



UNIVERSITÀ DEL PIEMONTE ORIENTALE

STUDENT CHARTER
FOR STUDENTS AT
UNIVERSITÀ DEL PIEMONTE ORIENTALE

Updated January 2024

Edited by the Teaching Office

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STUDENT CHARTER

What is the Student Charter?

In this document, the Università del Piemonte Orientale sets out its main services for enrolled students, along with the procedures introduced to guarantee optimum performance.

Who is it for?

This charter is intended to assist not only enrolled students but all potential recipients of services (internal and external) such as: future students, graduates, families and local citizens.

Aim

The Student Charter guarantees quality service, offering prompt, efficient and complete responses which are coherent with current regulations. It is how service provision is regulated by the University facilities, along with the request system and participation by service users, in the pursuit of successful interaction between Administration and users.

General principles

The University's activity is carried out according to the laws, Statute and Regulations of the University, and follows these general principles:

- *Equal rights for users*: equality of conditions and treatment of all, without any discrimination of gender, race, religion, language or political opinions
- *impartiality*: objectivity and neutrality regarding all service users
- *continuity of services*; regular provision and prompt communication in the event of office closure or temporary suspension of activity
- *participation*: complete and updated information on the procedure for making requests; opportunity to present feedback, complaints and suggestions
- *quality and efficiency*: management, organisational, procedural and technical/functional solutions for user needs; optimisation of resources
- *simplification*: reduction of administrative procedures requested from Users; availability of forms; development of digitalised/IT systems.
- *transparency*: naming of person responsible for procedure; clarity of answers; free access to administrative documents and records in accordance with current law
- *Personal data protection*: personal data processing in accordance with European and Italian law, to fully protect the rights of all parties concerned.

The Student Charter also responds to the principles laid down in current law as regards the supply of public services¹.

Structure of the Charter

The Charter theoretically follows the academic path that a student follows up to graduation. The sections are organised as follows:



ORIENTATION/ GUIDANCE	REGISTRATION AND ENROLMENT	PAYMENT OF FEES	ACADEMIC TRACK	TUTORING	FINANCIAL AID	ICT	INTERNATIONAL	LIBRARIES	PLACEMENTS	TRANSFERS	WITHDRAWAL FROM COURSE	GRADUATION	POSTGRADUATES
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Method of adoption and updating of the Student Charter

The Student Charter is adopted following a resolution by the university authorities: it is published on the university website and can be viewed also in the Transparent Administration section. It is subject to review annually, and whenever appropriate, also taking into consideration the needs of users as stated in complaints or feedback as well as satisfaction levels reported in questionnaires. The updated text is approved by the Rector via decree and published on the university website. If the update affects the Charter structure (review of layout, additional sections, etc) the text is subject to approval by the collegial authorities.

¹ Specifically: Legislative Decree 286/1999; Legislative Decree 150/1999; resolution CIVIT no. 88/2010; resolution CIVIT 3/2012; Law 27/2012; Law 33/2013.

GENERAL CONTACT DETAILS

1. The standard procedure for requesting and receiving a service is to **open a ticket**, using the online form “UPO Risponde” (UPO replies), which can be found on the webpage:

<https://www.uniupo.it/en/upo-replies>

The service helps users draft their request in such a way as to receive an answer as quickly as possible.

Any attachments may be sent by email to the addresses listed on this page: www.uniupo.it/en → Infostudenti → Welcome services and contacts → Useful contacts → Contacts for Sending Attachments to Secretariats

2. The **Ufficio Relazioni con il Pubblico** (URP, Public Relations Office) is always available for general information or to report any problems with services.

The office is located in Vercelli, in the Rector’s Offices (Via Duomo, 6).

Contact details:

- Email: urp@uniupo.it
- Telephone: 0161 261 579

3. The **Student Portal** is the platform that holds all university records of students. The portal is where students register, enrol, book exams, check results, monitor their own status in real time, and check personal details, fees, and administrative documents (including applications to graduate).

The portal is accessed by the webpage <https://www.studenti.uniupo.it> or via the UniUpo app, which can be downloaded from GooglePlay (Android) or AppStore (iOS).

4. Almost all rules and procedures are stated in the **Student Handbook and Fees Section**, which is approved annually by the Academic boards and published on the university website www.uniupo.it/en

1. ORIENTATION/GUIDANCE

Title	FIND INFORMATION
DESCRIPTION OF SERVICE	On the specific university website page, you can find presentations of the degree programmes and departments (tables, videos, slides). Each department organises annual Open Days (in person or online), guided tours and online meetings for each degree programme. There are also: online lessons, on demand lessons and video-based lessons.
WHO TO CONTACT	Rector's Staff and Communication Office <i>Office dealing with events, orientation and public engagement</i>
METHOD AND PROCEDURE	UPO Risponde, telephone, email
TIME FRAME	The material is available from February onward and the dates are regularly updated.
FEEDBACK/COMPLAINTS	URP
CONTACTS	<ul style="list-style-type: none"> • UPO Risponde • 0161 261 434 • urp@uniupo.it
WEBSITE	www.uniupo.it/en- Courses www.uniupo.it/en – Orientation – Orientation initiatives

Title	GUIDANCE IN THE CHOICE OF UNIVERSITY COURSES
DESCRIPTION OF SERVICE	<p>In collaboration with the various Departments, the University Orientation and Guidance Service creates and coordinates support measures for users in the stages of transition, choice and planning of academic studies with the educational and cultural initiatives that the University provides. The service offers:</p> <ul style="list-style-type: none"> • Careers interviews with specialised staff • PCTOs: Percorsi per le Competenze Trasversali e l'Orientamento (Pathways for Transferable Skills and Orientation).
WHO TO CONTACT	<p>Rector's Staff and Communication Office <i>Office dealing with events, orientation and public engagement</i> Careers Development and Coordination Staff and Student Services</p>
METHOD AND PROCEDURE	<p>Information on how to book a consultation, orientation activities, and peer tutoring sessions, is provided in the relevant pages of the University website. For PCTOs: Secondary schools can refer to the University's PCTO Catalogue and contact tutors and administrative representatives via the contact details on the relevant university webpage</p>
TIME FRAME	Varies according to subject and activity
FEEDBACK/COMPLAINTS	URP
CONTACTS	UPO Risponde
WEBSITE	<ul style="list-style-type: none"> • For interviews and careers/orientation activity: www.uniupo.it/en – Orientation – Support for choice of pathways • For PCTOs: www.uniupo.it – Orientation – Projects for Schools – Pathways for Transferable Skills and Orientation

Title	ENROLMENT INFORMATION POINTS (PIMs - PUNTI INFORMATIVI MATRICOLE)
DESCRIPTION OF SERVICE	The Enrolment Information Points (PIMs) are helpdesks and welcome points organised during enrolment and assisted by existing students. The PIMs supply administrative information (deadlines, enrolment dates, financial support, ISEE, etc) via a helpline and offers a helpdesk service to students who have problems completing their online enrolment.
WHO TO CONTACT	Careers Development and Coordination Staff and Student Services Teaching Division and Secretariats Campus Teaching Offices and Secretariats
METHOD AND PROCEDURE	You can contact a PIM by phone or in person, using the list of helplines and helpdesks for the university campuses; details can be found on the University website and departmental websites. In Department premises, the service may be in person: please refer to the departments for information on how this works, contacts can be found on the specific Department websites.
TIME FRAME	Varies according to activity
FEEDBACK/COMPLAINTS	URP
CONTACTS	UPO Risponde
LINK	https://www.uniupo.it/en/studentinfo/welcome-services-and-contacts/enrolment-information-centres

2. REGISTRATION AND ENROLMENT

Title	ENROLMENT FOR OPEN ACCESS 3-YEAR UNDERGRADUATE AND SINGLE CYCLE PROGRAMMES
DESCRIPTION OF SERVICE	Enrolment on open access bachelor degree or single cycle master's programmes takes place online and is finalised with payment of the first instalment. The procedures and deadlines are defined in the annual Student Handbook and Fees Section .
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	Enrolment takes place online, by registering on the Student Portal and following all the procedural steps.
TIME FRAME	<ul style="list-style-type: none"> • 15 minutes for the online procedure • authorisation to access services – 24/48 hours after payment • Next, the offices will verify all statements made
FEEDBACK/COMPLAINTS	URP
CONTACTS	UPO Risponde; Contacts on the webpage: www.uniupo.it – Infostudenti – Accoglienza e contatti – Contatti utili
WEBSITE	www.uniupo.it – Infostudents - Enrolment

Title	ENROLMENT ON RESTRICTED ACCESS COURSES
DESCRIPTION OF SERVICE	Applications for restricted access programmes should be made online via the Student Portal. The procedures and deadlines for admission to entrance tests are stated in the Calls published on the websites of the departments involved.
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	Enrolment takes place online, by registering on the Student Portal and following all the procedural steps.
TIME FRAME	<ul style="list-style-type: none"> • 15 minutes for the online procedure • Authorisation to access services – 24/48 hours after payment • Next, the offices will verify all statements made
COST	For admission to the entrance tests, a fee is charged – the amount is specified in each Call
FEEDBACK/COMPLAINTS	URP
CONTACTS	UPO Risponde; Contacts on webpage: https://www.uniupo.it/en/studentinfo/welcome-services-and-contacts/enrolment-information-centres
WEBSITE	www.uniupo.it – Infostudents - Admissions

Title	ENROLMENT ON 1st YEAR OF MASTER'S DEGREE (OPEN ACCESS)
DESCRIPTION OF SERVICE	Enrolment takes place online and is finalised with payment of the first instalment. The procedures and deadlines are defined in the annual Student Handbook .
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	Enrolment takes place online, by registering on the Student Portal and following all the procedural steps, subject to an initial assessment test administered by the relevant department.
TIME FRAME	<ul style="list-style-type: none"> • 15 minutes for the online procedure • authorisation to access services – 24/48 hours after payment • Next, the offices will verify all statements made
FEEDBACK/COMPLAINTS	URP
CONTACTS	UPO Risponde; Contacts on the webpage: https://www.uniupo.it/en/studentinfo/welcome-services-and-contacts/enrolment-information-centres
WEBSITE	www.uniupo.it → Infostudents → Enrolments

Title	SIMULTANEOUS ENROLMENT ON TWO COURSES
DESCRIPTION OF SERVICE	Simultaneous enrolment on two courses is permitted subject to the conditions and methods established by legislation and reported in the Students' Handbook.
WHO TO CONTACT	Careers Development and Coordination Staff and Student Services Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	To check whether it is possible to enrol on two courses simultaneously, contact the Careers Development and Coordination Staff and Student Services
TIME FRAME	30 days following request
FEEDBACK/COMPLAINTS	URP
CONTACTS	coordinamento.segreterie@uniupo.it
WEBSITE	www.uniupo.it/en → Infostudents → Enrolments → Simultaneous enrolment on two courses

Title	REGISTRATION FOR YEARS SUBSEQUENT TO FIRST
DESCRIPTION OF SERVICE	Registration for years subsequent to the first coincides (for all courses) with payment of the first instalment. Students must check that the payment bill is posted to their own account on the Student Portal. Methods of payment and deadlines are specified in the annual Student Handbook .
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	For registration, the payment bill for the first instalment must be downloaded from the Student Portal and paid on the PagoPa system.
TIME FRAME	Registration is generally finalised within 24-48 hours of payment.
FEEDBACK/COMPLAINTS	URP
CONTACTS	Contacts on webpage: https://www.uniupo.it/en/studentinfo/welcome-services-and-contacts/enrolment-information-centres
WEBSITE	www.uniupo.it/en → Infostudents → Enrolment on years subsequent to first

Title	PART-TIME STUDY OPTION
DESCRIPTION OF SERVICE	It is possible to study part-time on some select courses; this allows the student to spread the workload over a longer period of time, with proportionate division of fee payment
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	The part-time study option may be requested at the moment of registration.
TIME FRAME	20 days
FEEDBACK/COMPLAINTS	URP
CONTACTS	UPO Risponde; Contacts on webpage: https://www.uniupo.it/en/studentinfo/welcome-services-and-contacts/enrolment-information-centres
WEBSITE	www.uniupo.it/en → Infostudents → Enrolments → Full and part-time

Title	ENROLMENT ON SINGLE COURSES
DESCRIPTION OF SERVICE	Enrolment on single courses allows students to take elective exams for credit (up to 36 academic credits).
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	<ol style="list-style-type: none"> 1. Check with the Teaching Office which courses are offered and available for registration 2. Complete the enrolment form for a Single Course and scan/photograph it 3. Send the completed form using your own university email account to the address: www.uniupo.it/en → Infostudents → Welcome Services and Contacts → Useful Contacts → Contacts for sending attachments to Secretariats) The date of sending is used as the date of registration and is the date considered for deadline purposes. 4. pay the bill uploaded to your Student Portal account, covering the cost of the course and additional stamp duty <p>Registration is confirmed only after payment of the fee.</p>
TIME FRAME	30 days
FEEDBACK/COMPLAINTS	URP
CONTACTS	Contacts on webpage: www.uniupo.it/en – Infostudents – Welcome Services and contacts – Useful Contacts
WEBSITE	www.uniupo.it/en – Infostudents Section
LINK TO FORM	www.uniupo.it/en → infostudents → enrolment on single courses

Title	RECOGNITION OF PREVIOUS ACADEMIC CREDITS
DESCRIPTION OF SERVICE	Students may request recognition of credits for exams taken at another university or at UPO itself (for a course different from that in which he/she is registered) by presenting the appropriate application form to the Board of Studies for academic credit recognition and reduction of course duration.
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	<ol style="list-style-type: none"> 1. Print off the online application form, selecting 'Recognition of credits' from the drop-down 'Request type' menu 2. pay the bill which will be uploaded to your personal account on the Student Portal, comprising the stamp duty of €16 <p>Following evaluation of the request by the academic staff, the Secretariat will proceed with the recognition of credits on the electronic student record within the Student Portal, sending the student a notification to their university email address</p>
TIME FRAME	90 days
FEEDBACK/COMPLAINTS	URP
CONTACTS	Contacts on the webpage: www.uniupo.it/en → Infostudents → Welcome Services and contacts → Useful contacts
WEBSITE	www.uniupo.it/en → Infostudents

Title	PROCEDURES FOR INTERNATIONAL STUDENTS
DESCRIPTION OF SERVICE	<p>The following services are provided to assist international students or students with qualifications from foreign universities:</p> <ul style="list-style-type: none"> • checking and registration of documentation from consulates/embassies for enrolment on all types of courses • verification of validity of qualifications achieved abroad and related documentation for registration and enrolment procedures • management of procedures for recognition of foreign qualifications • support with issues related to entrance/stay in Italy for students intending to enrol on various courses • information and assistance for issue of documents necessary to stay in Italy • Welcome/assistance services for international students • Support for students arriving from countries with high risk-factors or humanitarian crises • Request for fiscal code for international students
WHO TO CONTACT	<p>Office for Development and Quality of Higher Education Teaching Projects and International Mobility Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i></p>
METHOD AND PROCEDURE	UPO Risponde or email
TIME FRAME	The procedures and timetables vary according to the checks that need to be carried out at consulates, embassies, etc.
FEEDBACK/COMPLAINTS	URP
CONTACTS	UPO Risponde international.students@uniupo.it
LINK	www.uniupo.it/en → internazionale → students → Want to come to UPO

3. PAYMENT OF FEES

Title	ISEE CERTIFICATE
DESCRIPTION OF SERVICE	<p>The ISEE standard is an economic status equivalent, which allows the measurement of families' economic status. The certificate is necessary to obtain this assistance:</p> <ul style="list-style-type: none"> • Reduction of fees by inclusion in the reduced fee payment band • Benefits linked to international mobility (Erasmus+) • Assistance linked to the right to study <p>Please read carefully the Student Handbook and Fee Section for a detailed outline of the service and deadlines.</p>
WHO TO CONTACT	<p>You may request this:</p> <ul style="list-style-type: none"> • Via the INPS Portal (pre-filled form) • At a CAF (tax assistance office) • From a qualified accountant / auditor
METHOD AND PROCEDURE	The University acquires the data directly from INPS. It is possible to use the Fee Simulator as a tool to check fee amounts.
TIMETABLE	Times depend on the individual supplier.
FEEDBACK/COMPLAINTS	URP
CONTACT	UPO Risponde
LINK	www.uniupo.it/en → infostudents → fees and financial aid → ISEE and financial assistance for studies

Title	FEE REIMBURSEMENT
DESCRIPTION OF SERVICE	Reimbursement of fees may be requested via the specific online form, for all sums paid when not due and for the reasons stated in the Student Handbook and Fees Section
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	Completion of online form, indicating personal details and other information required for reimbursement (IBAN bank number).
TIME FRAME	90 days after completion of online form (University internal process)
FEEDBACK/COMPLAINTS	URP
CONTACTS	Contacts on webpage: www.uniupo.it/en → Infostudents → Welcome services and contacts → Useful Contacts
LINK	www.uniupo.it → infostudents → fees and financial aid → Reimbursement procedure

Title	EXEMPTIONS/REDUCTIONS
DESCRIPTION OF SERVICE	This involves: total exemption, partial exemption, extraordinary exemption due to merit, reductions for “pure” freshers with a school leaving certificate grade of 90/100 or higher, and a reduction for credits acquired by a specific date (varies each academic year). Please consult the Student Handbook and Fees Section for details and deadlines.
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	Fee exemption (unless automatically awarded) may be established during registration or at a later date via UPO Risponde The Office will then eliminate the payment bills from your “Payments” page and upload a bill for the virtual stamp duty to be paid.
TIME FRAME	10 days
FEEDBACK/COMPLAINTS	URP
CONTACTS	UPO Risponde Contacts on the webpage: www.uniupo.it/en → Infostudents → Welcome services and contacts – Useful Contacts
WEBSITE	For exemptions: https://www.uniupo.it/en/studentinfo/fees-and-taxes/exemptions For reimbursements: www.uniupo.it/en → Infostudents → Fees and Financial Aid → Reductions and assistance

4. DURING YOUR STUDIES

Generally, university programmes are managed by the Academic Division and Secretariats – Teaching Offices and Campus Secretariats – and the Career Development and Coordination Staff and Student Services via the Student Portal. If you need help, contact them via UPO Risponde.

Title	ONLINE SERVICES
DESCRIPTION OF SERVICE	Access to wireless services; WiFi Open and Eduroam networks; DIR, UPO Frequency App, UniUpo App
WHO TO CONTACT	Campus ICT Assistance Division <i>Campus ICT Assistance and Management Office</i>
METHOD AND PROCEDURE	All services can be activated according to instructions in the handbook published on the website.
TIME FRAME	Authorisation to access services – 24/48 hours after payment
FEEDBACK/COMPLAINTS	URP
CONTACT	UPO Risponde postastudenti@uniupo.it
LINK	www.uniupo.it/en → services → IT and online services

Title	STUDY PLAN
DESCRIPTION OF SERVICE	To draft a study plan, follow the rules established by your Department and course.
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i> Course tutor, if present
METHOD AND PROCEDURE	How to present your study plan (via web or paper-based) and deadlines for completion are stated in the Department websites.
TIME FRAME	As laid down by Departments
FEEDBACK/COMPLAINTS	URP
CONTACT	UPO Risponde
WEBSITE	www.uniupo.it/en → Infostudents → Study plans and degrees

Title	ISSUE OF CERTIFICATES
DESCRIPTION OF SERVICE	Stamped certificates are valid and may be used between private parties. With public administrations or public service providers, self-certification statements are used (Law 183/2011, art.15), as described in the following section
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	<ol style="list-style-type: none"> 1. Fill in the form for Request for Certificates and scan/photograph it 2. Scan/photograph the front and back of a valid identity document Send the documentation to the Campus Teaching Office and Secretariat using your official University email account: www.uniupo.it/en → Infostudents → Welcome services and contacts → Useful contacts → Contacts for sending attachments to Secretariats 3. Pay the bill for stamp duty fees, uploaded to your Student Portal account; the cost will be of 16 euro stamp duty for each certificate copy requested 4. Make the payment and advise the Office so they can issue the certificate 5. The certificate will be issued as a PDF to the student's university email address.
TIME FRAME	15 days
FEEDBACK/COMPLAINTS	URP
CONTACTS	Contacts on the webpage: www.uniupo.it/en → Infostudents – Welcome services and contacts → Useful contacts
WEBSITE	www.uniupo.it – Infostudents – Documents and Statements

Title	SELF-DECLARATIONS
DESCRIPTION OF SERVICE	<p>All self-declaration forms can be downloaded from the Student Portal (“Office-Certificates” section)</p> <ul style="list-style-type: none"> • Self-declaration of years of registration • Self-declaration of registration with exams • Self-declaration of degree with exams • Self-declaration of fees for calendar year • Self-declaration for professional licensing
WHO TO CONTACT	Student Portal
METHOD AND PROCEDURE	<ol style="list-style-type: none"> 1) Log in to the Student Portal 2) Visit the section “Office – Certificates” 3) Print the self-declaration form
TIME FRAME	instant
FEEDBACK/COMPLAINTS	URP
CONTACT	<p>Contacts on the webpage: www.uniupo.it/en → Infostudents– Welcome services and contacts – Useful contacts</p>
WEBSITE	www.uniupo.it – Infostudents – Forms for Students

Title	INTRA-UNIVERSITY TRANSFER
DESCRIPTION OF SERVICE	It is possible to transfer from one course to another within UPO. The procedure and deadines are stated in the Student Handbook . If you wish to transfer to a state-regulated course, you must request a 'nulla osta' (dispensation) from the Student Services Office at your intended course department.
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	<ol style="list-style-type: none"> 1. Fill in the Transfer Application form online, selecting "Transfer" from the drop-down menu "Request Type" 2. Pay the bill uploaded to your Student Portal for stamp duty of €16 <p>Once the Board of Studies has made a decision, the Teaching Office and Secretariat will proceed (if approved) to updating your Academic Profile and send a notification to your university email address</p>
TIME FRAME	90 days
FEEDBACK/COMPLAINTS	URP
CONTACTS	Contacts on the webpage: www.uniupo.it/en → Infostudents → Welcome services and contacts – Useful contacts
WEBSITE	www.uniupo.it/en → Infostudents → Transfers
LINK TO ONLINE FORM	https://sia.uniupo.it/studenti/trasferimenti.php

Title	CHANGE OF CLASS, CURRICULUM OR CAMPUS
DESCRIPTION OF SERVICE	It is possible to change curriculum, campus, and (only for interclass programmes) degree programme. The procedure and deadlines are laid out in the Student Handbook .
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	The procedure and deadlines are the same as those established for intra-university transfers.
TIME FRAME	90 days
FEEDBACK/COMPLAINTS	URP
CONTACTS	Contacts on webpage: www.uniupo.it/en → Infostudents → Welcome services and contacts – Useful contacts
WEBSITE	www.uniupo.it → Infostudents

Title	CHANGING FROM PART-TIME TO FULL-TIME STUDY (and viceversa)
DESCRIPTION OF SERVICE	It is possible to change study regime, from part-time to full-time and viceversa. The procedure and deadlines are laid out in the Student Handbook .
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	The procedure and deadlines are the same as those laid down for registration. To request a change in regime, fill in the appropriate form and send it to Student Services using your own University email address: (www.uniupo.it → Infostudents → Welcome services and contacts → Useful contacts → Contacts for sending attachments to Secretariats)
TIME FRAME	20 days
FEEDBACK/COMPLAINTS	URP
CONTACTS	Contacts on the webpage: → www.uniupo.it/en → Infostudents → Welcome services and contacts → Useful contacts
WEBSITE AND LINK TO FORM	www.uniupo.it → Infostudents → Forms for students

5. TUTORING

Title	ON-SITE ORIENTATION
DESCRIPTION OF SERVICE	<p>To support students, a Tutoring service is offered with particular reference to:</p> <ul style="list-style-type: none"> ● Careers guidance for degree programmes/masters ● Information about university life and the services/opportunities available ● Support in planning and organising study programmes ● Help and support in selecting training/professional pathways ● SOSTA (University Orientation and Tutoring Service) – helpdesks, peer study groups, etc. <p>A tutoring service is offered at the Departments, supervised by teachers and involving senior tutors, with specialist assistance for each discipline.</p>
WHO TO CONTACT	<p>Careers Development and Coordination Staff and Student Services Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i></p>
METHOD AND PROCEDURE	<p>For more information: www.uniupo.it/en → orientation → study assistance Email: orientamento@uniupo.it</p> <p>Request form: https://www.uniupo.it/en/orientation/study-support/orientation-interview</p>
TIME FRAME	Depends on the service requested
FEEDBACK/COMPLAINTS	URP
CONTACT	<p>orientamento@uniupo.it Tel. 0161.261527 – 0161.228428</p> <p>Tutoring in subjects: More information from the Campus Teaching Offices and Secretariats</p>
WEBSITE	https://www.uniupo.it/en/orientation/study-support

6. ACCESSING FINANCIAL AID FOR STUDY

Title	EDISU STUDY GRANTS
DESCRIPTION OF SERVICE	These study grants are aimed at deserving students who achieve good results but lack financial means for study. They are endowed by the Regional Authority for the Right to Higher Education (EDISU), by a Call procedure for those who hold the correct requisites (published annually).
WHO TO CONTACT	EDISU Offices
METHOD AND PROCEDURE	Application procedures are stated in the EDISU Call announcement.
TIME FRAME	As stated in the Call announcement.
FEEDBACK/COMPLAINTS	Contact the EDISU Office
CONTACT	https://www.edisu.piemonte.it/it/sedi-e-contatti/informazioni-e-assistenza
LINK	https://www.edisu.piemonte.it/

Title	UPO SUPPORT FOR THE RIGHT TO HIGHER EDUCATION
DESCRIPTION OF SERVICE	Each academic year, the University offers assistance to deserving students: <ul style="list-style-type: none"> • Student employment • Tutoring positions
WHO TO CONTACT	Career Development and Coordination Staff, and Student Services
METHOD AND PROCEDURE	Requisites stated in the Call announcement
TIME FRAME	Time frames indicated in the Call announcement
FEEDBACK/COMPLAINTS	URP
CONTACTS	- UPO Risponde
WEBSITE	https://www.uniupo.it/en/services/working-university

Title	INITIATIVES OF CULTURAL, SPORTS AND RECREATIONAL ACTIVITY FOR STUDENTS
DESCRIZIONE DEL SERVIZIO	The University supports activities organised by the students themselves, through their associations, cooperatives or student groups. Resources are allocated annually, with sums allotted by the Board of Trustees.
WHO TO CONTACT	Career Development and Coordination Staff, and Student Services
METHOD AND PROCEDURE	Requisites and deadlines stated in the Call announcement
TIME FRAME	Annual Call
FEEDBACK/COMPLAINTS	URP
CONTACTS	UPO Risponde
LINK	https://www.uniupo.it/en/services/cultural-recreational-and-sports-activities

Title	CANTEEN AND CATERING FACILITIES
DESCRIPTION OF SERVICE	The canteen service is organised by various university-based canteens and outsourced facilities which have an agreement with the university. It is a fee-based service and the cost (full or discounted) depends on individual income and merit status. In the UPO areas, there are the university canteens in Alessandria (via Parma 36) and Novara (Via E. Perrone 22). There are also a number of facilities in Alessandria, Novara, Vercelli, Asti, Biella and Verbania, which offer an alternative service. The card to use canteen facilities is issued and managed by the Regional Authority for the Right to Higher Education (EDISU). To book the service, complete the online form found on the webpage: https://sia.uniupo.it/riservato/studenti/buonipasto.php .
WHO TO CONTACT	EDISU Offices
METHOD AND PROCEDURE	As stated in the Call
TIME FRAME	As stated in the Call
FEEDBACK/COMPLAINTS	URP
CONTACT	https://www.edisu.piemonte.it/it/sedi-e-contatti/informazioni-e-assistenza
WEBSITE	www.uniupo.it → Services → Hospitality and catering → Catering

Title	ATENEO+ CARD
DESCRIPTION OF SERVICE	The Ateneo+ card attests to students' enrolment at the university and can be acquired via the UNIUPO App
WHO TO CONTACT	Career Development and Coordination Staff, and Student Services
METHOD AND PROCEDURE	The procedure is activated automatically after enrolment.
TIME FRAME	Instantly available
FEEDBACK/COMPLAINTS	URP
CONTACTS	Upo Risponde
WEBSITE	https://www.uniupo.it/it/infostudenti/documenti-e-attezzazioni/smart-card-universitaria-libretto-universitario https://www.ateneopiu.it/home

Title	SERVICES FOR STUDENTS WITH PHYSICAL AND LEARNING DISABILITIES
DESCRIPTION OF SERVICE	<p>The University offers a number of services to assist students with physical or learning disabilities:</p> <ul style="list-style-type: none"> • Orientation interviews for graduate study • Escorting to lessons • Tutoring • Individual support • Training and loan of support tools and equipment, including technological devices • Total or partial exemption from university fees • Support in applying for study grants from EDISU • Careers advice at the end of the course • Job interview (accompaniment to workplace)
WHO TO CONTACT	Career Development and Coordination Staff, and Student Services
METHOD AND PROCEDURE	<p>To request the services and/or book an appointment, see the website www.uniupo.it →Services → Services for students with physical and learning disabilities</p> <p>UPO Riceve UPO Risponde</p>
TIME FRAME	Varies according to specific activity
FEEDBACK/COMPLAINTS	URP
CONTACTS	<p>UPO Risponde disabili_dsa@uniupo.it tel. 0161 261531</p>
WEBSITE	https://www.uniupo.it/en/services/services-students-physical-or-learning-disabilities

7.IT TOOLS

Title	<i>PRINTING ONLINE</i>
DESCRIPTION OF SERVICE	This service offers printing, photocopying and scanning for students; the printers around the university premises can be accessed using your Student Portal credentials and via a top-up system that can be acquired from the EasyPagamenti system.
WHO TO CONTACT	UPO Risponde
METHOD AND PROCEDURE	Campus ICT Assistance and Management Division <i>Campus ICT Assistance and Management Office</i>
TIME FRAME	Instant
FEEDBACK/COMPLAINTS	URP
CONTACTS	URP
WEBSITE	https://www.uniupo.it/en/services/it-online-services/printing-service

8. EXPERIENCES ABROAD

Title	ERASMUS
DESCRIPTION OF SERVICE	The University offers the chance to spend a period abroad with the Erasmus+ programme. It is possible to follow courses and take exams (Erasmus+ for study), work on a thesis, or carry out work experience (Erasmus+ Traineeship). Furthermore, the University offers the opportunity to participate in hybrid mobility experiences – the Blended Intensive Programme (BIP). Calls are occasionally issued for this project, and at that time online and face-to-face presentation sessions are organised.
WHO TO CONTACT	Office for Development and Quality of Higher Education Teaching Projects and International Mobility
METHOD AND PROCEDURE	Applications via annual Call procedure
TIME FRAME	Laid down in individual Calls
FEEDBACK/COMPLAINTS	URP
CONTACT	UPO Risponde
WEBSITE	www.uniupo.it → International → Students → Want to go abroad → All about Erasmus

Title	<i>FREE MOVER</i>
DESCRIPTION OF SERVICE	The University offers students the chance to spend a period abroad for study, work experience or research aimed at the thesis, with the Free Mover programme, also outside Europe and for short-term periods.
WHO TO CONTACT	Office for Development and Quality of Higher Education Teaching Projects and International Mobility
METHOD AND PROCEDURE	See the Department websites and specific Call announcements
TIME FRAME	Established in the individual Calls
FEEDBACK/COMPLAINTS	URP
CONTACT	UPO Risponde
WEBSITE	Department websites / www.uniupo.it → International → Students → Want to go abroad → Free Mover

Title	<i>FREE MOVER FOR PROJECTS</i>
DESCRIPTION OF SERVICE	The programme “Free Mover for Projects” allows a short period of study abroad, complementary to the degree programme in question.
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	Application via annual Call
TIME FRAME	Stated in the individual Calls
FEEDBACK/COMPLAINTS	URP
CONTACT	UPO Risponde
WEBSITE	Department websites / www.uniupo.it → International → Students → Want to go abroad → Free Mover

Title	DOUBLE DEGREE
DESCRIPTION OF SERVICE	The University offers the chance to pursue a dual or joint qualification, i.e. one which is valid both in Italy and another participating country. It is necessary to check on the University website which courses offer this opportunity.
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	Application via annual Call
TIME FRAME	Established in the Call
FEEDBACK/COMPLAINTS	URP
CONTACT	UPO Risponde
WEBSITE	www.uniupo.it → International → Students → Want to go abroad → International and double degrees

Title	OTHER OPPORTUNITIES
DESCRIPTION OF SERVICE	<p>The University offers the chance for students to study, do research, or complete a placement in the United States, thanks to the Fulbright programme or the CAP Stevens programme (for Master's students in Management and Finance).</p> <p>Participation in these initiatives is accessed via response to the Calls published; for the Fulbright programme, it is possible to contact directly the Fulbright Commission.</p>
WHO TO CONTACT	<p>Office for Development and Quality of Higher Education Teaching Projects and International Mobility Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i></p>
METHOD AND PROCEDURE	Application via Call
TIME FRAME	Established in the Call
FEEDBACK/COMPLAINTS	URP
CONTACT	UPO Risponde
WEBSITE	www.uniupo.it → International → Students → Want to go abroad → International Study grants

9 COMPLETING A PLACEMENT

Title	CURRICULAR, EDUCATIONAL AND ORIENTATION PLACEMENTS
DESCRIPTION OF SERVICE	A placement is a period spent working in a company, authority or institute. It rounds off a university course, allowing the students to alternate between work and study in a training opportunity, facilitating professional and career choices. Curricular, educational and orientation placements are available (orientation placements for new graduates). To request a placement, please read the specific Guidelines laid down in the University website.
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats (Campus Placement Supervisor)</i>
METHOD AND PROCEDURE	The procedures are laid out in Department websites.
TIME FRAME	Within 15 working days: <ul style="list-style-type: none"> - If a partnership with the organisation is already active and valid; from the request for activation by the company and/or authorisation of the Departmental entities involved, if later - If the agreement is to be signed/re-signed: from receipt of the signed Agreement and/or authorisation by the Departmental bodies involved, if later. <p>To activate extracurricular placements, the time starts from the moment the companies provide the mandatory communication on the regional website.</p>
FEEDBACK/COMPLAINTS	URP
CONTACTS	The complete list of traineeship managers can be found at: https://www.uniupo.it/it/job-placement/stage-e-tirocini/attivazione-e-contatti
LINK	www.uniupo.it → Job Placement → Internships and Traineeships

10 TRANSFERRING OR QUITTING COURSE

Title	TRANSFERRING TO ANOTHER UNIVERSITY
DESCRIPTION OF SERVICE	<p>Students can transfer to another university following the procedure and deadlines stated in the annual Student Handbook.</p> <p>Students must check that the destination university is willing to accept them, as well as the procedures and deadlines. If the degree programme is state-regulated, a dispensation must be obtained from the destination department.</p>
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	<ol style="list-style-type: none"> 1. Ask the Office, via UPO Risponde, to issue the payment bill for the stamp duty and “transfer fee” 2. Carry out payment 3. Complete and print the “Transfer Application Form”, stating exactly and precisely all information about the destination university and course 4. scan/photograph the front and back of a valid identity card 5. scan/photograph all the documentation and send it to the Office using your own official university email address: www.uniupo.it → Infostudents → Welcome services and contacts → Useful contacts → Contacts for sending attachments to secretariats 6. The Office will supply the release form to the other university
TIME FRAME	<i>Open access courses</i> : max 90 days after the request is made. <i>Capped and regulated courses</i> : depends on the Call regulations and classification in the ranking
COST	The fee is stated in the Student Fees Regulations
COMPLAINTS	URP
CONTACTS	Contacts on the webpage: www.uniupo.it → Infostudents → Welcome services and contacts → Useful contacts
WEBSITE	www.uniupo.it – Infostudents – Transfers
LINK TO FORM	https://www.uniupo.it/it/infostudenti/modulistica-studenti

Title	TRANSFERRING TO UPO FROM ANOTHER UNIVERSITY
DESCRIPTION OF SERVICE	Students can transfer to UPO from another university according to the procedures and deadlines established in the annual Student Handbook . The transfer is managed according to whether it is an open access degree programme, capped number course or state-regulated course.
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	<p>Once the official release document arrives from the university of origin, the Student Services Office will contact the applicant, who must:</p> <ol style="list-style-type: none"> 1. Enrol on the Student Portal, according to the instructions provided for enrolment “for transfer” 2. Complete the online form, selecting the option “Transfer from the drop-down menu “Request type” 3. Pay the bill uploaded to the Student Portal account, consisting of €16 for stamp duty: <p>The documentation is sent from the Office to the Course Board who will evaluate the request, following which the student’s university status/profile will be updated. Students will receive notification via their university email address.</p> <p>Transfer to a capped number programme will take place once the dispensation has been issued from the destination university; this must be requested according to their terms and conditions.</p>
TIME FRAME	90 days from enrolment
FEEDBACK/COMPLAINTS	URP
CONTACTS	Upo Risponde www.uniupo.it → Infostudents → Welcome services and contacts → Useful contacts
WEBSITE	www.uniupo.it → Infostudenti → Transfers

Title	WITHDRAWAL FROM COURSE
DESCRIPTION OF SERVICE	You can leave the course/university at any time, if all due payments are up-to-date. Withdrawal is irreversible.
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	To request withdrawal from course: <ol style="list-style-type: none"> 1) Complete the online procedure on the Student Portal (Section “Carriera – Domanda chiusura carriera” – University Track – Form to withdraw from university”). 2) After presenting the request, payment will be due of the virtual stamp duty tax (this payment is mandatory in order for the request to be accepted). <p>The request status can be checked until the process is closed. Before filling in the request form, check the instructions in the Student Handbook.</p>
TIME FRAME	15 days
FEEDBACK/COMPLAINTS	URP
CONTACT	Upo Risponde www.uniupo.it → Infostudents → Welcome services and contacts → Useful contacts
WEBSITE	www.uniupo.it → Infostudents → Withdrawal, suspension and other academic career events

Title	SUSPENSION OF STUDIES
DESCRIPTION OF SERVICE	It is possible to ask for a suspension of studies in these cases: a) Intention to study at Italian military academy or foreign university b) Intention to enrol on a Master's programme (first or second level), without being registered on both programmes simultaneously
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	The student requesting a suspension must: 1) send the request form to the Office using his/her own university email address: www.uniupo.it → Infostudents → Welcome services and contacts → Useful contacts → Contacts for sending attachments to Secretariats 2) attach a self-declaration that includes all useful information to identify the reason for the request for suspension (e.g. name of academy and period; Master's course title and period, etc) 3) The Office will upload the payment bill for the virtual stamp duty and suspension request fee (see Fees Section Regulations) to the Student Portal account. The suspension must be requested each year until no longer appropriate. The suspension does not affect student status. Once the suspension is approved, the request is irreversible for the entire academic year. No exams may be taken or credits acquired during the academic year of suspension.
TIME FRAME	20 days
FEEDBACK/COMPLAINTS	URP
CONTACT	www.uniupo.it → Infostudents → Welcome services and contacts → Useful contacts
WEBSITE	www.uniupo.it → Infostudents → Withdrawal, suspension and other academic events
LINK TO FORM	https://www.uniupo.it/en/studentinfo/documents-and-declarations

Title	LEAVE OF ABSENCE
DESCRIPTION OF SERVICE	<p>You may request leave of absence (following the terms and conditions in the Student Handbook) from your studies for these reasons:</p> <ul style="list-style-type: none"> c) <i>birth of a child</i>. The request must be made for the year in which the child is born and applies to the academic year in which the request is made d) <i>serious and long-term illness</i>. This applies to the academic year in which the request is made and may be extended if the illness/condition continues.
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
MODALITÀ E PROCEDURA	<p>Students requesting leave of absence must:</p> <ol style="list-style-type: none"> 1) send the application to the Secretariat using their own university email account (www.uniupo.it → Infostudents → Welcome services and contacts → Useful contacts → Contacts for sending attachments to Secretariats) 2) attach all necessary documentation: for the birth of a child, self-certification of the birth or a doctor's certificate with the presumed date of birth; for illness, a specialist doctor's certificate. 3) Pay the bill for the virtual stamp duty and request fee (see Fees Section Regulations) to the Student Portal account. <p>Once the leave is approved, the request is irreversible for the entire academic year. No exams may be taken or credits acquired during the academic year in question.</p>
TIME FRAME	20 days
FEEDBACK/COMPLAINTS	URP
CONTACT	UPO Risponde www.uniupo.it → Infostudents → Welcome services and contacts → Useful contacts
WEBSITE	www.uniupo.it → Infostudents → Withdrawal, suspension and other academic events
LINK TO FORM	https://www.uniupo.it/en/studentinfo/documents-and-declarations

Title	SUSPENSION OF STUDIES AND RESTARTING – RECOGNITION OF PREVIOUS STATUS
DESCRIPTION OF SERVICE	Individuals who stopped their studies for 2 academic years or more and wish to restart their course by registering for the current academic year, must pay the fees for all academic years in which he/she was registered, as well as a ‘recognition fee’ for each academic year that has passed in which they were not registered (the fee is stated in the Fees Section)
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	<ol style="list-style-type: none"> 1. Fill in and sign the Recognition form, indicating the academic years skipped 2. scan/photograph the signed form 3. scan/photograph the front and back of a valid identity document 4. send all documentation to the Secretariat, using your official University email account (www.uniupo.it → Infostudents → Welcome services and contacts → Useful contacts → Contacts for sending attachments to Secretariat) 5. Pay the bill for stamp duty and fee for recognition of student status/profile, uploaded to the Student Portal (fee stated in Fee Section) <p>The student file/status will be reactivated following payment.</p>
TIME FRAME	20 days
FEEDBACK/COMPLAINTS	URP
CONTACT	UPO Risponde www.uniupo.it → Infostudents → Welcome services and contacts → Useful contacts
WEBSITE	www.uniupo.it → Infostudents → Withdrawal, suspension and other academic events

11 GRADUATION

Title	ADMISSION TO FINAL EXAM
DESCRIPTION OF SERVICE	The study programme ends with the final exam/defence of the thesis. To find out the rules and deadlines to respect (e.g. for submission of thesis title, name of requested supervisor, graduation application), students must check the individual Department websites as each course follows different procedures.
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	1 present the online application to graduate through the Student Portal (Degree – application to graduate), with all requested information 2 pay the bill uploaded to your personal page in the Student Portal for two revenue stamps of €16 each, due for presentation of request to graduate and copy of the degree parchment.
TIME FRAME	This varies according to the course or Departments.
FEEDBACK/COMPLAINTS	URP
CONTACT	UPO Risponde www.uniupo.it → Infostudents → Welcome services and contacts → Useful contacts
LINK	www.uniupo.it → Infostudents → Study plans and degrees Department websites

Title	ISSUE OF DIPLOMA SUPPLEMENT
DESCRIPTION OF SERVICE	The <i>Diploma Supplement</i> is an additional document alongside the official qualification achieved at the end of a study programme, issued in Italian and English by the University. It supplies a description of the type, level, context, content and status of studies completed, according to a standard model developed by the European Commission, European Council and UNESCO.
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	The Diploma Supplement is available online on the Student Portal: a signed copy can be requested from the relevant Campus Teaching Office and Secretariat
TIME FRAME	30 days
FEEDBACK/COMPLAINTS	URP
CONTACT	www.uniupo.it → Infostudents → Welcome services and contacts – Useful contacts
WEBSITE	www.uniupo.it → Infostudents → Forms and certificates – Diploma Supplement

Title	ISSUE OF DEGREE CERTIFICATE
DESCRIPTION OF SERVICE	The degree certificate is the definitive qualification, with legal value, issued by the University once a programme has been successfully completed.
WHO TO CONTACT	Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	Usually, a degree certificate is awarded during Graduation Day in June. At other times of the year, an appointment must be made with the Secretariat. The student must go in person on the day of the appointment to retrieve the certificate, with a valid identity document (another person may be delegated to do this, if in possession of ID and proxy statement signed by the student being awarded the certificate).
TIME FRAME	Certificates are usually available 6 months after the final exam. At the Graduation Day ceremony, certificates are awarded to graduates from the year preceding the event.
FEEDBACK/COMPLAINTS	URP
CONTACT	UPO Risponde www.uniupo.it → Infostudents → welcome services and contacts → Useful contacts

12 AFTER GRADUATION

Title	CAREERS ADVICE
DESCRIPTION OF SERVICE	The University offers courses and seminars on job recruitment; the University Careers Day; company presentations; careers interviews and editing of CVs, information on apprenticeships in advanced training and research.
WHO TO CONTACT	Career development and coordination Staff and Student Services
METHOD AND PROCEDURE	According to the procedures indicated on the specific website
TIME FRAME	Varies, depending on the service
FEEDBACK/COMPLAINTS	URP
CONTACT	jobplacement@uniupo.it
LINK	www.uniupo.it → Job Placement → Placement initiatives

Title	CVs FOR REFERENCE AND DOWNLOAD
DESCRIPTION OF SERVICE	The University provides the curriculum vitae of students and graduates on the portal; by using the filters, users can select specific search terms to identify individuals that respond to their needs. The company/organisation may then contact the individuals of interest with job placement offers.
WHO TO CONTACT	Career development and coordination Staff and Student Services
METHOD AND PROCEDURE	Procedures are outlined on the specific webpage.
TIME FRAME	Within 5 working days of request
FEEDBACK/COMPLAINTS	URP
CONTACT	jobplacement@uniupo.it
WEBSITE	www.uniupo.it → Job Placements → Work opportunities and CVs

Title	RESEARCH DOCTORATE
DESCRIPTION OF SERVICE	The University offers Master's graduates the chance to undertake doctoral research. The PhD is based on an approved research project, with advanced teaching programmes, individual research and cultural exchange with other countries. Each year, the University publishes a Call for PhD applications.
WHO TO CONTACT	Research Sector <i>Research Doctorates Office</i>
METHOD AND PROCEDURE	Stated in the Call
TIME FRAME	Stated in the Call
FEEDBACK/COMPLAINTS	URP
CONTACT	dottorati@uniupo.it Tel. 0161.261522
LINK	www.uniupo.it → Courses → Research doctorates

Title	SCHOOLS OF SPECIALISATION (MEDICAL SUBJECTS)
DESCRIPTION OF SERVICE	The Schools of Specialisation are academic structures that offer university courses to train specialist doctors in the medical field. These courses are state-regulated programmes: admission is obtained via national Calls.
WHO TO CONTACT	Academic Division and Secretariats <i>Schools of Specialisation and School of Medicine Office</i>
METHOD AND PROCEDURE	Stated in the Call
TIME FRAME	Varies according to service requested
FEEDBACK/COMPLAINTS	URP
CONTACT	uss@med.uniupo.it Tel. 0321 375242 /241
LINK	https://scuolamed.uniupo.it/it/didattica/post-laurea

Title	SCHOOL OF SPECIALISATION (PHARMACY)
DESCRIPTION OF SERVICE	The programme lasts four years and is accessible via annual public Call (based on qualifications and exams). To prepare for the selection procedure, you can view the types of questions and refer to the Syllabus on the website www.dsf.uniupo.it
WHO TO CONTACT	Academic Division and Secretariats <i>Schools of Specialisation and School of Medicine Office</i>
METHOD AND PROCEDURE	UPO Risponde
TIME FRAME	Varies, according to service requested
FEEDBACK/COMPLAINTS	URP
CONTACT	uss@med.uniupo.it Tel. 0321 375242 / 241
WEBSITE	https://dsf.uniupo.it/it/didattica/post-laurea

Title	STATE EXAMS
DESCRIPTION OF SERVICE	<p>The University lists state exams for these professions:</p> <ul style="list-style-type: none"> • specialised social worker and general social worker • Biologist and junior biologist • Certified auditors and accounting professionals • Pharmacist <p>As part of the exam sessions for Certified Auditors and accounting professionals, there are also tests and supplementary exams for the licence to practise as an External Auditor.</p>
WHO TO CONTACT	Academic Divisions and Secretariats <i>Campus Teaching Offices and Secretariats</i>
METHOD AND PROCEDURE	UPO Risponde
TIME FRAME	Varies, according to service required Issue of diplomas: according to ministerial time frames
COMPLAINTS	URP
CONTACT	UPO Risponde
WEBSITE	www.uniupo.it → Courses → State Exams

Title	PROFESSIONAL MASTER'S AND PROFESSION-BASED COURSES
DESCRIPTION OF SERVICE	<p>The professional Master's programmes last at least one academic year and involve the collection of 60 academic credits per year.</p> <p>The professional training courses are shorter and do not lead to the acquisition of academic credits.</p> <p>Such courses are not permanently available in the university range of programmes – they are activated annually for flexibility, to supply opportunities for updating skills in an ongoing and targeted manner.</p>
WHO TO CONTACT	<p>Office for Development and Quality of Higher Education Teaching Projects and International Mobility Academic Division and Secretariats <i>Campus Teaching Offices and Secretariats</i></p>
METHOD AND PROCEDURE	As stated in the Master's Call
TIME FRAME	As stated in the Master's Call
FEEDBACK/COMPLAINTS	URP
CONTACT	<p>progetti.didattica@uniupo.it Tel. 0161 228431</p>
LINK	<p>www.uniupo.it → Courses → Master's www.uniupo.it → Courses → Professional Training</p>

Title	TEACHER TRAINING
DESCRIPTION OF SERVICE	<p>Access to teaching in secondary school (I and II grade) is based on a new recruitment model and initial training.</p> <p>The system of initial training and admission to a permanent role involves:</p> <p>a) a qualifying university and academic path of initial training corresponding to no less than 60 academic or university credits</p> <p>b) a national public competition, announced on a regional or interregional basis</p> <p>c) a one-year probationary period in service, with final test and evaluation.</p> <p>Initial teacher training courses are organised by the Interregional Centre for Teacher Training for Secondary schools – CIFIS - to which the University of Eastern Piedmont belongs.</p>
WHO TO CONTACT	CIFIS – Centro Interregionale per la Formazione degli insegnanti secondari
METHOD AND PROCEDURE	The training programmes are organised by CIFIS and take place in departments at the Universities of Piedmont and Aosta, according to the content of the pathways.
TIME FRAME	Deadlines for registration on the training programmes are stated in the Calls.
FEEDBACK/COMPLAINTS	URP
CONTACT	CIFIS: formazioneinsegnanti.piemonte@unito.it
LINK	UNIUPO: www.uniupo.it → Courses → Teacher Training CIFIS: https://www.tfa-piemonte.unito.it/do/home.pl

13 LIBRARY SERVICES

The Università del Piemonte Orientale Student Charter incorporates the **University Library System Charter**, as approved by the university boards on 25 and 29 January 2021 (here reported in full).

UNIVERSITY LIBRARY SYSTEM CHARTER OF SERVICES

PREFACE

The Charter of Services is a document that lays down the terms and conditions of transparent collaboration between the University Library System (ULS), i.e. the network of library services and structures of the Università del Piemonte Orientale, and its users.

Aim of the Charter of Services

- To inform users about services offered by the ULS and ways in which they are provided to respect quality benchmarks involving accessibility, impartiality, promptness, transparency and efficiency
- Promote positive and transparent interaction between users and the ULS, explaining the reciprocal rights and duties in order to improve and maintain service quality.

The Charter of Services is updated usually every four years to ensure it fulfils operational requirements and user demands, or for reasons of urgency/necessity.

ART. 1 - QUALITY INDICATORS AND STANDARDS

The University Library System (ULS) undertakes to establish quality indicators based on national and international standards in the field and professional recommendations, and to use these in the organisation and completion of its activity, particularly in supplying services to users.

The ULS undertakes to collect the necessary data (via internal feedback on activities carried out and ad hoc surveys) to identify the level of user satisfaction, and publish regular reports with updated results to the ULS website (<http://sba.uniupo.it>).

Measurement and evaluation of service and resource quality is carried out for the ongoing improvement and definition of guidelines with commitment to development by the ULS.

ART. 2 - USERS OF THE UNIVERSITY LIBRARY SYSTEM

All individuals who use the ULS services, areas and equipment are classed as users.

Two types of users may be identified:

- Institutional users, i.e. all those officially linked to the University – students, PhD students, fellows, postdoc researchers, teaching staff and technical-administrative staff, ex-students
- Non-university users, i.e. all those who are not institutional users: citizens of 16 years or older, high school students, members of affiliated associations, organisations, other universities and libraries.

ART. 3 - THE UNIVERSITY LIBRARY SYSTEM SERVICES

The ULS offers its users a range of services, subject to terms and conditions described here below. The minimum guaranteed standards are indicated for each aspect of the service provided.

The ULS pursues goals of uniformity, homogeneity, and simplification of procedures while maintaining quality, updating and development of the library collections in order to respond to educational, study and research needs.

For particular operative, organisational and subject area needs, some services may be organised differently in each Library structure.

ART. 3.1 – ACCESSIBILITY

Areas and structures

The ULS Libraries allocate equipped areas for reading and study at the library premises, subject to the resources available, structural restrictions and safety regulations.

The ULS undertakes to guarantee disabled users access to spaces and use of services.

In the ULS Libraries, books and documentary material are (where space allows) laid out on open shelves and so accessible directly to library users; the system is well-illustrated and described with appropriate signs.

Part of the paper-based material may be found in storage. These materials, for safety reasons, may only be accessed directly by staff (on request of user) in the hours established by the rules of each library.

In order to protect its resources, each library is equipped with anti-theft devices and security machines.

Opening times for general public

The ULS Libraries guarantee all-day opening, for at least 35 hours per week (Monday to Friday), except on local or national holidays falling on weekdays.

The Libraries may schedule periods of closure or reduced opening hours for organisational needs or auditing and reorganisation of books/documents or areas, furnishing and equipment.

Any variation or reduction in opening hours is duly published and communicated to users by paper or online means (Library and ULS websites, and social media where possible).

Access to services

To access services, users must be registered and request enrolment with a library in the ULS. Use of library books on site is free in all ULS libraries, also without registration, subject to presentation of ID where required.

ART. 3.2 - THE SERVICES

Access and use of materials for reference purposes

Access to the ULS Libraries and use of their books/documents is free of charge and guaranteed to all users. For some types of books/library materials, there may be a charge for expenses incurred.

The ULS Libraries guarantee appropriate tools for bibliography and document research, suitable for purpose.

Assistance and guidance

The ULS undertakes to provide, via its library staff and employees, assistance and the information necessary to use the services offered.

Assistance is ongoing throughout opening hours, subject to operational requirements.

The ULS and Libraries provide information services and assistance for research through the institutional websites, apps, email, paper-based info material and social network where possible, guaranteeing regular updating of information.

The ULS and libraries organise educational and updating activities to develop and improve users' research skills (Information Literacy), teaching them how to use catalogues and online or paper resources.

Copying and printing documents

The ULS Libraries may hold equipment for the copying and printing of library content/documents, in full respect of copyright laws and licences signed with suppliers.

The Libraries may refuse to allow copying of rare or fragile materials, limiting this service only to documents which are not released for general loan.

The Libraries allow users to print from available PCs which are used to consult databanks and electronic resources.

The copying and printing service is self-service and subject to payment, for all users.

Local loans

Paper-based books and documents or e-books may be taken out on loan.

Lending is free of charge and allowed to all institutional users and non-institutional visitors in the event of agreements or reciprocal deals with other universities, research centres, organisations and associations.

For other external users, please refer to the regulations of the library in question.

To access the loan service, the user must be registered with a ULS library.

Each Library defines in their regulations the organisation of the loan service, terms and conditions, excluded documents, fines in the event of damage, late return or failure to return the item.

The Libraries must in all cases guarantee the widest distribution possible of library materials and documents.

Inter-system Loan Service

The ULS Libraries undertake to supply institutional users with documents held at other ULS libraries which adhere to the inter-system distribution policy.

Inter-library Loans

The ULS recognises the strategic importance of collaboration between libraries in order to promote study and research. It therefore sets out to:

- apply to other Italian and foreign libraries for loans of books not held in the ULS Libraries
- Loan university library books to other Italian and foreign libraries.

The service is guaranteed for institutional users.

Each library establishes its own rules on methods of use (type of material that can be loaned, duration of loan, numbers of books that can be requested, how to make a request and do research, charge for expenses) and the type of users that may request the service.

General rules for users

When the loan period expires, Libraries are obliged to insist on the return of loaned books even if the user, informed of the deadline, has not read/finished the work. Any eventual costs will be charged to the user.

When the material arrives, the user will be notified and may collect the book from the Library where it was requested.

Rules for Libraries

The request, complete with bibliographic references and location, may be sent to the individual Library by the ULS ILL (for libraries which activated the service, or by email.

The fee for charges incurred is regulated by the Libraries' rules.

The Libraries undertake to:

- respond to the request for interlibrary loans from libraries within the time frame indicated in the minimum standards (point 3.4)
- duly inform libraries of the availability or non-availability of materials/documents requested and the method of collection or receipt of such.

Supply of documents

The ULS Libraries, via the NILDE platform, undertake to supply institutional users with copies of journal articles and chapters of books, in accordance with current laws on copyright and licences signed with suppliers. The supply occurs in the event that a document is not already held in the ULS Libraries.

This guarantee is also extended to external libraries for documents held by ULS.

Each library establishes its own rules on methods of use (type of material that can be loaned, duration of loan, numbers of books that can be requested, how to make a request and do research, charge for expenses) and the type of users that may request the service.

General rules for institutional users

Requests for articles or book chapters must be made, usually, via the NILDE service or (in libraries which have not activated this service) via email.

When pursuing documents, free-of-charge loans in the reciprocal exchange agreement are favoured; when this is not possible, the user must be asked to pay expenses incurred.

When the item(s) arrives, the user will be notified and may collect a copy of the document at the Library where the application was made or, on request, from another ULS library.

Rules for Libraries

The request, complete with bibliographic references and location, may be sent to an individual library via NILDE (when the library in question is part of this service) or by email for other universities.

The request for any expenses incurred in receiving the item is regulated by the Libraries' internal regulations.

The documents will be sent via electronic means with secure systems that delete the article online after printing, or by fax/first-class post.

The Libraries undertake to:

- respond to the request for documents from libraries within the time frame indicated in (point 3.4)
- duly inform libraries of the availability or non-availability of the materials/documents requested and the method of collection or receipt of such.

Consultation of Library resources

The ULS Libraries guarantee users:

- Assistance and individual instruction on the use of available resources, access to information and useful documents for teaching, study and research.
- Training and updating activity on the use of catalogues and paper-based or online resources, according to the needs of different types of users

Acquisition and provision of books/articles/documents

The ULS undertakes to acquire resources needed for research and educational activity, with particular attention to texts used in teaching.

Acquisitions are subject to financial resources and the policy of developing collections approved by the University Library Commission.

Users may propose the purchase of books or other material not available in the University libraries. Proposals should be presented, preferably via MyBiblio on the BiblioUPO catalogue. Alternatively they may be sent by email to the heads of libraries, who will then evaluate the subject materials already present in the library and availability of funds.

Books, articles and documentary materials are catalogued by library staff using automated methods and according to national and international regulations.

Catalogue records by the library interact with the University OPAC (Online Public Access Catalogue), BiblioUPO.

ULS Libraries may assist in creating special or subject catalogues.

Services for users with disabilities

The ULS Libraries offer specific services for users with disabilities, working to remove any obstacles or impediments to library service use.

Some libraries offer tools and technologies for reading and consultation of electronic resources for users with disabilities.

ART. 3.3 - DIGITAL LIBRARY SERVICES

The ULS undertakes to exploit all new technologies and opportunities offered by the internet to:

- improve existing services
- create new services
- promote access to services, particularly for vulnerable users or those with disabilities.

Digital Library resources and services: access and use

The digital library is a collection of catalogues, bibliographies, databanks, periodicals and e-books that the Libraries select, acquire, organise and make available to users.

For optimal use of the digital library, the ULS undertakes to offer:

- a service that is as quick and intuitive as possible for access to electronic resources
- specialist tools for research and localisation of documents
- assistance for users of library materials
- periodical training sessions on the topic

Digital Library resources and services are accessible from all the University network computers. The ULS undertakes to guarantee remote access to digital resources subject to procedures allowed by technologies available and supplier contracts.

Access to resources and services is reserved to institutional users and external users who have been presented with login credentials.

Free or open-access content are available to all users from any PC.

Any interruption or malfunction of resources must be signalled via the ULS and Library websites.

Updating of services and content takes place regularly through the ULS and Library websites.

The ULS undertakes to periodically monitor user satisfaction levels.

The efficiency of electronic resources acquired from the University will also be monitored via the data collected during this usage.

Access to internet

The ULS provides work stations with PCs for browsing on internet and searching the electronic resources in stock. The service is available in all the University libraries and is aimed at institutional and external users who have applied for login credentials. Non-authorized users of the University, all users with EDUROAM credentials and external users who have been given specific credentials, may connect to internet with their own electronic devices using the WiFi system.

Consultation of the University catalogue

Materials held at the ULS Libraries are listed and described in the online catalogues (OPAC) which are freely accessible online, also outside of the University network.

The catalogues are regularly updated and allow users to identify and locate various documents/materials, with details of the libraries which stock them.

Using the SebinaNext app and BiblioUPO catalogue (<https://upo.sebina.it>), the ULS offers institutional and external users personalised services, including:

- checking availability of books on loan
- duration of current loans and deadline warnings
- reservation of books currently on loan
- reservation of books, and collection
- reservation of PC workstations to consult databanks and for academic research
- proposals for purchasing, creation of lists and bibliographies

Digital lending

The ULS offers an online lending service of e-books. The loan is normally free of charge, reserved to institutional users. The procedures for loans are outlined by the platforms used, as well as in each individual library's regulations.

ULS websites and Libraries

The ULS and Libraries use internet as a key tool of communication with users.

The ULS undertakes to offer constantly and promptly updated information on services, addresses, timetables and contact details for each library, as well as shared initiatives and specific details on each structure (events, courses, etc).

Also, it undertakes to organise the webpages as a local access channel for shared resources of all ULS libraries, such as the University catalogue (OPAC), e-resources and connected services.

University Archive

The ULS collaborates with the University Research Department for archiving of PhD theses and research studies, as laid down by national and international regulations.

Specifically, the ULS manages the archiving service and access to PhD theses in electronic form in the university archive IRIS-UPO. The ULS supplies information and organises meetings on the regulations controlling copyright and issues linked to open access and open science, checking that all thesis data is correctly included and managing open access publications.

The ULS collaborates for correct adherence to University policy on open access publications.

ART. 3.4 - MINIMUM SERVICE STANDARDS

The ULS guarantees these minimum service standards

On-site lending and consultation

On-site use of materials is guaranteed for at least 35 hours per week from Monday to Friday, excluding bank holidays, national or local, except in the case of scheduled timetable changes.

Bibliographic consultation

The Libraries undertake to handle (within one working day) requests sent from institutional email addresses.

ILL - InterLibrary loans and DD – Document delivery

The libraries undertake to:

- Deal with loan/document requests as quickly as possible, or in an average time frame of 2 working days (maximum 5 working days from receipt of request)
- In the event that the book/document is not possible to supply, to send within 2 working days on average a communication of aforesaid impossibility, stating the reasons for such.

ART. 3.5 - THIRD MISSION

The ULS contributes to the University third mission activity, promoting access to bibliographic material and services by all citizens, subject to the methods and restrictions laid down by each library's regulations.

The ULS promotes collaboration and cooperation with other libraries in Italy, particularly fostering their admission to the ULS UPO system.

The ULS organises activities, initiatives and events to engage the local community, contributing to cultural and social growth of the region in a goal of reciprocal exchange of knowledge and know-how.

ART. 4 - RELATIONSHIP WITH USERS

The ULS Libraries are committed to establishing a relationship based on respect and collaboration with users to guarantee excellent service provision in terms of efficiency and quality.

In its relationship with users and provision of services, the ULS works according to principles of:

- Impartiality
- Propriety
- Free expression and respect for others' ideas and opinions

The ULS does not promote or sponsor initiatives of a political, unionist, or religious manner set up with the exclusive aim of propaganda or proselytism, or facilitate funding of said groups.

ART. 4.1 - USER RIGHTS

Right to information

Users have the right to:

- Receive full and complete information, which is clear and prompt, on times and methods of service provision
- Be informed on current status of their requests
- Access all information that concerns them, particularly regarding restrictions in access to services or sanctions imposed due to failure to respect regulations.

Right to access services

Users have the right to access services offered, in accordance with the procedures established in this Charter and the regulations of each Library.

Right to regular service

Users have the right to use services in an ongoing, regular manner, unless affected by external factors beyond the control of the Library.

Right to a peaceful study environment

Users have the right to study in a comfortable and peaceful environment

Right to make recommendations/offer feedback

Users have the right to present purchase proposals, make suggestions and offer feedback on services, and receive replies to these communications.

Right to complain

Users have the right to complain (by post or email) about any violation of the principles declared in this Charter of Services, to the Chief Librarian, or ULS Support department, and receive a reply.

*ART. 4.2 - USER RESPONSIBILITIES***Responsibility to show respect for the institution, other users and staff**

Users are obliged to:

- Know and respect the principles in this Charter of Services and the Library regulations
- Maintain a respectful and appropriate behaviour which does not affect the rights of other users to enjoy the services offered in a pleasant, calm and welcoming atmosphere
- Switch off notifications/ring tones on telephones and other devices
- Respond promptly to any requests or reminders received from the Libraries
- For internal users: only use their own university email address for all communication with the Libraries and ULS

Responsibility to respect University policy on internet use

- Display (if requested to do so by staff) a valid ID card and/or university document
- Supply staff with accurate and updated information on current status (type of user, email address, telephone number) and inform them promptly of any changes.

Responsibility to respect library property and equipment

- not damage, underline or mishandle books being used or loaned, returning them within the established deadlines or pay sanctions laid down by regulations
- pay compensation for any damages done or loss of material supplied on loan or temporary use
- show respect for all equipment and furnishing

- not bring into the library any substances and/or illegal or dangerous items; for other restrictions, see the individual library regulations

Failure to respect the obligations listed above will lead to sanctions as laid down in the regulations of each individual library.

ART. 4.3 - FEEDBACK AND COMPLAINTS

Any violation of the principles laid down in this Charter of Services may be reported to the Chief Librarian or the ULS.

Each user may send feedback on how to improve services provided or complain about any substandard service or problems encountered as well as any behaviour towards the individual which is deemed contrary to the principles included in the Charter of Services.

Feedback or complaints may be presented by the user in person but must also be officially sent in written form – delivered by hand, post or email.

The ULS guarantees that all feedback/complaints will be investigated: it undertakes to respond within 5 working days of receipt, and to provide a solution to problems encountered as quickly as possible.

ART. 5 - OUR COMMITMENT

The ULS Libraries undertake to:

- Guarantee ongoing, complete and updated information on services and provision of said services
- Promote and improve the conscientious use of services and resources, with training initiatives for the different categories of users
- Guarantee that users' personal data (collected for access to services) are used exclusively for the management of said services and in full respect of current regulations on data protection.
- Guarantee users access to information that directly regards them, and the status of requests (loans, reservations, requests)
- Periodically monitor adherence to minimum standards of quality as defined by each library, in order to evaluate the efficiency and quality of the service in a perspective of constant improvement.
- Periodically evaluate user satisfaction levels using qualitative and quantitative tools of investigation in order to improve services and provision of such.
- Promote the ongoing update of knowledge and know-how of staff, through training courses