



Erasmus Incoming students FAQs

➔ Before your mobility:

1. I have been nominated as Erasmus exchange student to your School, what should I do next?

As soon as we receive the nomination from your home university, the International Relations office of the relevant School at UNIFI will send you by email all the useful information and deadlines you must follow before leaving your home university.

For more information, please visit the [Incoming Erasmus Students page](#) of our website.

2. I have been nominated to spend a mobility period as an Erasmus exchange student: do I need an acceptance letter from the University of Florence before the departure?

It is not compulsory to receive a specific acceptance letter from the University of Florence stating that you have been accepted to study or to do a traineeship in our university, in many cases an email of acceptance is enough. In case your university needs a specific letter with the formal acceptance or if you are a non-EU citizenship and you need to apply for a visa, you need to inform the International Relations office of the School/department of UNIFI (please click [here](#) to find the contacts) when submitting all the required documents along with the application form, and you will get the needed acceptance letter once your application is complete.

3. Are there any language requirements?

Incoming exchange students must meet the following language requirements:

- Certified B1 level of Italian is mandatory to attend courses held in Italian;
- Certified B2 level of English is mandatory to attend courses held in English, when applicable.

The accepted certificates vary according to the School, please contact the relevant International Relations office to check with them which certificates are accepted.

Please note that in any case a knowledge of the Italian language at least at B1 level is strongly recommended, both at the University level and more generally for the everyday life.

4. If my home university does not have a bilateral agreement with your School, may I be admitted as a student?

In this case you are not under an Erasmus agreement. Hence, you have to apply paying the tuition fees for each elective individual course or single unit. Please check the relevant page on the university website at this [link](#) to have more information about these courses.

5. Accommodation

The University of Florence does not have any on-campus facility, which are provided by the regional government agency (DSU). In order to facilitate students in the search for a suitable accommodation, UNIFI has done some agreements with private lodging offering reduced rates for short or medium/long term stays. Please find more information in our website at this [link](#).

6. Where can I find practical information on the city of Florence and other useful information?

Please verify on our website the '[Welcome to UniFI](#)' dedicated page to check useful information about the city and your stay in Florence.

7. Which documents am I supposed to bring with me?

EU students must bring a valid ID document, EHIC card for health assistance.

Non-EU students need a passport with valid entry visa for study purposes (D-Type), personal health insurance (strongly recommended). Please note that if you already have a valid residence permit



released by the EU country in which you are studying, in general terms you do not need to apply for an Italian residence permit up to 360 days (unless otherwise required by law).

➔ During your mobility:

1. Where should I go first when I arrive in Florence?

For general information on any matter related to accommodation facilities please contact our [Welcome office](#)

For any matter related to the issuance of the Matricola number, you can contact the [Erasmus Desk](#). If you need assistance for any matter related to your chosen courses (i.e. Learning Agreement, Changes to the Learning Agreement, Certificate of arrival/stay etc.) please contact the International Relation Office of the School (click [here](#) to find the contacts).

2. Arrival Certificate

The Certificate of arrival will be issued upon your arrival only in UniFi format, no other form or declaration will be signed.

The International Relations Office of the School will send it to your home university by e-mail and in copy to you only once you have been correctly enrolled and upon reception of the student Id number (Matricola number).

3. Where do I get the student Id number (Matricola number)?

Please bear in mind that you need to send to the International Relation Office of the School (click [here](#) to find the contacts) a certified travel document (i.e., boarding pass, train/bus ticket, motorway toll etc.) which confirms your arrival date at Florence. The start date of the Erasmus period coincides with the business day (Monday to Friday) following your travel day as certified by your travel document. The student Id number (Matricola) will be assigned to you once verified that all the collected documents are complete.

4. Should I apply for a residence permit?

If you are a European student, you are not supposed to apply for a residence permit.

If you are a non-EU student:

- ✓ If you already have a valid residence permit released by an EU country, you are not required to apply for an Italian residence permit up to 360 days;
- ✓ If you do not have a valid residence permit issued by an EU country, you must apply for a residence permit within 8 days from your entry in Italy.

5. How and where can I find information and/or support for the residence permit?

You can find assistance for the request/renewal of the residence permit through the dedicated information desk of the Municipality of Florence whose contacts and opening hours are available at the following direct link <https://sportelloimmigrazionefirenze.it/>. You can also ask for assistance to the Multicultural tutors of UNIFI.

6. Does the University of Florence provide an Italian language course?

The Linguistic Centre of the University named 'Centro Linguistico di Ateneo' (CLA) provides some courses of Italian language at different levels and opened to international students. In order to enrol, please visit the CLA website at this [link](#) or write to infoitaliano@cla.unifi.it

7. What should I do if I need to make some changes to my learning agreement?

All the changes to your Learning Agreement should be approved firstly by your home university Erasmus Coordinator, and only after his/her approval you may submit the new Learning Agreement



to our Erasmus Coordinator approval through the International Relations office of the relevant UNIFI School/Department (click [here](#) to find the contacts).

8. Is the attendance of lessons compulsory?

Attendance of the courses in some courses is not compulsory but it is strongly recommended in order to better understand the courses' content, improve your relationships, join other students creating a study and social network and arrive less stressed at the final exam. In some courses, signatures are taken and attendance is compulsory.

9. What should I do if I need to make an extension of the mobility period?

You can apply for an extension of the Erasmus period generally within 30 days of the expected final date of your mobility (in any case before the official ending of your mobility period). You should firstly receive an authorization for the extension from your home university before submitting the request to the International Relation Office of the relevant School at the University of Florence. Please note that the Erasmus mobility cannot exceed the maximum length of 12 months as a general rule, and it cannot exceed the maximum length stated within the Inter-Institutional Agreement with your home university.

10. University Canteens

International students can access the canteens once they have obtained the canteen card from the [DSU offices](#) in Novoli. To apply for the card, you need to supply a valid ID and a document that certifies your enrolment at the University of Florence.

11. Tax ID Code

The tax identification Code (*Codice fiscale*) identifies citizens in their interaction with the Italian Public Administration/Authorities. Foreigner students, even if temporarily residing in Italy, are required to have this Code for different purposes, as for example to obtain a residence permit, to register for the National Health Service, to rent an apartment, to request a telephone line/mobile SIM card, to open a bank account, etc.

For more information you can visit the Revenue Agency [website](#) and download the relevant [AA4/8 Form](#) to be filled in, or contact the International Relations office of the School in order to receive all the directions and the translated AA4/8 Form so to speed up the procedure and send directly the documents to the Revenue Agency local offices in Florence. Again, UNIFI multicultural tutors can help.

➔ WHAT TO DO IF...

1. I don't successfully pass an exam

Please contact your professor to make an appointment or visit him/her to understand why you failed the exam and how you can improve your knowledge. To facilitate the identification, please write exclusively from the @stud.unifi.it e-mail and always specify your Name, Surname and Id. Number (Matricola).

(The Professor's email is always: [name.surname@unifi.it](#)).

2. I don't know if I correctly registered for an exam

Please check your personal page on [GCS Student Career Management](#) to verify if you correctly registered to the exam. In case you are not able to register please contact the International Relations Office of your School in order to solve this issue.

3. I'm trying to register for an exam, but I cannot

Please check if:



1. the exam you are attempting to register is present in your Learning Agreement; in case it is not present you have to submit a Changes to the original Learning Agreement in due time;
 2. the exam is out of your mobility eligibility period; in this case you have to submit a request for the extension of your mobility period;
 3. the exam you are trying to register has a different code. If this is the case, please ask for help to the International Relations office of the School or to the Coordinator of the Erasmus programme
- 4. I need an attendance certificate**
You should inform the teacher at the very beginning of the course that you need to receive an attendance certificate at the end of the course.
- 5. I cannot attend a class**
If you miss only one or a few classes, this is not a problem. You can get in touch with one of your classmates in order to get the notes you missed.
- 6. I want to go back home, or I don't want to go back home**
Please contact the International Relation Office of the relevant School in order to arrange a meeting and discuss your decision or any problem about your stay in Florence.
Please be aware that the University of Florence has activated a Counselling/Psychological Service named '[Counseling psicologico-clinico](#)' for students individual support. If you ask for support you will get a first answer within 48 hours.
- 7. UNIFI INCLUDE**
The Services offered by UNIFI INCLUDE are designed to integrate all the initiatives that promote equality, inclusion and sustainability in a broad vision and in accordance with the University policies. UNIFI INCLUDE desk is located on the Novoli Campus and addresses to the entire academic community. Please check opening hours and services at this direct [link](#)
- 8. I want to change my learning agreement because I have some problems regarding the content, the level of the course, the professor or with other students**
Please discuss your problem with the professor involved before taking your final decision. If the professor agrees with your change or he/she can't solve your problem, you can refer to the Erasmus Coordinator of the School in order to discuss the issue and possibly change your LA. If you are still having learning problems, please contact the International Relations Office of the School to make an appointment.
- 9. I cannot find lessons and exams timetables and the final exam schedule**
As for the Academic Calendar, check the School website in order to verify the exact dates for the current academic year ([link](#))
Please check the general Schedule of the Courses at this direct [link](#)
- 10. ICE**
For your own safety it is important to provide the International Relations Office of the School an active number and an e-mail to contact you in case of emergency
- 11. I have health problems and need sanitary assistance**
If you are an EU student, you can benefit from basic health assistance through the European Health Insurance Card - EHIC - which gives you access to medically necessary, state-provided healthcare during your temporary stay in Italy.
If you are a non-EU student, we recommend you to subscribe a private health insurance for medical assistance.
In case of emergency, you can contact the nearest hospital.



Both EU and non-EU students once in Italy can opt for voluntarily registering to the Regional Health Service (Servizio Sanitario Regionale) for the duration of their stay at a flat cost of 149,77 Euro per year, which entitles them to elect a public doctor and to receive the same healthcare services of nationals (subject to validity of the residence documents). For more information you can visit the following [link](#)

Please note that during your stay at the University of Florence all foreign students are covered by the university insurance for injuries occurred within the university and third part liability.

➔ End of the Mobility

1. End of your Erasmus period

The closing date of your Erasmus mobility corresponds to the date of the last taken exam, even if you have not passed it, or to the end date of classes if you did not take any exam. In the case of an Erasmus traineeship mobility, the end date of the mobility corresponds to the end date of the activity undertaken.

2. How can I get my final Transcript of Records and when?

The Transcript of Records will be issued at the end of your mobility period along with the Certification of Stay and sent by e-mail to your home university and in copy to you (exclusively to the @stud.unifi e-mail address).

Before ending your mobility period, we strongly invite you to:

- ✓ carefully check on [GCS Student Career Management](#) if all your exams have been recorded;
- ✓ fill out the “esami sostenuti” [form](#) submitting it to your reference office (different depending on the School).

Please note that:

- it can take some time for exams to be recorded;
- after having successfully passed an exam, you will receive an e-mail requesting you to accept or refuse the grade result; in case of no response, after 7 days the grade result will be approved based on tacit consent;
- we shall be able to issue the Transcript of Records only after all the taken exams have been recorded;
- if you need che l'insufficiente sia registrato devi farlo inserire dal professore (vedi descrizione sul sito)



USEFUL NUMBERS

University of Florence Switchboard: 055 27571

Police / Polizia: phone 113

Carabinieri: phone 112

Fire Department / Vigili del Fuoco: phone 115

Medical Emergency Service: phone 118

Local Police Emergency / Vigili Urbani: phone 055-328.333

Questura: phone 055-49771

Prefettura: phone 055-27831

Lost and Found: via Circondaria 17b - phone 055-328.3942 / 328.3943

Hospitals - Emergency Rooms

Policlinico di Careggi

Viale Morgagni 85: phone 055-42.77.111

Ospedale S. Maria Nuova

Piazza S. Maria Nuova 1: phone 055-27581

Centro Traumatologico Ortopedico (CTO)

Largo Palagi 1: phone 055-42.78.227

Police Stations



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In case of theft/loss, you can find assistance in English at the following police stations:

Polizia - Commissariato S. Giovanni

via Lungarno della Zecca Vecchia, 20- Ph. 055 4977800

Questura

Via Zara, 2 - Ph. 05549771

Carabinieri - Comando provinciale

Borgo Ognissanti, 48 - Ph. 05524811

PHARMACIES open 24 hours

Farmacia Comunale, Santa Maria Novella

(inside the Railway Station):

phone 055-289.435 or 055-216.761

RAILWAY STATION Santa Maria Novella

Info on the Italian State Railways (F.S.): Phone 848888088

Booking service: Phone 199166177 / 055-235.64.23 website: www.trenitalia.com

FLORENCE AIRPORT Amerigo Vespucci

Via del Termine, 11 - 50127 Firenze

Operator Ph +39-055-30615

Tourist information Ph +39-055-315.874

website: www.aeroporto.firenze.it

PISA AIRPORT Galileo Galilei

Ph +39-050849202

website: www.pisa-airport.it

RADIO TAXI

Ph. 055-4390 / 055-4499

Ph. 055-4798 / 055-4242

Tourist Information Office

Via Cavour 1r

Ph +39-055-290.83.23

APT Agenzia per il Turismo di Firenze (Florence Tourist Office)

Via Manzoni, 16

Ph +39-055-233.20 - Fax +39-055-234.62.86

Official website: www.firenzeturismo.it