, listening, cooperation and sense of responsibility in the exercise of one's role;
- To carry out its activities working in teams and integrating their own skills with other professional figures, in order to provide a quality service;
- To help meet the needs of the recipient, in the observance of the deontological aspects of the service;
- To master the use of technological tools with particular attention to safety in places of life and work, to protect the person, the environment and the territory.

Competences:

- To analyze the value, limits and risks of the various technical solutions for social and cultural life, in particular attention to safety in places of life and work, protection of the person, the environment and the territory

Subject: PROFESSIONAL TECHNIQUES OF COMMERCIAL SERVICES



Learning outcomes:

- To use the lexical and expressive patrimony of the Italian language according to the communicative needs in the various contexts: social, cultural, scientific, economic, technological, establish links between local, national and international cultural traditions, both in an intercultural perspective and for the purposes of mobility study and work;
- to critically grasp the cultural, social, economic and technological changes that influence the evolution of goods needs and innovation of service processes;
- to be sensitive to differences in culture and attitude of the recipients in order to provide a service that is as personalized as possible;
- to develop and express their qualities of relationship, communication, listening, cooperation and sense of responsibility in the exercise of one's role;
- to master the use of technological tools with particular attention to safety in places of life and work, protection of the person, the environment and the territory.

Competences:

- to interact in the company system and recognize the different models of corporate organizational structures;
- to carry out activities connected to the implementation of company surveys using technological tools and industry application software
- to Interact in the area of commercial management for activities related to the market and aimed at achievement of customer satisfaction
- to Participate in marketing activities and the creation of advertising products
- to Interact with the company information system also through the use of IT and telematic tools
- to use and produce visual and multimedia communication tools, also with reference to the expressive strategies and to the technical tools of online communication
- to apply project management methodologies and techniques
- to identify and use the most appropriate communication and team working tools to intervene in contexts organizational and professional references

Subject: COMMUNICATION TECHNIQUES

Sector A.2 Industry and craft

For both addresses:

a) "Industrial and craft production" + b) "Maintenance and technical assistance"



Learning outcomes:

- to use the specific technologies of the sector and know how to orientate in the reference legislation;
- to master the use of technological tools with particular attention to safety in places of life and work, to the protection of the person, of the environment and of the territory;
- to intervene, for the part of its competence and with the use of technological tools, in different stages and levels of the process, for the production of the required documentation and for the exercise of quality control;
- to carry out their business working in a team, integrating their skills within a given production process;
- to recognize and apply the principles organization, management and control of the various production processes ensuring the required quality levels

Competences:

- to select and manage production processes in relation to specific materials and technologies
- to Apply the procedures that regulate the production processes, in compliance with the legislation on safety in the areas of life and work and on the protection of the environment and the territory;
- to intervene in the different phases and levels of the production process, maintaining its systemic vision
- to use the IT tools and software dedicated to the production and management aspects appropriately
- to apply project management methodologies and techniques.
- To draw up technical reports and document individual and group activities related to professional situations

Subject: Techniques and experiences



Competences:

- To select and manage production processes in relation to specific materials and technologies

- To innovate and enhance the traditional products of the area from a creative and technical point of view
- To Intervene in the different phases and levels of the production process, maintaining its systemic vision
- To draw up technical reports and document individual and group activities related to professional situations
- To apply project management methodologies and techniques
- To analyze the value, limits and risks of the various technical solutions for social and cultural life with particular attention
- To safety in places of life and work, to the protection of the person, the environment and the territory

Subject: TECHNOLOGIES APPLIED TO MATERIALS AND PRODUCTION PROCESSES



Learning outcomes:

- To recognize in the evolution of production processes, the scientific, economic, technological and artistic components that have determined them throughout history, with reference to both the different ones local and global contexts both to changes in living conditions;
- To use the specific technologies of the sector and know how to orientate in the reference legislation;
- To apply the regulations that govern the production processes, with reference to confidentiality, safety and health on the places of life and work, the protection and enhancement of the environment and the territory;
- To intervene, for the part of its competence and with the use of technological tools, in the different phases and levels of the service process, for the production of the required documentation and for the exercise of quality control;
- To carry out its activities working in a team, integrating its skills within a given productive process;
- To recognize and apply the principles of organization, management and control of the various production processes ensuring the required quality levels;
- To recognize and enhance the creative components in relation to the design of processes and products innovative in the industrial and artisanal sector;
- To understand the ethical, social, scientific, productive, economic and environmental implications technological innovation and its industrial, artisanal and artistic applications.

Competences

- To adequately use IT tools and software dedicated to production and management aspects
- To elect and manage production processes in relation to specific materials and technologies

- To apply the procedures that regulate the production processes, in compliance with the legislation on safety in places of life and work and on the protection of the environment and the territory
- To innovate and enhance the traditional products of the area from a creative and technical point of view
- To recognize the aspects of effectiveness, efficiency and economy and apply the control-quality systems in their working activities
- To intervene in the different phases and levels of the production process while maintaining its systemic vision
- To draw up technical reports and document individual and group activities related to professional situations

Subject: PRODUCTION AND ORGANIZATION TECHNIQUES



Learning outcomes:

- to recognize in the evolution of the productive processes, the scientific components, economic, technological and artistic that led to them throughout history, with reference to the various local and global contexts both to changes in living conditions;
- to use the specific technologies of the sector and know how to orientate in the reference legislation;
- to understand and use the main concepts related to the economy, the organization, the carrying out of the processes production and services;
- to apply the laws governing the production processes, with regard to privacy, safety and health in places of life and work, the protection and enhancement of the environment and the territory;
- to carry out its activity working in a team, integrating their skills within a given production process;
- to recognize and apply the principles of organization, management and control of the different production processes ensuring the required quality levels;
- to recognize and value the creative components in relation the conception of innovative processes and products in the industrial and artisanal sector;
- to understand the ethical, social, scientific implications productive, economic, environmental technological innovation and its industrial, craft and artistic applications

Competences

- To adequately use IT tools and software dedicated to production and management aspects

- To select and manage production processes in relation to specific materials and technologies
- To apply the procedures that regulate the production processes, in compliance with the legislation on safety in the areas of life and work and on the protection of the environment and the territory
- Innovate and enhance the traditional products of the area from a creative and technical point of view
- Master manufacturing techniques and appropriate management tools in the processing, dissemination and marketing of craft products
- Draw up technical reports and document individual and group activities related to professional situations

Subject: PRODUCT DESIGN AND REALIZATION

Subject: DISTRIBUTION AND MARKETING TECHNIQUES