GENERAL INFORMATION

Title	**Trust Counsellor**
Key words	Mobbing, sexual harassment, privacy violation, trust counselling
Objectives	To help manage mobbing, sexual harassment, and privacy violation; To offer information and training through prevention; To help identify and mediate mobbing, sexual harassment, and privacy violation cases.
Phase of studies *(Choose all phases it applies)*	Access Retain X Graduation X Transition to work-life -
Type of degree *(Choose all degrees it applies)*	Bachelor's X Graduate X Master's X
Level *(Choose all levels it applies)*	International National X Institutional X Faculty Group Individual X
Name of the institution	University of Trento
Location *(City and country)*	Trento (Italy)
Target group/s	University students and practitioners
Stakeholders involved	Students Equal Opportunity representative, Gender Studies Human Resources and Organisation opportunities representative, Trust Counsellor, Interdisciplinary Centre Department (Training Office), Committee for Equal Opportunities and Non-discrimination

Description of the organisational process *Actors, triggering evidence, campaigns, graph… (max. 300 words)*	It is a role envisioned both within the European Commission Recommendation 92/131, concerning the protection of the dignity of women and men at work, and in the A3-0043 / 94 European Parliament resolution on the designation of a Trust Counsellor in public and private companies. On July 1, 2008, the University of Trento issued the code of conduct against sexual harassment and the Regulations for the prevention and protection of workers against the phenomenon of mobbing, providing for the establishment of the Trust Counsellor. To ensure neutrality, confidentiality and independence in relation to the cases managed, this function is entrusted to an external advisor outside the University. As of April 2011, the assignment was given to the lawyer Barbara Giovanna Bello, engaged for years in the sphere of protection of human rights, anti-discriminatory European standards and equal opportunities, in collaboration with various institutions and non-governmental organizations at national and European level. The counsellor has the following functions: - To listen to and protect people who have reported to be a victim of harassment and/or mobbing, in connection with any informal or formal procedures of conflict/discomfort resolution; - To provide information and training, to raise awareness of the various forms of mobbing and sexual harassment, and to prevent these phenomena. The activity of the advisor is based on independence, confidentiality and respect of the will of the individuals raising such cases. The advisor will guide them to identify the best strategy to manage and resolve situations of difficulties they report.

A. FORMAL EVALUATION CRITERIA

A1. ACCESS TO INFORMATION *Provide sources of information (URL, websites, literature, materials)*	http://www.unitn.it/servizi/232/consigliera-di-fiducia-per-i-casi-di-mobbing-e-molestie-dellateneo-di-trento
A2. TIMEFRAME *Since when has it been in use? What is its maturity level (initial, intermediate, advanced)? Describe if there is evidence of its duration in the long rung. (max. 70 words)*	Since 2008 the University of Trento has issued the Code of Conduct about sexual harassment, as well as the Regulations for the prevention and protection of workers against mobbing, providing for the appointment of the Trust Counsellor.
A3. NUMBER OF STUDENTS *How many students are involved? Is the number representative considering the target group?*	Students who have used the service were 30 students in the last three years. Trust Counsellor points out that it is 30 students who have turned to the service, for various issues. It is not 30 cases of bullying / harassment.

A4. SCALABILITY ("volume") *Describe how it has been or can potentially be scaled up and practiced in a wider scale. Or, has it been or can it potentially be scaled down (e.g., from larger to smaller institutions)? (max. 70 words)*	The current scalability of the project is actually limited by the fact that the service is based on the voluntary contribution of one individual.
A5. TRANSFERABILITY (from one context to another) *Describe how it has been or can potentially be transferred and applied to different (a) target groups, (b) institutions, and (c) societies. If possible, name also some practices that this initiative was developed from or has inspired to. (max. 70 words)*	This type of practice could potentially be transferred and applied to other groups and / or contexts. Indeed, we can identify good practices in other Italian Universities as: University of Turin, Milan Bicocca University, University of Padua, Polytechnic University of Milan, University of Parma.
A6. ASSESSMENT *Describe how it has been evaluated. How has it proved its relevance as the most effective way to achieve the objective? How it was successfully adopted? How it has had a positive impact on people? How the impact has been measured? Shortly describe how various forms of evaluations have been used in the assessment (A6.1 User evaluation, A6.2 Self-evaluation, A6.3 Peer evaluation, A6.4 External expert evaluation). Provide references, if possible. (max. 200 words)*	The service is entrusted to an external advisor outside the University to preserve neutrality, confidentiality, and independence of the activity, it is not subjected to evaluation. Every year the counsellor produces an assessment report about the number and characteristics of the cases that have been managed.
A7. CONTACT *Who can be contacted so as to seek support and networks for implementing the practice (name, position, e-mail)?*	Trust Counsellor ("Consigliera di fiducia") Consiglieradifiducia@unitn.it Tel. +39.0461-281295

B. CONTENT EVALUATION CRITERIA			

B1. SOCIAL JUSTICE PRINCIPLES (see Nelson & Creagh, 2013)

B1.1 Self-determination *Rate and Justify (max. 70 words)* (how students have participated to its (a) design, (b) enactment and (c) evaluation and how they can (d) make informed decisions about the participation)	*Very weakly* ☐	*Weakly* ☐	*Well* x	*Very well* ☐
	All information about how to contact the Trust Counsellor is available at the following webpage: http://www.unitn.it/servizi/232/consigliera-di-fiducia-per-i-casi-di-mobbing-e-molestie-dellateneo-di-trento			

B1.2 Rights *Rate and Justify (max. 70 words)* (how it is assured that all participants are treated with dignity and respect. How have their individual cultural, social and knowledge systems been recognised and valued?)	*Very weakly* ☐	*Weakly* ☐	*Well* ☐	*Very well* x
	Meetings with the Trust Counsellor are arranged on an individual basis. Legal aid provided by the Trust Counsellor is free.			

B1.3 Access *Rate and Justify (max. 70 words)* (how it is assured that there is an active and impartial access to the resources (e.g., curriculum, learning, academic, social, cultural, support, and financial resources))	*Very weakly* ☐	*Weakly* ☐	*Well* x	*Very well* ☐
	Access to the service is individual and based on personal choice. Anyone who believes they have suffered acts or conducts detrimental to the dignity of the person or were subjected to psychological distress in the workplace related to mobbing or sexual harassment may contact the Trust Counsellor personally.			

B1.4 Equity *Rate and Justify (max. 70 words)* (how if it openly demystifies and decodes dominant university cultures, processes, expectations and language for differently prepared cohorts)	*Very weakly* ☐	*Weakly* ☐	*Well* x	*Very well* ☐
	As the University of Trento is an international environment, the Trust Counsellor may conduct sessions in Italian, English, or German.			

B1.5 Participation *Rate and Justify (max. 70 words)* (how it has led to socially inclusive practices. How does it increase students' sense of belonging and connectedness?)	*Very weakly* ☐	*Weakly* ☐	*Well* x	*Very well* ☐
	Participation in the service is voluntary and provided on an individual basis.			

B2. COLLABORATION *Describe what kind of collaboration there is between various stakeholders. (max. 70 words)*	The Trust Counsellor is an external advisor. The service is entrusted to the lawyer Barbara Giovanna Bello, engaged for years in the sphere of protection of human rights, anti-discriminatory European standards and equal opportunities.
B3. STUDENT SATISFACTION *Describe the student perception of this initiative. Is there evidence of their satisfaction? (see also A6.1) (max. 200 words)*	As the service it is not subjected to evaluation, student satisfaction is not surveyed.
B4. STUDENT WELLBEING *How does it influence on students' (a) psychological, (b) social, (c) academic, and (d) physical wellbeing?* What kind of evidence there is? *(max. 200 words)*	Student wellbeing cannot be measured because of the actual lack of evaluation about the service. However, we can assume that a large amount of information available about the service on the University website may contribute to strengthen students' perception of the University willingness to ensure rights protection and a safe environment for all.
C. FINAL REFLECTIONS (based on the previous description of you good practice)	
Success factors *What are the factors required for the successful implementation? (max. 200 words)*	Recognition that mobbing, sexual harassment, and privacy violation are not isolated incidents within the University is the first step. Assuming institutional responsibility for systematic prevention is the second.
Sustainability *What is needed for the practice to sustain? What resources are required? How it contributes to environmental, economic or social sustainability? (max. 200 words)*	The service is widely supported in terms of information on the University website. However, it is based on the voluntary work of the Trust Counsellor.
Challenges *What are the constraints identified? How easy it is to learn and implement? (max. 200 words)*	Victims of mobbing, sexual harassment, and privacy violation are not prone to report their situation, as they fear it could further expose them and threaten their academic and professional career. Moreover, it is not clear how long the service, based on voluntary commitment, could be maintained.

Sources

Kunttu, K. 2005. The study ability model. The Finnish Student Health Service (FSHS). (http://www.yths.fi/filebank/692-ENG_OPISKELUKYKYMALLI_pdf.pdf)

Nelson, K & Creagh T. 2013. A Good Practice Guide: Safeguarding Student Learning Engagement. Queenslad University of Technology. Brisbane, Australia. (http://safeguardingstudentlearning.net/wp-content/uploads/2012/04/LTU_Good-practice-guide_eBook_20130320.pdf)