

## **Busta A - Diritto amministrativo**

Il Responsabile del procedimento: nomina, funzioni e competenze

Il Responsabile del Servizio: nomina, funzioni e competenze

Le procedure di affidamento di servizi e forniture negli appalti sotto soglia

La determinazione a contrarre

L'accesso civico generalizzato

L'accesso agli atti da parte del consigliere comunale

Il preavviso di rigetto nel procedimento amministrativo

La potestà regolamentare degli enti locali

Le funzioni del Sindaco quale Ufficiale di Governo

La Giunta Comunale: composizione, durata in carica e competenze

Il Consiglio Comunale: composizione, durata del mandato, ruolo e competenze

I vizi dell'atto amministrativo: la nullità e l'annullabilità

Le ordinanze ordinarie e le ordinanze contingibili ed urgenti

I reati contro la Pubblica Amministrazione: il candidato descriva sinteticamente la fattispecie della corruzione

Differenza tra provvedimenti dirigenziali e degli organi politici

## **Busta B - Servizio sociale**

Amministrazione di Sostegno. Cos'è e per quali aspetti si differenzia dall'istituto della tutela.

Qual è la differenza tra Amministratore di Sostegno, Curatore e Tutore.

Cos'è il Piano di Zona e perché è considerato lo strumento dell'integrazione socio-sanitaria?

Qual è la differenza tra il Servizio di Assistenza Domiciliare e l'Assistenza Domiciliare Integrata?

Impegnativa di Cura Domiciliare di tipo B.

Impegnativa di Cura Domiciliare di tipo M.

Qual è la differenza tra l'Impegnativa di Cura Domiciliare di tipo B e l'Impegnativa di Cura Domiciliare di tipo M?

Scheda Svama. Cos'è e di quali elementi si compone.

Il colloquio: quali sono gli elementi fondamentali per una buona riuscita?

Cos'è la Carta dei Servizi?

Cosa s'intende per Segretariato Sociale?

Quali sono gli atteggiamenti fondamentali che l'assistente sociale deve avere nei confronti dell'utenza?

Elenca almeno tre strumenti del Servizio Sociali e spiegali in maniera sintetica.

Perché è importante la figura dell'assistente sociale all'interno del Piano di Zona?

Spiega la differenza tra Welfare State, Welfare Mix e Welfare Society.

Quali sono le principali aree d'intervento del Servizio Sociale individuate dalla L. 328/2000?

Servizio di assistenza domiciliare. Spiega il ruolo del soggetto erogatore, il ruolo dell'assistente sociale e quali interventi si possono offrire.

Servizio di educativa domiciliare. Spiega il ruolo del soggetto erogatore, il ruolo dell'assistente sociale e quali interventi si possono offrire.

Spiega in sintesi le responsabilità dell'assistente sociale nei confronti della persona, previste dal Codice Deontologico.

Spiega il ruolo dell'assistente sociale nelle segnalazioni di situazioni di pregiudizio o abbandono di minorenni di minori a rischio.

"Dimissioni protette". Cosa sono e perché è importante il ruolo dell'assistente sociale comunale.

Assistenti Sociali e Protezione Civile: quale ruolo in caso di catastrofi?

Quanto dura l'intervento dell'Assistente Sociale per le diverse situazioni in carico?

Cos'è un dilemma etico e quali strategie l'assistente sociale può usare per affrontarlo.

In cosa consiste l'obbligo al segreto professionale e quando può o deve essere violato?

Spiega l'importanza del contratto sociale tra assistente sociale e utente.

Illustra vantaggi e svantaggi del lavoro d'equipe.

Ricevi nel tuo ufficio una signora che segnala di essere vittima di violenza domestica. Come decidi di procedere con la presa in carico di questa situazione?

Assistente sociale e libertà della persona: fino a che punto può essere giusto sostenere l'autodeterminazione?

Spiega l'importanza della documentazione nel lavoro sociale.

Assistenti sociali e uso di internet e dei social network. Cosa dispone il Codice Deontologico a riguardo?

Illustra sinteticamente i rapporti dei Servizi Sociali con le Autorità Giudiziarie (Giudici e Magistrati) nell'ambito della Tutela Minori.

## Busta C - Informatica

Tra gli indirizzi internet seguenti, uno è sicuramente sbagliato. Quale?

- <http://www.giornali.net>
- <http://andrea@hotmail.it>
- <http://it.youpace.com/>
- <http://ordini.formaggi.it>

Cos'è un browser?

Se nell'ambito di una conferenza si volessero presentare al pubblico i risultati di un'indagine statistica, quale software risulterebbe adeguato?

Quali file hanno come estensione “.exe”?

Se si volesse utilizzare un computer, quale dei seguenti componenti non sarebbe indispensabile?

- scheda video
- scheda audio
- tastiera
- monitor

Utilizzando la funzionalità di Stampa/unione di Microsoft Word, è possibile selezionare un database Access come elenco dei destinatari da cui estrarre i dati?

Quali tra i seguenti sono dei sistemi operativi?

- Mozilla
- Linux
- MacOS
- Excel

In informatica cosa si intende per hardware?

Un virus può provocare danni hardware?

Cos'è una “Smart card”?

Le periferiche che utilizzano connessioni USB 3.0 possono essere utilizzate anche su porte USB 2.0?

Quale tra i seguenti non è un dispositivo di input?

- mouse
- tastiera
- stampante
- tavoletta grafica

In Excel quale tra le seguenti formule è sintatticamente corretta:

- =A1+A2+A3
- \* \*A1+A2+A3
- ?=A1+A2+A3

Se in una cella di Microsoft Excel, formattata per numeri a due cifre decimali si scrive il numero intero 100, cosa appare premendo invio?

É possibile proteggere un file Excel con password?

## **Busta D - Inglese**

### **HEALT & PERSONALITY**

There is increasing evidence that health is linked to personality. However, until now, the relationship has not affected the way health care is delivered. There are several reasons for this. Some health workers doubt whether there is a direct link between health and personality or whether it's just a coincidence. Some feel it is their professional duty to treat all patients in the same way. Others argue that delivering health services according to patients' personalities will have minimal impact and therefore isn't worth the effort. However, some psychologists believe that applying different procedures to people with different personalities could have a significant, positive effect on health. Research into personality has, in recent years, focused on the Big Five model of personality types. This model measures how neurotic, extrovert, open to experience, agreeable and conscientious a person is.

### **PIG-HEART TRANSPLANT**

Doctors in the USA have transplanted a pig's heart into a man. It is the first time this has happened. The doctors are from the University of Maryland Medical Center. They say David Bennett, 57, is doing well after his operation. Mr Bennett was very ill. The doctors said giving him the pig's heart was the only chance of keeping him alive. Bennett spoke to doctors the day before the operation. He said: "It was either die or do this transplant. I want to live. I know it's a shot in the dark, but it's my last choice." The pig's heart came from a genetically-modified pig. Scientists changed the genes of the pig so its heart would be more suitable for a transplant into a human. The transplant operation took seven hours. Doctors received special permission from U.S. authorities for the experimental surgery. Without it, Mr Bennett would have died. Scientists have been researching pig-organ transplants for years.

### **BORED PENGUINS VISIT ART MUSEUM**

A group of penguins became a tour group for the day when they visited an art museum. The penguins were from the Kansas City Zoo in the USA. The zoo teamed up with the nearby Nelson-Atkins Museum of Art. Bosses of both the zoo and the art museum decided the penguins needed a change of scenery. The penguins were getting lonely because the zoo is closed due to the coronavirus pandemic. They are used to seeing many visitors every day. A zoo official said: "Quarantine has caused everyone to go a little stir crazy, even the residents of the Kansas City Zoo. So several of the penguins decided to go on a field trip to the Nelson-Atkins, which is still closed, to get a little culture." The zoo's executive director, Randy Wisthoff, said the penguins have missed their regular interactions with zoo visitors. He said: "We're always looking for ways to enrich their lives and stimulate their days. During this shutdown period, our animals really miss visitors coming up to see them." The museum director joked that the penguins liked the art of Italian artists. He said: "They seemed to react much better to Caravaggio than to Monet."

### **TEENAGE SOCIAL MEDIA MILLIONAIRES**

Many kids dream of becoming millionaires before they're twenty, but few realise their dreams. Some do, however. Harnessing new technology, their ideas become thriving multi-million-dollar businesses that inspire others. Let's see how some of them did it. 10-year old Maddie wanted to decorate her school locker but couldn't find exactly what she wanted in the stores. So instead, she came up with her own idea. She had recently been given 50 bottle caps by her uncle, who had an old Coke machine that didn't work. She decorated these, added magnets to the back, and soon the handy, attractive magnets on her locker were attracting attention from all over the school. Her ideas didn't stop there, though. With help from her mother and a few hundred dollars' investment, she converted her bottle-cap idea into jewellery. At the age of 12, she created 'Snap-cap' necklaces with exchangeable magnetic pendants and add-ons, allowing girls to make custom designs that reflected their personalities. She made her first million when she was 13.

## A 4-DAY WORK WEEK IN JAPAN INCREASED PRODUCTIVITY

The technology company Microsoft has said it successfully trialed a four-day working week in Japan, which saw improvements in workers' productivity and job satisfaction. The trial took place over the summer at the tech giant's headquarters in Tokyo. Employees were given every Friday off as paid leave in August. The company monitored the effects a three-day weekend would have on workers' performance. Company executives said the shorter working week resulted in additional benefits. Productivity rose by 40 per cent and 92 per cent of employees expressed their satisfaction with the scheme. The trial could lead to a change in Japan's infamous workplace practices of long hours and lots of overtime. The company said it aimed, "to create an environment where each employee can choose a diverse and flexible way of working according to the circumstances of their work and life". Other aspects of the trial included shortening the length of meetings to a maximum of 30 minutes and encouraging workers to choose online chats over face-to-face ones. There were additional advantages to the trial. Microsoft said that 23 per cent less electricity was consumed and 59 per cent fewer pages were printed compared with August 2018.

## UK STUDENTS PROTEST COVID-19 MEASURES

A group of UK university students are demanding partial refunds of their university fees, due to the coronavirus restrictions which have severely limited their university experience. This comes at a time when over 2,600 students and staff in 50 UK universities have confirmed cases of Covid-19. Thousands of students have been told to self-isolate, while face-to-face lessons have been replaced by online lectures. The group, Refund Us Now, has been asking for a 15% cash refund for all students who have been told lies and forced to comply with strict rules by their universities. The fifteen percent corresponds to the amount by which online learning was found to be less effective than in-person teaching, according to one international study. At the beginning of the term, students were encouraged to attend campus. They were promised a safe university experience involving a blend of online and face-to-face teaching. Instead, many have been forced to stay inside halls of residence, socialising only with the students with whom they share kitchen and bathroom facilities. Many of them feel they have been abandoned and mistreated

## LEARNING FROM PENGUIN POOP

The unique features of penguin poop have allowed scientists to make a remarkable discovery. The faeces of Adelie penguins, which live along the Antarctic coast and its islands, have a unique colour. They are bright pink due to the penguins' diet, which consists largely of pink creatures called krill. They eat so much of it that their plentiful poop stains the ground on which they live, as well as their own bodies. Moreover, they produce so much poop that the pink stains can be seen from space. This attribute has been useful for scientists studying these birds, as it has allowed them to locate colonies of penguins using satellite images. Scientists can even estimate the size of the colony from the size of the pink area. By studying satellite images from the past, which date back to 1982, the team were able to deduce that penguin numbers peaked in the late 1990s, and have since declined by 10-20%. Krill fishing is one of the main causes for the population decline of penguins in Antarctica, but because the Danger Islands are normally surrounded by sea ice, there is less human activity here than in other parts of the continent. This leads researchers to believe that the recent decline is due to other factors, such as climate change.

## EGYPT TRAVEL GUIDE

Courtesy and hospitality are important when doing business in Egypt. The host of a business meeting will usually offer tea or a small snack before commencing. It's polite to refuse the first offer, but once the host insists, the guest should then accept. Alcohol is legal, but should be avoided until visitors know their Egyptian colleague's attitude towards drinking, and, if acceptable, should be drunk in moderation. It is not considered suitable for women to over-indulge in alcohol. If invited to a business lunch, expect food to be lavish and plentiful. Throughout the Arab world, it is considered bad manners either to display anger or to openly criticize another person in public. Men should not offer to shake a woman's hand, and vice versa, unless clearly invited to do so. Men and women should dress smartly for business meetings – suits and tie for men; suit for women or smart trousers/skirt/jacket – and always dress modestly. Shoulders and knees should never be shown.

## HOW TO DEAL WITH FOMO IN YOUR LIFE

We've all felt it: that uncomfortable feeling when you scroll through your social media feed and see photos of friends having a better time than you, or that sensation when you read about a friend's amazing job that you chose the wrong life path. This feeling is called FOMO, or fear of missing out. Although people have felt FOMO for time immemorial, the growth of social media seems to have exacerbated the phenomenon. For many, it has now become habit to compare your life with others' lives – or rather the highlights of their lives; something that previous generations could not do so readily. This skews your sense of normal and brings about feelings like resentment, envy and dissatisfaction. What's more, marketers have seized on FOMO psychology as a means to drive sales. Sales that last a limited time, low stock availability notifications and pop-ups that show other people buying all tap into our FOMO.

## FOOD MILES: IS BUYING LOCAL FOOD ALWAYS BETTER?

Recently, campaigners have encouraged us to buy local food. This reduces 'food miles', that is, the distance food travels to get from the producer to the retailer. They reason that the higher the food miles, the more carbon emissions. Buying local food, therefore, has a lower carbon footprint and is more environmentally friendly. However, the real story is not as simple as that. If our aim is to reduce carbon emissions, we must look at the whole farming process, not just transportation. Other processes, including fertilisation, storage, heating and irrigation, contribute much more. In fact, imported food often has a lower carbon footprint than locally grown food. Take apples, for example. In autumn, when apples are harvested, the best option for a British resident is to buy British apples. However, the apples we buy in winter or spring have been kept refrigerated for months, and this uses up a lot of energy. In spring, therefore, it is more energy-efficient to import them from New Zealand, where they are in season. Heating also uses a lot of energy, which is why growing tomatoes in heated greenhouses in the UK is less environmentally friendly than importing them from Spain, where the crop grows well in the local climate.

## CHOCOLATE TOWN FOR CHOCOLATE WORKERS

If you love chocolate, maybe you have eaten a bar of Cadbury's Bournville chocolate. But Bournville isn't just the name of an English chocolate bar. It's the name of a village, which was built especially for workers at the Cadbury's chocolate factory. George and Richard Cadbury took over the cocoa and chocolate business from their father in 1861. A few years later, they decided to move the factory out of the centre of Birmingham, a city in the middle of England, to a new location where they could expand. They chose an area close to the railways and canals so that they could receive milk deliveries easily and send the finished products to stores across the country. Here, the air was much cleaner than in the city centre, and the Cadbury brothers thought it would be a much healthier place for their employees to work. They named the site Bournville after a local river called 'The Bourn'. 'Ville', the French word for town, was used because at the time, people thought French chocolate was the highest quality.

## HOW SLEEP TRANSFORMED PROFESSIONAL FOOTBALL

A few decades ago, professional footballers spent their nights partying. Now, they are much more aware of the benefits of a good night's sleep. The change began in the mid-1990s, when mattress salesman Nick Littlehales contacted the manager of the Manchester United football team, Alex Ferguson, asking whether he had ever considered how sleep affected performance on the pitch. Before long, the whole team had new mattresses and pillows, and Littlehales soon became football's leading mattress advisor. Gradually, club managers began to pay more attention to scientific sleep research, and for good reason. In 2011, sleep specialist Cheri Mah discovered that increasing sleep to 8-10 hours per night massively increased the speed and shot accuracy of basketball players. Other research shows that a single night of inadequate sleep can increase the risk of injury, and 64 hours of bad sleep reduces strength, power and balance, and can even cause the body to eat its own muscles.

## CHILD MARRIAGE IN NEPAL

Nepal has made important progress over the past few years to promote equality, but the country still has one of the highest rates of child marriage in the world. 41% of Nepalese girls are married before the age of 18. Poverty is both a cause and consequence of child marriage in Nepal. Girls from the wealthiest families marry 2 years later than those from the poorest, who are seen as an economic burden, and who drop out of school and earn little money. Food insecurity plays an important role too. Nepalese families that do not have enough food to eat are more likely to marry their daughters at a young age to decrease the financial burden. One study shows that 91% of people who had secure access to food married over the age of 19. The law states that punishment for child marriage is imprisonment for up to three years and a fine of up to 10,000 rupees (£102). But reports suggest that this law is rarely applied.

## LAS VEGAS

Last April, John took a trip to Las Vegas, Nevada. Las Vegas is a popular destination in the western portion of the United States. The town is most popular for its casinos, hotels, and exciting nightlife. In downtown Las Vegas, John spent a lot of time on The Strip, which is a 2.5 mile stretch of shopping, entertainment venues, luxury hotels, and fine dining experiences. This is probably the most commonly visited tourist area in the city. The Strip at night looks especially beautiful. All of the buildings light up with bright, neon, eye-catching signs to attract visitor attention. A stay in Las Vegas can feel similar to a visit to many popular cities worldwide. Many of the hotels have miniature versions of important international sites and monuments. These famous landmarks include the Eiffel Tower, Venice, and even ancient Rome. One day, John took a side trip outside of the city to visit the Grand Canyon, one of the Seven Wonders of the Natural World.

## EARTH-IMPACTING OBJECTS

In July 1992 a comet that had split into more than 20 large fragments impacted on the surface of Jupiter. The event was watched with amazement by astronomers on Earth, and it attracted enormous media attention. For the first time people became aware of the fragility of our own planet, as scientists and the public at large began to ask the inevitable question: “what would have happened if those massive chunks of cometary debris had impacted the Earth instead?” Moreover, it soon became common knowledge that besides comets, which enter our solar system in a variety of ways, there are also many other Near Earth Objects (NEOs) such as the asteroids in our solar system. There is no way of excluding that these may have the potential for becoming dislodged from their orbits, and heading onto collision courses with the Earth and other inner planets. In recognition of this threat, there has been increasing concern in recent years within the scientific community. Indeed, even before the Jupiter impact, scientists had already begun to track potential earth-impactors and to calculate the likelihood of their striking Earth.