

CHARTER OF SERVICES FOR STUDENTS WITH DISABILITIES AND/OR SPECIFIC LEARNING DIFFICULTIES

Article 1 - General Principles

The Advisory Service of the Free University of Bozen-Bolzano has the task of providing disabled students and students with specific learning difficulties with the following:

- access to and pursuit of university studies
- participation in university life

in compliance with Law no. 104/1992 "Framework law for the assistance, social integration and rights of disabled people", its integrations and amendments (in particular Law no. 17/1999) and Law no. 170 of 8 October 2010 "New rules on specific learning disorders in schools" and related guidelines, and the Guidelines of the National University Conference of Delegates for Disability (CNUDD).

Article 2 - Bodies and structures of the University

The bodies and structures in charge of services for students with disabilities/learning difficulties are:

- the Rector's Delegate for the Integration of Disabled Students at the University (hereinafter Rector's Delegate);
- the Faculty Representatives, appointed by the Faculty Councils;
- the Advisory Service and,
- all the other structures of the University dealing with student services.

The Rector's Delegate coordinates, monitors and supports all initiatives concerning integration within the University.

The Faculty Representatives are professors who, within each Faculty, act as a didactic point of reference for students with disabilities/learning difficulties; they work alongside the Advisory Service during the initial contact phase, act as mediators between students and teaching staff and coordinate the support arrangements.

The Advisory Service is the first point of contact for students and plays a key role in supporting students on campus and in the administrative management for the provision of services and the monitoring of their effectiveness.

Article 3 - Users of services

Students are eligible for disability services provided by the Advisory Service if they fall into any of the following categories:

- students with permanent or temporary disabilities;

- students with specific learning difficulties;

in possession of a valid medical and clinical document certifying and describing the nature of the disability or specific learning difficulties and officially enrolled in:

- an undergraduate degree programme
- a postgraduate degree programme
- a single-cycle postgraduate degree programme
- PhD programmes
- Specialisation courses

offered by the Free University of Bozen-Bolzano, who are determined as eligible for those services.

Foreign students with disabilities/learning difficulties taking part in international mobility programmes at unibz can also request services. Their eligibility will be assessed by the Advisory Service in collaboration with the Rector's Delegate and the disability office within the universities of origin.

Article 4 - General rules on the provision of services

Services are provided:

- subject to the University's availability of human and financial resources;
- only on specific request of the student with disability /learning difficulties;
- exclusively for institutional activities;
- in decentralised locations, subject to the availability of local staff and facilities;
- in respect of the rules and regulations of the University;
- by personnel chosen by the Advisory Service and assigned to the requested service.

Article 5 - Services provided

The services are provided for all institutional activities related to the study programme and are:

1. study orientation and guidance (art. 8);
2. individualised support during admission exams (art. 9);
3. formulation of a personalised study program (art.10);
4. support for individual study through peer tutoring (art. 11);
5. assistance during examinations (Article 12);
6. assistance with bureaucratic procedures (Article 13);
7. support for mobility abroad, traineeships and work placement (art. 14);
8. provision of technical and IT tools (Article 15).

Art. 6 - Methods of requesting and providing services

Services shall be provided exclusively on request of the student. The request must be submitted to the Advisory Service by e-mail or fax (study@unibz.it; F: 0471 012109), together with the document certifying and describing the disability or diagnosis of the learning difficulty or difficulties. The provision of services is subject to an individual interview with the Advisory Service and the Faculty Representative, who will assess the specific needs of the student. The Advisory Service, in agreement with the Rector's delegate, will establish the methods and allocate the staff that are dedicated to the requested service.

Article 7 - Conditions and criteria for the assignment of services

The use of mentoring services is granted in compliance with the time and merit conditions specified below.

Time criteria

The services to officially enrolled students with disabilities/learning difficulties can be provided within the limits of available resources. This occurs throughout the following time periods without influencing the already agreed arrangements in place during the current semester until the end of the same semester. The services takes into account the future planning relating to each case:

- if enrolled in degree courses activated on the basis of regulations prior to Ministerial Decree no. 509/99 (old regulations) for a number of years equal to double the legal duration of the study programme with reference to the year of first enrolment plus two years;
- if enrolled in degree courses activated under Ministerial Decree no. 509/99 and Ministerial Decree 270/04, for sixteen semesters with reference to the year of first enrolment (i.e. for 8 years instead of three);
- if enrolled in the master's degree courses activated according to Ministerial Decree no. 509/99 and Ministerial Decree. 270/04, for ten semesters from the beginning of the first year of enrolment (i.e. for five years instead of two);
- if enrolled in a single cycle master degree course for a number of semesters equal to the normal duration of the degree course plus sixteen semesters from the beginning of the year of enrolment (i.e. 8 years more than the normal duration of the degree course);

Merit criteria

Taking into account the future planning relating to each case without prejudice to the arrangements already in place during the current semester until the end of the same semester, the services may be provided in accordance with the following criteria to students who fall within the conditions referred to in the previous paragraph:

who have achieved the following number of credits by 1 October each year:

Bachelor	Number of credits
2nd year of enrolment	8
3rd year of enrolment	24
4th year of enrolment	40
5th year of enrolment	60
6th year of enrolment	90
7th year of enrolment	130
Master	Number of credits
	(actually achieved, excluding those recognised as valid for the master)
2nd year of enrolment	9
3rd year of enrolment	24
4th year of enrolment	50
5th year of enrolment	90
Single-cycle Master	Number of credits
2nd year of enrolment	8
3rd year of enrolment	24
4th year of enrolment	40
5th year of enrolment	60
6th year of enrolment	80
7th year of enrolment	100
8th year of enrolment	130
9th year of enrolment	160
10th year of enrolment	200
11th year of enrolment	250
12th year of enrolment	300

In case of renunciation and subsequent enrolment in a degree course of the same level, the number of years of enrolment is calculated starting from the year of first enrolment in the national university system.

Any exceptions must be authorised by the Rector's Delegate and the Faculty Representative.

In any case, the services provided for students who have completed their exams and are writing their thesis are guaranteed.

Other conditions and priority elements in the allocation of services

Without prejudice to the arrangements in place during the current semester until the end of the same semester, taking into account the future planning relative to each case, the services can be provided in compliance with the following criteria for students who fall within the conditions set out in the previous paragraphs:

- with priority to those who have fewer exams to take to obtain a degree;
- for the same number of exams to be taken to obtain a degree, the service is provided with priority to students under the age of 18.

Art. 8 – Study orientation and guidance

The Advisory Service offers meetings, by appointment, to help students with disabilities/learning difficulties to choose the university path that is most consistent with their professional needs and expectations.

Art. 9 - Individualised support during admission exams

The Rector's Delegate and the Faculty Representative, on the basis of Law 17/1999, evaluate which types of additional support during admission exams are necessary in relation to the student's difficulties. Students must make a specific request to the Advisory Service enclosing a copy of the disability certificate/ diagnosis of learning difficulty, in accordance with the procedures and deadlines indicated in the study manifestos.

Art. 10 - Personalised study programme

The service consists of the preparation of an annual or semi-annual individualised work plan that takes into account the specific needs of the student. Together with the student, the Faculty Representative defines the division of the workload according to time and the objectives to be achieved. The work plan may subsequently be adapted to deal with any critical issues in the course of study.

Art. 11 - Support for individual study through peer tutoring

In order to guarantee the rights of students with disabilities/learning difficulties to study, peer-tutoring services can be organised for guidance and inclusion purposes and to support students in educational activities. A peer tutoring service can be arranged based on the needs of each student.

This service is provided by university students specifically selected within the framework of the 120-hour students' jobs, or by other staff according to specific needs and relevant skills that those employees have.

The tasks of the peer tutor include: assistance in the classroom, guidance in study-related activities (support in studying, help in the recovery of handouts, notes, books, etc.), support in the individual study for passing examinations or for the drafting of the final paper, intermediation with teaching staff, and preparation of study materials in accessible format.

The service can be activated for one or more courses, for a semester or for an academic year, according to the educational needs of the student. Normally, the request to activate the service is made at the beginning of a semester. The provision of the service is subject to verification of the criteria set out in art. 7 of these regulations.

Art. 12 - Assistance during examinations

In case of disabilities which impact on being able to undertake the exam and on request of the student with disabilities, the Advisory Service / the Faculty Representative will contact the teaching staff concerned, indicate the necessary support that is needed to sit the exam and provide the personnel and / or equipment necessary to carry out the exam. The Advisory Service must be informed about this request at least two weeks before the date of the examination.

Art. 13 - Assistance in bureaucratic procedures

If the student with disabilities is not able to autonomously go to the administrative offices of the University, the Advisory Service will accompany them, without acting as a substitute for them.

Art. 14 - Support for mobility abroad, traineeships and job placement

The Advisory Service works in collaboration with the International Relations Service to promote the participation of students with disabilities/DSA in international mobility programmes (Erasmus, bilateral agreements, etc.) through the following:

- assistance in filling out requests to participate in exchange programmes;
- help with contacts with the host foreign university in defining and organising the necessary support services.

Participation in international mobility programmes is subject to passing the selections provided for all students.

In the case of Erasmus mobility, specific Community funding is foreseen to support the international mobility of students with disabilities.

The Career Service promotes access of students with disabilities to work placement initiatives, taking into account the specific skills acquired and the difficulties of the individual.

Art. 15 - Specific technical and IT tools

The Advisory Service and ICT also have some computer and technological aids that can be used on a free loan basis to students who request them.

The equipment must be returned at the end of the teaching activity of the academic year in which they are requested.

Art. 16 - Rights of students with disabilities/learning difficulties

In general, regularly enrolled students with disabilities/learning difficulties are entitled:

- to have access to the courses, programmes, activities and opportunities offered by the Free University of Bozen/Bolzano;
- to have equal learning opportunities;
- to disclose their disability or not (taking into account that voluntary disclosure is a necessary requirement to use the services);
- to receive all information in an accessible format.

Art. 17 - Duties of students with disabilities/learning difficulties

A student with a disability/learning difficulty who wants to take advantage of the benefits and services must:

- submit the necessary documentation (disability certificate/diagnosis of learning difficulties) to the Advisory Service;
- inform the Advisory Service of any special needs and submit the request for services at the time of enrolment or at the beginning of the academic year;
- comply with the regulations governing the services (Articles 8-15);
- respect the normal rules of education;
- use the services provided;
- take responsibility for and take care of and only for the uses permitted by law any instrument or aid, and return them in the time established;
- promptly notify the Advisory Service of the renunciation of a service already assigned or any changes in the methods of use of services already agreed upon.

Art. 18 Tasks of the Advisory Service

The Advisory Service is committed to:

- provide the services required, according to the parameters already described, to promote the inclusion of students with disabilities/ learning difficulty in all institutional activities organized by the University for all students;
- provide the students with disabilities/ learning difficulties with information in an accessible format;
- keep and maintain the privacy of data provided by the student.