Incoming Exchange
Students Handbook

A.y. 2021/2022 information about administrative procedures, academic matters, student services

21st September 2021
This document has been produced by the International Mobility Office and has been designed to provide you with a general introduction to the University and cover essential information on academic regulations, university procedures and services. Whilst every effort has been made to provide both accurate and comprehensive information, this document is only meant as a guide. The Information, being true and correct at the date of publication, can however undergo changes due to the rise of different circumstances after the time of publication. Please check the website www.unito.it for the most up to date information.

**TABLE OF CONTENT**

- Buddy project .................................................................3
- Exchange administrative procedures ..................................4
  - Before arrival
    - Application form
  - When in Turin
    - Registering your arrival
    - Unito IT and email account
    - Extension of the exchange period
  - Before leaving Turin
    - Registering the end of your exchange
- Academic matters ..........................................................9
  - University organisation
  - Learning agreement
  - CFU/ECTS credits
  - Courses and exams
    - How to find courses
    - Classes timetables (orario delle lezioni)
    - Registration to courses
    - Piano carriera
    - Exams (appelli)
    - Getting your grades
- Student services ............................................................22
  - Edisu-run student services
  - Accommodation
    - Student residence halls
    - Private housing market
    - Temporary housing
  - University canteens
  - Libraries and study places
  - Cus torino
  - Counselling: support and wellbeing
- Useful information ..........................................................28
  - Healthcare assistance
  - Tax code (Codice Fiscale)
  - Getting around
- Contacts ..............................................................................32
- Focus: Hub of Science of Nature ..........................................35
The Buddy project “Do you need support-TO?” is a welcome- and support-service for international students enrolled on a degree programme at UniTO and for international exchange students in mobility through the Erasmus+ programme or through a study abroad scheme.

A “Buddy” (a current student at UniTO) will assist international students adapting to their new academic, cultural and linguistic environment before and on arrival in Turin.

**In consideration of the current restrictions due to Covid-19, some activities may be moved into a digital format. However, do not hesitate to ask your Buddy for help!**

What a Buddy does:

- They contact you first by email
- They answer your most urgent questions (re: accommodation, academic organization, website of the University, administrative procedures on arrival, etc...)
- They assist you in finding the relevant administrative offices for your needs or help you find locations in the main university buildings (professors’ offices, classrooms, canteens, libraries etc...)
- They assist you with online procedures
- They can give you tips on life in Turin

For further Information visit our webpage [Buddy Project](#) or contact the email address buddy.support.to@unito.it
Exchange administrative procedure

How to register your exchange correctly and get all the paperwork done smoothly!

BEFORE ARRIVAL

APPLICATION FORM

The online application form for incoming students is a MANDATORY step for both in-person and virtual mobility. Read the instructions and fill out the application form before arriving in Turin. Any delay in doing so will result in further delays in registering and getting your account activated.

Follow the instructions at [application form and registration 2021-2022](#)
WHEN IN TURIN

REGISTERING YOUR ARRIVAL

Find out the best way to get to Turin

In-person mobility

INFOPOINT
Due to the Covid-19 emergency, access to UniTO Infopoint may be restricted. Please check the website for details on in- person opening hours and virtual office hours: Infopoint

Once you arrive in Torino, you will need to register at the Infopoint Office where you can collect your Unito certificate of arrival: this document confirms the date of arrival and your status as Erasmus/international exchange students at the University of Torino. Moreover, here you can also have your home University documents signed, i.e., Certificate of arrival.

Palazzo degli Stemmi, Via Po, 29 - 10124 Torino
Tel: +39. 011 6703020-3021
Email: infopoint@unito.it

Virtual mobility
To communicate the start of your virtual mobility, you will need to send confirmation via email or online form provided by the Exchange Office. You will get further details via email.
UNITO IT AND EMAIL ACCOUNT

When you register on the UniTO website, you get your **Unito IT and email account** (generally known as “SCU credentials”). These are made up of your personal **username** (name.surname) and **password**.

After your arrival, you are officially enrolled (“immatricolato”) at the University and you can then access all the online services available on the website such as:

- MyUniTO (UniTO.it reserved area)
- Matricola number (UniTO ID number)
- UniTO Email account user@edu.unito.it
- Online career plan (PIANO CARRIERA)
- Online registration to exams (APPELLI)
- CampusNet/Moodle/Webex of your host Department (e-learning platforms)
- Free Wi-Fi in University buildings

You should check both your UniTO email account as well as your private one.

⚠️ **Moodle and Webex** platforms can be accessed by all students registered to the UniTO portal, including students who are tagged as “prospective students”. The **Campusnet** platform, on the contrary, requires you are fully registered at UniTO (profile “Current Student” with a matricula number).

To report an issue with your UniTO IT and email account, log a ticket with our **Help and Support desk**.
EXTENSION OF THE EXCHANGE PERIOD

Students who want to extend their mobility period at the University of Torino must be authorized by both the UniTO exchange coordinator and by their home University.

In order to ask for an extension you need to:

- Provide via email to UniTO International Mobility Office internationalexchange@unito.it the authorization of the UniTO exchange coordinator and the authorization of your home University.
- In your email please specify the number of additional months and the new end date of your Erasmus/International mobility. This allows you to renew your EDISU card as well.

- The whole exchange period can last a maximum of 12 months.
- Extension requests are mandatory to be able to take exams after the official ending of the exchange period, i.e.: beyond the number of months confirmed at the time of application. For example, if your exchange lasts 6 months, you can take exams only within 6 months of your arrival. If you want to take exams beyond the agreed period, you need to ask for an extension.
BEFORE LEAVING TURIN

REGISTRATION THE END OF YOUR EXCHANGE

Registering the end of your exchange is **MANDATORY for both in-person and virtual mobility**! Without this step you will not receive your Transcript of Records!

In-person mobility

Due to the Covid-19 emergency, access to UniTO Infopoint may be restricted. Please check the website for details on in-person opening hours and virtual office hours: [Infopoint](#).

To register the end of your exchange you need to:

- Fill in the “[End of Mobility form](#)” providing information on your pending exams.
- Make an appointment with the [InfoPoint](#) to sign your home University documents (End of Mobility Certificate/Departure Certificate/Certificate of Stay).

Virtual mobility

To register the end of your exchange you need to:

- Fill in the “[End of Mobility form](#)” providing information on your pending exams.
- To have your home University documents (End of Mobility certificate/departure certificate/certificate of Stay) signed, write to [internationalexchange@unito.it](mailto:internationalexchange@unito.it)

You can register the end of your mobility even if your exams are not yet registered on your MyUnito Profile.

The ending date of the exchange period will be the date specified on the End of Mobility Form. If you do not complete the form, the official ending date of the exchange period will be the date of your last exam.
UNIVERSITY ORGANISATION

The University of Torino is organized in 27 Departments, Schools and 7 Hub areas ("Polo"). As an exchange student you are assigned to a host Department which is part of a larger Hub/Polo. It is important to keep this information in mind so it will be easier for you to choose courses and get information from the relevant office.
### DEPARTMENT
- Agricultural, Forest and Food Sciences
- Veterinary Sciences
- Cultures, Politics and Society
- Economics and Statistics
- Law
- Management
- Economics, Social Studies, Applied Mathematics and Statistics
- SAA
- Molecular Biotechnologies and Health Sciences
- Neurosciences
- Surgical Sciences
- Public Health and Paediatrics
- Medical Sciences
- Oncology
- Clinical and Biological Sciences
- Chemistry
- Computer Science
- Drug Science and Technology
- Physics
- Earth Sciences
- Life Sciences and Systems Biology
- Philosophy and education
- Historical Studies
- Foreign Languages and Literatures and Modern Cultures
- Humanities

### SCHOOL
- School of Agriculture and Veterinary Medicine (SAMEV)
- School of Law, Politics and Social-Economic Sciences
- School of Management and Economics
- School of Medicine
- School of Natural Science
- School of Human Sciences

### HUB (POLO)
- Agriculture and Veterinary Medicine
- Law and Social Sciences
- School of Management and Economics (SME)
- Medicine Torino
- Medicine Orbassano and Candiolo
- Natural Science
- Humanities

See [locations and websites](#) details

See page 36 to find contact details for your Polo (Hub)
LEARNING AGREEMENT

The Learning Agreement – Study Plan is the document listing all the courses you wish to attend and sit exams for during your exchange. This document has to be approved and signed by your home University and your relevant Exchange Coordinator at UniTO.

Erasmus Students: a learning agreement is mandatory. International Exchange Students: recommended as guidance but not necessary.

The deadline to have your Learning Agreement – Study Plan signed depends on your home university schedule. In any case both institutions must approve any changes well before the start of the exam sessions at UniTO.

As an exchange student you are assigned to a specific host Department with which your home University has either an Erasmus or an International Exchange Agreement.

Exchange students can choose courses from the host Department/Hub (Polo) which they are assigned to, however, you can also choose courses provided by other Departments/Hub (Polo) if there are no options suitable for you in your current Department. To do so, you must gain approval from BOTH your host Department Exchange Co-ordinator AND the Exchange Co-ordinator of the Department in which the course is taught.

If you are assigned to the following Departments (for both Erasmus and International Exchanges) you must send your Learning Agreement and enquiries only to the following email addresses:

✉️ School of Management
Department of Management and Department of Economics, Social Sciences, Mathematics and Statistics – ESOMAS
international.sme@unito.it
SAA: exchange.saa@unito.it

✉️ Department of Psychology international.sciences@unito.it

✉️ Department of Law
French speaking area - Prof Aluffi (roberta.aluffi@unito.it)
German speaking area - Prof Masuelli (saverio.masuelli@unito.it)
Spanish speaking areas - Prof Mastromarino (anna.mastromarino@unito.it)
English and other language speaking areas – Dr. Poli (ludovica.poli@unito.it)
If you are **assigned to any other department**, you can send your Learning Agreement and enquiries to:

- **Erasmus students:** Look for your University and subject area and find the name of the Exchange Coordinator in the list of agreements and coordinators 2021-2022.
- **International Exchange (non-Erasmus):** list of current agreements and people directory

If you have questions on courses details, timetable, changes to your plan etc... please refer to:

- **Professor** in charge of the relevant course (contact details are listed in the course description page)
- **Support for International activities Office - POLO (HUB):** see further information on page 10 and contacts at page 34.

### CFU/ECTS CREDITS

CFU (Credito Formativo Universitario)/ ECTS credits are a value allocated to courses to describe the student workload required to complete them (lectures, individual study, exams, etc...). The students participating in an exchange programme will be able to transfer these credits from UniTO to their home University on the basis of a prior agreement between the institutions. **Credits are awarded only when the course has been completed and the related exams have been passed.** Therefore, credits are not awarded for attendance-only courses.

1 local credit (CFU) = 1 ECTS credit.

1 CFU corresponds to 25 hours of work including lectures, laboratories, seminars, individual studies etc...

Workload for incoming students is set out by sending institutions. As a general guidance, the average workload for 1-year full time studies is 60 CFU

**Grading system:**
The Italian grading scale runs from 0 to 30. Minimum score to pass an exam is 18; the maximum is 30 e lode (cum laude, "with distinction").
In your Transcript of Records, you will find ECTS translation table for each exam you have taken. If you need specific information on credit recognition from UniTO to your home University grades, please refer to the relevant office at your home University.

For further information on the ECTS system, see the webpage: European credit transfer system.

COURSES AND EXAMS

HOW TO FIND COURSES
The list of courses available for every academic year and semester is generally updated from late July each year. It may therefore be likely that you will need to adjust your study plan should courses be cancelled or moved from one semester to the other. In the meanwhile, please have a look at the current offering since changes are generally limited.

Course description page
Each course webpage includes all course-information (e.g.: lesson materials, content, credits, mode of delivery, method of assessments, bibliography etc.)
In the section **AVVISI (NOTICES)** you can find information about the teaching modality (either online or face-to-face) and how to access course materials.

**Avvisi**

- Accesso ai materiali didattici e delle comunicazioni relative agli insegnamenti 2021-2022

**The activity banner includes** Teaching material, Exams dates, Timetable, Moodle/E-learning, Forums

**Search courses tools**

- **List of courses across all departments: Course search**
  
  Here you have, at a glance, a full list of courses across all departments. For example, searching for “international relations” will bring up all the international relations-related courses. For further details click on the name of the course and then on the link provided under “Detailed report”. By using the “Advance search” tool, you can also filter the search by semester, department and more.

![Click here](image)
b List of courses in one department/degree programme: department/degree course website.

Select "Studiare" (Study) from the navigation bar at the top of the page and then go to "Insegnamenti" (Courses) from the drop-down menu. The "Elenco completo" button gives you the complete list of courses.
CLASS TIMETABLES (ORARIO DELLE LEZIONI)
Each Department/Degree programme may display their lesson plans differently: some may organise it according to the year of delivery (e.g., Year 1 undergraduate, Year 2 undergraduate, etc.), some others may display them according to Degree Programmes, others show all the courses together. As an exchange student, you have access to all courses across all years and degree programmes, so you might have to check all the above-mentioned methods to look for a class timetable. You may choose courses across departments and programmes. Here you can find some general tips to access your class planner:

1. In the course description page, click on the timetable symbol

2. In the main calendar page, you will be able to choose from the following display options:
   - Day/week/month
   - Specific date
   - Full list
   - Print/download calendar

On both the MyUniTO profile and app you can ONLY see the timetable of the courses you registered on your piano carriera (see page 19)
REGISTRATION TO COURSES
Registration to courses allows you to take part in lectures (either in-person or online) and get course material. The University uses three e-learning services: Moodle, Campusnet and Webex. The choice of platform depends on the requirement of the course as set out by each Professor.

Moodle
You can access the platform by clicking on the icon at the bottom of the course description webpage

Or by clicking on “E-Learning” either on the Department or Degree programme website under “Studiare” or “Didattica”
Campusnet
You can access it via either the Department or the Degree Programme website using your UniTO username and password. Bear in mind that your student status must be “current student” to be able to access this platform!

You can find detailed instruction at the following link
Instructions for students https://en.unito.it/coronavirus-updates-unito-community/online-teaching

Need help? Contact the Service Desk via the link provided on the webpage. Give your name, surname, ID Number(matricola) and UniTO email address (name.surname@edu.unito.it)
WEBEX
This is a web conference service mostly used for online lectures and classes. No software installation is required. You can access Webex from your MyUniTO profile page under the tab: Servizi online/Online services → Virtual Room studenti –Webex; or by using the link provided by the Professor who manages the course.

Need help? Contact the Service Desk via the link provided on the webpage. Give your name, surname, ID Number (matricola) and UniTO email address (name.surname@edu.unito.it)

PIANO CARRIERA
The online career plan (PIANO CARRIERA) is an online procedure (through MyUniTO services) you must complete to take exams at UniTO and register your grades. You will need to include all the courses listed in your Learning Agreement – Study Plan, the only exception being the Italian language course. This will be included in your Transcript of records by the International Mobility Office. You do not need to fill it in before your arrival, however it must be done before the start of the exam session. The Piano Carriera is generally open for submission and changes from October to June each year.

The Piano Carriera procedure is different from the registration on courses on campusnet/moodle.

YOU MUST DO BOTH OF THEM!

<table>
<thead>
<tr>
<th>PIANO CARRIERA</th>
<th>REGISTRATION TO COURSES ON CAMPUSNET/MOODLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is the only way to register for exams and record your grades</td>
<td>It allows attendance (either in-person or online)</td>
</tr>
<tr>
<td>It allows the University to issue your Transcript of Records</td>
<td>Gives you access to course material provided by the Professor in charge of the course</td>
</tr>
</tbody>
</table>
EXAMS (APPELLI)

Students can schedule their own exam timetable within the timeframe provided by each department. Take note of this timeframe to enroll for exams in time. Check deadlines on your MyUniTO.

As a general rule, for each course you can choose from two or three exam dates (APPELLO) included within the set timeframe for both the first and second semester. This means that if you fail an exam, or you are not satisfied with the result, you can usually retake it. However, please bear in mind that only the last grade you obtained will be registered in your Transcript of Records, regardless of its “value” (either a higher or lower score).

You can take exams ONLY within the confirmed exchange period! For example, if your exchange lasts 6 months, you can take exams only within 6 months of your arrival.

If you want to take exams beyond the agreed period, you need to ask for an extension (see page 7)

To take an exam REGISTRATION IS MANDATORY!

For further information and details visit the section Academic Information – courses, exams and transcripts 2021-2022 → Exams (Appelli)

GETTING YOUR GRADES

When a grade is uploaded online, you will receive an email on your MyUniTO email account. You can keep track of your grades both on your MyUniTO profile and app.

Accepting/Refusing a grade:
At the University of Turin exams grades (VOTO) can be either accepted or rejected.

• Oral exams: you need to make your decision on the spot
• Written exams: you need to confirm your decision online. You will have 5 days to accept or reject the result. If you do not act within this timeframe your grade will be registered according to the “silent consent” rule.

Failed exams: If you fail an exam (that is your grade is below 18) this will be registered as «insufficiente» (unsatisfactory). If your home University demands to see this grade as an actual number, please tell the Professor in charge of the exam BEFORE AND DURING the exam.
**Internships and other exams:** these are registered as “idoneo” (passed). If your home University demands to see this grade as an actual number, please tell the Professor in charge of the exam BEFORE AND DURING the exam.

**When do I get my results?**
The date of publication of results depends on many factors such as the type of exam (oral or written), how many students were assessed on that date, the complexity of the assessment. In the case of an oral exam, you will know your evaluation immediately. The evaluation of written exams may require 3 to 4 weeks. You can ask the Professor who manages the course for an approximate date.

In your Transcript of Records you will find only the exams you have taken and been graded for, attendance-only courses will not be registered. If you need an attendance certificate, please tell the Professor in charge of the course at the beginning of classes so as to receive it by the end of the planned activity.

For further information and details visit the section Academic Information – courses, exams and transcripts 2021-2022 → Exams (Appelli)
EDISU-RUN STUDENT SERVICES

EDISU Piemonte is in charge of managing and running most of the services that fall under the name of “Right to Education”, which are aimed to give the necessary support to those students who are “capable and deserving, although under-resourced”. Such services include housing, study spaces, canteens services etc... **Edisu services are available to international exchange students as well.**

ACCOMMODATION

⚠️ Due to Covid-19 emergency restrictions some of the services listed below may have undergone changes. Check the website for up-to-date information!

Being home to both the University of Turin and the Politecnico, Turin is a popular destination for students and finding accommodation can be difficult.
STUDENT RESIDENCE HALLS
These are run by Edisu (the Regional Agency of Piedmont for the Right to Education, see page 22). Each year the University of Turin reserves a limited number of rooms for international exchange students in Edisu residence halls. To check conditions of allocation, availability, fees, please visit the website.

PRIVATE HOUSING MARKET
Since places in residence halls are limited, searching on the private housing market is a common option. Accommodation ads are posted on housing platforms by current tenants, landlords and agencies. Note that most agencies or platforms may ask you to pay a fee when you are searching for housing.

TEMPORARY HOUSING
Sometimes it may not be possible to find housing before your arrival. In that case, you may consider starting the semester in temporary accommodation from where you can search for a more permanent place to stay. For short-term stays (hostels, halls of residence, bed & breakfasts), you can check the City of Torino tourism website.

Further information on accommodation can be found at the following links.
• University of Turin
• Study in Torino
• Informagiovani: Youth Office of the Municipality of Torino
• ads on student notice boards to be found in all the Departments (generally there are offers of single rooms in apartments, with shared kitchen and bathroom).

IMPORTANT: BEWARE OF SCAMS!
Before signing any contract or transferring money make sure that the offer is genuine. When searching for housing on the private market always beware of scams.

Some red flags to keep in mind:
• Scammers often operate from outside the country
• They say they cannot show you the room/flat
• They do not provide clear answers
• They will ask you to transfer money before you have even seen the room/flat
UNIVERSITY CANTEENS

Due to Covid-19 emergency restrictions some of the services listed below may have undergone changes. Check the website for up-to-date information!

As an Erasmus or International exchange student you can access the Edisu-run canteens with your Edisu card. This card has an “electronic wallet” and you can use it to pay for your meal. It is possible to recharge the electronic wallet at any recharging point. The canteens and substitute services are spread all over town next to all departments. They provide a wide range of food, including vegetarian, ethnic and gluten-free menus. All prices for Erasmus and International exchange students fall within the “Fascia 1“ (Bracket 1):
E.g.: Full meal → First course, second course, side dish, bread, fruit → 2,50 €

You can collect your Edisu Card here:

📍 Edisu Office Via Giulia di Barolo, 3/bis
✉️ E-mail: edisu@edisu-piemonte.it
➤➤ More information is available on University canteens and location

ESSENTIAL ACCOMODATION GLOSSARY

<table>
<thead>
<tr>
<th>Italian</th>
<th>English</th>
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<tbody>
<tr>
<td>affitto</td>
<td>rent</td>
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<tr>
<td>agenzia immobiliare</td>
<td>estate agents</td>
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<tr>
<td>ammobiliato/non ammobiliato</td>
<td>furnished/unfurnished</td>
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<tr>
<td>appartamento</td>
<td>flat/apartment</td>
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<tr>
<td>bagno</td>
<td>bathroom/toilets</td>
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<tr>
<td>balcone/terrazza</td>
<td>balcony/terrace</td>
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<tr>
<td>condiviso/a</td>
<td>shared</td>
</tr>
<tr>
<td>condominio</td>
<td>apartment blocks</td>
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<tr>
<td>cucina (abitabile)</td>
<td>kitchen (with space to eat in)</td>
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<tr>
<td>mansarda</td>
<td>attic</td>
</tr>
<tr>
<td>monolocale/bilocale/trilocale</td>
<td>studio/two room/three room apartment</td>
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<tr>
<td>riscaldamento</td>
<td>heating</td>
</tr>
<tr>
<td>salotto</td>
<td>living room</td>
</tr>
<tr>
<td>spese</td>
<td>additional costs and bills (e.g.: electricity, gas, services etc.)</td>
</tr>
<tr>
<td>stanza (singola/doppia/condivisa)</td>
<td>room (single/double/shared)</td>
</tr>
</tbody>
</table>
LIBRARIES AND STUDY PLACES

⚠️ Due to Covid-19 emergency restrictions some of the services listed below may have undergone changes. Check the website for up-to-date information!

University Libraries
The University of Turin has a large network of libraries providing support for your studies. Borrowing entitlements and loan periods are listed on each library website. You can access your loan status via your MyUniTO profile. All library services are free of charge.
To access library services, make use of:
• Your Edisu card
• Your Matricola number
• Your UniTO email
• Your UniTO username and password

Check the full list of libraries and the University catalogue of books and other resources

⚠️ It is your personal responsibility to manage your own loans, returns and renewal on time. If you fail to return a book you will need to buy a replacement copy and your Transcript of Record will not be issued until the book is returned or a new copy bought.

Study Places
In study places you can read and study, research information, and use a range of services (photocopying, PCs, free WiFi, etc...). In Turin EDiSU runs study rooms all over the city next to all University departments.

Check the list of the Edisu study places and University suggestions
CUS TORINO

Due to Covid-19 emergency restrictions some of the services listed below may have undergone changes. Check the website for up-to-date information!

CUS TORINO is the University Sports Centre. It organizes sports activities and tournaments open to both students, staff, and the public. The CUS membership card gives you access to facilities, activities, and discounts. It is valid for one academic year and is free of charge for all students enrolled at the University of Torino, including the Erasmus and international students. You will be able to access CUS centres, courses, and book courts at special prices.

To start a sport or physical activity you are required to provide a medical certificate of good health issued in Italy. This can be obtained from your general practitioner (if you are registered with one), the SUISM Centre or directly at the CUS Torino office.

The list of activities and events organized by CUS Torino and all further detailed information are published on the CUS website.

CUS Torino
Via Braccini, 1 – 10141 Torino

Tel. +39.011.388307

www.custorino.it

https://www.custorino.it/foreign-students/

E-mail: internationalstudents@custorino.it
COUNSELLING: SUPPORT AND WELLBEING

Passi@UniTo: counselling for international students

This free counselling service is specifically addressed to all international students at the University of Turin. You can make an appointment by emailing the counselling team at passi@unito.it and specifying your name and surname, nationality and phone number.

The service we provide is strictly confidential.

Head of Project: Prof. Simona Taliani
E-mail: passi@unito.it

The general counselling service provides free professional support to students experiencing:

- personal or social difficulties that interfere with their academic goals
- adaptation problems to Torino
- stress and anxiety conditions

In order to register with the service, you’ll need to fill in the registration form linked on the website: UniTO listening space
Useful information

Due to Covid-19 emergency restrictions some of the services listed below may have undergone changes. Check the website for up-to-date information!

Please find below some useful information for the organization of your stay in Turin.

FOR ALL EMERGENCIES HEALTHCARE ASSISTANCE IS GUARANTEED REGARDLESS OF ANY TYPE OF MEDICAL INSURANCE.

HEALTHCARE ASSISTANCE

General guidance for all
Before travelling to Italy, make sure to check with your home country healthcare provider (either public or private) if any of their medical policies can be extended to cover your exchange period in Turin or what other conditions may apply. If you have any pre-existing medical conditions, we strongly recommend that you bring with you a certificate in English explaining these conditions and any medication you are receiving.
THE HEALTHCARE SYSTEM IN ITALY

The healthcare system in Italy is a regionally based national health service known as Servizio Sanitario Nazionale (SSN – National Healthcare Service). It provides universal coverage to citizens and residents, with public healthcare largely free of charge or covered by a small co-payment for services such as tests, medications and medical assistance provided by specialists.

Registering with a doctor

Regardless of your type of health insurance, we recommend that you register with a doctor once in Turin. This will enable you to undergo free outpatient and in-home medical examinations, and to obtain prescriptions for medications and specialist services. You can decide to replace your doctor whenever you want. You can choose one from a list of names and addresses (Italian only) at the ASL (Local Health Authority) closest to you. We suggest you contact the EDiSU service or your Buddy for help.

EU students, SEE State students (Iceland, Liechtenstein and Norway) and students from Switzerland

All necessary healthcare is covered by the Italian National Healthcare System: you need to have the European Health Insurance Card (EHIC). Please contact the health authorities in your home country for information and/or get one before leaving for Italy. This card ensures that you will have the same access to the public healthcare system (e.g. access to a doctor, hospital admission) as an Italian citizen.

Students from countries with bilateral agreements

Students from countries with bilateral agreements benefit of the same health insurance from the SNN: you need to get a specific health certificate from the Health Service Institutions of your home country. Countries include Australia, Brazil, Croatia, Bosnia Herzegovina, Macedonia, Serbia and Montenegro, Principality of Monaco. Make sure you seek out information on the terms and conditions of these certificates before leaving for Italy. You are also eligible for voluntary registration on the National Healthcare system (see paragraph about Non-European students).

Non-European students

When applying for your residence permit, you are required to provide evidence of health insurance coverage. The health insurance coverage can be:

• With a private insurance company. It must be valid in Italy and it must have a coverage for the entire period of your stay in Italy.
• With voluntary registration on the National Healthcare System. Voluntary registration gives you the right to obtaining the same health care as an Italian citizen, it has a validity of a calendar year (1st January – 31st December), it is not apportionable and cannot be backdated (e.g., if you apply for it in July, you will need to pay for the whole year regardless). Registration for students costs 149.77 €

For full detailed information on the National Health System please read the brochure: Access to the National Health Service by Foreign Citizens

An information point on how to access the National Health System (SSN) is also available at EDISU Piemonte.

Ufficio Assistenza Sanitaria EDISU PIEMONTE
Residenza Universitaria "Verdi"
Via Giuseppe Verdi 15 - Torino

Tel. +334 100 6710 4
E-mail: ezio.chionio@edisu-piemonte.it

IMPORTANT!
Medical insurances (both public and private) may not cover repatriation to your country of residence for medical reasons. Students should independently consider purchasing insurance cover that guarantees repatriation for medical reasons, reimbursement of medical expenses and typical additional "travel" policies guarantees. Make sure to check the conditions related to the COVID-19 health emergency with your insurance provider before leaving.
GETTING AROUND

BUSES, METRO AND TRAMS
The local transportation company is G.T.T. (Gruppo Trasporti Torinese)

A single ticket (1,70 €) lets you travel for up to 100 minutes and you can access all public transport, it is also valid for a one-way metro ride.

You can buy and top-up tickets and passes at railway stations, tobacconists, newsagents, bars, self-service points at railway and subway stations.

Further information about the different types of tickets is available on the company website GTT

Other means of transport: https://en.unito.it/living-turin/turin-and-surroundings/public-transportation

TAX CODE (CODICE FISCALE)
Tax identification code (Codice Fiscale, in Italian) is a mandatory document to identify citizens living in Italy. You will need it – for example - to apply for a residence permit, open a bank account, enter into a tenancy agreement, receive the payment of a scholarship.

How to apply for a Tax identification code? Check Italian Tax Code.

Need any help? Contact Residence Permit Office (E-mail: office.incoming@unito.it) and don’t forget you can rely on your Buddy.
The main references for international students spending a mobility period in Torino are the following:

- **International Mobility Office**: reference office for all the administrative procedures and paperwork related to your exchange period (ex. registration, extension of mobility, Transcript of Records, etc...)

  **International Mobility Office (Ufficio Mobilità Internazionale)**

  - **Tel**: +39.011.6704425 from Monday to Friday from 2:00 p.m. to 4:00 p.m.
  - **Email**: internationalexchange@unito.it
  - Incoming student procedures are also available on the University **incoming student pages**
b **Infopoint Office:** This is the University main information point. It provides information about the services and the organization of our University.

You can refer to Infopoint to:
- find information about the academic offer, Italian language courses and University services, as well as practical tips about the city
- sign paperwork relating to your exchange (e.g. Certificate of Attendance, etc.)

![Infopoint Office](image)

**Infopoint Office:** Via Po, 29 (ground floor) – Torino

Tel: +39.011.6703020

E-mail: infopoint@unito.it

C **Direct line to UniTO professors**

UniTO professors’ contacts are available in the University [people directory](#). Office hours are shown in the contact details or directly on the Department websites.

We encourage you to contact the professors who manage the courses you are interested in to introduce yourself and ask whether there is any specific information or instructions for Erasmus and/or international exchange students.
**Support to International activities Office- POLO (HUB)**

You can refer to the Polo offices to get more information about academic matters, such as Learning Agreement, availability of courses, etc... Check page 11 to see which is the Polo you can refer to:

<table>
<thead>
<tr>
<th>Polo Office</th>
<th>Contact Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>International office of the Hub of Agricultural and Veterinary Sciences – AgroVet</td>
<td><a href="mailto:international.agrovet@unito.it">international.agrovet@unito.it</a></td>
</tr>
<tr>
<td>International office of the Hub of Law and Social Sciences</td>
<td><a href="mailto:international.cle@unito.it">international.cle@unito.it</a></td>
</tr>
<tr>
<td>International office of the Hub of Humanities</td>
<td><a href="mailto:international.humanities@unito.it">international.humanities@unito.it</a></td>
</tr>
<tr>
<td>International office of the Hub of Science of Nature</td>
<td><a href="mailto:international.sciences@unito.it">international.sciences@unito.it</a></td>
</tr>
<tr>
<td>International office of Department of Pharmacy</td>
<td><a href="mailto:erasmus.farmacia@unito.it">erasmus.farmacia@unito.it</a></td>
</tr>
<tr>
<td>International office of the Hub of Medicine Torino</td>
<td><a href="mailto:international.medtorino@unito.it">international.medtorino@unito.it</a></td>
</tr>
<tr>
<td>International office of the Hub of Medicine Orbassano and Candiolo</td>
<td><a href="mailto:international.medsanluigi@unito.it">international.medsanluigi@unito.it</a></td>
</tr>
<tr>
<td>International office of the School of Management and Economics</td>
<td><a href="mailto:international.sme@unito.it">international.sme@unito.it</a></td>
</tr>
<tr>
<td>International office of SAA School of Management</td>
<td><a href="mailto:exchange.saa@unito.it">exchange.saa@unito.it</a></td>
</tr>
</tbody>
</table>
Focus on your hub
1. WELCOME TO YOUR HUB
The University of Turin is huge: more than 80,000 students, 26 Departments, over 150 degree programmes.

That is why, while at UniTo you will be able to rely both on the central International Mobility office and the local International office of the Hub of Science of Nature.

The Hub of Science of Nature is made up of the following departments:
- School of Science of Nature
  - Department of Chemistry
  - Department of Computer Science
  - Department of Physics
  - Department of Mathematics “Giuseppe Peano”
  - Department of Earth Sciences
  - Department of Life Sciences and Systems Biology
- Department of Drug Sciences and Technology
- Department of Psychology
- SUISM – Sport Centre
2. INTERNATIONAL OFFICE - HUB OF SCIENCE OF NATURE

This is a support service dealing with administrative issues for students enrolled at UniTo or involved in international mobility programmes of the HUB degree courses.

- School of Science of Nature webpage
- Department of Drug Science and Technology webpage
- Department of Psychology webpage

E-mail international.sciences@unito.it


Videoconference

- Google Meet GCalendar on Webex.
  (Click on “Prenota /Book here” in the preferred time slot to sign in; add in “Description of the subject” for the requested videoconference and click on “Save”.)
- For other web meeting platforms contact us via e-mail.

Meetings held in presence for specific needs can be requested via e-mail or telephone.
3. BUDDY PROJECT – GET SUPPORT FROM A BUDDY

The first few weeks in a new country can be overwhelming: finding accommodation, getting to know your new university, getting the necessary documents, learning Italian. You will probably think: “I need some help!”

This is where Buddy Project comes in useful, the UniTo welcome and support service for international and exchange students.

On your arrival in Turin you will be contacted by a UniTo student (your Buddy) who will help you understand university life and the linguistic and cultural environment.

Buddies will help you to:
• find out about various University facilities: libraries, study rooms, university restaurants, sport activities
• understand how to get healthcare, a residence permit and student accomodation
• carry out your mobility administrative procedures (such as register courses on your career plan, register to exams, etc...)
• get in touch with relevant offices
• learn Italian and understand the culture

Contact buddy.sciences@unito.it for information and to get in touch with your Buddy.

4. ON THE MAP

Find out your Department in the map of the city designed by Buddy students.

⚠️ Remember: Departments are located throughout the city: check carefully where your lectures are scheduled.

5. HAVE YOU READ IT YET?

Did you check the following information in the Handbook for Degree seeking?

✓ Unito IT and email account

✓ Learning Agreement

✓ Registration to courses

✓ Career Plan/Piano Carriera

✓ Exams (Appelli)
6. DEPARTMENT AT GLANCE
You can find here below the links to the main webpages for each of our School Departments:

academic and didactic calendars
You can check the “Academic calendar” of UniTo at this link. Be aware that each programme has its own academic calendar divided in semesters. Check them on the specific webpage of each programme by clicking on “Studiare”->”Insegnamenti”/”Studying”->”Courses”

Exception:
Undergraduate and Postgraduate programmes in Computer Sciences:
http://laurea.educ.di.unito.it/index.php/offerta-formativa/calendario/

List of Subjects
You can check all subjects of UniTo at this link. Be aware that each programme offers its own subjects divided in semesters. Check them on the specific webpage of each programme by clicking on “Studiare”->”Insegnamenti”/”Studying”->”Timetable”

Exception:
Programmes in Computer Sciences:
• Undergraduate programme:
  http://laurea.educ.di.unito.it/index.php/offerta-formativa/insegnamenti/
• Postgraduate programme:
  http://magistrale.educ.di.unito.it/index.php/offerta-formativa/insegnamenti/

7. TRAINEESHIP
If you are a student or recent graduate at an international University and you want to experience an Erasmus+ mobility for Traineeship at one of our departments, you can:

• Check the information about the Department Research areas
• Send your traineeship proposal by email to the Coordinator/s of the group of your interest.
  Remember to:
  1. mention in carbon copy international.sciences@unito.it,
  2. specify period and length of your mobility,
  3. attach your CV and transcript of records (it would be useful to understand if you have the necessary competences and skills to participate).
You will be contacted by email for a confirmation or a rejection of your proposal. Replies to requests sent to other UniTo addresses are not guaranteed.

Need more information? Contact the International Office – Hub of Science of Nature at international.sciences@unito.it

If you need any linguistic support, ask your Buddy!
8. SERVICES and FACILITIES

A) Segreteria Studenti (Students office)
You can contact and/or make an appointment with the office by Help desk: it is an online service you can access through your MyUniTo area. One of the main points is the Service desk, click here and then insert a key word, open one question and if you’re not satisfied by the answer you can “open a ticket”. This means that you can send a new question to the office; soon afterwards, you will receive an answer on your institutional e-mail address.

Use the map to find your segreteria and contact your Buddy for support in making an appointment.

B) Manager didattici/Administrative Course-Managers
The managers provide information and support concerning the courses, exams and graduation; the professors and the organization of the didactic activity of the department courses. How to contact them:

- Department of Chemistry: Lorenzo Pisani (lorenzo.pisani@unito.it) and Carmen Filardo (carmen.filardo@unito.it)
- Erasmus Joint Master MaMaself: Elisabetta Buzzoni (elisabetta.buzzoni@unito.it)
- Department of Physics: fisica-redazione@unito.it
- Department of Computer Sciences: informatica@educ.di.unito.it
- Department of Mathematics «G. Peano»: ccs.mat@unito.it
- Department of Psychology: didattica.psicologia@unito.it
- SUISM: des.suism@unito.it
- Department of Life Sciences and Systems Biology: ccs-sb@unito.it
- Department of Earth Sciences: Rossana Petean (rossana.petean@unito.it)
- Department of Drug Science and Technology: dstf-redazione@unito.it

Officers sometimes do not speak English. Should you need help, ask your Buddy to contact them for you or to lead you to the office.
C) Students’ Representatives and Tutors

**Department of Chemistry:**
- Students’ representatives: Pietro Di Febbo (pietro.difebbo@edu.unito.it) and Antonello Calò (antonello.calo@edu.unito.it)
- First year tutors: tutorato.chimica@unito.it and tutorato.materiali@unito.it
- Digital tutor (for online courses and lectures): mediatoredig.chimica@unito.it
- DSA and disability tutor: Maria Paola Luda (mariapaola.luda@unito.it)

**Department of Physics:**
- Students’ representatives: rappresentanti_studenti.df@unito.it
- First year tutors: tutorato.fisica@unito.it
- Digital tutor: mediatoredig.fisica@unito.it
- DSA and disability tutor: Stefania Beole (stefania.beole@unito.it)

**Department of Computer Science:**
- Students’ representatives: rappstudccs@educ.di.unito.it
- First year tutors: tutorato.informatica@unito.it, https://t.me/tutoratomatricole,
- Digital tutor: mediatoredig.informatica@unito.it
- DSA and disability tutor: Cristina Baroglio (cristina.baroglio@unito.it)
- Students’ tutors (professors): commtutor@educ.di.unito.it

**Department of Mathematics “G. Peano”:**
- Students’ representative: Elisa Antuca elisa.antuca@edu.unito.it
- First year tutors tutorato.matematica@unito.it
- Digital tutor: mediatoredig.matematica@unito.it
- DSA and disability tutor: Anna Capietto (anna.capietto@unito.it)
Department of Earth Sciences:
- Students’ representatives: Moreno Bertolazzi (moreno.bertolazzi@edu.unito.it) and Luca Brezzo (luca.brezzo@edu.unito.it)
- First year tutors: tutorato.geologia@unito.it
- Digital tutor: didatticadigitale.dst@unito.it
- DSA and disability tutor: Domenico De Luca (domenico.deluca@unito.it)

Department of Life Sciences and Systems Biology:
- Students’ representatives:
- Biological sciences: rappresentantibiologia@unito.it
- Natural sciences: Sofia Foch (sofia.foch@edu.unito.it) and Florinda Giaretto (Florinda.giaretto@edu.unito.it)
- First year tutors:
- Biological sciences: tutorato.biologia@unito.it
- Natural sciences: tutorato.scienzenaturali@unito.it
- Digital tutors: didatticadigitale.dbios@unito.it
- DSA and disability tutor: Silvia Demarchis (silvia.demarchis@unito.it)

Department of Psychology:
- Students’ representatives: Sofia Foch (sofia.foch@edu.unito.it) and Florinda Giaretto (Florinda.giaretto@edu.unito.it)
- First year tutors: peertopeer.psicologia@unito.it
- Digital tutors mediatoredig.psicologia@unito.it
- DSA and disability tutor: Gabriella Gandino (gabriella.gandino@unito.it)

Department of Pharmacy:
- First year tutors: tutorato.dstf@unito.it
- Digital tutors: mediatoredig.dstf@unito.it
- DSA and disability tutor: Arianna Carolina Rosa (ariannacarolina.rosa@unito.it)

Libraries