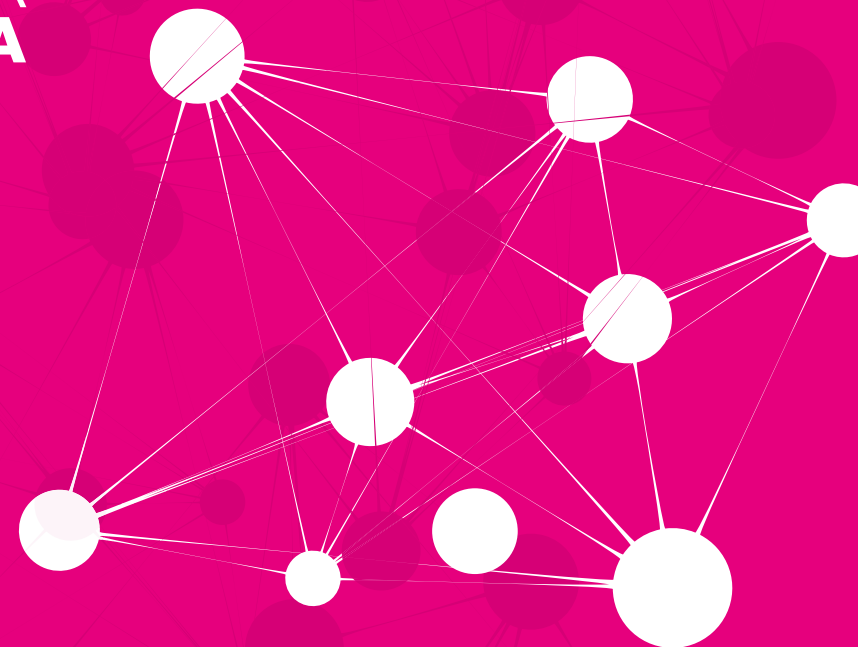




With the support of the  
Erasmus+ Programme  
of the European Union



UNIVERSITÀ  
di **VERONA**



**University of Verona (IVERONA01)**



Chiostro S. Francesco - via S. Francesco, 22 - Verona

+ 39 045 802 8358



<http://www.univr.it/helpdesk>

Ufficio Mobilità Internazionale

> Exchange Students - [FAQ - Exchange Students](#)



[relazioni.internazionali@ateneo.univr.it](mailto:relazioni.internazionali@ateneo.univr.it)



[www.univr.it/international](http://www.univr.it/international)



<https://www.facebook.com/internationalunivr>



Phone Opening Times:



Monday to Friday from 9.00 a.m. to 1.00 p.m.



Postal address:

Università degli Studi di Verona

Ufficio Mobilità Internazionale

Via dell'Artigliere, 8 - 37129 - Verona - ITALIA

# INTERNATIONAL STUDENT GUIDE

*A.Y. 2021/2022*

*ENGLISH*

# INTERNATIONAL STUDENT GUIDE

A.Y. 2021/2022

ENGLISH

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# 1. WELCOME TO VERONA

## Verona, the City

Verona is a city where you can easily find your way around and get from one place to another on foot, surrounded by more than 2,000 years of history.

One of the best known monuments is the Arena, the ancient Roman amphitheatre where opera, music and ballet performances take place in summer. However, Verona has much more to offer, such as the exclusive Piazza dei Signori, the enchanting Piazza delle Erbe, the stunning Teatro Romano (an ancient open-air theatre still home to ballet and plays), the Torre dei Lamberti (from which you can enjoy a bird's eye view of the city), the Romanesque church of San Zeno, the medieval Castelvecchio, the beautiful Giardino Giusti.

Not far from the Lake Garda (*Lago di Garda*), Verona has a strategic position and magnificent surroundings, which make it an attractive destination for international tourists.



## How to reach Verona, and how to get around the city

### By plane

- Aeroporto [Valerio Catullo](#) is in Villafranca, 10 km far from the centre of Verona.



+39 045 8095666

A special [shuttle service](#) connects Verona Villafranca Airport with Verona Porta Nuova railway station (€6).

☺ 6.30 a.m. - 8.10 p.m

Other International airports not far from Verona are:

- [Orio al Serio International Airport](#), Bergamo
- [Marco Polo International Airport](#), Venezia
- [SEA Milano Linate, Milano Malpensa](#)
- [Aeroporto di Treviso](#)

### By train

The central railway station is [stazione di Verona Porta Nuova](#).

### By car

Verona is easily accessible by motorway:

- A4 Milano-Venezia, take "Verona SUD" exit;
- A22 Brennero-Modena, take "Verona NORD" exit.

There are several car-free streets (pedestrian areas) in the city centre: in order to park there you'll have to buy specific parking tickets or get a parking permit (*Verona Pass*) issued by *Ufficio Permessi* at the City Hall.

### By bus

You can also reach the University's campuses and venues by catching a bus at the central railway station (Verona Porta Nuova):

- the *International Office* and other offices/campuses based in *Veronetta* (many student offices, *Economics, Foreign Languages and Literatures, Humanities*), and *Sport Sciences* (Via Casorati): routes 11, 12 and 13;
- *Law* (Via Montanari): route 51;
- *Natural Sciences and Engineering*, and *School of Medicine* (Borgo Roma): route 21 and 22.

For further information ([Azienda Trasporti Verona](#))



+39 045 8057922



Monday - Friday 8.00 a.m. - 6.00 p.m.

Saturday 8.00 a.m. - 2.00 p.m.



[info@atv.verona.it](mailto:info@atv.verona.it)

## 2. STUDYING AT THE UNIVERSITY OF VERONA

### Studying at the University of Verona

The University of Verona was established fairly recently but its cultural background dates back to the 14th century, when lectures in law, medicine, literature and philosophy were held in the cultural circles of the city. Nowadays, with more than 700 professors and 700 administrative and technical staff members, the University is home to about 25,000 students.

In spite of its steady growth, the University of Verona still retains the atmosphere of a small campus where students and professors can meet, learn and work together, sharing ideas and knowledge.

The University of Verona highly values its relationship with the city of Verona and its territory. For this reason, a wide range of cooperation initiatives are in place in order to drive cultural and economic growth opportunities for both the University and the city.

The international outlook of our University is demonstrated by more than **400 international cooperation agreements** signed with EU and Non-EU universities, as well as many international exchange and research programmes for students and scholars.

In the a.y. 2019/20, 350 incoming students spent their Erasmus period at the University of Verona, and almost 700 outgoing students were involved in European and extra-European exchange activities.

Every year international students from all over Europe, and from Argentina, Australia, Brasil, Canada, Chile, China, Colombia, Japan, Mexico, South Korea, Russia, Taiwan and USA, choose to spend their exchange study period at our University, while more than 1400 foreign students are currently enrolled as full-time students.



### University locations

The University of Verona has a number of campuses across the city. Some degree programmes in the field of Economics and Medicine are held in locations other than Verona.

#### Economics

- Bachelor Level: *Business Innovation and Economics, Economics, Firms and International Markets*
- Master Level: *Business Management; International economics and business*  
Vicenza Campus
- Other economics-related programmes and modules  
Polo Zanotto, Santa Marta - Verona

#### Law

- All programmes and modules - Via Montanari, Verona

#### Humanities

- All programmes and modules - Polo Umanistico, Verona

#### Foreign Languages and Literatures

- All programmes and modules - Polo Umanistico, Verona

#### Natural Sciences and Engineering

- All programmes and modules - Polo Scientifico (Borgo Roma), Verona

#### Sport Sciences

- All programmes and modules - Via Casorati, Verona

#### School of Medicine

- *Medicine and Surgery, Dentistry and Dental Prosthetics, Speech and Language Therapy, Obstetrics, Cardiac and Circulatory Physiopathology and Cardiovascular Perfusion Techniques, and other specialisation programmes* - Polo Scientifico (Borgo Roma), Verona
- *Physiotherapy* - Verona, Rovereto (TN), Vicenza
- *Dental Hygiene* - Rovereto (TN), Verona
- *Psychiatric Rehabilitation Techniques* - Rovereto (TN)
- *Nursing* - Verona, Bolzano, Legnago (VR), Trento, Vicenza
- *Radiology Techniques for Imaging and Radiotherapy* - Verona
- *Environmental and Workplace Accident Prevention Techniques* - Trento
- *Biomedical Laboratory Techniques* - Verona

Students from the [School of Medicine and Surgery](#) may express their preference for one of the above locations when they have to undertake an internship.

## Language requirements

Most programmes at the University of Verona are taught in Italian. Students wishing to attend programmes in the **field of Humanities** are recommended to attach a B1 level Italian language certificate (or equivalent) to their Application Form.

Students wishing to attend programmes in the **field of Economics** should contact the Erasmus Tutoring Service - *Tutorato Erasmus Economia* ([erasmus.economia@ateneo.univr.it](mailto:erasmus.economia@ateneo.univr.it)) to check that they meet the language requirements specific for each level of study (First-cycle degree - *Laurea*; Second-cycle degree - *Laurea Magistrale*) and type of programme (Italian- or English-taught.)

## Modules offered in a foreign language

Some **degree programmes** entirely taught in English or other foreign languages will be available. Moreover, a list of course units or modules taught in a foreign language is available on the [Online Course Catalogue](#) (search by language, e.g. English).

## Academic calendar

The academic year starts on the first day of October and ends on the last day of September.

The first semester runs from mid-September until January, while the second semester goes from mid-February until May.

Assessments take place during the summer (June/July) or winter (December/February) sessions, but also in autumn (September). Warning: academic calendar may vary depending on the field of study.

Lesson timetables, holidays and assessment dates, will be made available on the [University's website](#) in September.

Public holidays (no lectures held, and offices closed on the following days):

- Christmas and Easter holidays;
- 1 November - All Saints' Day;
- 8 December - Immaculate Conception;
- 6 January - Epiphany;
- 25 April - Liberation Day;
- 1 May - International Workers' Day;
- 21 May - S. Zeno (Verona Patron Saint's Day);
- 2 June - Republic Day;
- 15 August - Assumption Day.

## ECTS

The ECTS (*European Credit Transfer System*) is a student-centred system based on the student workload required to achieve the objectives of a programme, objectives preferably specified in terms of learning outcomes and competences to be acquired.

The ECTS system facilitates the recognition of periods of study abroad and it is based on the convention that 60 credits measure the workload of a full-time student during one academic year.

The student workload of a full-time study programme in Europe amounts in most cases to 36/40 weeks per year and in those cases one credit stands for 24 to 30 working hours. *Workload* refers to the time an average learner is supposed to achieve the required learning outcomes.

### 1 Italian Credit (CFU) = 25 working hours = 1 ECTS credit

Information on each module's number of credits and workload required for each course unit or module is available on the University's website ([Online Course Catalogue](#)).

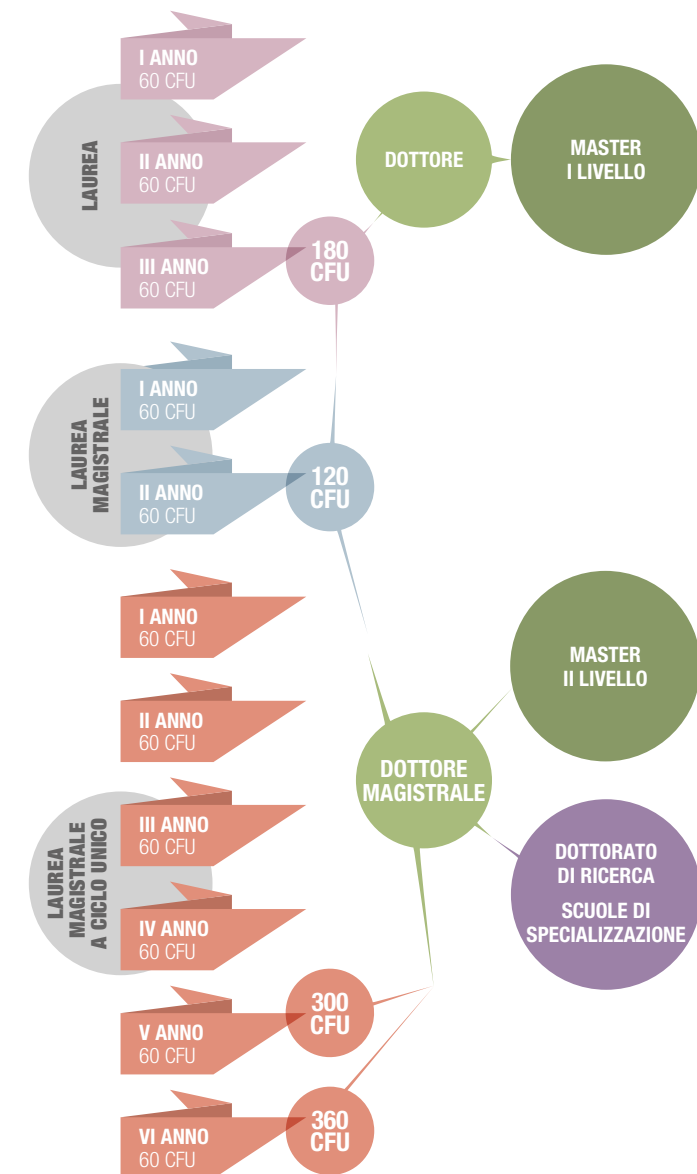
In accordance with the national grading system, the University's grades are based on a 30-point scale from 18/30 (lowest) to 30/30 (highest), plus 30/30 *cum laude*.

These grades are converted - according to the ECTS scale - in the Transcript of Records, which contains the final results achieved by incoming students during their study period at the University of Verona. [ECTS grading scales](#) are available on the University's website.

## The Italian University System

In accordance with the Bologna process, Italy has adopted a Higher Education system based on three study cycles:

- **First cycle:** 3-year programme, 180 ECTS credits (*Laurea* – Bachelor's degree);
- **Second cycle:** 2-year specialisation degree programme, 120 ECTS credits (*Laurea Magistrale* – Master's degree). Some programmes in Law (*Giurisprudenza*) and Medicine (*Scuola di Medicina*) may last from 5 to 6 years (*Corsi a ciclo unico* - Single-Cycle degrees or Combined Bachelor+Master's degrees);
- **Third cycle:** advanced courses are offered to those who wish to focus on particular subjects or disciplines (PhDs, Postgraduate specialisation programmes).



# 3. ENROLMENT AND REGISTRATION

## Before the arrival

Once nominated by their Home Institutions in the framework of Erasmus or other International Exchange programmes, students will receive via e-mail the link for the online application form in order to register at the University of Verona.

You will need to upload the following attachments:

- a copy of a valid passport, identity card or equivalent I.D. (pdf format);
- one passport-size photograph (jpg format, 35x40 mm);
- *Learning Agreement*;
- Italian and/or English language certificate (pdf format if available).

For some areas of study (i.e. Humanities) you must show evidence of a minimum level of Italian language proficiency (please see Language Requirements).

## Application deadlines

- **I semester: from April to 15 June;**
- **II semester: from September to 15 November.**

If needed for visa-related reasons, once the application procedure has been completed, International Exchange students can request a *letter of acceptance* issued by the International Office of the University of Verona, by writing to:

✉ [relazioni.internazionali@ateneo.univr.it](mailto:relazioni.internazionali@ateneo.univr.it)

## Once you're here

Once in Verona, international exchange students should go to the International Office for registration.

They will be provided with:

- a certificate of attendance (*attestazione*), which confirms their status as International Exchange students at the University of Verona;
- information package.

Within 7 days after their arrival, students should provide the International Office with their address and telephone contact in Verona.

## Orientation Day

Orientation Days for incoming students are organised by the University:

- **Orientation Day 1**  
first semester and academic year: mid-September 2020
- **Orientation Day 2**  
second semester: mid-February 2021

Dates and details of the orientation events (face to face or online) will be available later on and made available on the University's website.

**Students are strongly recommended to participate in the Orientation Day taking place in their semester of arrival.**



## Study plan (Learning Agreement)

International Exchange students coming to the University of Verona should have a *Learning Agreement* duly signed by their home university coordinators.

The *Learning Agreement* is a document, provided by your home university, which outlines the study plan that you will attend at the University of Verona. In the [Memorandum](#) for incoming students you will find the Learning Agreement procedure step by step (how to prepare it, how to send it, signatures etc..).

In order to choose course units or modules and fill in the *Learning Agreement*:

- search the [Online Course Catalogue](#) to find out more about our courses;
- get in touch with the Academic Coordinator (i.e. the professor at the University of Verona in charge of your exchange programme. List of Coordinators available in the [Map of International agreements](#));
- fill in and sign the study plan (*Learning Agreement*) and ask your home university representatives to sign the *Sending Institution* section;
- ask the Academic Coordinator to sign the *Receiving Institution* section (see [Memorandum](#)).

**International Exchange students** (non-EU students) should refer to the International Coordinators (*Delegato di Dipartimento/Scuola*). If you need help, please contact the International Office and ask the name of your Academic Coordinator.

## Extension of study period

The exchange period can be extended, for study purposes, until 30 September 2022, i.e. until the end of the academic year 2021/2022.

To extend the study period:

- ask for the approval of your home university and for a certificate containing the number of months and the reasons for such extension. This document should be sent to the International Office by email:  
✉ [relazioni.internazionali@ateneo.univr.it](mailto:relazioni.internazionali@ateneo.univr.it)
- extensions requests need to be approved by the Academic Coordinator at the University of Verona. After this approval, the International Relations Office will give you a new certificate containing the new dates of your study period.

## At the end of your study period

At the end of your study period:

- go to the International Office before departure and ask for the **Final Certificate of Attendance** at the University of Verona;
- print a *Transcript of Records*, the official certificate confirming the exams taken at the University of Verona and the marks obtained, expressed in Italian grades and CFU/ECTS credits;
- Non-EU students will need to contact the International Students Union (ISU) to check whether there are any outstanding requirements with regard to their application for a residence permit (see *Practical Information* section), or other public security requirements.

## Enrolment and exam sessions

After sending their complete application form, International Exchange students are officially enrolled (see [Memorandum](#)). Using their username and password, students can register for assessments and exams. For any technical enquiry, please speak to the IT assistant of your Department.



# 4. ACCOMMODATION AND STUDENT FACILITIES

## Accommodation

The International Office provides students with support in finding accommodation in Verona, through the [International Students Union](#). Please note that accommodation is not guaranteed: finding a flat/room depends on places available. *Students are strongly recommended NOT to look for accommodation by themselves* (BEWARE of online fraud!). Please always ask for support to the International Students Union by using the following contacts:

**Facebook:** ISU Verona [INTERNATIONAL STUDENTS SERVICES 2021/2022](#)  
**WhatsApp:** please send a text message specifying your contact details: name, surname, programme (e.g., Erasmus+): **+39 327 0006543**

In case of special needs for disabilities, please contact:  
[relazioni.internazionali@ateneo.univr.it](mailto:relazioni.internazionali@ateneo.univr.it)

### PLEASE NOTE:

Before applying for accommodation, students should check where lessons/activities take place! For courses in **Vicenza** students can:

- get in touch with the International Office ([relazioni.internazionali@ateneo.univr.it](mailto:relazioni.internazionali@ateneo.univr.it)) as soon as possible, to check if any accommodation options are available in Vicenza.
- or
- find accommodation in Verona and reach the city of Vicenza by train. For info on trains, prices, timetable and costs, please see [Trenitalia - Ferrovie dello Stato](#)

Students who will attend practical training activities in a different location outside Verona (Ala, Bolzano, Legnago, Rovereto, Trento) should contact their Academic Coordinator and ask for support in finding accommodation.

## ESU Verona Residences

Students can apply for a place at the ESU Verona [Residences](#) (shared double or triple rooms):

- Residence Via Mazza
- Residence Vicolo Campofiore
- Residence Santa Toscana
- Residence Piazzale Scuro, Borgo Roma (Sciences and Engineering and Medicine students) subject to availability

Tenancy agreements normally last for 5 months (one semester) or 10 months (academic year). Upon request, specially equipped rooms for students with disabilities are available.

## Private flats

Alternatively, [International Students Union](#) offers support and information about private flats in Verona. Students can request information by [Facebook](#), phone, WhatsApp or e-mail: [accommodation@isu-services.it](mailto:accommodation@isu-services.it)

## ESU Verona Canteens

International Exchange students are granted access to [University canteens](#) by using their "ESU Card", which they will be provided with on their arrival in Verona. Two meals a day (lunch and dinner) are available at a cheap price. A wide variety of food is available: vegetarian and most dietary needs are catered for.



### ESU helpdesk

Via dell'Artigliere, 9  
 +39 045 8052812

### San Francesco Canteen

More than 400 seats, with restaurant, pizzeria and bar.

Viale dell'Università, 4  
 +39 045 4853563

Lunch: 12.00 a.m. - 2.30 p.m. Monday - Friday  
12.00 a.m. - 1.45 p.m. Saturday and Sunday  
Dinner: 7.30 p.m. - 9.00 p.m. Monday - Friday  
7.30 p.m. - 9.45 p.m. Saturday and Sunday

### Le Grazie (Borgo Roma) Canteen

More than 500 seats, restaurant, fast-food and sandwich bar.

Strada Le Grazie, 8  
 +39 045 583447

### Santa Marta Canteen

Around 100 seats, restaurant and bar.

Polo Universitario Santa Marta – Via Cantarane, 24

For up-to-date information about opening times, prices and other details, please see the [web site](#).



## Libraries

The University has two main libraries - Biblioteca A. Frinzi (Frinzi Library) and Biblioteca E. Meneghetti (Meneghetti Library) - and other libraries in each Department/School. Information about online catalogue, opening times and services offered by the different libraries are available [online](#).

Book your place at the library by using the [App Affluences](#).

### **Biblioteca centralizzata A. Frinzi – Frinzi Library**

Via S. Francesco 20 - 37129 Verona  
+39 045 8028600

[prestito.frinzi@ateneo.univr.it](mailto:prestito.frinzi@ateneo.univr.it)

Reading rooms: every day 8.30 a.m. - 7.30 p.m.

Library services:

Monday - Friday 8.30 a.m. - 7.30 p.m.;

Saturday: 8.30 a.m. - 12.30 p.m.

### **Biblioteca centrale E. Meneghetti – Meneghetti Library**

Strada Le Grazie 8 - 37134 Verona  
+39 045 8027115

[info.meneghetti@ateneo.univr.it](mailto:info.meneghetti@ateneo.univr.it)

Reading rooms: every day 8.30 a.m. - 7.30 p.m.

Library services:

Monday - Friday 8.30 a.m. - 7.30 p.m.;

Saturday: 8.30 a.m. - 12.30 p.m.

### **Biblioteca economica Santa Marta – Library of Economics**

Via Cantarane, 24 - 37129 Verona  
+39 045 8028750

[prestito.santamarta@ateneo.univr.it](mailto:prestito.santamarta@ateneo.univr.it)

Reading rooms: Monday - Friday 8.30 a.m. - 7.30 p.m.

Library services:

Monday - Friday 9.00 a.m. - 3.00 p.m.

### **ESU Study Room**

Corte Maddalene, 2 - 37129 Verona

Monday - Friday 8.00 a.m. - 6.00 p.m.

## Computer labs

Once enrolled you will be provided with a Student ID number (username and password) through which you will have access to the Computer Labs in your Department. For further information please get in touch with the relevant contact person for your Department, as follows:

### **Law**

Aula di informatica - Palazzo di Giurisprudenza

Monday - Thursday

9.30 a.m. - 1.30 p.m. / 2.30 p.m. - 6.00 p.m.;

Friday 9.00 a.m. - 1.30 p.m.

+39 045 8028845 / 8894

### **Humanities - Foreign Languages and Literatures**

**Macintosh lab - Polo Zanotto**, Viale dell'Università, 4

Monday - Friday 8.30 a.m. / 6.00 p.m.

**PC lab - Polo Zanotto**, Viale dell'Università, 4

Monday - Friday 8.30 a.m. / 6.00 p.m.

**PC lab - Foreign Languages and Literatures**

Via S. Francesco, 22

Monday - Thursday 8.30 a.m. - 6.00 p.m.

Friday 8.30 a.m. - 2.00 p.m.

Opening times may vary because of courses.

+39 045 8028153

### **School of Medicine**

**PC lab Istituti Biologici** (only for classes)

**PC lab (Piastra Odontoiatrica)**

Monday - Friday 9.00 a.m. - 1.00 p.m. / 2.00 p.m. - 6.00 p.m.

### **Natural Sciences and Engineering**

**PC lab Alfa, PC lab Delta, PC lab Gamma**

Monday - Friday 8.00 a.m. - 7.00 p.m.

+39 045 8027931

### **Sport Sciences Palazzo ex ISEF**

Tuesday - Thursday 10.00 a.m. - 5.00 p.m.

+39 045 8425129

### **ESU di Verona Via dell' Artigliere 9**

Monday - Thursday 8.00 a.m. - 5.30 p.m.

Friday 9.00 a.m. - 1.00 p.m.

+39 045 8052844

## Inclusion and Accessibility - support for students with disabilities and SLD/learning disabilities

The **Office** is committed to making sure students with disabilities and SLD/learning disabilities can easily access University facilities, also supporting them to integrate into University life.

Some of the services offered are:

- sign language service, which allows deaf students to attend lectures with the help of professional assistants;
- specific technical and electronic equipment (text-to-speech, assistive reading services, Braille transcription);
- specialised support for those students with disabilities who may encounter difficulties in learning;
- providing students who cannot attend lectures with the relevant learning materials;
- free transport service from/to the University;
- help in finding suitable accommodation for disabled students, managed by ESU Verona;
- assistance during lectures, exams, lunch, and free time;
- help in finding and completing forms for enrolment, scholarships, canteen cards, etc.;
- help desk and counselling service, run by experts who assist students with disabilities during their period of study at the University;
- information and scientific publications, dissertations and magazines on disabilities;
- seminars with guest speakers and experts involved in the field of disability studies.

### **Service Centre for Disabled Students**

Via San Francesco, 22

+39 045 8028786-593

[inclusione.accessibilita@ateneo.univr.it](mailto:inclusione.accessibilita@ateneo.univr.it)

Monday - Friday: 9.00 a.m. - 2.00 p.m.



# 5. LANGUAGE CENTRE (CLA)

Do you need help with your language proficiency tests? At the University Language Centre, or CLA (Centro Linguistico di Ateneo) you will have the opportunity to attend language courses held by native speakers for all levels of language ability (from CEFR A1 to C2). Language courses are offered in the five languages taught in our university programmes: French, English, Russian, Spanish and German, as well as Italian for international students.

## Contacts:

### Administration and Student Office

+39 045 8028704

✉ [amministrazione.cla@ateneo.univr.it](mailto:amministrazione.cla@ateneo.univr.it)

### Computer Labs – Computer-based tests and self-learning

+39 045 8028155/8710

✉ [laboratori-test-cla@ateneo.univr.it](mailto:laboratori-test-cla@ateneo.univr.it)

### Language Certification Office – Language certificates and equivalent language qualifications

+39 045 8028128

✉ [certificazioni-test-cla@ateneo.univr.it](mailto:certificazioni-test-cla@ateneo.univr.it)

### Multimedia Library – books and DVDs available for consultation and loan

+39 045 8028710

✉ [andrea.bottegal@univr.it](mailto:andrea.bottegal@univr.it)

🕒 Information about opening times is available online.

### Progetto Tandem@CLA - Language exchange between two native speakers of different languages Italian Language and Culture Course for international students (Italiano L2)

Contact: dott.ssa Maria Rosaria Tosco

+39 045 8428476

✉ [mariarosaria.tosco@univr.it](mailto:mariarosaria.tosco@univr.it)

## Italian Language Courses (Italiano L2)

Italian Language Courses, intensive Courses, and writing, cultural and language comprehension labs (B1, B2, C1) with compulsory attendance (2 ECTS, levels: B1, B2 e C1) are organized each semester. Moreover, in cooperation with the Department of Culture and Civilization, romance languages intercultural comprehension labs (3 ECTS, levels: beginners / advanced) are also organized.

For further information regarding Italian Language Courses and other activities please see [link](#) on Italian language (Italiano L2) available online.

## How to Register

International exchange students can register for Italian Language and Culture Courses by completing a specific form online on the CLA website.

## Placement Tests and Course Levels

To have access to the Italian Language Course that best suits your language ability it is necessary to take an online placement test at the beginning of the semester. It will be possible to talk to the teachers and have individual orientation meetings.

Non-Spanish speakers who are Italian language beginners (A1 level) are not required to take placement tests.

Different levels of Italian Language Courses are available each semester according to the placement test results: A2, B1, B2, C1.

Please note:

- no new students are accepted after the second week of classes
- Intensive “pre-courses” are offered before the beginning of each semester. Make sure to register before the deadline (see online).

Courses also include:

- Individualised tutoring and linguistic assistance;
- free access to multimedia labs for self-learning activities;
- access to Tandem@CLA “conversations in a foreign language” between Italian and foreign students. To register please visit the CLA website.

## Final Exams and Language Certificates

At the end of each course (except A1 level) students are required to take a final exam. After the exam, successful students will be provided with a language certificate. Certificates should be delivered to the Student Office in order to obtain ECTS credits. For the number of ECTS credits please see the relevant conversion table online. Dates for exams are indicated in the timetable available [online](#).

## Italian Language Teachers:

Paola Celentin [paola.celentin@univr.it](mailto:paola.celentin@univr.it)

Erika Frisan [erikahilde.frisan@univr.it](mailto:erikahilde.frisan@univr.it)

Petra Frisan [petra.frisan@univr.it](mailto:petra.frisan@univr.it)

Carmen Zannol [carmen.zannol@univr.it](mailto:carmen.zannol@univr.it)

# 6. PRACTICAL INFORMATION

## Residence permit

**Please contact:** [International Students Union](#)

-  Contact person:  
Dott. Andres F. Maldonado G.
-  Via Campofiore, 17-19a; 37129 Verona
-  +39 045 8003198
-  [verona@isu-services.it](mailto:verona@isu-services.it)
-  Monday to Friday, 9.30 a.m. / 1.00 p.m.  
afternoon by appointment only.

## EU citizens

Following the entry into force of Decree no. 30 of 6 February 2007 regarding the Application of the Directive 2004/38/CE about the right of EU citizens and their relatives to freely circulate and stay in the Member States, you are allowed to move without restrictions throughout Italy without having to apply for a residence permit. Provided you have a valid identity document, during your first 3 months of stay you have no requirements to fulfil.

After 90 days of continuous stay in Italy, you have to register at the Municipality of the town where you have your domicile (*Comune - Ufficio Anagrafe*). Should you need help, please get in touch with the [International Students Union \(ISU\)](#) online.

## Documents required:

- valid identity document;
- a copy of your university enrolment certificate (available at the International Office);
- copy of health insurance coverage;
- bank account (In Italy or in your home country) to show evidence of your financial support for your study period in Italy (about €460 per month - see 'Assegno sociale INPS 2021').

## Non-EU citizens

The residence permit is a document issued by the Police Headquarters (*Questura*) in the city or town where you live, which entitles you to temporarily live in Italy.

**The residence permit application must be submitted within 8 working days from the arrival in Italy**, only through approved Post offices.

If you are staying less than 90 days it is required to report your presence at the Police Headquarters. The procedure is free of charge. If you are staying longer than 90 days, residence permit application will cost approximately €118.

After completing the application, you will receive a receipt that you must keep and always show together with your passport. Should you need help, please get in touch with the [International Students Union \(ISU\)](#) online.

You'll be able to know the current status of the procedure by using the Username and Password on the receipt.

## Documents required to upload on ISU portal:


- valid Passport;
- D type study visa;
- entry stamp on your Passport;
- certificate of university enrolment (available at the International Office);
- 4 passport-sized photographs with light background;
- copy of health insurance coverage;
- your bank account balance (In Italy or in your home country) to show evidence of your financial support for your study period in Italy (about €460 Euro per month – see "Assegno sociale INPS 2021").

## Do not forget!

Non-EU citizens need to apply for a study VISA before leaving their home country. Applications should be submitted at the nearest Italian Embassy or Consulate in your home country.

You might need an official letter of acceptance (*Invitation letter*) issued by the International Office of the University of Verona and/ or you might be asked to register through the [University web site](#).

Please request your *Invitation letter* to:

 [relazioni.internazionali@ateneo.univr.it](mailto:relazioni.internazionali@ateneo.univr.it) specifying your details, and the Embassy or Consulate where the *Invitation letter* must be sent. In order to obtain a renewal of residence permit, citizens of a non-EU country should ask for a new one at least 30 days before the expiry date.

In case of an expired residence permit, you may face very serious consequences (you will have to return to your country immediately and will no longer have the opportunity to return to Italy).

Please make sure your immigration procedure is regular, otherwise you will not be able to receive the final certificate and the *Transcript of Records* from the International Office at the end of your mobility period.

## Health and Insurance

### Health insurance is compulsory.

Before leaving their home country, international students should make sure to have all the necessary information on how to obtain public medical assistance in Italy. Please contact [International Students Union \(ISU\)](#) for information or support.

### EU Citizens

EU citizens should be in possession of the *European Health Insurance Card* - EHIC (or *Tessera Europea di Assicurazione Malattia* - TEAM) issued by the Health Institution in your home country.

During a temporary stay in Italy, in order to be provided with urgent or unforeseen health treatment, EU citizens can obtain direct services at the public and contracted private structures of the Italian National Health Service (SSN), which is a network of Local Health Units (ULSS, former ASL – *Aziende Sanitarie Locali*) and hospitals. Direct services are defined as health treatments provided free of charge.

### Do not forget!

Before leaving for Italy, you should make sure to have an EHIC card: if you don't, please get in touch with the Health Institution in your country in order to obtain a specific extension of your health coverage in Italy.

The EHIC - TEAM is useful for the temporary registration at the *Ufficio Anagrafe*. Should you need help, please get in touch with the [International Students Union \(ISU\)](#) online.

### Non-EU Citizens

Non-EU Citizens Non-EU citizens are strongly recommended to collect all necessary information about health assistance abroad in their home country before leaving.

Health insurance for Italy should meet all the following requirements:

- coverage for urgent or unforeseen health treatment (First Aid) including emergency admission to hospital;
- valid for the whole duration of your stay in Italy;
- covering the cost of the return trip to your home country in case of serious illnesses;
- available in English and/or officially translated into Italian;
- valid in all EU member states, and with a ceiling of € 30,000.

In case of specific agreements existing between your home country and Italy please refer to the Health Institution in your home country to obtain a specific extension of your health coverage in Italy.

At present, agreements are in place between Italy and the following countries: Argentina, Australia, Brasil, Republic of Cape Verde, former Yugoslavia (Serbia, Kosovo, Vojvodina), Republic of Macedonia, Montenegro, Federation of Bosnia and Herzegovina, Principality of Monaco, Republic of San Marino, Tunisia, State of the Vatican City.

Should you need help, please get in touch with the [International Students Union \(ISU\)](#) online.

### Useful Information

#### ULSS 9 Scaligera

 +39 045 807 5511

#### Medical emergencies

 118

#### General practitioner

Those who hold a EHIC – TEAM card will be able to undertake a medical examination by general practitioners, showing their EHIC – TEAM card. From Monday to Friday, examinations from general practitioners are free of charge.

The opening times of the surgeries may vary depending on each doctor. Life-saving medicines will be provided at the pharmacies free of charge upon submitting an EHIC/TEAM form.


#### Co-pay fee (*ticket*)

The ticket is the co-pay fee determined by the public National Health System (SSN).

All citizens have to pay a ticket before undergoing specialist examinations, except for those who are entitled to exemption.

#### Medical Service (*Guardia medica*)

on Saturdays, Sundays and at night time (24/7) call the Emergency Medical Service (*Guardia Medica*)

 + 39 045 7614565)

#### Accident Insurance

Exchange students, as well as local students, are covered by the insurance policy of the University of Verona: *Polizza di assicurazione cumulativa infortuni* (Accident Insurance) and *PolizzaRC* (Third-party liability insurance). **Warning! This Insurance does not replace medical insurance.**


## Useful Information

### Living Costs

The currency in Italy is Euro. Living in Verona will cost approximately €800-900 per month. With this amount you will cover all basic living costs (accommodation, food, books, public transport).

### Bank Account

If you want to open a bank account in Verona, you should go to one of the local banks with the following documents: tax code (*Codice Fiscale*), identity card or equivalent I.D., residence permit (for NonEU citizens), certificate of university enrolment (available at the International Office). Should you need help, please get in touch with the [International Students Union \(ISU\)](#) online.


 Monday - Friday: 09.30 a.m. - 1.30 p.m. and 2.30 - 4.00 p.m. (in the afternoons by appointment only).

### Tax code (*Codice Fiscale*)

Tax Code is needed for any payment, to open a bank account, to get a SIM card for your mobile. Should you need help, please get in touch with the [International Students Union \(ISU\)](#) online.

### Shopping

Usually shops open:

 On Monday from 3.30 p.m. to 7.30 p.m. and from Tuesday to Saturday 9.00 a.m. - 12.30 a.m. and 3.30 p.m. - 7.30 p.m. Many central shops are open all day from 9.00 a.m. to 7.30 p.m. and even on Sundays.



## Activities for Students

### ASE/ESN Verona

#### Associazione Studentesca Erasmus/Erasmus Student Network

📍 c/o Lingue e Letterature Straniere

Via San Francesco, 22

☎ +39 045 8028746

✉ [verona@esn.it](mailto:verona@esn.it)

ASE-ESN Verona is part of the international ESN network. ASE- ESN members are University students who organise different activities with the purpose of a better university life and integration of International Exchange students in town (Students Helping Students). Some of the most important academic and leisure activities are: support, help and tutoring for academic life, social events, international parties, guided tours and trips, conversations in a foreign language with other students (Tandem).

### C.U.S. Verona

#### University Sports Centre Viale dell'Università, 4

📍 Viale dell'Università, 4

☎ +39 045 595533

✉ [info@cusverona.it](mailto:info@cusverona.it)

Sports activities such as basketball, football, rugby, skating, kendo, canoeing, triathlon, fencing, horse riding, swimming, gymnastics, tennis, sailing, windsurfing, diving.

**AEGEE Verona** is a student organisation that promotes cooperation, communication and integration in Europe, open to students and young workers. Activities: student conferences and trips.

✉ [aegee.verona@gmail.com](mailto:aegee.verona@gmail.com)

### FAN - Fuori Aula Network

We are on air 24/7. Log on [www.fuoriaulanetwork.com](http://www.fuoriaulanetwork.com) and listen. If you like what you hear, apply to become a speaker, or dj, or editor. You can work using your mother language or Italian, as you prefer! For more information please email on:

✉ [fuoriaula.radio@ateneo.univr.it](mailto:fuoriaula.radio@ateneo.univr.it)

### UNIVERSITY CHOIR

The Choir of the University of Verona is made up of people who share the passion for singing and having fun together. If you'd like to join us please visit our website: [www.corounivr.it](http://www.corounivr.it) and email on:

✉ [luca.marchetti@univr.it](mailto:luca.marchetti@univr.it)

## Contacts

### Università di Verona

#### FAQ - Exchange Students

Follow the University of Verona on Facebook:

📄 [www.facebook.com/internationalunivr](https://www.facebook.com/internationalunivr)

### ESU di Verona

Servizio Benefici e Alloggi / Benefits and Accommodations

☎ +39 045 805 2812

✉ [benefici@esu.vr.it](mailto:benefici@esu.vr.it)

### ISU - International Students Union

📍 Via Campofiore, 19

☎ +39 045 8003198

✉ [accommodation@isu-services.it](mailto:accommodation@isu-services.it)  
[verona@isu-services.it](mailto:verona@isu-services.it)

### Informagiovani e Orientamento al Lavoro

## Tourist information

### CTS - Centro Turistico Studentesco

📍 Via Locatelli, 13

☎ +39 045 8030951

### Comune di Verona

📍 Piazza Bra, 1

### Verona Tourist Office - Iat Verona

### Lago di Garda / Lake Garda

### Spettacoli Arena

Arena Call Center

☎ +39 045 8005151

### Verona booking

☎ +39 045 8009844

### Polizia Municipale

📍 Via del Pontiere 32/a

☎ +39 045 8078411

### Polizia stradale

☎ +39 045 8090711

### Oggetti Rinvenuti Comune di Verona / Lost & Found

☎ +39 045 8079341

### Questura / Police Headquarters

☎ +39 045 8090411

## Transport

### Trenitalia (Italian Railways)

☎ Call Center 892021

### ATV - Azienda Trasporti Verona

(Bus Service)

☎ +39 045 8057811

### Radio Taxi

☎ +39 045 532666

## Emergencies

### Medical Emergencies

☎ 118

### Carabinieri

☎ 112

### Fire brigade

☎ 115

### Emergency telephone number

☎ 113