



EUROPEAN
COMMISSION



*Ministero del Lavoro
e della Previdenza Sociale*



ItaliaLavoro

Agenzia Regionale Istruzione Formazione Lavoro  Regione Lombardia

 Regione Emilia Romagna



EU Project VP/2005/008

**“PUBLIC AND PRIVATE SERVICES:
TOWARDS A QUALITY ASSURANCE
SYSTEM”**

March 28-29, 2007

International Conference

Summit Hotel

Via della Stazione Aurelia, 99

Rome

AGENDA

Wednesday, March 28

14.00 *Participants accueil*

14.30 *Welcome Address*

Ugo Menziani, General Director Labour Market, Ministry of Labour and Social Security

14.45 *Public and Private Services: Quality as Benchmark for Cooperation*

Lea Battistoni, General Director, Ministry of Labour and Social Security, Italy

15.00 *Public and Private Services in the light of the Lisbon Process*

Johan Ten Geuzendam, Head of Unit, Employment Strategy and ESF Policy Co-ordination, DG Social Affairs and Equal Opportunities, European Commission

15.20 *Guidelines for Quality Assurance in Public and Private Employment Services*

Romano Toppan – Professor of Labour Psychology and Organisations, University of Verona and Senior Consultant - Italia Lavoro, Italy

15.40 *Services delivery and customer satisfaction in European PES monitoring activities.*

Diana Gilli – Project Manager, ISFOL, Italy

16.00 ***Round Table: The quality insurance system in service providers' organizations: some experiences***

Chairperson: **Cleofe Guardigli** – Senior Consultant - Italia Lavoro, Italy

- **Tibor Bors Borbely** - AFSZ, Hungary
- **Gianni Bocchieri** - Assolavoro, Italian Association of Private Employment Agencies
- **Massimo Ferlini** - Education, Training and Labour Agency of Lombardia Region, Italy
- **Marie Therese Fombona** - Le Forem, Belgium
- **Christophe Gaita**, ANPE, France
- **Gloria Malaspina** – Councillor for Labour Policies and Life Quality, Province of Rome, Italy

17.15 Debate

17.45 *End of work*

Thursday, March 29

- 9.15 *From Welfare to Workfare: Active Labour Policies in the European Scenario*
Nicola De Marinis, Professor of Labour Law, University of Molise, Italy
- 9.40 ***Round Table : The Advantages of Public-Private Cooperation in a “Quasi-Market Approach”***
Chairperson: Natale Forlani, Managing Director, Italia Lavoro, Italy
- **Paola Cicognani** – Concilior Culture, Training and Labour, Emilia Romagna Region, Italy
 - **Roberto Corno**– Past President ASSORES, Italian Association of Job Search and Recruiting Companies
 - **Alain Goreux**, National & International Special Projects Manager, Multiskill – Manpower, Belgium
 - **Petr Hortlik**, Ministry of Labour , Czech Republic
 - **Denis Pennel**, Managing Director, European Confederation of Private Employment Agencies, EUROCIETT
- 10.50 Debate
- 11.30 *Coffee Break*
- 12.00 ***Closure panel***
- **Ugo Menziani**, Director General Labour Market, Ministry of Labour and Social Security
 - **Xavier Prats Monne**, Director DG Employment, Social Affairs and Equal Opportunities, European Commission
- 12.30 **Conclusions**
Cesare Damiano – Minister of Labour and Social Security, Italy
- 13.00 *Lunch Buffet*

Simultaneous Translation will be provided in English, French and Italian