

1. La somministrazione di lavoro
2. Obbligo di assunzione delle persone disabili e relative sanzioni in caso di inosservanza ai sensi della L. 68/99
3. Le tipologie di sanzioni disciplinari previste dal CCNL Funzioni Locali
4. A che cosa servono "username" e "password"?

## London

London is the capital of the United Kingdom and England. Finance is one of the most important and richest sectors of its economy, including banks, investment companies and insurance companies. The Bank of England is located in London and is the second oldest bank in the world. Also tourism is one of London's biggest industries. It is the most visited city in the world by international tourists with 18 million international visitors per year. Within the UK, London is home to the ten most-visited tourist attractions. Tourism employed about 350 full-time workers in London in 2003.

## Question

According to the text, which are the richest sectors of London's economy?

1. L'ISEE (indicatore della situazione economica equivalente) e il suo utilizzo nelle attività poste in essere dai Centri per l'Impiego
2. L'abuso d'ufficio
3. Le principali fonti normative del pubblico impiego
4. Cosa si intende per *open data*?

## The future is green

Many areas of our society and lifestyle are being effected by the growing environmental awareness. For example, the demand for ecotourism is increasing. Ecotourism provides an opportunity to develop tourism in ways that minimise the industry's negative impacts and actively promotes the conservation of Earth's unique biodiversity. Ecotourism can ensure a good living for local inhabitants while not detracting from their traditional lifestyles, intruding on their customs or spoiling in some way the area in which they live.

Question

According to the text, what are the positive effects of ecotourism?

1. I servizi offerti alle imprese dal Centro per l'Impiego: l'accompagnamento al lavoro
2. L'illegittimità dell'atto amministrativo: incompetenza, eccesso di potere, violazione di legge
3. La procedura di evidenza pubblica nel Codice dei contratti pubblici
4. Cosa indica l'acronimo ICT?

## Jobs and Professions

Doctors, or medical professionals who specialize in providing health-related assistance to people (called patients), are some of the most respected individuals in America and in the world. It is the responsibility of doctors to help those who feel sick, to find out and understand the health issue(s) and recommend an effective treatment (or remedy to a disease, disorder, or condition). There are quite a few types of specialty doctors in America, besides MD, which simply means "medical doctor".

### Question

According to the text, what do doctors do for their patients?

1. Esclusioni, esoneri parziali e contributi esonerativi in materia di assunzioni delle persone disabili ai sensi dell'art. 5 della L. 68/99
2. Il patto di prova
3. La Giunta Regionale
4. Nel software MS Word, che cos'è il font?

## Information

Information is an uncountable noun meaning 'facts about someone or something'. It is often followed by about, but in more formal contexts, information may be followed by on. When it comes to fake news, you can talk about 'disinformation' which is deliberately fake information, or 'misinformation' which is accidentally fake information. So, for example if you're sharing something that you didn't know was fake, that's 'misinformation', but you might hear 'misinformation' and 'disinformation' being used interchangeably.

### Question

According to the text, what is misinformation?

1. Un'azienda operante nel settore della grande distribuzione si reca al Centro per l'Impiego per la ricerca di personale. Alla luce della disciplina nazionale e regionale, si illustrino i servizi che possono essere offerti con particolare riferimento al servizio di incrocio domanda/offerta di lavoro
2. Telelavoro e lavoro agile (*smart working*)
3. Il reato di peculato
4. Cosa si intende per cyber security?

## Information

What is information? Information is knowledge; it's facts and details about a particular subject. Grammatically, information is an uncountable noun, so we talk about 'bits of information' or 'pieces of information', but we never talk about 'informations'. 'Information' has a number of very closely related grammatical variations. The verb 'to inform' is quite formal and means 'to tell someone something' and the adjective 'informative' is used to describe information that is useful and interesting.

Question:

According to the text, what does the word "Information" mean?

1. Il patto per l'inclusione sociale nell'ambito della normativa relativa al reddito di cittadinanza
2. Il diritto di accesso agli atti amministrativi ai sensi dell'art. 22 e seguenti della L. 241/90 s.m.i.
3. Dati personali ai sensi della vigente disciplina sulla privacy
4. L'invio di un messaggio di posta elettronica presuppone che siano contemporaneamente in rete sia il mittente che il destinatario?

## Jobs and Professions

When it comes to jobs and professions, key words are: employers (companies or persons that pay others for their work), customers (individuals who pay money for a product or service), and the economy. Teachers, people who instruct or train others, especially in a school, are crucial today. They help their students to become qualified for their future careers. There are many different kinds of teachers depending on the school where they work. Some teachers teach young children in kindergarten or primary schools. Others teach older children in middle, junior high and high schools.

### Question

According to the text, why are teachers so crucial, today?

1. Il contratto di apprendistato nella vigente normativa nazionale e regionale
2. Le modalità di assunzione delle persone disabili: le convenzioni ex art. 11 della L. 68/99
3. La trasparenza delle amministrazioni pubbliche: l'Ufficio Relazione con il Pubblico (URP)
4. Qual è il pericolo possibile se si riceve un messaggio di posta elettronica contenente un allegato?

## London

London is the capital of the United Kingdom and England. With its location along the River Thames, it is the city with the highest population in the United Kingdom. The city was founded by the Romans two millennia ago under the name Londinium.

For the 19th and much of the 20th centuries, London was a major manufacturing centre, with over 1 million industrial workers in 1960. Many products were made in London including ships, electronics and cars. In modern times, London is one of the world's most important political, economic and cultural centers.

## Question

According to the text, what are the main products that were made in London in the 19th and 20th centuries?

1. Si presenta al Centro per l'Impiego un'azienda con 40 dipendenti che ha necessità di assumere persone disabili al fine di rispettare la quota d'obbligo prevista dalla Legge 68/99 e s.m.i. Alla luce della disciplina nazionale e regionale vigente, si illustrino i servizi che possono essere offerti con particolare riferimento alle convenzioni di cui all'art. 11 della Legge 68/99 s.m.i.
2. CCNL e contrattazione decentrata
3. Il reato di concussione
4. Come si chiama l'operazione consistente nel cancellare completamente il contenuto di un disco rigido?

## The future is green

Many areas of our society and lifestyle are being affected by the growing environmental awareness. For example, the demand for ecotourism is increasing. Ecotourism provides an opportunity to develop tourism in ways that minimise the industry's negative impacts and actively promotes the conservation of Earth's unique biodiversity. Ecotourism can ensure a good living for local inhabitants while not detracting from their traditional lifestyles, intruding on their customs or spoiling in some way the area in which they live.

### Question

According to the text, what are the positive effects of ecotourism?



1. Gli ammortizzatori sociali in costanza di rapporto di lavoro: CIGO, CIGS, contratto di solidarietà
2. Il titolare del trattamento dei dati personali
3. I rimedi contro gli atti illegittimi e/o inopportuni: annullamento d'ufficio e revoca
4. Qual è l'utilizzo principale del programma "Microsoft word"?

## The future is green

Oil companies, Governments and other businesses are starting to realize that sustainability might be the only future for our planet. On one hand, the demand for oil is suffering from the impact of the corona-virus pandemic. On the other hand, it is clear that the oil industry is preparing for a new era. The British oil company BP published its annual report on the future of energy in September. It points out that renewable energy is emerging as the fastest-growing energy source. It also acknowledges that oil will be replaced by green electricity from wind farms and solar panels.

### Question

According to the text, what are the energy sources that will replace oil?

1. Il tirocinio formativo e di orientamento
2. Lo stato di disoccupazione
3. Il pubblico ufficiale
4. Cosa si intende per coda di stampa?

## **Bollywood**

The word Bollywood, an Indian Hollywood, refers to the Hindi language movie industry in India. The word is often used to describe Indian cinema as a whole, but more precisely it means Hindi language movies only. The term Bollywood combines Bombay (where most Hindi movies are made) and Hollywood (where most American movies are made).

Bollywood makes many movies each year. Many Bollywood movies are called Masala movies. In Hindi, Masala means spice. These movies usually have higher levels of emotions, songs, revenge and differences between rich and poor in them.

### **Question**

According to the text, what does the word Bollywood refer to?

1. Le azioni di politica attiva del lavoro attualmente operative in Regione Lazio con particolare riferimento a Garanzia Giovani
2. La potestà legislativa e il potere regolamentare delle Regioni
3. Il contratto individuale di lavoro e suo contenuto
4. Cosa si intende con il termine "provider"?

## Health

According to the World Health Organization (WHO), Health is "a state of complete physical, mental, and social well-being and not merely the absence of disease". Physical is about the body. Physical fitness refers to good body health. It is dependent on genetic determinators and also on social, economic and ecological factors. That means, one's genes are partly responsible for one's physical health, but also other circumstances: where you live, how clean or polluted your water and the air around you is, but also how good your social and medical system is.

## Question

According to the text, what is "Physical fitness"?

1. Lavoro straordinario e lavoro notturno
2. Assunzioni obbligatorie delle persone disabili e quote di riserva ai sensi della L. 68/99
3. Lo statuto regionale
4. Qual è l'utilizzo principale del programma "Microsoft Excel"?

## **Christine Sun Kim**

Christine Sun was born deaf, and she was taught to believe that sound was not a part of her life, that it was a hearing person's thing. Yet, she felt that sound was very much a part of her life, really, on her mind every day. Through her art, she discovered similarities between American Sign Language and music, and she realized that sound doesn't have to be known solely through the ears: it can be felt, seen and experienced as an idea. She invites people to open their eyes and ears and participate in the rich treasure of visual language.

### **Question**

According to the text, how did Christine Sun discover similarities between American Sign Language and music?

1. La programmazione regionale in materia di politiche attive a valere sul Fondo Sociale Europeo (FSE) e il suo impatto sui Centri per l'Impiego
2. Il sistema di classificazione del personale del comparto Funzioni Locali
3. La tutela del dipendente pubblico che segnala illeciti: il *whistleblowing*
4. Cosa si intende con il termine *login*?

## Fake News

What do we know about the word 'fake'? The word 'fake' is first recorded in the late 18th century. It is slang used by criminals in London with meanings connected to their illegal activities. Today it can be an adjective, a noun or a verb and is used when talking about things that are not real, not genuine but are designed to make people think that they are real or are genuine. So where do we see this word? The news is full of stories of fakes – fake works of art, fake concert tickets, fake documents and fake qualifications, to name only a few. In some places you can buy fake designer goods.

Question:

According to the text, when was the word 'fake' first recorded?

1. Un'azienda operante nel settore della grande distribuzione si reca al Centro per l'Impiego per la ricerca di personale. Alla luce della disciplina nazionale e regionale, si illustrino i servizi che possono essere offerti con particolare riferimento al servizio di incrocio domanda/offerta di lavoro
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Question:

According to the text, what does the word "Information" mean?

1. Gli ammortizzatori sociali in costanza di rapporto di lavoro: CIGO, CIGS, contratto di solidarietà
2. Il titolare del trattamento dei dati personali
3. I rimedi contro gli atti illegittimi e/o inopportuni: annullamento d'ufficio e revoca
4. Qual è l'utilizzo principale del programma "Microsoft word"?

## The future is green

Oil companies, Governments and other businesses are starting to realize that sustainability might be the only future for our planet. On one hand, the demand for oil is suffering from the impact of the corona-virus pandemic. On the other hand, it is clear that the oil industry is preparing for a new era. The British oil company BP published its annual report on the future of energy in September. It points out that renewable energy is emerging as the fastest-growing energy source. It also acknowledge that oil will be replaced by green electricity from wind farms and solar panels.

### Question

According to the text, what are the energy sources that will replace oil?

1. I servizi offerti alle imprese dal Centro per l'Impiego: il *matching* domanda - offerta di lavoro
2. L'illegittimità dell'atto amministrativo: incompetenza, eccesso di potere, violazione di legge
3. La procedura di evidenza pubblica nel Codice dei contratti pubblici
4. Cosa indica l'acronimo ICT?

## Jobs and Professions

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### Question

According to the text, what do doctors do for their patients?



1. La condizionalità tra sostegno al reddito e partecipazione alle politiche attive ai sensi del D. Lgs. 150/2015
2. L'assunzione delle persone disabili presso i datori di lavoro privati.
3. Le categorie ed i profili professionali nel CCNL Funzioni Locali
4. Nel software "MS word" cosa si intende per layout di stampa?

## Paris

Paris (nicknamed the "City of light") is the capital city of France, and the largest city in France. The area is 105 square kilometres, and around 2 million people live there, but if suburbs are counted, the population of the Paris area rises to 12 million people. The Seine river runs through the oldest part of Paris, and divides it into two parts, known as the Left Bank and the Right Bank. It is surrounded by many forests. Paris is also the center of French economy, politics, traffic and culture. Paris has many art museums and historical buildings.

## Question

According to the text, what is the area known as Left Bank in Paris?

1. Si presenta al Centro per l'Impiego un'azienda con 40 dipendenti che ha necessità di assumere persone disabili al fine di rispettare la quota d'obbligo prevista dalla Legge 68/99 e s.m.i. Alla luce della disciplina nazionale e regionale vigente, si illustrino i servizi che possono essere offerti con particolare riferimento alle convenzioni di cui all'art. 11 della Legge 68/99 s.m.i.
2. CCNL e contrattazione decentrata
3. Il reato di concussione
4. Come si chiama l'operazione consistente nel cancellare completamente il contenuto di un disco rigido?

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### Question

According to the text, what are the positive effects of ecotourism?

1. L'assunzione diretta dei lavoratori: le comunicazioni obbligatorie
2. Le modalità di assunzione delle persone disabili ai sensi dell'art. 7 della L. 68/99
3. Il principio di esclusività del rapporto di lavoro e le sue deroghe
4. E' possibile recuperare una email o un file dopo un'erronea cancellazione?

### **How healthy is your office?**

For decades, many developers and architects worked to ensure that their buildings were kind to the planet. Now, their focus is changed: they look at the effect that buildings have on the people who live or work in them. One frequently cited Harvard study showed that improving air quality increases mental cognition. Studies also show that healthy workers tend to be more productive and this concept is behind a growing trend in real estate to create offices with measurable wellness benefits for workers.

#### **Question**

According to the text, what is the idea behind the growing trend in real estate to create offices with measurable wellness benefits?

1. Esclusioni, esoneri parziali e contributi esonerativi in materia di assunzioni delle persone disabili ai sensi dell'art. 5 della L. 68/99
2. Il patto di prova
3. La Giunta Regionale
4. Nel software MS Word, che cos'è il font?

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### Question

According to the text, what is misinformation?

1. Le cause di estinzione del rapporto di lavoro: il licenziamento individuale
2. Il patto di servizio personalizzato
3. La disciplina delle mansioni superiori
4. Cosa indica il termine "periferica" e in quali tipologie possono essere suddivise?

## Disinformation

'Disinformation' is deliberately fake information, but there's also 'misinformation' which is accidentally fake information. So, for example if you are sharing something that you did not know was fake, that is 'misinformation'. The best tip that I can give you is this: if you see something in the news, check or verify the story, so you may be able to confirm that it is indeed true. The expression 'Double-sourcing' means checking if a news or a story is true by seeing if two independent sources are reporting the same thing.

### Question

According to the text, what does "Double-sourcing" mean?

1. Il sistema di incentivi alle assunzioni dei disabili previsto dalla L. 68/99
2. Il sistema di valutazione dei dipendenti pubblici
3. Contratto di lavoro autonomo, a tempo indeterminato e a tempo determinato: nozioni e caratteristiche
4. Cos'è un dominio di posta elettronica e come si indica all'interno di un indirizzo e-mail?

## Jobs and Professions

The word job means the regular work that a person does to earn money. As you can easily understand, jobs or forms of employment wherein employees perform a service or duty in exchange for financial compensation, play a prominent role in society. Furthermore, all jobs are important, as they simply would not exist if their specific responsibilities were not of value to employers (companies or people that pay others for their work), customers (individuals who pay money for a product or service), and the economy generally.

### Question

According to the text, are there jobs more valuable than others?

1. Il SILD – Servizio per l’inserimento lavorativo dei disabili nella L. 68/99: funzioni e compiti
2. Il pubblico impiego: concetti generali ed evoluzione normativa
3. Progressione economica all’interno della categoria di appartenenza
4. Cos’è il software Outlook e quali sono i principali utilizzi?

### **Bollywood**

The word Bollywood, an Indian Hollywood, refers to the Hindi language movie industry in India. The word is often used to describe Indian cinema as a whole, but more precisely it means Hindi language movies only. The term Bollywood combines Bombay (where most Hindi movies are made) and Hollywood (where most American movies are made). Bollywood makes many movies each year. Many Bollywood movies are called Masala movies. In Hindi, Masala means spice. These movies usually have higher levels of emotions, songs, revenge and differences between rich and poor in them.

### **Question**

According to the text, what does the word Bollywood refer to?

1. La dichiarazione di immediata disponibilità (DID)
2. Il servizio di supporto all'auto-imprenditoria offerto dal Centro per l'impiego
3. I principali istituti di assenza previsti dal CCNL
4. Quali componenti possono essere danneggiati da un virus?

## Fake News

The word 'fake' is first recorded in the late 18th century. It is slang used by criminals in London with meanings connected to their illegal activities. Today it can be an adjective, a noun or a verb and is used when talking about things that are not genuine, not real, but are designed to make people think that they are genuine or are real. The news is full of stories of fakes, but you can find also fake works of art, fake concert tickets, fake documents and fake qualifications. In some places you can buy fake designer goods either knowingly or unknowingly.

Question:

According to the text, what does the word 'fake' mean?



1. La disciplina dei licenziamenti collettivi
2. Si presenta al Centro per l'Impiego di appartenenza una persona disabile con grado di invalidità pari al 60%. Alla luce della normativa nazionale e regionale vigente si illustri la tipologia di servizi da offrire all'utente
3. Obblighi di pubblicazione della P.A. ai sensi della normativa sulla trasparenza
4. Nel menu "avvio" cosa permette l'opzione "dati recenti"?

## Yellowstone National Park

Yellowstone National Park was established as the first national park in the United States. The park is a popular destination for visitors who enjoy ecological tourism as it offers forests, mountains, and abundant ecosystems to explore. Some of Yellowstone's most well-known landmarks are its geothermal hot springs and geysers, the most famous of which is named Old Faithful. Lisa and her friends decided to take a camping trip to Yellowstone National Park. They arranged to stay at one of the park's many convenient campsites. For their camping trip, they brought their backpacks, sleeping bags, food and drinks.

### Question

According to the text, why is Yellowstone National Park a popular destination for visitors?

1. Un Comune si rivolge al Centro per l'Impiego in quanto deve provvedere all'assunzione di una unità di personale di categoria B, per la quale è richiesto un titolo di studio non superiore a quello della scuola dell'obbligo. Alla luce della disciplina prevista dall'art. 16 della Legge 56/87 s.m.i., si illustrino le modalità e le procedure da porre in essere affinché l'Ente Locale possa provvedere all'assunzione del lavoratore
2. Le politiche passive del lavoro: il sistema degli ammortizzatori sociali ordinari e in deroga
3. Il Codice dei contratti pubblici
4. Cosa si intende per *backup* di un disco rigido?

## Health

Physical fitness refers to good body health. It is dependent on genetic determinators and also on social, economic and ecological factors. That means, one's genes are partly responsible for one's physical health, but also other circumstances: where you live, how clean or polluted your water and the air around you is and also how good your social and medical system is. It is also the result of regular exercise, proper diet and nutrition, and proper rest for physical recovery. A person who is physically fit will be able to walk or run without getting breathless and they will be able to carry out the activities of everyday living and not need help.

## Question

According to the text, what can you do if you are physically fit?

1. Si presenta al Centro per l'Impiego un'azienda con più di 50 dipendenti che ha necessità di assumere persone disabili al fine di rispettare la quota d'obbligo prevista dall'art. 3 della Legge 68/99 e s.m.i. Alla luce della disciplina nazionale e regionale vigente, si illustrino le modalità e le procedure da porre in essere affinché l'azienda possa provvedere all'assunzione delle unità di personale
2. Il pubblico impiego: processo di privatizzazione, T.U. (D.Lgs. 165/2001), revisione del T.U. (D. Lgs. 75/2017)
3. I vizi dell'atto amministrativo
4. Cosa si indica con il termine "software"?

## Health

According to the World Health Organization (WHO), Health is "a state of complete physical, mental, and social well-being and not merely the absence of disease". Physical is about the body. Mental is about how people think and feel. Social is about how people live with other people. It is about family, work, school and friends. Physical fitness refers to good body health. It is dependent on genetic determinators and also on social, economic and ecological factors. That means that one's genes are partly responsible for one's physical health, but also other circumstances: where you live, how clean or polluted your water and the air around you is.

## Question

According to the text, what does the expression "Physical fitness" refer to?

1. Gli incentivi contributivi alle assunzioni
2. Il nuovo modello organizzativo dei servizi per il lavoro e i principi generali e comuni in materia di politiche attive per il lavoro ai sensi del D. Lgs. 150/2015: il ruolo dei Centri per l'Impiego nel sistema dei servizi pubblici per il lavoro
3. Il reato di corruzione
4. Cosa si intende con il termine *spamming*?

## Chicago

Chicago is a city in the U.S. State of Illinois. It is the third largest city in the United States. As of 2018, the population is 2 million. It is the city with the largest population in the Midwestern United States. The Great Chicago Fire of 1871 destroyed many square miles and made more than 100,000 people homeless. Major efforts were made to rebuild it. Chicago's population grew when more construction jobs came. Chicago is a center for finance, culture, trade, industry, education, technology, telecommunications, and transportation. It is one of the largest markets of the world.

Question:

According to the text, what was the main effect of the Great Chicago Fire?

1. I beneficiari del reddito di cittadinanza: requisiti, rapporti tra RDC, NASPI e DIS-COLL, compatibilità tra RDC e attività lavorativa subordinata, autonoma o d'impresa
2. La congruità dell'offerta di lavoro
3. Rifiuto ed omissione di atti di ufficio
4. Cosa si intende per WI-FI?

## Hollywood

Hollywood is a district in Los Angeles, California. It is very famous around the world as a place where movies and television series are made. It has many different attractions such as the Hollywood Walk of Fame, Universal Studios and the famous Hollywood Sign.

Many tourists come to Hollywood to see all of these things. Because of the importance of Hollywood in the movie industry of the United States, the whole industry is often called "Hollywood", even though not all movies are made in Hollywood.

## Question

According to the text, what are the main attractions of Hollywood?

1. L'assegno di ricollocazione
2. Gli ammortizzatori sociali in caso di disoccupazione: la nuova prestazione di assicurazione sociale per l'impiego (NASPI)
3. Rapporti fra procedimento disciplinare e procedimento penale
4. Cosa si intende per coda di stampa?

## **London**

London is the capital of the United Kingdom and England. It is the city with the highest population in the United Kingdom. With its location along the River Thames, London has been a central city since it was founded by the Romans two millennia ago, under the name Londinium. Nevertheless, initially, London's original city center, the City of London, was a small city. Since the end of the 19th century, London has developed around this city center. Nowadays, this area forms the region of London, as well as the Greater London administrative unit, led by the Mayor of London and the London Assembly.

### **Question**

According to the text, when was London founded by the Romans?

1. Il nuovo modello organizzativo dei servizi per il lavoro e i principi generali e comuni in materia di politiche attive per il lavoro ai sensi del D. Lgs. 150/2015: il ruolo dei Centri per l'Impiego nel sistema dei servizi pubblici per il lavoro
2. Il provvedimento amministrativo: elementi essenziali e accidentali, struttura, motivazione, efficacia
3. Il Codice dei contratti pubblici
4. Come si presenta l'estensione di un *file* ed a cosa serve?

## Learn when to say no - and how to say yes

You can't say "yes" to everyone and everything and do all of it well. When you take on too many or the wrong things, you waste time, energy and money, and distract yourself from what's really important. Still, no one wants to anger or disappoint colleagues or other contacts — or, worse, turn down key career and life opportunities. You must therefore learn when and how to say both no and yes. A considered "no" protects you. The right "yes" allows you to serve others, make a difference, collaborate successfully and increase your influence.

Question

According to the text, why should you learn when and how to say both "no" and "yes"?