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TRAIN TOGETHER – Se former ensemble 2007 – 2009 sur la
 « ***formation des professionnels intervenant dans la prise en charge et le recueil de la parole des enfants victimes de violences sexuelles*** ».

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The following document has been drafted with the contribution of all the experts participating in the Steering Committee settled by the ISTITUTO DEGLI INNOCENTI and by I.RE.FORR. the in particular it summarises the contributions of:

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The information was gathered as personal contribution from each member.

The data were collected through:

- the collection of available documents (reports, laws, ecc.)
- the use of questionnaires sent to all the Ministries involved in policies against child abuse, to Regions and local authorities, to ONG;
- the involvement of Italian national experts in a National Seminar, organized by the Istituto degli Innocenti for the activities of the Italian National documentation and Analysis Centre on Childhood and Adolescence, and held in Florence on the 22nd of October 2007

The analysis cannot be considered an exhaustive appraisal of the Italian experience in the sector of training of professionals on the taking care and hearing of children victims of sexual abuse. We consider to be necessary a further survey involving the bodies and associations representatives of the professionals working in this field, that is psychologists, lawyers, clinics, social workers.

Introduction

The basic principles that can be recognized behind the wide gamma of training activities organized in Italy in the last decade are

- Child abuse is a crime
- Child abuse is a trauma with brief and long terms effects on the victim
- Child abuse is a social problem because it has a social impact, as well
- Child abuse needs prevention strategies in order to prevent and stop the violence, intergenerational cycle
- The detection of the cases is an active function and attitude because “the cases do not go to services”
- Treatment is a need for the victim, his/her relatives and for perpetrators
- There is a clinical treatment, but also a social and educational ones , as well.
- Training and awareness on the characteristics and magnitude of the problem are fundamental aspects in order to pay attention effectively to the child needs and safeguard, if it is possible, family relations
- Professionals (public official or social worker, first of all) have the duty to report any case and suspect to Court and police
- Training is needed to reinforce professional competencies and the willing and ability to create multidisciplinary networks

The training is based to the improvement of the following dimensions:

- To know, that is to enrich the knowledge about different kind of child abuse their dynamics, their roots causes and so on;
- To act, that is to improve the professional skills and capacities
- To be, that is to reinforce the so called transversal abilities such as emotional and relational capacities.

1. The background

In 1998 a Decree of the Italian Prime Minister set up the National Commission against violence, abuse and ill treatment of children. The aim of the Commission was to promulgate some directives to the national agencies dealing psycho-socio and health issues, to educational institutions and to legal authorities. The document proposed by the Commission, fixed five lines of action to set up effective strategies and working practices against child abuse, such as training of personnel in national services, schools, police and the courts; creation of local inter- institutional networks; sensitisation of media.

An important step to reinforce the knowledge on the problem, skills and competences of professionals was the document **Guidelines for Training relating to Child Abuse and ill-treatment** approved in 2001 by National Observatory on Childhood and Adolescence and the committee formed ex law 269/98 to coordinate the action of Public authorities against paedophilia.

2. The basic characteristics

The panorama of training activities implemented in Italy in recent years is rich, but fragmented.

During the last decade, the following types of activities have been developed:

- a) information and awareness courses, also for parents and children;
- b) basic, multidisciplinary, integrated courses to enable public and private workers to identify cases of mistreatment as early as possible, and equally speedily activate courses in protection and psychosocial and health care, which should be run by workers specialized in the sector;
- c) specialist training courses aimed at individual professional groups intending to go deeper into specific themes;
- d) training courses to analyse management and organizational models, aimed at managers of territorial services, providing specific skills relating to the organization of the services and internal coordination, to build up and develop skilled integrated services capable of tackling mistreatment cases as a specialist support reference, dealing with themes like: the network of services and institutions responsible for care, draft agreements between services and institutions in the disclosure and reporting stage, organization of actions aimed at protection and at giving psychosocial care to the children and the families.

Until now the professionals in services involved in the training to assist in the recovery and reintegration of child victims of CSE, have been :

- social workers,
- health professionals,
- teachers (especially in kindergarten and elementary schools),
- police officers,
- psychologists,
- residential workers
- doctors,
- gynaecologists
- general paediatricians,
- nurses,
- child care officers
- home assistants
- consulting-room and mother-and-child staff,
- child neuropsychiatrists,
- school doctors
- course directors
- headmasters

- psycho-paedagogists,
- coordinators for physical education and sport,
- truancy workers
- sports workers,
- church and lay volunteer workers
- lawyers
- Judges
- police.

The type of training they have received depends on the type of profession.

Training is a key instrument for the development of the improvement and development of a prevention and protection system, the acquisition of knowledge on the issue, however, must take place since the basic training curriculum for future operators.

In the services a crucial problem is the issue of the turnover of workers, which involves also the ones in the public sector. The frequent changes in the staff make programmes and services more unstable and they thwart investment in training.

As stated in the Guidelines mentioned above, generally there are four levels of training from a generic one to a more specialised.

1. The first level accordingly has as its main objective early detection of the call for help, initial decoding of this request, and comprehension of the suffering underlying it. While certain workers are competent to make the diagnosis and others to care and protect, it is fundamental for every adult in contact with the child to have a minimum level of training to allow recognition and disclosure of the help signal, along with a minimum stock of information on the position regarding available services on the ground (specialist team, or other). Early disclosure allows further investigation to begin, with the support and assistance of other workers too, so as to ensure an adequately supported timely report. The workers (educational, social welfare or psycho-paedagogical, in the communities, in the police juvenile division, or others) who detected the signal very often remain protagonists of support and assistance actions at a subsequent stage.
2. The second level of training consists in the diagnosis. This course is aimed at training the workers who have to ascertain the sexual abuse and mistreatment; basically, it is directed at three categories of worker:
 - 1) those in the medical area, who have to take the anamnesis and ascertain the physical and neuro-psychiatric damage to the child;
 - 2) those in the social welfare area, who have to gather information on the child's family and social context of origin so as to assess the degree of harm and damage and any possible family resources;
 - 3) those in the psychology area, who have to check on the psychological damage resulting from the mistreatment;
 - 4) those in the legal area, who have to carry out a hearing of the presumed victim.

In the diagnostic course the three areas indicated overlap, and have to be integrated so as to permit the formulation of an overall multidisciplinary diagnosis.

3. The third level of training is the one aimed at workers developing a psychosocial assistance course to treat the mistreatment (now diagnosed), oriented to supporting and rehabilitating the child, and where possible the family unit.
4. The fourth level regards training for psychiatrist and psychotherapist involved in the treatment of victims and perpetrators.

Mainly the third and the fourth level are run by private centres or associations, rarely they are courses organized by Municipalities or public authorities, like it happens in the case of first or second level training activities. The training of health care workers (paediatricians, gynaecologists, doctors and nurses in emergency rooms, etc.) meets the need for personnel specialized in the topics of maltreatment and sexual abuse, which are only rarely covered at university.

3. The activities at a local level and the involvement of local authorities

The regional governments in recent years have promoted inter-institutional committee in order to facilitate the cooperation among all the institutions involved in the protection of a child victim of violence. Some regions have adopted multidisciplinary protocols for the detection and notification of cases by the social and sanitary services. As effect of such initiatives, Regions supported wide project of training for different profile of professionals.

In the area of **Information, awareness raising and training of workers we find** activities which differ in the degree of specialization and in their target:

- a) **awareness campaigns targeted at families and at the public opinion**, concerning the issues of child care and well-being and the relationship between adults and children as a primary resource for an adequate growth and development of the child. The main target of these initiatives is constituted by the parents, who are invited to develop their caring and active listening skills, but there are also numerous **activities of active social education and prevention of sexual abuse** which directly involve children in schools;
- b) **basic training activities**, targeted in particular at all the people working in schools and in general at all the ones working with children and adolescents; these activities are aimed at spreading knowledge of the phenomenon of child abuse and maltreatment and at improving the practitioners' ability to listen to children and to detect early symptoms of problems;
- c) **specialist mono- and multi-professional training courses** focusing primarily on diagnosis, evaluation and treatment; the aim of these courses is generally to train specialist teams of social and health care workers who will take a multidisciplinary approach to each case.

The fact that the school is among the targets of these initiatives underlines its importance as a privileged observatory on children and adolescents. Indeed, many of the problematic situations are reported by teachers, who see minors every day and who can thus play a fundamental role in preventing violent behaviour and in detecting cases early.

In the period from 1997 to 1999 (in the framework of the first programme for the implementation of the Law no. 285/1997, art. 4, letter h, adopted with the Regional Resolution no. 915/1998), the Region of **Emilia-Romagna** approved a project for the training of social workers dealing with minors on the topics of maltreatment and sexual abuse (Mirandola, Province of Modena: course for social and health care workers carried out in collaboration with the Centre for maltreated children of Milan). Another important step was the allocation of regional funds (approved by the Regional Council Resolution no. 1929/2002) to promote *a series of training activities for social and health care workers and professionals dealing with children and adolescents*. Such initiatives were promoted by the local health care authority of Piacenza (“Training course on prevention and treatment of child abuse and maltreatment”, targeted at 21 members of the staff); by the local health care authority of Reggio Emilia (“Training course on physical and emotional abuse and maltreatment of minors”, targeted at personnel of the authority itself, as well as of schools and of the police); by the Province of Parma (“Training course for the care of victims of sexual abuse in the health care services”, targeted at health care workers and volunteers); by the Municipality of Forli (project for the training of experts on the topic of protection, support to the “Orsetto” plan and courses for workers in schools and in the judicial sector); and by the Social Services Consortium of Ravenna (“Listening to minors. Prevention and treatment of cases of child abuse and maltreatment”, a course targeted at doctors, psychologists, workers in schools and in the judicial sector).

In **Veneto**, the Regional pilot project for the prevention, treatment and fight against child abuse, maltreatment and sexual exploitation (Regional Council Resolution no. 4031/30-12-02) defined several *training activities*, among which:

- Training courses for social and health care workers
- Training courses for practitioners in therapeutic and rehabilitation centres

In **Tuscany**, the *seminar in legal matters for workers in the local services, promoted by the Municipality of Florence in collaboration with the “Istituto degli Innocenti”*, represented an opportunity to evaluate measures concerning the protection of minors, the reporting of cases of abuse and inter-institutional integration, in order to ensure appropriate care to children who have been victims of neglect, maltreatment and sexual abuse.

The practitioners participated in meetings where they were illustrated specific cases and typical issues emerging in their daily activities. Then, they were explained the legal aspects of the topic and the instruments for receiving legal advice, such as the law centre managed by civil and criminal lawyers.

The Region of **Valle d’Aosta** joined the “*Transnational local support programme to prevent violence against and abuse of children in families*”, which was launched in the framework of the Daphne programme (headed by the Municipality of Vienna). The aim of this transnational project is to provide support to future parents and to parents of babies, through the creation of multi-professional teams of experts coming from Austria, Finland, Italy and Sweden, who will then set up practical training groups. The project includes *an initial training phase targeted at the experts (joint training, local training, programme for the exchange of best practices and scientific documentation)*, and a second phase involving families and future parents.

By the Regional Council Resolution no. 1525/22-04-2003, the Region of Valle d’Aosta approved a Plan for providing courses to social, health care and educational workers, which was then extended in 2004, with the Resolution no. 3048/06-09-2004, and which, according to the Resolution no. 286/07-02-2005, will continue also in the 2005-2007 period.

The Region of **Piedmont** has launched a collaboration with the judicial authorities of the district of the Court of Appeals of Turin, which includes a *joint training project for magistrates, lawyers, policemen and members of the*

multidisciplinary teams dealing with cases of child abuse and maltreatment.

This project completed the specialist courses which had been organized for the members of such multidisciplinary teams, who had asked to hold meetings also with the magistrates in order to better coordinate the roles and responsibilities of the social and health care services and of the judicial authorities in the protection of minors. This training project was carried out in nine different locations and co-funded by the Region and by the office for training of the magistrates of the district of the Court of Appeals of Turin.

In **Campania**, a notable initiative is the *Network Project for the Prevention and Treatment of child abuse and maltreatment*, promoted by the Municipality of Naples and led by the family guidance centre of the Toniolo Advanced Studies Institute of Naples. In 2002, several *training activities for social workers* (training of social workers of the Municipality, of the local health care authorities and of the Toniolo family guidance centre; course on judicial proceedings for the protection of victims of child abuse and maltreatment carried out in collaboration with CISMAI – Italian coordination centre of services against child abuse and maltreatment) and for psychologists and neuro-psychiatrists (second year of the course in clinical evaluation in collaboration with the Centre for maltreated children of Milan) were organized.

In **Lazio**, an example of interdisciplinary activities is represented by the project "The phenomenon of abuse and maltreatment on children and adolescents in the Province of Rome - Training and Monitoring". The project, which started in 1999, has been implemented by Telefono Azzurro and the Provincial Authority of Rome in the province; its objectives are: to develop an integrated methodology of interventions; to create a monitoring system shared among various agencies working locally; to maximize the skills of operators and to support processes enable to integrate services through a multiagency training.

The contents of proposed training regard the model of intervention in case of child abuse, as it has been drafted by Telefono Azzurro in twenty years of activity and research. It is based on the theoretical paradigm of child development and child psychopathology, and on an approach that promotes the involvement of all the professionals taking care of the child and his/her caregivers (service workers, teachers, other professionals in various positions that deal with children protection).

The intervention, which has been implemented in the province of Rome, is divided into two levels:

1. training activities and implementation of Integrated Operational Groups (GOI) to manage the phenomenon of child abuse;
2. Monitoring the cases, with the creation of an observatory based on a system of computerised data collection as they are supplied by each agency involved.

The project activities have involved, so far, seven Social and Health Districts in the Province of Rome .

With regard to training activities provided by the project, over the years Telefono Azzurro activated mono and multi-professional training for professionals working in Social and Health Services, teachers of primary School, and operators working in associations dealing with children at risk.

353 operators participated at the courses promoted in years from 2004 to 2007. The overall objective of training is to promote the development of a common knowledge on the phenomenon and practical skills for the management of real situations of sexual abuse and maltreatment against children and adolescents. The training deals with the following issues: epidemiological, clinical, legal, sociological aspects of the abuse on children.

The proposed training reinforced the skills of professionals in the detection of the cases and in the comprehension of the signals of child abuse. Thanks to training, it was possible to create the seven Integrated Operational Groups (GOI), supported constantly by Telefono Azzurro.

Monitoring and research have made possible the creation of a provincial observatory on the phenomenon. Data collection systems based on computerized form have been developed. The information collected by various departments, with shared methodologies, allows for a detailed and accurate analysis of the overall cases and intervention. This was the result meetings with operators, where the exchange of experiences allowed to create a common child – form for registering the data in computerised monitoring system. Since January 2007, Telefono Azzurro has started the experimental data collection both at the district level and at the provincial one. There is an Institutional Network, which support the all the project, it involves, at the moment, 3 Health local services , 52 municipalities and 54 Schools.

The involvement of Regions in the promotion and organization of training project was driven often by the approval of regional guidelines for the detection and assistance to child victim of child abuse.

With such initiatives, the Regions have begun to meet the need of workers to have intervention models providing indications on:

- the legislative texts of reference, the obligations and non-mandatory functions they have based on current regulations;
- how to identify family situations “at risk” and what to do in order to establish whether the cases of suspected violence are true;
- when and how to report cases to the competent authorities;
- how to implement inter-institutional integration (social and health care services, schools, hospitals, police, etc.);
- how to reconcile the protection and care of the victims with the legal proceedings for the prosecution of the perpetrators of violence;
- how to face the family crisis implied in violence in order to guarantee, if possible, the rights of the child and of the parents and to recreate positive affective relationships;
- which measures to adopt in cases in which the family of origin is considered unsuitable to take care of the child victim;
- how to guarantee adequate treatment of post-traumatic child disorders due to violence.

Also NGOs have made a significant contribution to support activities in favour of children’s rights. For instance, several NGOs have been working actively to raise public awareness on children’s issues, to spread knowledge about their rights and to prevent violence. Moreover, they have also been working to allow children to play an active role in social life and not to be merely passive; they have promoted better pathways towards the construction of identity in the young; they provide support in particularly problematic situations and help to overcome difficulties originating in the family and in the social setting.

Other activities in this field are family and/or parental education programs on child protection and care are provided to improve their skills to listen and identify the needs of their child, to support the child in expressing his/her feelings and to validate them. Their aim is to support the split up of a culture of attention to and welcoming of the child’s emotions, listening to them and observing their behaviour, and the non-verbal messages that may communicate even more serious trouble. In some case family received even proper information on the phenomenon of maltreatment, sexual exploitation and sexual abuse.

3.1. Awareness and information campaigns

The realization of **awareness campaigns targeted at large segments of the population** is aimed at fostering a culture for the protection of minors. This is certainly an essential initiative of primary prevention which will bear fruits in the medium-long term. Such activities are particularly significant and interesting because of their concrete approach and of their ability to have an impact on the target population.

The school is among the targets of the training initiatives due to its importance as a privileged observatory on children and adolescents. Indeed, many of the problematic situations are reported by teachers, who see minors every day and who can thus play a fundamental role in preventing violent behaviour and in detecting cases early.

In the **Emilia-Romagna** region, several Provincial Plans include awareness campaigns targeted at large segments of the population which involve many different social sectors in training activities.

- In the province of Piacenza, a reader-friendly **informative booklet** has been prepared with the aim to help people **detect symptoms of troubles** among minors and to give them **useful information** to seek for help. The informative booklet has been **distributed** with the involvement of large sections of the civil society (teachers, coaches, doctors, educators, etc.) during meetings with a psychologist aimed at raising public awareness and at promoting debate on this issue.

- The Provincial Plan of Forli-Cesena includes a project labelled “**A town listening to children**”, whose goal is to create best practices for the protection of minors (through preventive actions, seminars, information campaigns); this project involves teachers, educators and parents of children in nursery and primary schools, as well as the police. The school staff is trained by a team of experts who are in their turn trained by specialized agencies (such as “Hansel e Gretel”, CBM, IRS).

The Region of **Piedmont** has carried out a vast information and training campaign for the prevention of child abuse and maltreatment in collaboration with the Regional Education Office and with several local study centres and cooperatives (e.g. “Hansel e Gretel”, Paradigma...). Some of the most important projects are:

- “*Impariamo ad ascoltarli*”(lit. “*Let’s learn to listen to them*”), an inter-institutional initiative which aims at coordinating the schools, the health care services, the police and the local bodies in order to train the workers who deal with minors, their protection and education.
- A three-year project about minors at risk in the schools of Cuneo, which includes information and training activities for teachers, parents and social and health care workers in order to get to know and to face this issue.
- “*Le fiabe di Davide*” (lit. “*David’s fairy tales*”), i.e. a cd-rom which includes five fairy tales, narrated by two professional actors, which invite children to think about the sense of responsibility, about confidence and optimism in living life, about their possibilities and skills, about positive attitudes towards the “others” or the “monsters”. This cd-rom has been distributed in all of Piedmont’s nursery and primary schools.
- The activation of a service of protected access to the Internet for minors (*Davide.it*) in all of Piedmont’s middle schools, which allows them to surf the Internet safely, thanks to a system which eliminates, through a constantly updated filter, websites with violent or pornographic content.
- Experimentation of 2 information and training courses in Piedmont’s high schools: the courses included meetings for teachers, parents and students, as well as working groups of students who, under experts’ supervision, prepared informative material (in the form of comic strips, drawings, stories, etc.) on the topic for younger children; this material was elaborated with the most appropriate content and language for children, as it was prepared by their “elder brothers”, rather than by adults. The material was collected in two books,

published by FIDAPA, which were distributed in Piedmont's primary schools. The two volumes were presented to the general public in Alessandria, on 25 October 2003, and in Turin, on 28 February 2004.

- "*Lezioni di fiducia*" (lit. "*Lessons of confidence*"), a kit including a videotape and a manual, to be shown and discussed in middle schools. The video, which shows the various situations in which abuse may occur and which suggests adolescents how to behave, is intended to make them aware of the issue without leading to generalized and groundless fears of adults. The kit was produced by Telefono Azzurro in collaboration with Il teatro La Baracca - Testoni Ragazzi di Bologna

Lombardy's Regional Education Office and the Region of Lombardy have agreed on common programmes to fight against the various forms of child abuse and maltreatment; these plans include the integrated training of teachers and of health care workers, as well as the carrying out of educational activities in hundreds of classes which participated in the project. In particular, the focus is on direct prevention, i.e. targeted at children, with a seminar which teaches minors to recognize negative and ambiguous approaches.

In the **Veneto** region, one of the most important initiatives is the one carried out in the province of Verona by the educational and health promotion services of the local health authorities and by the Centre of administrative services of Verona. This project included training courses for teachers and meetings with teachers, parents and social and health care workers, as well as the production of teaching material which was then used in class.

The Regional Education Office of **Liguria** monitored all the past and present initiatives (training of teachers, activities with students, initiatives with parents) and listed all the material made available (brochures, flyers, videotapes, posters, informative leaflets, questionnaires, collections of documents and laws, forms, children's books, manuals for students and parents, graphic works, poems, re-elaborations of newspapers' articles, cd-roms, agreement protocols between schools and the local health authorities).

In **Tuscany**, even if there have been several initiatives in the various provinces, information is available only for the province of Florence. In 1997, the Education Superintendency of Florence initiated a collaboration with the Office for Minors of the central police station and in 1998 it joined the "Permanent round table against child abuse, maltreatment and sexual exploitation", which was chaired by the Councillor for Education of the Municipality of Florence and by the Councillor for Social Policies of the Province of Florence.

A series of conferences were held in Florence with the participation of headmasters (in collaboration with the Office for Minors of the central police station), with the aim to spread information about cases of violence and to distribute specific educational material to teachers; furthermore, the collaboration with the local health care and social services has been strengthened, leading to the involvement of practitioners in school initiatives.

A Regional Directorate on this topic was also created and the following are some of its actions:

- creation of a regional round table with the representatives of the Centre of administrative services and of the Region of Tuscany, with the aim to coordinate activities;
- study of a regional protocol (for procedures);
- distribution, in collaboration with the Region of Tuscany (which allocated the necessary economic resources), of books/works for the different age groups.

The material is distributed with the involvement of the local school, social and health care workers in order to agree directly with them the best ways to intervene in troublesome situations.

The Regional Education Office of **Lazio** monitored data on the fight against child abuse and maltreatment and described actions taken at a local level.

Project "*Maestramica 1 e 2*" (lit. *Friend Teacher 1 and 2*) was carried out in Rome from 1999 to 2004, a project

funded by means of the first city local plan of the Municipality of Rome (Law 285/97) and implemented by the professionals of Progetto Girasole from the Bambino Gesù Hospital. The project was repeated twice and trained around 300 teachers and school managers of nursery schools, kindergartens and primary schools in Rome. The end of the first Project was followed by publishing "GUIDELINES" ("Child abuse: action at school. Guidelines and practical indications for teachers, school managers and child professionals, edited by F. Montecchi), 7,000 copies of which were distributed in Rome schools by the Educational and School Policies Department of the Municipality of Rome. Given the high demand for the book from other Italian regions, it has been distributed and is used also in other school contexts in Italy.

In Frosinone, 34 training initiatives targeted at teachers, parents and students have been launched, among which 13 meetings with parents and 12 specific interventions in problematic situations. Collaborations have also been initiated with the Prefecture, the Office for Minors of the central police station, the social workers, the local health care authorities and the university.

The Centre of administrative services of Viterbo, in collaboration with the Province, has continued its project for the prevention of and assistance in cases of child abuse and maltreatment. On 20 November 2002, an agreement protocol specifying the operational aspects of the project was signed by the Centre of administrative services, the central police station, the Prefecture, the local health care authorities and the Municipality of Viterbo.

The first phase of the project involves 100 teachers in nursery and primary schools – with the possibility to involve also high school teachers – who are being trained on how to identify situations of risk and cases of abuse and maltreatment. The second phase, which will involve 50 teachers, will provide them with knowledge on how to support self-confidence and a sense of security in minors who suffered a physical or psychological trauma.

In Latina, schools have organized training courses for teachers and parents in collaboration with other local bodies and associations (such as in the district no. 1 of Terracina, in the district no. 3 of Latina and in the schools of Borgo Sabotino and of Caetani di Cisterna). A Provincial Technical Committee has been set up at the Prefecture of Latina, with the participation of three headmasters in representation of all the schools in the area of Latina.

4. Some general issues

As regards training in networking, the experts consider as useful to organize mutual exchanges, such as social workers doing internships alongside judges or magistrates in courts, or, vice versa, judges and prosecutors spending periods of time in the social services.

The review developed in occasion of the pilot project for the Council of Europe working indicated the importance of organizing training/awareness campaigns targeted at the decision-makers who have to plan the distribution of resources. Indeed, the political and institutional decisions should be based on adequate knowledge of the issue and the involvement of decision-makers in these campaigns can help them take better informed decisions.

The professionals involved in child protection have to face complex issues which require them to know rules and practices pertaining to different disciplinary and professional fields, or even to particularly distant fields such as the judiciary. An interesting experience which was discussed during the National Seminar cited above was the creation of a training course for legal advisors on child protection issues by the Region of Emilia Romagna. In the public services, the Municipality or the local healthcare authorities, this kind of legal expert gives professionals useful information

to help them take the most appropriate and effective child protection measures and provides them with legal counselling on their professional activity.

Finally, another area of debate was the **training** of workers who are involved more directly in the promotion and protection of the wellbeing and health (not only physical, but also social) of children and families. Several projects were presented, among which the “Progetto Girasole” and the “Progetti Maestra amica 1-2” carried out in the “Bambino Gesù” Hospital of Rome. These initiatives were aimed at improving teachers’ knowledge of the phenomenon of child abuse and at helping them detect cases of maltreatment or sexual abuse. Thanks to the funds allocated by the Municipality of Rome, the project involved approximately 300 people, including headmasters and teachers from crèches, nursery and primary schools. The activities mainly focused on the teachers’ need to learn more about the phenomenon and not to feel alone when dealing with maltreated children, who often also have behavioural problems. Counselling and training were also aimed at helping teachers manage difficult relations with families, such as when they have previously reported cases of maltreatment or abuse, or when they have to deal with turbulent separations. From this point of view school, healthcare and social workers run the risk of making serious mistakes in their field of competence, even in good faith, because they do not clearly know what they can or must do and what they cannot or must not do. A peculiarity of the project carried out in Rome is that training started from the observation of normality. In fact, for teachers and, more in general, for all the professionals dealing with children and adolescents, it is essential to know the “normal” development process, in order to be able to detect deviations which may be interpreted as the symptoms of a pathological situation. Today, too many teachers and educators still do not have an adequate knowledge of the “normal” development of children and adolescents. This is also true for other professions, such as for paediatricians, whose curriculum does not include the study of the emotional development of children.

In this perspective, another interesting training project was developed in the Municipality of Bologna. The project consisted in a 3-year long training course, called *Social services and the police: a feasible collaboration*. The main strength of the project is that it gathered together professionals from the healthcare and social services – both for minors and for adults – and the police forces (“carabinieri”, national and municipal police). The aim of the course was to improve mutual knowledge of the respective fields of intervention and standard procedures, with a view to constantly exchanging information and implementing an effective collaboration. The course focused on the prevention of violence at a local level. This requires the networking of all the services which carry out activities related to prevention, such as the protection of minors, the prevention and treatment of drug addiction and alcoholism, the fight against violence, the provision of support in social emergencies and the promotion of social inclusion. First, all the participants took part in common meetings. Then, they split into 9 smaller groups (one for each district of the Municipality of Bologna), all formed by representatives of the police and of the healthcare and social services. This kind of organization made it possible to strengthen personal relations between policemen and social and healthcare workers, as well as to eliminate any kind of stereotype or competition.

As underlined by the Ministry for Youth Policies, an area which could be explored is the potential social role of sport in the prevention of violence, through initiatives targeted at both minors and parents. Indeed, there are several interesting projects whose objectives are to pass on to physical education teachers, coaches and trainers a culture of respect of children’s rights, as well as to help them detect any signs of malaise. In this field, it would also be interesting to develop initiatives to use sport as an instrument to help children recover from past traumas. Some sports can indeed

effectively integrate psychotherapy, thus transforming play into an opportunity for children to recover and to improve their self-esteem and relations with others.

5. Schemes on professional training

We consider to be relevant that information and training on the issue of **taking care and hearing of children victims of sexual abuse** should be delivered to the following kind of professionals

Information on the issue of taking care and hearing of children victims of sexual abuse	Training on the issue of taking care and hearing of children victims of sexual abuse
<p>Teachers Professional educators Volunteers of child protection associations Nurses Educators of child day care centers Journalists Public Administrators Sport trainers</p>	<p>Magistrates Lawyers Doctors Police Social workers Public Administrators Mediators Interpreters Psychologists Paedopsychiatrists Professional educator working in child houses Foster families</p>

Carabinieri- Gendarmes

In Italy a figure that could be further developed, especially by opening up career opportunities to women, is the one of the *carabiniere*. Indeed, the *carabinieri* receive basic training on the issues of child protection and family violence, but it is important to provide further training during their careers. Due to the widespread distribution of their stations all over the Italian territory, especially in smaller villages far from big towns, the *carabinieri* represent a point of reference for the local communities. People often turn to them to have information, to share difficulties existing

within their families and to ask for help. In practice, besides their institutional duties, they often have an important social role. This is why it is crucial to provide them with adequate training, in order to help them meet the needs of citizens and detect risk factors early. These “additional” tasks make it particularly important for the *carabinieri* to be represented in local coordination networks and to have access to constantly updated information on the local counselling and support services. In fact, all the people working in an area need to know the network of services available in case of emergency.

Carabinieri- Gendarmes

INITIAL TRAINING	CONTINUOUS TRAINING	CRITICAL POINTS	PROPOSALS
<p>In recent years, the Minister responsible for Carabinieri, that is Defence because there are formally as military corps, is training professionals in Criminology in order to improve their capacities in Scientific Investigations. A special body has been established the RIS - Scientific Investigations Department. In RIS there are Officials, with special degrees and credentials, they operate with the mandate to support the investigative activities of Carabinieri all over the country. In recent years, however, the Carabinieri is training professionals in the criminology (Figures provided in RIS - Scientific Investigations Department), with special degrees and credentials that allow human support services PG coated throughout the country. It is, specifically, the Tournament P.G. with a mandate to support the investigative activities of Territorial Departments in cruel delictis where, as happens from time in Anglo-Saxon system (in which, however, the figure of criminologist has long included a full trial in the investigation CDs Preliminary), is a crucial external support in grade to ensure a systemic vision of the investigative be activated.</p> <p>Moreover, the entrance of women in the Carabinieri in the last years, it allows to create a specific attention to the issue of crimes against children and women and children, then in the Schools for Officials, there are lessons devoted to this issue but without a specific attention to the aspects of child hearing.</p> <p>Access to the occupation of carabinieri with competition or through military service. Activities of periodic evaluation to verify the knowledge and skills in specific area in which it operates normally</p>	<p>In the Carabinieri we do not find specialized formal structures dedicated to the investigation of crimes against sexual violence or illegal conducts against children. The investigations on the territorial Operating Departments (Compagnie CC, Departments Operating etc.) are not performed by specialized personnel. Then, we do not have specific training module for improving the initial training. Each Command, however, in its Office can create, and this happens especially in metropolitan areas (ie Milan, Turin, Rome, Naples, etc.), sections or special teams for the contrast of crimes against women and children.</p> <p>Anyway at a local level, Carabinieri are often part of local network for the prevention pf crimes against children and they participate in multidisciplinary training organized by local authorities.</p>	<p>Lack of specialization and creation of specialized teams at a local level, which do not stimulate specific training</p>	<p>To improve the initial training in the aspects related to child psychology and the child hearing .</p> <p>To improve the cooperation between Carabinieri and all professionals working in the field for increasing a multidisciplinary approach.</p> <p>To define at a national level a standard program for all.</p>



Police

The role of Police in the contrast to the phenomenon of sexual violence (and within this the crime of sexual abuse against minors) has received a strong improvement as consequence of important legislative reform connected to the reform of the laws regarding sexual crimes against women and children. In particular the art. 17, paragraph 5, of Law 269/98, introduced the compulsory establishment in each Questura of a specialized unit operating in the field of the contrast of crimes against minors and against sexual violence. State Police regularly organize training programmes for executives in charge of these structures, as well as for operators, by means of training workshops whose object is crimes against minors and actions for protection.

Participation in the school of the National Police that is accessed after a specific competition. Article 1 of Law on August 23 2004, n. 226 (OJ No 204 of 31 August 2004) has suspended the call for the conduct of military service with effect from 1 January 2005, so that date is no longer possible to recruit staff of the State Police. Competition for Agent: is access basis. As the qualification is necessary at least junior high school licence. After winning the competition for admission and have passed the test psycho-physical-aptitudinal has launched a training course for 6 months, in one of the schools police on Italian territory. Upon successful completion of the course begins a period of 6 months probation agent. After the appointment is effective at Agenti is assigned to a department or office other than the region of residence and birth. It's possible to continue his career with the internal competitions. There are three ways to access this role. One can be accessed through public competition testing, which is published in the Official Gazette of the Italian Republic - 4th Series special examinations and competitions "Who can participate and what are the requirements people can participate in both sexes possess the following requirements:

- Italian citizenship;
- enjoyment of political rights;
- age not less than eighteen years and no more than the thirties (Article 1 of DM 6 April 1999, No. 115);
- fitness cultural, physical, mental aptitude and the police service, in accordance with the provisions contained in Articles. 13 and 5 of D.M. April 28 2005, n 129, as well as art. 3 of D.M. June 30 2003, n. 198;
- educational qualification of secondary school;
- not have been expelled from the armed forces or military corps organized or dismissed from public office, nor exempt from persistent enough to return to art. 127, first paragraph, letter d) of D.P.R. Jan 10 1957, No 3;
- have not reported convictions for crimes not at fault and not have been subjected to measures of prevention;
- be in order for male candidates subject to draft born before 1985 in respect of the obligations of military draft and not being allowed to serve unarmed military or civil service replacement;
- be in possession of moral qualities and conduct in art. 35, paragraph 6, of Legislative Decree 30 March 2001, n. 165. An examination Applicants must support an examination that includes:
 - filling out a questionnaire with questions to answer multiple or synthetic on topics of general knowledge and materials provided by existing programs of middle school education.
 - questions to ensure a sufficient level of knowledge of foreign languages chosen by the candidate among those listed in the notice



• questions to ensure a sufficient level of knowledge computer of devices and applications more widespread. Evaluation of an examination . This test is passed if the candidate has given a vote of no less than six tenths.. Passing the examination Candidates who have passed the test examination will be subject to investigations of physical fitness, mental aptitude and (Articles 3 4 of DM 30 June 2003, No. 198) by special committees (formed by a decree of the Chief of Police - Director General of public security in accordance with art. 5 of DM 28 April 2005, n 129) on the list, drawn on the basis of test scores given in writing and age in case of equal votes.

The winners of the contest students are appointed agents of State Police and are started to attend a training course for 6 months in one of the schools police on Italian territory.

Upon successful completion of the course began a period of 6 months become agents on a trial basis. After that actual agents are appointed and assigned to a department or office not in their residence.

Police

INITIAL TRAINING	CONTINUOUS TRAINING	CRITICAL POINTS	PROPOSALS
<p>Police women and men receive a basic training on all the crimes, then also on crimes against children. They are discussed, mainly, as part of training on legal and investigative issues.</p> <p>There is not a formal selection for professionals called to work with children victims of crimes. It is rather a personal selection.</p>	<p>Continuous training is not mandatory even on issues of hearing of the child. Operators (Inspectors and Superintendent) working in the specialized unit, receive a compulsory and constant training (courses about once a year in which also the officials are often called to participate). The content is usually interdisciplinary, the focus is on investigative strategies, and on the aspects of psychology and criminology.</p> <p>The Service of the Postal and the Communication Police addresses and coordinates the preventive and repressive activities taken to counteract on-line child pornography, by the 19 territorial Compartments distributed over the whole national territory. The Law no. 38/2006 introduced the institution of the National centre for the fight against child pornography on the web, within the Ministry of the Interior - Postal and Communication Police Service. Given the growth and specialization of computer and telecommunication crimes, Compartments have been set up throughout Italy in the main capitals of the provinces, with central coordination executed by the Postal and Communication Service, which rationalizes its technological resources or just the use of personnel.</p> <p>Operators (Inspectors and Superintendent) for this unit receive training and compulsory constant (courses about once a year in which they are often called to the participation of the officials) from the interdisciplinary, the focus is on lessons investigative strategies, both on aspects of psychology and criminology. This coordination is also important to further support the presence at the central level of a working group Specialist established within the SCO (Organized Crime Service) and an analysis group (consisting of experts in criminology and psychology) established within Police Science Central. These departments operate according to assist the investigation and therapy in cases of major concern or greater complexity. For the training, the State Police organizes an annual training course for the State Police in contrast involved of crimes in damage to children. Topics covered include: listening techniques and structured interview - the psychology of testimony and hearing protection.</p> <p>The prevention and mentoring of judicial police - profiles psycho-sociological and technical-professional.</p> <p>Training programmes have been organized for the operators of this facility, and the Service also entertains collaborations relationships with Universities, scientific research facilities and international bodies .</p> <p>The involvement in the contrast of trafficking motivated the establishment of a cooperation with Ong working in this field for enhancing the possibility to detect children trafficked and help them. Police is always part of local networking then police is often present in multidisciplinary training organized at a local level.</p>	<p>There is a lack of supervisor as part of continuous training</p> <p>It is less central the issue related to child psychology and practical exercise on the hearing and the relation with child</p> <p>It less developed the topic concerning the work with migrant children , that is all the issues related to intercultural relations.</p>	<p>The training of professionals must pay attention to the emotional and relational aspects as the quality of first contact with the child victim is crucial in determining how the child will feel him/herself and will relate all the other adults who she/he will meet</p> <p>To define at a national level standard program as basic training for all</p>

Lawyers

Many lawyers attend course on juridical psychology or in criminology organized by Universities or private organizations. The reform of the penal code with new norms related to crimes against children, in particular sexual abuse and exploitation, has driven the offer of courses also for this kind of professionals.

INITIAL TRAINING	CONTINUOUS TRAINING	CRITICAL POINTS	PROPOSALS
University course of 3 years and a specialisation of 2 years. There are not institutionalised courses on child abuse and child hearing .	Participation in various refresher courses required to act as lawyers in the field of sexual abuse. Participation in these training allows you to have credits necessary to carry out their profession Professional Orders, association or private organizations can organize specialized training. There is not a standardised module on the issue of child hearing -	No compulsory courses on the issue at the University No standardised modules of training	To introduce compulsory courses at the University To define at a national level standard program as basic training for all

Principles for reform of the legal profession. While respecting the principles established in our Constitutional Chart (artt.3, 24, 25, 27 and 111 Constitution.) Presuppose that and protect the legal profession as a "necessary function" for the exercise of jurisdiction and the statement of the rule of law.

In accordance with the principles formulated explicitly in the decisions taken:

- By the United Nations on 7/9/90 on the role of lawyers;
- By the Council of Europe in 2000 on free exercise of the legal profession;
- The Court of Justice of the European Community that has repeatedly recognized the need for independence and no conflict of interest for the exercise of the legal profession, for the adequate protection of human rights and fundamental freedoms of the individual;
- From the 16/3/06 European Parliament has recognized that: i) social function exercised by the legal profession to ensure respect for fundamental rights in a state of law; ii) the qualifications required to enter the legal profession and the need for a relationship based on trust between lawyers and their clients; iii) the need to ensure the independence, integrity and responsibility of lawyers to safeguard the public interest.

- By the Constitutional Court of 21/11/06 No 390 that under Article. 3 Const. said the constitutional prohibition provisions of L. No 339/2003 (Public Employees part-time) saying that is peculiar to legal profession - the pursuit of which must be entered in the conditional - by whatever incompatible "paid employment". c. For the activation even in the legal profession of the principle of free competition to ensure users - customers with a complete and effective exercise of power and defending its rights. d. To encourage, also, through organic measures of reform, without denying the values and the specific function of the modernization of the profession in line with the evolution of society, the organization of professional studies in or associated company,
- Initial efforts of young lawyers.: Both circumstances, having examined the various reform projects that in recent years have been proposed and in particular the law cd Bersani, against whom the Italian lawyer has expressed strong disapproval, the resulting draft framework law cd Mastella on the liberal professions, and the bill cd Calvi on the reform of the legal profession - laws and draft laws which, although coming from the same area of majority, addresses and express the principles of reform in obvious contrast between them, we signed here, including in the ongoing debate on reform, we ask that the line of the legal profession, given the specificity that characterizes the profession itself, to be discussed and approved by an absolute urgency, according to the following principles:
 - 1) standardize the legal profession to the rules dictated by our Constitutional Charter and those made in the program to full and effective protection of the right of defense and freedom of citizens.
 - 2) Making the free, social and intellectual of the legal profession.
 - 3) Feel the function performed by 'defense lawyer, assistance and representation in court, and extra counseling, of overriding public interest, thus ensuring that everyone has the opportunity to go to a lawyer, even through legal aid systems efficient and modern .
 - 4) Ensure counsel in the exercise defensive independence, autonomy and freedom to ensure those who turn to a lawyer, individual or associated, efficiency, preparation, the absence of conflicts of interest.
 - 5) Ensure the lawyer to speak, organize, manage themselves through representative bodies, freely elected, autonomous and independent.
 - 6) Provide that the defense in any kind of opinion, subject only to exceptions already exist, and general advice regarding legal and judicial tasks are of exclusive and that the exercise of the profession of lawyer is incompatible with any employment relationship Paid.
 - 7) Provide that the C.N.F. has the exclusive task of approving and periodically update the code of ethics of lawyers in harmony with the principles and with the ordinary law of the Republic and expect that this task is of mandatory character.
 - 8) Provide that the organization of studies of lawyer is adequate to the needs of the Company, business, free enterprise and is likely to offer users services responsive to the interests of the community.
 - 9) Provide a means of access to the legal profession that allows the selection from among the aspirants through a proper and progressive training, apprenticeship and an actual, qualified and supervised and how often to schools forensic organized and run by lawyers, lawyers' associations or bodies representing the bar; predict that the title of it is just a lawyer who is writing the register and effectively exercises.
 - 10) Provide systems to ensure high and specific skills, updating progressive and effective training of lawyers, to provide recognition systems and the upgrade of training and entry of lawyers specializing in special lists, while the register.
 - 11) Provide that the lawyer as free autonomous and independent professional to compete in Europe and provide efficient performance is free to organize its activities in form or in individual or corporate form associated with other lawyers or possibly with other professionals whose work will be deemed compliant by CNF

- 12) Provide a form of society typical for the organization studies lawyer, removing the declaration of bankruptcy.
- 13) Excluding a clear and mandatory that the organization of professional studies may involving members of a company or business in any way they present themselves.
- 14) Provide that 'professional assignment given to the company between lawyers and having to be performed entirely by one or more members registered lawyers, with the option of the customer directly to identify the socio-lawyer from whom the task should be done .
- 15) Provide that it remains firmly the responsibility of regulating staff member or members lawyers in the conduct of office.
- 16) Provide that the civil liability of professional concerns in the solid company and the member or members professionals who have done the job and / or individual performance.
- 17) Provide that the fees - determined to protect the weak and the independence of excluding share pact lite - for the occupation made by individual members lawyers should be paid by the customer, be informed directly to the company , Constituting the latter claims.
- 18) Give the sole C.N.F. the right and duty to enact, amend and revoke the decrees implementing the subsequent law enforcement and compliance provisions The absolute incompatibility of the principles set out first with the guidelines and the prospects for reform expressed in the draft framework law cd Mastella on liberal professions leads us to ask, with conviction, that the reform of the legal profession is necessarily subtracted to discipline themselves and be approved.

Magistrates

The training of magistrates on the listening of the child or, more generally, on the crimes of sexual abuse against minors is still in its initial stage even if there have been interesting experience or training on this issues.

The Superior Council of Magistracy (which is the body responsible for all the magistrates) introduced the compulsory requirement to identify and create within the Prosecutor's Office, homogeneous areas of magistrates working primarily on very multifaceted crimes such those related to trafficking or sexual crimes, whose complexity require greater attention and therefore specialization. Among these areas of specialized interventions we find often (but not always) the area of crimes sexual abuse against minors. At this organizational and training efforts of Prosecutors, it does not match an equal claim to give the same specialization also to the Judges, with possible negative consequences, which might arise (and sometimes actually derive) during the trial when the Judge has an evident a lack of sensitivity and of knowledge on the issue of sexual abuse and on the necessary instruments to be used (not just legal, e.g, the support of a psychologist).

The training of judges is carried out centrally, through courses on the subjects under discussion. These courses are held every year and have a duration of 2 / 3 days. They are indiscriminately targeted for prosecutors and judges. The selection of the participants is mainly on the basis of numeric criteria, that do not take into account the competence that has been acquired by the professionals involved. It should be noted that recently the training is done in a decentralized manner (at the Courts of Appeal), allowing a wider participation of all the judges concerned.

See the following schemes

	INFORMATION	FORMATION INITIALE	FORMATION CONTINUE	ABSENCE ET PROPOSITIONS
PROFESSIONNELS TRAVAILLANT DANS L'AUDITION ET LE SUIVI JUDICIAIRE DE L'ENFANT VICTIME DES VIOLENCES SEXUELLES				
MAGISTRATS	<p>The training of judges is divided into a phase of basic training (degree in law the term of 5 years with the current university 3 +2) and then you access to the profession of judge through an open competition</p> <p>In Italy however, magistrates, juvenile and ordinary, working mistreatment and abuse (crimes against the person) in damage to minors, do not follow a specific type of training institutions</p> <p>Within the self control Commission of the judiciary, the Superior Council of Magistracy, there is a Council Commission responsible for planning the training of magistrates, which takes place at two levels:</p> <p>1) training at central level, with single courses, a number closed, held in Rome (home of CSM,);</p> <p>2) decentralized training, with seminars held at the District Court of of Appeals.</p> <p>judge must attend a fixed number of seminars in relation to the level of assessment that must be applied to (the levels of assessment are seven and observe the different positions of each career magistrate For each level, in evaluating claims count, securities acquired and participation in these seminars.</p> <p>Participation in courses is not mandatory but discretionary, could be called free-oriented.</p> <p>In terms of listening to the child there is no institutionalized practice, however, there are the understandings, agreements, protocols between certain judicial bodies, law enforcement, professional lawyers and psychologists to properly handle the problems related to listening and testimony of children and young victims of violence.</p> <p>Interview with President of the Court for Minors of Potenza, Dott. Pasquale Andria</p>	<p>Degree in Law + national competition to enter the judiciary.</p> <p>To exercise the profession is necessary to have a degree in Law, the term of 5 years</p> <p>This course is established at the Faculty of Law in almost all Italian universities.</p> <p>Then we must attend school Specializzazione for the legal profession. The university offices of the Faculty of Law organize such courses that lasts two years. The number of graduates admitted to schools is determined each year and access is via annual competition for licenses and examinations.</p> <p>After the school awarding the degree of specialization which is entitled to participate in the competition for judicial hearing officer.</p> <p>To preparing for a competition for judicial hearing officer, there are public courses organized by the Faculty of Law of some Italian universities. Courses are closed, residents intended to graduates in their respective regions.</p> <p>Similar courses in preparation for the competition are also organized at the initiative of individual judges or academics.</p> <p>These mostly fee courses lasting about a year. To find out about the existence of such courses should be aimed at academics or at the Palace of Justice of its cities</p> <p>The appointment occurs at a magistrate following the passing of a national competition for judicial hearing officer who is banned annually and of which notice is given by publication in the Official Journal.</p> <p>Eligible Italian graduates in Law, who exercise civil and political rights, with a clear conduct and morality.</p> <p>The age should not be over 40 years, except for elevations bill provided up to a maximum of 45 years and unless certain categories of civil servants. It can not take part in the competition who three times was declared unfit.</p> <p>The requirements for admission are:</p> <ul style="list-style-type: none"> • Degree in Law • Diploma of the School of Specialization for the legal profession <p>The competition consists of three written tests on civil law, criminal law, administrative law and an interview.</p> <p>Once passed the competition you receive the appointment to judicial hearing officer and must play an internship for about two years.</p> <p>At the end of the internship auditor is evaluated for suitability to carry out judicial functions.</p> <p>Following the hearing officer will perform the judicial functions in the destinations until the</p>	<p>Continuing education courses are not mandatory as I said.</p>	<p>There are practical assessment of the ability to handle the procedures of hearing of the child but not necessary.</p>

PROCUREURS	The route of the prosecutor is very similar to that of judges. Degree in law and national competition.	Graduation and national competition		
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If it is true, therefore, that the training in this sector is not at a "year zero", it is also true that the few notes above regarding Police, Carabinieri and Magistrates reveal several critical points:

- No specialization for Carabinieri;*
- "ex post" Selection of operators who will be part of specialized areas;*
- No specialization of the magistrates involved in the child hearing;*
- Fragmented Training for the judiciary;*
- Centralization of training for magistrates, with a prevalence of contents that are almost entirely theoretical*
- Lack of evaluation on the trainees*
- Lack of supervision*

The lack of specialized structures at all levels (except the crime particularly cruel and serial) in Police and in the judiciary reflects negatively on the effectiveness of training, and on the absence of a structured constant training to operators at every level.

Health professionals (doctors, nurses and psychologists)

The training of health care workers (paediatricians, gynaecologists, doctors and nurses in emergency rooms, etc.) meets the need for personnel specialized in the topics of maltreatment and sexual abuse, which are only rarely covered at university. The lack of specific training for the detection of symptoms of abuse goes hand in hand with the fear to “see” and the resistance to report cases to the judicial authorities.

Some specialized centres or units have been created within hospitals themselves, such as in the Mangiagalli Clinic of Milan or in the Careggi Hospital of Florence, where there are teams of doctors and gynaecologists specialized in the diagnosis of sexual abuse against women or minors.

The paediatricians are key figures because, due to their constant relationship with children and their caregivers, they can detect dysfunctional or risk situations within the family early. It is important to establish a close collaboration with them, because they can refer families to the support services or, in the worst situations, report cases to the institutions and the judicial authorities. In Italy it is possible to distinguish two categories of paediatricians: the ones working in public guidance centres and the privately practicing ones.

All the major paediatric associations (Italian Paediatrics Association, Cultural Association of Paediatricians, Italian Federation of Paediatricians, etc.) have organized training courses on the issue of child abuse (in particular on medical semiotics of maltreatment and sexual abuse and on principles of forensic medicine and law), a subject which should now be included in the curricula of all medical schools.

In Italy there is a system of compulsory continuous education (ECM) managed by the Ministry of Health. It requests the frequency of course by the health professionals for reaching differentiate level of points (credits) each year. Within this system we find some course on the issue of sexual abuse, but if they receive few points, the doctors prefer to attend other more “credited” courses.

Doctors

The National ECM Program concerns the entire medical staff (medical and non-medical), employee or freelancers, working in health services, both private and public. The national program provides that the E. C.M. must be controlled, monitored and measured.

Doctor-medicines

INITIAL TRAINING	CONTINUOUS TRAINING
<p>The doctors, in particular the paediatrics, are trained at the University with a 6 years University course, then with 5 years of Specialization School.</p> <p>There are not institutionalised course related to child abuse or child rights.</p> <p>The nurses have an University course of 3 years and a possible specialisation of 2 years. There are not institutionalised course related to child abuse or child rights</p>	<p>Specific training courses have been organized by national association at a central or regional level.</p> <p>The more active are the gynaecologists and the paediatricians.</p> <p>The contents are mainly focused on the detection of signs and symptoms of sexual abuse and other forms of child abuse.</p> <p>Less relevance is devoted to issues concerning listening child or the relation with her/him.</p>

For the psychologists it is essential to say that we have a rich offer of courses organized mainly by private associations and organizations. Most of them are focused of the issue oh child hearing and the assessment of child for the judicial proceedings.

There is a wide development of the psycho – juridical approach that focus primarily on the role of the child in the trial and on the methodologies and techniques for verify her/his testimony.

PSYCHOLOGUES	Information	FORMATION INITIALE	FORMATION CONTINUE	CRITICAL POINTS	PROPOSALS
	Access: diploma secondary school top. Training course in Degree of 5 years. Internship. Consideration of state. Registration professional. Document issued: university degree. Specialization schools	Access: diploma secondary school top. Training course in Degree of 5 years. Internship. Consideration of state. Registration professional. Document issued: university degree. Specialization schools	Participation in training courses on technical audience organized by the association of psychologists required	No structured training on these issues at the University The ECM system does not help the improvement of training on this issue	To introduce compulsory courses in University To define at a national level standard program as basic training for all

Social workers

With the psychologist, the social workers are those more present in courses and specialized training on child abuse. In the last decade we have had a big development in their role, as part of a child protection system which has become more involved as part in the judicial proceedings, not only on as actors in the juvenile courts, but also in the Penal and Civil courts.

Nevertheless, also in their training we observe a lack of attention to the aspects connected to child listening and the relations with her/him.

For social workers there are less occasions of specialization in the framework of courses organized by associations and private organizations. In general the issues are more related to their role as organizer of the protection network and as manager of all the process of intervention for the support of the child.

Their involvement in the penal proceedings related to trial for sexual abuse, it is mainly as witness nor as consultant for the prosecutor or for the Judge.

INITIAL TRAINING	CONTINUOUS TRAINING	CRITICAL POINTS	PROPOSALS
University course of 3 years and a specialisation of 2 years. There are not institutionalised courses on child abuse and child hearing .	Professional Orders, association or private organizations can organize specialized training. There is not a standardised module. Usually, the topics are: <ul style="list-style-type: none"> - normative aspects of their role - the protection of the child - the networking with other agencies and institutions - the interaction with the judicial authorities, obligations and rights 	No compulsory courses on the issue at the University No standardised modules of training No clear role in the penal proceeding for the child listening	To introduce compulsory courses at the University To define at a national level standard program as basic training for all

6. Final general comment

A general weakness is the lack of a system of evaluation for the training proposed , and the lack of a national guidance, except the document approved in 2001.

Lack of institutionalised courses at the University on the issue of child abuse, and in particular on the topics related to sexual abuse of children, even if some Universities promote Masters on this issue, e.g. Università Cattolica di Milano e Università di Modena e Reggio Emilia.

Another issue is the area of specialist training for detecting and reporting by those professionals who are the natural recipients of possible signs of unease, in particular the school or general paediatricians or free lance paediatricians. The knowledge of one's role with respect to the obligations of protection is an issue that should receive great attention not only in training for those who are already active in the field, but also in basic curriculum training of Universities and Specialist Schools because the fact of not clearly understanding the significance of the obligation of reporting issues means delaying the notification to services and competent authorities, and therefore make already serious situations for children even worse.

The application of laws also requires training on their knowledge and the management of relations with the victims of hideous crimes such as those against children and teenagers. With respect to secondary and tertiary prevention, constant commitment is called upon, so that general professionals and, especially, the police and the “carabinieri” are ready to manage the first contacts with the victim and to facilitate his access to the system of protection. The importance of training on the issues of relationship and feelings must be considered as a parameter of quality, aimed at the effective performance of the professional role and the achievement of protection objectives, since the quality of the first contact of the victim with the system of protection is decisive in determining how the child will relate thereafter with all the other professionals he will meet on his way. Training to listen and to relate should be offered to professionals not occasionally but by becoming part of the basic skills and competence of all those who are training for a profession, which includes the possibility to perform tasks of protection and treatment of people. The assessment of relations and emotional skills should also become part of the job selection process of some professional figures, or at least be part of the criteria that guide allocating some professionals to services and activities mainly focused on the protection of children victims of violence, as is actually the case in some European countries.

As to the clinical area, a specific weakness is the lack of training for the detection of maltreatment and sexual abuse for the medical-healthcare professionals, not only hospital, general, free lance paediatricians, but also of professionals in hospital services, for example.

From a clinical viewpoint, the issue of the specialist training in the psychological-psychiatric area must be taken into examination the contents, and one in particular was defined as crucial: the knowledge of the psychology of trauma, of the pathogenic processes that it generates and the possible connections between psychopathological outcomes also in adults and negative child experiences.

Another point is the loneliness of careworkers: after training it is necessary to guarantee continuing consultancy services so that the various professionals who in different ways and at different levels are in contact with children, adolescents and families can receive advice when they have to deal with risky situations or suspected maltreatment or when they have procedural doubts concerning their relations with the legal authorities.