

# Service Guide

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Fondazione  
Collegio  
Universitario

**Einaudi**

## Summary

<b>Introduction</b>	<b>Pag. 3</b>
<b>1. Personalized Training</b>	<b>Pag. 4</b>
<i>Personalized Training Program</i>	<b>Pag. 4</b>
<b>2. Support for merit</b>	<b>Pag. 5</b>
<i>2.1 Merit-based economic benefits</i>	<b>Pag. 5</b>
<i>2.2 Paid cooperation opportunities</i>	<b>Pag. 5</b>
<i>2.3 Volunteering</i>	<b>Pag. 6</b>
<b>3. Services</b>	<b>Pag. 6</b>
<i>Crocetta residence hall</i>	<b>Pag. 6</b>
<i>Mole Antonelliana residence hall</i>	<b>Pag. 6</b>
<i>Po residence hall</i>	<b>Pag. 6</b>
<i>San Paolo residence hall</i>	<b>Pag. 6</b>
<i>Valentino residence hall</i>	<b>Pag. 6</b>

## Introduction

The Services Guide defines the **type of services** and commitments that the Fondazione Collegio Universitario di Torino Renato Einaudi (hereinafter referred to as the “College”) undertakes towards its students, in accordance with the following **values**:



The **centrality of the person** as a member of a community in which to develop knowledge and self-awareness, develop one's personality and conscience, strengthen the capacity for relationships, autonomy and a sense of responsibility;



**Interculturality** as an openness to knowledge and engagement between different disciplines, knowledge, experiences and backgrounds;



**Secularity** as respect for differences in beliefs and orientation;



**Merit** as a guarantee of access to university studies and their completion for able and deserving students, even if they lack financial means;



**Openness to civil society** and to the realities of the economic world and the professions in order to form responsible citizens and contribute to a significant impact in terms of growth and improvement in the social, cultural and economic dimension;



**Sustainability** as attention to the environmental impact of our facilities and as training our students in issues related to sustainable development goals;

and also in accordance with the following **principles governing provision and use of the services**:

- **Continuity:** Collegio is committed to ensuring a continuous, regular and uninterrupted service, except in cases of force majeure or exceptional circumstances (see chapter 3 of this document);
- **Participation:** students, individually or through the Student Council, have the right to formulate proposals and suggestions and to present requests or complaints regarding the functioning of the residence halls, which must be acknowledged by the Board in the forms and within the time limits set out in this Service Guide and in the Regulations for Study Place Holders. The Board of Studies also uses all useful tools to inform students regularly about the activities and services offered.
- **Clarity and transparency:** Collegio guarantees pupils simple and clear procedures and ensures that information on these procedures is widely disseminated, using effective tools and languages and providing adequate training for those responsible for student relations;
- **Courtesy:** the Collegio's delegates (employees and collaborators), as well as the students, are expected to adopt an attitude of courtesy and mutual respect; the

former supporting the students in exercising their rights and fulfilling their duties, the latter respecting the work and activities carried out by the Foundation's delegates;

- **Effectiveness and efficiency:** Collegio aims to continually improve the services it provides by seeking technical and organizational solutions to increase the effectiveness and efficiency of the services provided, in accordance with the procedures, instructions and rules of its Quality Management System, designed and implemented in accordance with ISO 9001:2015 standards;
- **Protection of privacy:** Collegio guarantees students that their personal data will be processed in accordance with the laws in force and recognizes that they have the right to be informed about the use of the data provided, as per the Privacy Policy communicated during accreditation on the Student Portal and acceptance of the Study Placement.

## 1. Personalized Training

### *Personalized Training Program*

The Collegio requires each of its students to sign a Personalized Learning Project (below "PFP") to be carried out during the academic year of their stay at the Collegio, as provided for by D.M. 673 of 08/09/2016, art. 4, 1.V. (below "D.M."). The Project must be carried out according to the following provisions of the D.M.:

- at least 70 hours per academic year per student for the first three university years;
- at least 25 hours per academic year per student for subsequent years;
- carrying out personal coaching activities.

Use of the study courses is regulated by the "PFP Regulations" which can be consulted, from the moment of notification as winner of the study place, through the Learning Portal at the following link: <https://collegioeinaudiplus.extralearning.it/>

The Collegio's study activities are aimed at completing the education of capable and deserving university students, in order to prepare them to face the challenges of the future in the best possible way, as individuals, citizens and professionals.

To this end, the Board of Governors proposes Annual Learning Plans aimed at exploring in depth the theme of the year across multiple subject areas. Planning of the study courses offered takes into consideration the needs expressed by the students themselves, the direction expressed by the Scientific Committee, the indications coming from the employment market and its stakeholders.

More information on the study courses offered by the Collegio is available on the website at the following link: <https://www.collegioeinaudi.it/formazione/>

## 2. Support for Merit

### *2.1 Merit-based economic benefits*

#### **Cost of study place/ student contribution**

The Collegio's fees are set annually by the Board of Directors. The students pay a portion of the annual fee for the services offered (fee charged to the student), the amount of which varies according to the ISEE indicator of the student's household.

This is possible thanks to ministerial contributions and donations that the Collegio receives annually from private bodies and donors, thus maximizing the merit of its students and meeting the various needs of families.

#### **Financial benefits awarded each academic year through specific calls:**

The best students at the Collegio receive additional financial support, mostly awarded exclusively on the basis of merit criteria and financed by private donors and institutions:

- Degree awards
- Study awards
- Free study places
- Language certification awards
- Study abroad awards
- International mobility awards (in addition to university grants)
- Special prizes (defined annually according to the indications of the various backers)

### *2.2 Paid cooperation opportunities*

Every academic year, on the basis of special agreements with the Universities of Turin, in application of the provisions of Articles 6 and 13 of Legislative Decree no. 68/2012, within the framework of part-time collaborations (so-called 200 hours), students are given specific paid assignments; in compliance with the above regulations, the Collegio favors assignments to its own students rather than using external collaborators:

#### **COLLABORATIONS FOR ASSISTANT CUSTODIANS ASSIGNMENTS**

The Collegio offers its students the opportunity to take on the role of "assistant residence hall custodian", with the task of managing the reception service at times compatible with study requirements.

#### **COLLABORATIONS FOR LIBRARY ASSISTANT POSITIONS**

Collegio students can work as "library assistants" within the Collegio's own library system in the areas of book lending, user assistance and access control.

Other possible collaborations include:

## SYSTEMS ASSISTANT COLLABORATIONS

In each Collegio residence hall, a student with specific technical skills is selected for the job of “systems assistant” with the task of providing IT support to students for the activation and use of IT services.

## TUTOR

There are a varying number of tutors in the Collegio residence halls (at least one for every thirty students) whose main tasks are to welcome the new students and to support the residence hall Director in carrying out the Personalized Learning Project.

## 2.3 Volunteering

Each student has the opportunity to contribute actively to the life of the Collegio by joining the Collegio Volunteers group, which offers its time and expertise to support the events organized by the Collegio and the Foundation’s promotional events.

## 3. Services

- [CROCETTA RESIDENCE HALL](#)
- [MOLE ANTONELLIANA RESIDENCE HALL](#)
- [PO RESIDENCE HALL](#)
- [SAN PAOLO RESIDENCE HALL](#)
- [VALENTINO RESIDENCE HALL](#)