

Concorsi e Professioni

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# INGLESE

per i **CONCORSI**  
**PUBBLICI**

**MANUALE** di **TEORIA**  
e **ESERCIZI**

per le prove **scritte** e **orali**

**NLD**  
CONCORSI

	<i>amministrazione</i>
<b>competitive exam / open competition</b>	<i>concorso pubblico</i>
<b>recruitment procedures</b>	<i>procedure di selezione</i>
<b>call for applications</b>	<i>bando di concorso</i>
<b>appointment letter</b>	<i>lettera di nomina</i>
<b>eligibility criteria</b>	<i>requisiti di ammissione</i>
<b>internal promotion</b>	<i>promozione interna</i>
<b>vacancy notice</b>	<i>avviso di vacanza</i>
<b>job classification</b>	<i>inquadramento professionale</i>
<b>service delivery</b>	<i>erogazione del servizio</i>
<b>performance evaluation</b>	<i>valutazione delle prestazioni</i>
<b>public tender</b>	<i>gara d'appalto</i>
<b>compliance requirements</b>	<i>requisiti di conformità</i>
<b>accountability and transparency</b>	<i>responsabilità e trasparenza</i>
<b>administrative reform</b>	<i>riforma amministrativa</i>

Table 10.20: Words and expressions used in the public sector and competitive exams

Use the following prompts to test your ability to speak or write about these items:

1. Explain what a competitive exam (*concorso pubblico*) involves.
2. Describe typical eligibility criteria for public-sector positions.
3. Discuss mechanisms of transparency and accountability in recruitment procedures.
4. Compare a public tender with an open competition.
5. Outline the process of service delivery in a public office.
6. Explain why administrative reform is often implemented.

### ► 3.2. Legal and regulatory language

Written and administrative tasks in exams may involve legal terminology, such as *decreto*, *regolamento*, or *ricorso giurisdizionale*. Candidates should be familiar with these terms to interpret documents and construct accurate responses.

<b>English</b>	<b>Italian</b>
<b>regulatory framework</b>	<i>quadro normativo</i>
<b>decree / regulation / legislation</b>	<i>decreto / regolamento / legislazione</i>
<b>compliance audit</b>	<i>verifica di conformità</i>
<b>administrative act</b>	<i>atto amministrativo</i>
<b>appeal procedure</b>	<i>procedimento d'impugnazione</i>
<b>judicial review</b>	<i>ricorso giurisdizionale</i>
<b>statutory requirement</b>	<i>requisito statutario</i>
<b>data protection law</b>	<i>normativa sulla protezione dei dati</i>
<b>freedom of information request</b>	<i>richiesta di accesso agli atti</i>
<b>code of ethics</b>	<i>codice etico</i>

<b>public liability</b>	<i>responsabilità civile</i>
<b>administrative burden</b>	<i>onere amministrativo</i>
<b>standard operating procedure (SOP)</b>	<i>procedura operativa standard</i>
<b>ministerial order</b>	<i>decreto ministeriale</i>
<b>legal notice</b>	<i>comunicazione legale</i>

Table 10.21: Legal and regulatory language

Use the following prompts to test your ability to speak or write about these items:

1. Define regulatory framework and explain its function.
2. Clarify the distinction between decree and regulation.
3. Describe the steps involved in a compliance audit.
4. Explain how a freedom of information request works in public bodies.
5. When might judicial review (i.e. a legal procedure through which a court reviews the lawfulness of an administrative act or decision) be necessary?
6. What are the consequences of high administrative burden?

### ► 3.3. Digital transformation and innovation in the public sector

Digital transformation in Italian public administrations (PA) is a current priority, involving terms like *digitalizzazione*, *open data*, and *e-government*. Candidates may be asked to describe digital services or evaluate technological reforms.

English	Italian
<b>digital transformation</b>	<i>trasformazione digitale</i>
<b>e-government service</b>	<i>servizio di governo elettronico</i>
<b>open data</b>	<i>dati aperti</i>
<b>digital service portal</b>	<i>portale dei servizi digitali</i>
<b>agile public administration</b>	<i>PA agile</i>
<b>remote public services</b>	<i>servizi pubblici da remoto</i>
<b>data protection regulation</b>	<i>normativa sulla protezione dei dati</i>
<b>digital skills of administrators</b>	<i>competenze digitali degli amministratori</i>
<b>automation in public services</b>	<i>automazione nei servizi pubblici</i>
<b>user-friendly interface</b>	<i>interfaccia intuitiva</i>
<b>interoperability of systems</b>	<i>interoperabilità dei sistemi</i>
<b>mobile-first strategy</b>	<i>strategia mobile-first</i>
<b>cybersecurity policy</b>	<i>politica di sicurezza informatica</i>
<b>smart cities infrastructure</b>	<i>infrastruttura di smart city</i>
<b>public sector innovation</b>	<i>innovazione nel settore pubblico</i>

Table 10.22: Digital transformation in the public sector

Use the following prompts to test your ability to speak or write about these items:

1. Explain what digital transformation means in public administration.
2. Describe how an e-government service or portal improves access.

3. Discuss the role of open data in enhancing transparency.
4. Outline the benefits of interoperability of systems for public service efficiency.
5. Describe the importance of a user-friendly interface in digital services.
6. Evaluate how smart city infrastructure can support innovation and sustainability.

### ► 3.4. Teaching and the education sector

Many candidates participate in public competitions for teaching positions in Italy (e.g., *Scuola Primaria, Secondaria*). These exams may include English components, especially for English teachers, requiring candidates to describe educational qualifications, instructional methods, and classroom management. A strong understanding of terms like *master's degree, lesson plan, classroom management, and inclusive education* helps candidates perform in both written and oral parts of the examination.

English	Italian
<b>master's degree / post-graduate ~ graduate degree (AmE)</b>	<i>laurea magistrale / post-laurea</i>
<b>teaching qualification</b>	<i>abilitazione all'insegnamento</i>
<b>specialization course</b>	<i>corso di specializzazione (docente di sostegno)</i>
<b>lesson plan</b>	<i>piano di lezione</i>
<b>classroom management</b>	<i>gestione della classe</i>
<b>teacher training</b>	<i>formazione insegnanti</i>
<b>educational objectives</b>	<i>obiettivi formativi</i>
<b>curriculum design</b>	<i>progettazione curricolare</i>
<b>pedagogical approach</b>	<i>approccio pedagogico</i>
<b>inclusive education</b>	<i>educazione inclusiva</i>
<b>continuous professional development (CPD)</b>	<i>aggiornamento professionale continuo</i>
<b>assessment rubric</b>	<i>griglia di valutazione</i>
<b>student assessment</b>	<i>valutazione degli studenti</i>
<b>lesson observation</b>	<i>osservazione delle lezioni</i>
<b>pastoral care / school counseling (AmE)</b>	<i>supporto socio-emotivo agli studenti</i>

Table 10.23: Terms for teaching and education

Use the following prompts to test your ability to speak or write about these items:

1. Describe your master's degree and teaching qualification relevant to a teaching competition.
2. Explain what a lesson plan should include and how it is used in class.
3. How do you apply classroom management strategies in a real teaching situation?
4. What role does inclusive education play in Italian schools?
5. How would you link educational objectives to the CEFR and national curriculum?
6. Describe how continuous professional development (CPD) supports teacher competence.

Therefore, modern administrative reforms emphasise participatory approaches, stakeholder engagement, and the continuous monitoring of outcomes. Rather than focusing solely on numerical indicators, public value frameworks encourage administrations to assess whether policies genuinely improve the lives of citizens.

One recent example is the adoption of performance dashboards in several Italian ministries. These online tools allow the public to monitor progress on strategic objectives, such as reducing processing times or improving access to services. By increasing transparency, authorities aim to build trust and ensure accountability, two essential elements of public value.

**1. What is the main idea of the passage?**

- A) Public value focuses mainly on reducing costs
- B) Public value eliminates the need for efficiency measures
- C) Public value applies only to digital transformation
- D) Public value concerns the broader benefits of government action

**2. According to the text, which of the following may be a negative effect of digitalisation?**

- A) Increased hiring
- B) Exclusion of citizens with limited digital skills
- C) Higher financial costs
- D) Slower procedures

**3. What do performance dashboards aim to promote?**

- A) Security and privacy
- B) Transparency and accountability
- C) Executive secrecy
- D) Political campaigning

**4. What does the phrase "continuous monitoring of outcomes" refer to?**

- A) Reviewing results regularly
- B) Hiring more supervisors
- C) Cutting staff to speed up processes
- D) Avoiding public consultation

**5. According to the text, which factor must be balanced with efficiency?**

- A) Revenue generation
- B) Employee satisfaction
- C) Equity and sustainability
- D) International competition

**6. Choose the correct word to complete the sentence:**

"Public value frameworks help administrations \_\_\_\_ whether policies genuinely improve citizens' lives."

- A) ignore
- B) assess

- C) complicate
- D) replace

7. Choose the correct word to complete the sentence:

"Digitalisation can accelerate procedures but also \_\_\_\_ new forms of exclusion."

- A) cause
- B) deny
- C) celebrate
- D) remove

8. Choose the correct set of words to complete the sentence:

"Although automation increased \_\_\_\_, the ministry also invested in \_\_\_\_ to ensure the reform worked \_\_\_\_."

- A) costs / litigation / loudly
- B) efficiency / training / effectively
- C) uncertainty / equipment / hardly
- D) delays / consultants / accurately

### Text 9

Read the following passage and answer the questions below:

#### Sustainable Mobility and Public Policy

Sustainable mobility has become a central priority for many European cities. Local authorities aim to reduce air pollution, improve road safety, and encourage healthier lifestyles. To achieve these goals, municipalities have introduced measures such as low-emission zones, expanded bike lanes, and integrated public transport systems. These policies are often linked to broader environmental commitments, including EU climate objectives.

Despite positive results, implementation challenges remain. Some citizens oppose traffic re-strictions, arguing that they limit personal freedom or harm local businesses. Others note that public transport is not always reliable or accessible. For this reason, experts recommend a combination of infrastructure investment, public consultation, and long-term planning. Without these supporting measures, mobility reforms risk being viewed as unfair or ineffective.

A noteworthy initiative comes from a mid-sized Italian city that successfully reduced emissions by integrating real-time traffic data with public transport scheduling. The project not only improved punctuality but also encouraged thousands of commuters to abandon private cars.

1. What is the main focus of the passage?

- A) Airport security procedures
- B) International trade negotiations
- C) Sustainable mobility policies
- D) Housing regulation reforms