



EXCHANGE PROGRAM

"Unforgettable experience in a beautiful and cultural city."

*"The Erasmus semester is something I will never forget.
Life begins at the end of your comfort zone."*

STUDENT GUIDE 2017-2018



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Eliporto Lingotto - Torino



Rampa Lingotto - Torino

WELCOME

Davide Caregnato

Director

SAA S.c.ar.l. - School of Management



It is my pleasure to welcome you to the School of Management of Turin. We represent a small part of the main University of the city but our history is quite long. Years ago, after the Second World War, a determined Professor of the Faculty of Economics decided to explore the American Business Schools. Fascinated by the overseas system, Professor Paces thought about reproducing a similar project in Turin. His intent was not a slavish copy but a historical analysis of a process that was a winner in the United States and could become very popular in our country. Nothing needed to be invented, but something had to be adapted to a new context. So, thanks to the effort of some important sponsors, the School was founded in 1957 in the former capital of Italy which embodied the center for business, industry and culture.

With more than fifty years of experience, our aim is to create and support future managers with the most up to date teaching methods and highly professional academic staff. We know that today's students are the managers of tomorrow and in order to form a good leader it is very important to instill confidence in oneself.

To do that it is absolutely necessary to combine a theoretical methodology with a practical one.

So a group of talented Professors from eight departments work constantly with managers of some of the most important companies in Italy. Thanks to their efficient lessons and work experience we offer various kinds of business and economics courses to our students.

Our international vocation incorporates an interesting mix of cultures, languages, colors and religions. I am not exaggerating when I say that you represent the future and the future speaks a variety of languages. It is absolutely multicultural and is moving very fast. So you should always be curious, ask when you do not know and do not be suspicious and jealous of intelligent ideas you did not have, but learn from others... Learn how to think critically to obtain results remembering that business must always be ethical.

Each year SAA welcomes 200 international students from 68 partner universities and from 25 countries. That is an important record for us and our goal is to increase the incoming number year after year and to offer you the possibility to explore our territory, to be part of our Region, helping you with our language.

Spending a semester in an environment like that of SAA can make the difference. In fact you will become an active part of the School from your arrival thanks to the permanent Italian students and our community.

I really welcome you to our School!



1. SAA - THE SCHOOL OF MANAGEMENT



OUR HISTORY

The School of Management was founded in 1957 in Turin by Professor Federico Maria Paces, with the backing of the most important companies and entrepreneurs in Turin. The original name was Scuola di Amministrazione Industriale (SAI).

It was one of the first examples of a partnership between the academic and the entrepreneurial world in order to create the future generation of managers.


In December 1974 SAI changed its name into Scuola di Amministrazione Aziendale (SAA) under the University of Turin. SAA is the only Italian School of Management which:

- is part of the University System;
- issues degrees which are recognized by the State;
- works in the city which symbolizes Italian industrial culture;
- offers courses aimed at giving a real insight into what the entrepreneurial world needs.

All these aspects have one mission: to create managers who are equipped to lead companies efficiently and successfully.

Since it was founded, SAA has always been ready to embrace new methodologies and to adapt the courses offered to the changing business world.

Over fifty years of experience in teaching and working with companies has allowed SAA to




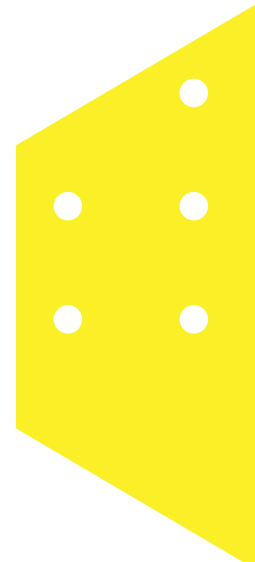


become perfectly aware of the evolution of the context it is working in. Thus the quality of the courses is constantly being improved and updated.

Furthermore, the teachers are another strong asset to the school; they bring together a thorough knowledge of their subject with the practical experiences of people working in real companies.

The School, which is part of the University of Turin, has carried out interdisciplinary projects which deal with all the different aspects of management. SAA was and is the link between research, higher education and the business world.

The School became SAA S.c.ar.l. in January 2013. It is a combination of experience, knowledge, relationships with business realities and cooperation with the University of Turin. Its purpose is to:

- continue and intensify cooperation with Universities in order to develop high quality management training programs.
 - offer companies training projects which can combine managerial experience with the real needs of a company.
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2. TEACHING METHODS

All courses at SAA make use of traditional teaching methods as well as new training techniques, avant-garde technologies and case studies which contribute to the analysis of real problems and to the creation of a complete managerial approach. The highly-qualified and prestigious professors working in our team, the continuous stimulus given to students, the importance of group activities and the analysis of the entrepreneurial world are the elements that characterise the exchange of information between teachers and students: all aimed at maximising the participants' involvement. SAA provides its students with the best technologies and most-up-to-date know-how, necessary to manage entrepreneurial realities in constantly changing structures and their operating strategies.

◆ SAA TEACHERS

Thanks to the qualifications of its teaching staff, SAA offers high-quality courses. All SAA teachers are strategically important for the efficient development of didactic programs.

For its basic and monographic courses, SAA makes use of teachers working for Italian and foreign Universities, as well as for private and state-owned corporations and consulting firms. They can operate with extreme professionalism in different didactic contexts.

All SAA didactic strategies refer constantly and directly to the working environment: SAA teachers are assisted by entrepreneurs and managers representing the Italian and foreign business contexts, who, although not teaching permanently for SAA, contribute with their specific know-how and experience to enrich the quality of courses and seminars.

◆ THE METHODS

Our teaching methods are based on training techniques which stimulate and emphasize team activities and discussions in class, and, above all, aim at analysing the real working environment to make participants responsible for their future decisions within the entrepreneurial world.

Using active teaching methods requires a constant commitment to the School and its teachers, and includes the analysis of cases and situations linked to the latest company requirements.

SAA didactic programs include visits to companies, project works and internship in companies.

◆ LEARNING FACILITIES

SAA exchange students will be able to use a **library** with magazines and books that will satisfy any specific need concerning economic, financial, social, corporate and legal matters. Students can use the SAA **language lab** after the lessons and they also have the opportunity to study in areas specifically reserved for individual or group activities.

They can also use our **computer labs**, open Mon-Fri from 9 a.m. to 9 p.m., fully equipped with application-oriented software, Internet connection and free access to print.

◆ LIBRARY

Our library contains about 35,000 books and pamphlets, 450 Italian and foreign periodicals, dissertations, cases, company reports and teaching materials used for all courses held at the School.

The current periodicals (about 150) are kept in alphabetical order in some display cases where users have free access to the issues of the year.

Also the main Italian newspapers are offered to students. They are normally available at the library for 3 months.

Documents are arranged on the shelves by size and must be requested by filling in an application form. All the documentation material is classified by author and by subject.

In our Library, as well as in many Italian Libraries, there is no free access to the documentation. The access is free only to the current periodicals. You can find the documents in the catalogues or in the listings and request them to the library personnel writing down the location mark and other data on the application form. Members of Staff, Professors and Students of the School can borrow the bibliographical material only by filling in the lending form. The loan lasts for 3 weeks. No-one can borrow more than 2 documents at a time. We do not loan periodicals, dissertations, Company reports, cases or teaching material, nor is the photocopying of dissertations, cases or teaching material allowed.

In the library you can make use of 3 pc + 1 printer to be used for data consultation only.

The Library is open:

Monday	8.45 a.m. – 6.30 p.m.
Tuesday	8.45 a.m. – 5.30 p.m.
Wednesday	8.45 a.m. – 7.30 p.m.
Thursday	8.45 a.m. – 6.30 p.m.
Friday	8.45 a.m. – 5.30 p.m.

◆ THE SELF ACCESS CENTRE

A very important structure available for SAA students is the Self-Access Language Learning Centre (SAC). This is a multimedia laboratory which can be extremely useful for those who need to improve their foreign language skills or for those who want to take advantage of the centre resources; books, movies or CD ROMs and DVD/video resourcing in English, French, Spanish, German and Italian.

To gain access to the SAC you have to book in advance, please contact the assistant directly at the centre.

You can also take advantage of the advice of some language tutors. These tutors (professional mother tongue language teachers) will help you to focus on your weaknesses and to choose the most useful exercises.

The SAC is open:

Mon/Fri: 9 a.m. - 1 p.m.

2 p.m. - 7.30 p.m.

Sat: 9 a.m. - 1 p.m.

mail: helpersac.saa@unito.it

WHY STUDY IN ITALY AND AT SAA?

- Italy is one of the most industrialised countries in the world, but at the same time it is a beautiful country, rich in history, art and landscapes
- Piedmont, where Turin is located, is one of the most developed regions in Italy and hosts many national and multinational companies
- Turin is strategically located: close to France, Switzerland, Monaco, close both to the highest Alps (1 and ½ hours) and to the seaside (2 hours)
- Our school has a tradition of more than 50 years and it is one of the oldest business schools in Italy
- We offer courses both in Italian and in English
- We offer courses on Italian language for foreign students
- Our school is a small and efficient institution free from many of the bureaucratic problems which affect some Italian universities - students are quickly integrated and personally assisted

- There is a truly international atmosphere. Many universities from Europe, Canada and other countries send exchange students to SAA and we are a permanent host institution of USAC, an Association of 32 US universities
- We organise cultural and entertaining activities for international students (visits to companies, trips to other Italian cities, sports activities, conversation groups, student parties etc.)
- The school offers the right environment for the development of cultural and professional skills: a library specialised in Management topics, two computer labs, audio-visual teaching aids and a foreign language lab (Self-access centre)



3. REGULATIONS

At SAA we believe that correct behaviour, active involvement and steady participation do have an effect on learning. For this reason we have **compulsory attendance** for all programs taught at SAA.

◆ International students are required to:

- arrive in Turin on the agreed date for the beginning of the courses
- attend the orientation meetings at the beginning of the semester where important information on the school, the city and the courses is provided
- behave properly respecting laws, SAA rules and other people's rights and property
- respect the rules of the house in which you are living and the financial commitments with the landlord; in Italy households must not make any noise or disturbance from 10 p.m. to 8 a.m.

NOTE: Incorrect behaviour (i.e. alcohol or drug abuse) which might damage other people, yourself and our university image will lead to: 1) verbal warning to student 2) written warning with notification to home university 3) dismissal from the exchange program.

- confirm the course choice selection within the fixed deadline
- meet home universities requirements on credits and number of exams
- contact your tutor at the home university for approval
- sign a learning agreement with SAA and respect it
- notify the Interuniversity Relations Co-ordinator of any change to your study program and modify your learning agreement accordingly

NOTE: Students have a right to add or change courses within 10 days from the start of the course provided that both their home tutor and SAA agree on it. They will also be allowed to drop courses until a fixed deadline around the midterm exams. Courses dropped after this date will be marked as 'Failed' in their transcript. Passed exams that do not appear in the learning agreement will not be validated.

- read and follow the rules fixed by each teacher on his/her syllabus carefully



- show respect to the teacher and other students during the classes
- attend the courses regularly; unjustified absences will have a negative effect on the final grade
- present an official medical document for absences due to illness
- complete and hand in on time the research material and the case studies, the assignments that are late will not be accepted
- when class presentations are due, request in advance the necessary equipment (video projector, overhead projector, etc.). Photocopies you may decide to use/distribute will not be provided by the school (use students' photocopier)
- when auditing a class, attend and do all class assignments except for midterm and final exams. If all requirements are not met, an Audit Fail will appear on the transcript

NOTE: Do not postpone your studying to the deadline of an exam/paper/presentation. Last minute unexpected events (personal reasons, unavailable equipment, computer lab busy or not accessible) may influence the overall outcome of your class performance. Please note that this will not constitute a valid excuse for extensions/exceptions

- remember that you are here to study and to attend courses
- always inform our office when travelling overnight out of Italy
- consider that no exam dates can be rescheduled
- when travelling in Italy, take copies of your staying permit, passport and visa, when travelling outside of Italy, take also the original ones
- please note that we do not recommend the rental of scooters and cars



Re-sit

We do everything we can to assure you a positive academic experience at SAA. Our teachers are well-experienced and qualified, and both the learning and the assessment process are run so that the students can be successful. However, it may happen that a student fails in one or more modules.

- **Courses taught in Italian:** re-sitting is possible. The Italian University traditionally provides for re-sit chances. When exchange students attend our courses taught in Italian and fail, they always have the possibility to re-sit even more than once in the subsequent sessions.
- **Courses taught in English:** no re-sitting is provided. The “International Business and Italian Studies program” taught in English is based on American methods and philosophy. The American university system does not include the possibility to re-sit. Students are supported during the course. Not only do final grades result from final and mid term exams but also from group works, presentations, class participation and corporate visit attendance. Assessment is seen as a process made up of at least four to six elements and not as “the exam”. If a student fails, he or she fails the learning process and not the exam. Courses can be repeated, not the final exam. To avoid unpleasant surprises, your performance will be supervised and you will be informed about your situation during the course. If you fail to meet your university requirements at the end of the semester despite your best efforts (regular attendance etc.), we may offer you free attendance on one or two courses of the International Business Program Summer School in June or July.

Computer labs



SAA has two computer labs - a bigger one, located in the “D” corridor, and a smaller one, located in the “B” passage. When the bigger lab is occupied for classes, the smaller one will be kept available. Here are some simple rules on the use of Computer Labs which we expect you to comply with during your stay at SAA.

Usage of the computer lab is not an unlimited right granted for students, but a service provided by SAA so long as elementary rules of common sense and behaviour are respected.

Note that the computer lab is monitored online - anything you are doing may be watched at any time. Repeated misuse could lead the SAA management to limit access to the computer lab.

In order to avoid unpleasant and embarrassing situations adverse to a positive image of good manners and respect we strongly request all exchange students to follow strictly the rules below:

- access to the bigger computer lab is dependent on schedules of classes: please never interrupt or disturb a lesson! Before entering always watch the timetable located on the lab door
- always log in with your log in name and password. Never give your login and password to other students
- always log out
- do not save your personal files on the computer (C:); you may save your data on a USB or create your own directory on (F:)

- 
- do not install any kind of software on the computers
 - the lab is only available for didactic purposes: it is forbidden to chat from the computer lab or view sites not related to academic activities (as an exception you are allowed to write emails freely from your personal account)
 - remain silent and behave properly inside the computer lab: never bring food or drinks inside the lab; don't talk on a mobile phone
 - do not misuse the printer – no emails or long handbooks may be printed
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LAB 1: 35 pc + 1 printer.

It is open from 8.45 a.m. until 10.00 a.m., and on Saturday from 9.00 a.m. until 12.00 a.m..

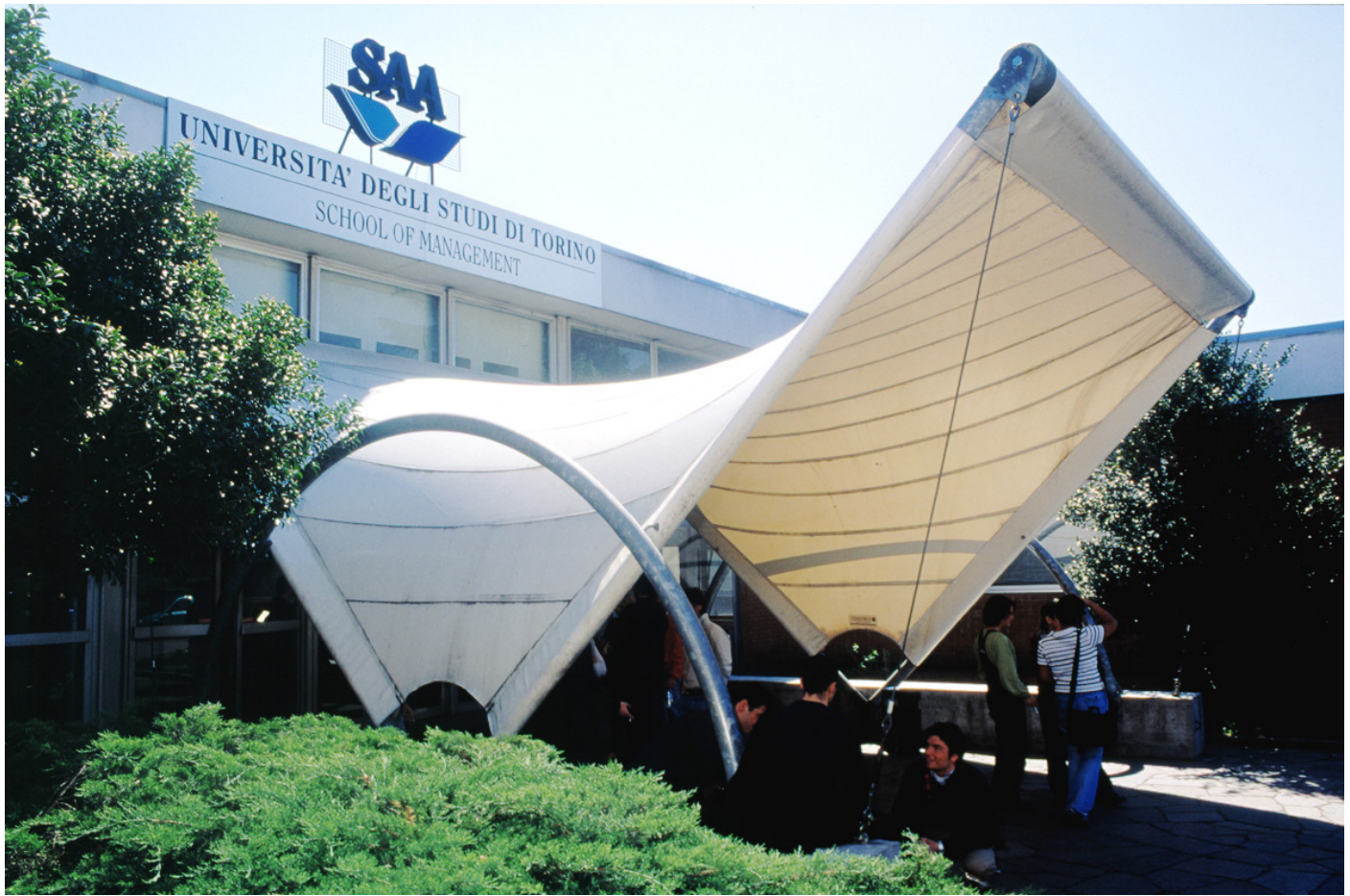
LAB 2: 20 Pc + 1 printer. This room cannot be used for free study.

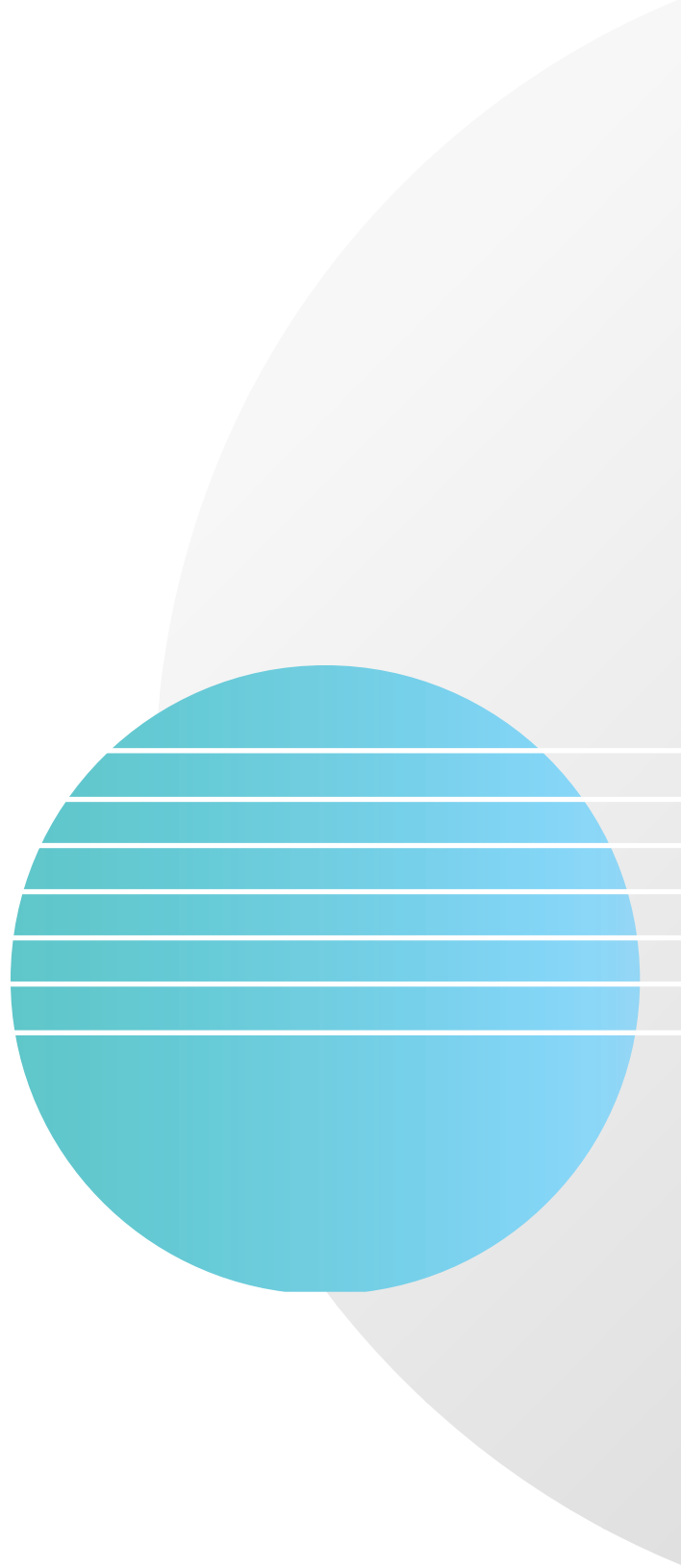
Students who don't follow these rules will be forbidden access to the computer lab for the rest of the semester. Students who have caused damage to computers will be requested to pay for it and are liable to be sued.

Please help us to keep a correct use of the computer lab immediately reporting every sort of misuse.

Thank you for your cooperation!







4. CALENDAR AND INTERNATIONAL COURSES

◆ Academic Calendar – Fall Semester 2017

Semester Dates: August 31st, 2017 to December 22nd, 2017

August 31st: Mandatory School Orientation – Courses begin

September (4th-7th): Mandatory Italian Police Registration for residency permit

November 1st: National Holiday – no classes

December 8th: National Holiday – no classes

December 14th – 22nd: Final Examinations

◆ Academic Calendar – Spring Semester 2018

Semester Dates: January 12th, 2018 to May 18th, 2018

January 12th: Mandatory School Orientation – Courses begin

January (16th – 18th): Mandatory Italian Police Registration for residency permit

March 30th – April 6th: Easter Break – no classes

April 25th: National Holiday – no classes

April 30th - May 1st: National Holiday – no classes

May 7th – 18th: Final Examinations

◆ Application Deadlines

FALL SEMESTER: 30th JUNE

SPRING SEMESTER: 31st OCTOBER

INTERNATIONAL BUSINESS AND ITALIAN STUDIES PROGRAM

The International Business and part of the Italian Study program do not lead to a final diploma or degree. It was designed to provide international students in their 2nd, 3rd and 4th university year with a study abroad experience as well as with a knowledge in the fields of international business and Italian studies.

All courses taught in English, French and Spanish are based on the International academic standard and structure.

Lectures are truly international for they are attended by US and international students from all over Europe and other continents, and Italians themselves. The combination of International and Italian professors provides a valuable dual perspective on Italian culture and on the European and international business community.

◆ Business studies

The program offers a business and economics curriculum designed to address core degree requirements in the Fall (A New World Economy, Negociación Internacional, Anti-discrimination law, Leadership, Event Planning Management, Professional Communication Skills, Les Entreprises, Strategic HR...) while providing a rich complement of courses with an international scope in Spring (Communication and New Media, Introduction to Psychology in the Workplace, Business Ethics, Strategic Management, Web Marketing...).

◆ Italian studies

The program also offers courses of Italian language and Italian culture (art, history, architecture etc.). The city provides an ideal setting to gain a working knowledge of the Italian language and to experience its rich cultural heritage far away from English-speaking tourist centres.

Courses are subject to minor changes.

◆ International Business Studies

The SAA offer

- Digitizing everything: risks and challenges of the Fourth Industrial Revolution for business management in Europe and beyond (3 ECTS)
- Estrategias comunicativas en la Negociación Internacional (5 ECTS) - taught in Spanish
- European Union: Anti-Discrimination Law (5 ECTS)
- European Union Law on Tourism and Sports (5 ECTS)
- Exploratory Market Research in Organisational Practice (3 ECTS)
- International Finance (3 ECTS)
- International Retail and Distribution (5 ECTS)
- Leadership in a Change Management Process (5 ECTS)
- Les Entreprises et Leur Capital Intellectuel (3 ECTS) - taught in French
- Professional Communication Skills (3 ECTS)
- Strategic HR Management (3 ECTS)

The Usac offer

- Business Ethics and Fair Trade (5 ECTS)
- Business Leadership, Management and Teamwork (5 ECTS)
- Creating a Model United Nations: International Politics and Diplomacy (5 ECTS)
- Economic and Political Institution of the EU (5 ECTS)
- Intercultural Communication (5 ECTS)
- Marketing Principles (5 ECTS)
- Operations Management (5 ECTS)
- Viticulture/Business Field Study (2 ECTS)

◆ Art & Architecture and Italian Studies

- Elementary Italian I and II (7 ECTS each)
- Intermediate Italian I and II (5 ECTS each)
- Italian Cinema in English Translation: Twentieth-Century Italy Through the Lens of the Cinema (5 ECTS)
- Italian Composition I and II (5 ECTS each)
- Italian Conversation (5 ECTS)
- Italian Cuisine (2 ECTS)
- Italian Culture (in Italian) (5 ECTS)
- Modern Architecture (5 ECTS)

No guarantee can be given that the modules at our faculty may not be altered, cancelled or otherwise amended at short notice

SPRING SEMESTER (Jan - May 2018)

◆ International Business Studies

The SAA offer

- Communication and New Media (5 ECTS)
- Cross Cultural Communication and Negotiation Techniques (7 ECTS)
- Economics, Growth, Welfare (3 ECTS)
- La Publicidad y las Diferencias Culturales en el Mundo Hispánico (3 ECTS) - taught in Spanish
- Legal Requirements in Business Ethics and Fair Trade (5 ECTS)
- Project Management and Process Management (5 ECTS)
- Roadmap to Usability Testing (3 ECTS)
- Strategic Management (5 ECTS)
- Successful Strategies for Young Executives (3 ECTS)
- Tourism Eco-Management (3 ECTS)
- Web marketing (3 ECTS) - taught in French

The Usac offer

- Business Leadership, Management and Teamwork (5 ECTS)
- Comparative Government and World Politics (5 ECTS)
- Economic and Political Institutions of the European Union (5 ECTS)
- Human Resource Management (5 ECTS)
- Intercultural Communication (5 ECTS)
- International Marketing (5 ECTS)
- Operations Management (5 ECTS)

◆ Art & Architecture and Italian Studies

- Elementary Italian I and II (7 ECTS each)
- Intermediate Italian I and II (5 ECTS each)
- Italian Composition I and II (5 ECTS each)
- Italian Conversation (5 ECTS)
- Italian Cuisine (2 ECTS)
- Italian Culture (in Italian) (5 ECTS)
- Twentieth-Century Art (5 ECTS)
- Urban History of the City: from Ancient to Modern (5 ECTS)

No guarantee can be given that the modules at our faculty may not be altered, cancelled or otherwise amended at short notice

5. DESCRIPTION OF THE COURSES

FALL 2017 SAA COURSES

◆ **Digitizing everything: risks and challenges of the Fourth Industrial Revolution for business management in Europe and beyond**

Many analysts believe that, “Europe is at the beginning of a new industrial revolution, considered to be the fourth such leap forward and hence labelled Industry 4.0.” The new revolution was triggered by the adoption of new digital technologies such as sensors, wireless communication and networks, cloud computing, artificial intelligence as well as big data analytics and it will have a disruptive impact on the socio-economic fabric of Europe.

In the recent years, several scholars have been speculating about potential risks and opportunities that might stem from the digitization wave with the aim of understanding the dynamics of such a relevant transformation. Beside the clear effects on the supply side due to the increasing automation and robotization, we’re witnessing a revolutionary change on the demand side. An increasingly number of people are now connected to mobile devices with unprecedented capacity and access to knowledge. As a result, consumers’ involvement in the production processes is on the rise, barriers between consumers and producers are wearing thin thus leading to a disruptive transformation in the traditional relationship between businesses and individuals that opens new opportunities for wealth generation and development through deeper collaboration – as the examples of crowdfunding and crowdsourcing can testify.

The course is aimed at giving a comprehensive overview on the dynamics of the digitization process and its socio-economic impact by focusing on several aspects such as:

- Drivers of digitization
- Challenges and opportunities for businesses and individuals
- New business models in the digital world
- Digital skills and jobs
- New strategies for business development
- Big data and knowledge management
- National and EU programmes and policies to help the transition towards the digital age

◆ Estrategias Comunicativas en la Negociación Internacional

Elementos comunicativos y estrategias de negociación en diferentes ámbitos culturales

Comunicar es un arte, cuyos elementos utilizamos diariamente de forma consciente e inconsciente para llevar a cabo con éxito todo tipo de negociación. El mundo en que vivimos, estudiamos y trabajamos a menudo sale de nuestro ámbito cultural originario, se proyecta hacia una dimensión omnicomprensiva que es parte y también resultado de la tendencia globalizadora de nuestra sociedad. Entonces, es necesario desarrollar capacidades controladas para abarcar lo diferente sociolingüístico y sociocultural con sensibilidad y empatía. Los objetivos del curso, que presenta una parte teórica y una parte práctica aplicada a casos reales, son principalmente de tres tipos:

- obtener una concepción teórico-práctica del campo de la comunicación y negociación internacionales y sus diferentes expresiones y aplicaciones.
- conocer los orígenes de la negociación internacional y algunos conceptos relacionados a la resolución de conflictos.
- desarrollar habilidades para poder analizar debitamente procesos de negociación internacional, aplicando estrategias específicas y reconociendo las características la contraparte en una negociación.

◆ European Union: Anti-Discrimination Law

We live in an evolving social and legal context. We grow, study and work in environments which become more and more multi-ethnic, multicultural and multi religious. This requires, from all of us, a greater focus and awareness of the principles that guide the law of anti-discrimination within the European Union. In fact we are fascinated by the principle of equality to the point to consider it and heritage now completely acquired. This attitude, however, can hide some pitfalls since, being in constant evolution, the more it is analyzed and investigated, the more, this principle, appears to elude us. Then we will discover, certainly not without disappointment, that also equal treatments can generate inequality and, sometimes, unequal behaviors may be needed to achieve a concrete equality. We will address the problem by analyzing, in class, some of the most significant decisions of the Court of Justice thus trying to identify the evolution of European case law on the matter. This is to facilitate not only our social relations but also our working relationships with colleagues, with the staff entrusted to us and towards the companies in which we work. We will analyze the main forms of discrimination and, in detail, sexual discrimination even in its so-called critical elements such as the state of pregnancy, gender identity and sexual orientation. This class is in fact structured to provide participants with practical tools to recognize and prevent discriminatory behaviors that could expose themselves and the companies they work for to legal action for compensation. Previous experience and knowledge of legal matters is not mandatory.

◆ European Union Law on Tourism and Sports

The European Union's main aim is to improve citizens' living conditions, and the people's well-being is not just about economic aspects: nowadays, the "social" aspects of living conditions are the frontier theme in the EU, especially as to services. So what about services concerning leisure time, which is so relevant in people's lives – especially in the areas of sports and tourism?

Many Universities all over the world offer courses in Tourism and Sports Management, and the University of Turin, a city which has become familiar to the public worldwide thanks to the Winter Olympics 2006, has followed this example. But there is more to tourism and sports than management, marketing, advertising... there are rules. In order to grant tourists enjoyment of their trips, there must be rules to shape them, just as any good game needs strong rules to make it fun.

This course explores rules which organize leisure activities in Europe, bearing in mind that recently the Lisbon Treaty has introduced an EU competence to support Member States' Tourism and Sports policies. It is about finding out what the EU Tourism policy and Sports policy are about; what is being done in order to strengthen the competitiveness and sustainability of Europe as a tourist destination; what happens if anything goes wrong, for example the package holiday is different from what was promised; which relation there is between the rules of National Sports Federations and EU rules; how Sports rules interact with the EU Free circulation and Competition policies...

The "EU Leisure Law" course is highly interactive and based on a practical approach, looking at judgments by the European Court of Justice as well as discussing EU documents and strategies for the protection of tourists and athletes and the enhancement of European tourism and sport. It does not require prior knowledge of European Law, or of Law at all, just active curiosity and passion for tourism and sports – and for finding out how they are regulated in the EU context.

Lessons will cover:

- Tourism and Sports in the EU Treaty
- Origins and development of an EU Tourism policy
- Strengthening competitiveness of the EU tourism industry
- Sustainable tourism
- EU Law on Package travel and Timeshare
- The EU and Sport
- Social inclusion through Sport
- EU law and Sport rules; Free movement of sportspeople
- EU Competition law and Sport

Course Description

The Globalization demolished any boundaries between countries and companies that operate worldwide – multinationals – are the rule nowadays. This course wants to provide a basic and clear picture of this environment.

The course is divided in two parts: the first – The Environment of International Finance –, will provide the foundations of the international financial markets [international financial and monetary systems, foreign exchange rates, the balance of payments]; the second – Corporations in International Finance Markets –, will focus on the main aspects that multinationals deal with [foreign exchange exposure, political risk].

The course will also focus on contemporary topics like the effects on companies' wealth of fake news, and protectionism.

◆ Exploratory Market Research in Organisational Practice

Exploratory Market Research is a business function which tries to anticipate and satisfy market requirements - i.e. identify customer needs, clarify marketing messages, generate ideas for improvements of a product and/or service, and/or gain perspective on how a product and/or service fits into a customer's lifestyle. Exploratory research is best suited as the beginning of a research plan, for further defining company issues, areas for potential growth, alternative courses of action, and prioritizing areas that require statistical research.

The course outlines the importance of this type of research to understand the complexity of the current markets and users, and explains the use and application of qualitative methods and techniques in productive and service organisations. The students will work in group and develop their own 'exploratory' research project.

The course is intended for students who aim to become practitioners of marketing, and understand the role and value of qualitative research in organisational practice.

◆ International Finance

The Globalization demolished any boundaries between countries and companies that operate worldwide – multinationals – are the rule nowadays. This course wants to provide a basic and clear picture of this environment.

The course is divided in two parts: the first – The Environment of International Finance –, will provide the foundations of the international financial markets [international financial and monetary systems, foreign exchange rates, the balance of payments,]; the second – Corporations in International Finance Markets –, will focus on the main aspects that multinationals deal with [foreign exchange exposure, political risk].

◆ International Retail and Distribution

Based on current and past working experience, I would like to focus the course on a few selected topics. Among others I would like to concentrate my attention on 4 main aspects of international retail and distribution system: distribution, pricing, value added services, m-government

Distribution. While the global approach to market helps to find standardized distribution solutions, each industry needs to know local distribution system as well. Distribution here is not intended as physical shipping of products and services as logistics, but as all commercial efforts needed to offer to middlemen what is required for end users. The value added chain approach including margins offered to retailers and related services requirements, will help better understand how similar products and services will follow different route to specific markets. E-commerce replacing and disrupting traditional distribution system will be part of the analysis.

Pricing. Pricing methodology follows a different route. Similarly to sales distribution, students should evaluate how HW is designed in North America, developed and produced in the Far East, sold to internal and external customers; while eventually SW is designed in Europe, developed in Asia and sold throughout the world. The above example is coming from Telco and IT industries, where the combination of HW and SW is required for service provider middlemen: the Telecom operator.

Value added services. In the past mobile devices used to be 'voice offer only' tools. Nowadays new services are offered by OPCos, commonly defined as VAS or Apps. Voice only services cover a limited part of Telecom industry, while new opportunities are offered including: video streaming, push services, info-communication, TV access, gaming, m-payment, IoT, and many others. How retail and distributions are affected? Usability and related pricing structure need to be investigated understood.

M - government. New virtual distribution channels offer new opportunities for enterprises, public administration and citizens. Mobile devices and new payment methods offer additional opportunities to make "our life easier" in everyday activities. How devices, technology and value added services will coexist?

By the end of the classes all participants must be able to understand the level of complexity generated in a multinational environment, where end user's customs and habits have to match commercial entity requirements. In other words you should be more confident to tackle strategic marketing problems and be familiar with tools and techniques used in a complex and ever changing context. You will also be able to highlight in a proper way how retail and distributions belong to international marketing studies at both strategic and tactic level, all applied in practical situations.



◆ Leadership in a Change Management Process

Introduction

Organizations worldwide are confronting more turbulent markets, more demanding shareholders, and more discerning customers, and many are restructuring to meet such challenges. Change is always happening, like a river winding its way to the ocean; it never ceases. Continuous and overlapping change has become a way of life in the corporate environment. Leaders who want to get ahead in today's marketplace must learn to respond to a growing number of changes in how they structure companies, conduct business, and implement technology. International operating companies have all entered global markets in order to remain competitive and to search for new business opportunities. To fulfil this multitude of tasks, companies need leaders. The leadership process involves using authority to help determine group or organizational goals, motivating members to work towards achieving those objective, and influencing dynamics and organizational culture.

Target Group

This course is open to anyone interested in communication and leadership skills. It would prove most useful for those students who interned in future to work in management and in contact with people.

Pre-Requisites for Participants

Beside good English knowledge, no special requirements are needed.

Course Contents

- To discover and improve participants personal characteristics (charisma)
- To develop communication skills, empathetic approach, international awareness
- To develop skills needed to convince clients, colleagues, employees and subordinates, especially during the change management process
- To learn to project ones best image by listening actively, speaking well and confidently
- To develop skills needed to persuade listeners on controversial topics, solve conflicts, and overcome resistance to change
- To develop skill needed to influence attitudes and actions of others and to motivate others to achieve organisational goals
- To deal with difficult interlocutors and in delicate situations
- To manage conflicts
- To develop team leadership skills to choose the appropriate style of leadership to face up challenging people and difficult issues according to the personal characteristics of the counterpart
- Knowing the future trends of leadership

Teaching Methods

- Very interactive with continuous simulations
- Special cases based on nautical idiom and metaphor: “We are all in the same boat”, and “Who Moved My Cheese”
- “Great conductors”
- Other cases, such as conflict management.

◆ Les Entreprises et Leur Capital Intellectuel

La propriété intellectuelle (PI) c’est avant tout le Core business des PME qui pourraient vous employer demain ! Mais encore ... il s’agit de l’ensemble des créations de l’esprit regroupant la propriété littéraire et artistique (les droits d’auteur) et les titres dont il est fait usage dans le commerce et l’industrie à savoir la Propriété Industrielle (les marques, les brevets, les dessins & modèles, les noms de domaine ...)

Pourquoi la PI touche de près les étudiants en Laurea in Management dell’informazione e della comunicazione aziendale:

Les métiers du commerce / marketing et communication: vous saurez conseiller à votre employeur comment penser et protéger vos nouveaux produits et services contre les concurrents.

Les métiers liés à l’évènementiel, aux sponsorisations et, plus généralement, au client services: vous connaîtrez le langage plus technique pour traiter avec vos sponsors, vos licenciés, vos clients: quel traitement réserver à leur PI, quels sont leurs droits/vos droits, leurs limites/vos limites (publicité, association autorisée aux logos de votre société ...)

Le cadre du cours

Analytique: étude titres propres à la création de l’entreprise : présentation approfondie des marques, brève illustration des brevets (inventions), étude des dessins & modèles. Rapide allusion aux noms de domaine en conflit avec les marques. Le droit d’auteur sera étudié d’avantage sous forme de réflexion et discussion sur les conflits qu’il implique de nos jours (téléchargement en ligne, protection de l’idée publicitaire, la photographie ...)

Géographique: (I) l’échelle nationale (dépôts français ou italien), (II) européenne avec sa Marque Communautaire, son Brevet Européen et Communautaire, (III) mondiale avec la marque dite internationale.

Modalité de l’examen final

Questions théoriques brèves sur le cours (QCM), évaluées sur 20 points + question de réflexion personnelle sur un thème, évaluée sur 5 points.

5 points seront attribués aux étudiants sur une présentation orale portant sur un thème d’actualité parmi ceux étudiés et, plus généralement, sur la participation orale au cours.

◆ Professional Communication Skills

This is a business communications course which will interest management students looking to improve their team working, negotiating and target setting skills. Students will simulate business environments by working in teams towards common and individual (or departmental) goals. They will learn to face the customer, negotiate, compromise and re-evaluate. Subject areas will include merchandising, marketing, breaking into new markets and PR tips when facing journalists at a press conference.

1. Students will practise their negotiating skills when weighing up the importance of a consolidated client base and the necessity to acquire new markets.
2. They will learn to re-invent and market a failing business by introducing new products, services and attractions.
3. They will improve their communication skills when discussing the pros and cons of being an entrepreneur and assessing a possible partnership with a big high street name.
4. Students will learn how to express themselves when they disagree with their boss or a client.
5. Students will understand the communication difficulties of a multinational business which has to call a press conference.

Students will get to grips with different forms of persuasion and negotiation when approaching potential clients.

◆ Strategic HR Management

Brief course presentation

The main aim of the course is to offer a comprehensive overview on the organizational systems for the management and development of human resources starting from the analysis of the evolution in the methods, policies and processes of HR management. The main theoretical approaches such as the multilevel, the sustainable, the evidence based, the stakeholder based and the structuralist approach will be presented and analysed. Moreover, an integrated vision of corporate governance through the effective interaction between Business Strategy and People Strategy will be given in order to provide a systemic and consistent approach to HR management. All the core processes related to the management of human resources focused on competitiveness and performance such as recruitment, induction, training, talent management, competency and performance development, total rewarding and recognition methods and tools will be thoroughly studied and evaluated.

Course Learning Objectives

At the end of the course students will be able to:

- know the main theories of strategic HR management and the evolutionary tendencies regarding HR models, processes and innovation
- know how to apply the basic tools and managerial styles for effective management of human resources
- formulate, assign and deliver individual performance objectives to human resources on the basis of their level of development

- know how to provide effective feedback on performance relative to the objectives delivered
- evaluate performance results on the basis of the assigned objectives, share and design development paths
- implement the main tools and techniques for employee recognition, total rewarding and visibility

Main course contents

1. Evolution in Human Resources management and basic foundations
2. Models, systems and processes of strategic HRM
3. The HRM cycle and the organisational dimensions
4. Main HR managerial styles and tools for Line managers
5. Employee competence and motivation management
6. Performance control and development
7. Recognition, total rewarding and visibility policies for effective HR management

Course contents in detail

1. Evolution in Human Resources management and introduction to the P.S.C.D. Model
2. Basic principles in HR management
3. Human Resources recruiting process
4. Definition of organizational unit and individual goals
5. Management styles and main tools
6. Employee motivation
7. Performance evaluation and development

FALL 2017 USAC COURSES

◆ Business Ethics and Fair Trade

Globalization offers our world new, exciting opportunities, but also sets challenges to business, international trade, people's welfare in developing (and developed...) countries, human and social rights, environmental matters... New rules are gradually being shaped in order to direct this worldwide process towards sustainable development and increasing wellbeing of people; frequently, however, their practical impact is not as strong as envisaged. The course is designed to highlight these challenges, rules and critical aspects. It is an interactive course, based predominantly on discussing examples of ethical dilemmas, international rules, practical experiences and cases.

◆ **Business Leadership, Management and Teamwork**

Increase participants' awareness related to communication style, the ability to influence others, and their leadership competencies. Provide concepts and tools with the scope of acquiring and improving skills. Experience applying the concepts of leadership, teamwork, and negotiation. Learn and apply the concepts of leadership, teamwork and negotiation. Increase understanding of the definitions, characteristics, and contexts related to leadership. Further develop skills of speaking and presenting in group contexts. Develop a personal action plan for the improvement of related skills.

◆ **Creating a Model United Nations: International Politics and Diplomacy**

This course is designed to provide an orientation to the activities of the United Nations, as well as providing an understanding of the modalities of international politics and diplomacy. This course will include discussion of current events, salient international issues, topics of international law and some of the procedures of diplomacy. We will examine main points about the history and purpose of diplomacy as well as its relationship to international politics and affairs.

◆ **Economic and Political Institutions of the EU**

The creation of the European Union will go down in history as one of the most remarkable achievements of the twentieth century; in less than two generations Europeans fought two appalling wars among themselves, appreciated the dangers of nationalism and sat down to design a system that would make inconceivable that they would ever take up arms against each other again. A body of laws and treaties has been agreed and a set of institutions has been created that have altered the political, economic and social landscape of western Europe. The main objective of this class is to gain understanding on how European Union works and about what it means for the millions of people who live under its jurisdiction. Our goal is to provide students with fair understandings of globalisation, trade liberalization and regionalism.

◆ **Intercultural Communication**

This course offers an introduction to the major issues related to intercultural communication. The main course objectives are to provide students with an understanding of the intercultural communication process, to develop the skills necessary to analyze intercultural interaction episodes, and to reflect on one's own communicating behaviour in intercultural settings.



Galleria Subalpina - Torino



Liberty style architecture - Torino

◆ Marketing Principles

This course on Marketing Principles is designed to teach you the fundamental concepts involved in the marketing function of modern organizations. The focus is on surveying the range of concepts and issues in the marketing of products and services to consumers. This is done in two steps: first, you are taught how to understand the marketing environment (MARKET ANALYSIS), and then you are taught how to implement successful marketing strategies in such an environment (MARKETING STRATEGY). The course is based on a combination of lectures/discussions, business cases, videos, outside speakers, company visit(s), country snapshots and a final marketing project in which student teams introduce a product or service into the Italian market.

Objectives

- Explain the definition and scope of the marketing function
- Analyze the significance of the various elements of the marketing environment
- Define the essential elements associated with the development of marketing strategies
- Explain the concept of new product & service development and various pricing strategies
- Discuss the concept of marketing research and its role in the marketing function
- Define the concept of market segmentation and the various associated targeting strategies
- Support student learning through site visits and guest speakers

◆ Operations Management

This course focuses on planning, organizing, directing and controlling all of the activities of processes that convert inputs into products and services. In addition, concepts, issues and problems are emphasized by requiring identification of operational problems, analysis of the alternatives, and recommending solutions using quantitative methods and models for decision-making. Topics include linear programming, inventory modelling, product and service design, location planning, scheduling and project management.

Prerequisite: lower-division business core courses.

◆ Viticulture/Business Field Study

This field study course is designed to provide students an academic and cultural experience of visiting and learning from vineyards in the Torino countryside area called the Langhe (which was recently honored as a UNESCO world heritage site). The aim is to familiarize students with the deep, complex and ancient wine culture in Italy and specifically the region of Piemonte. Students will visit the locations, learn hands-on in the fields about the

harvest, growing and care procedures related to the grapes and vines; students will learn and observe inside the small and large vinification facilities to understand better the physical process of creating wine—up to the corking, bottling and packaging process. Wine making / wine business experts will lead the lessons and discussions about the business of winemaking, marketing, promotion, shipping, exporting, operations, logistics etc. National laws, policies, procedures, along with traditions, beliefs and practices will be addressed. Cultural differences, as well as differences in small and large, family and corporate-run vineyards will be addressed.

The vineyards / companies we will visit were chosen purposely for their varying sizes, styles, focuses and products, in order to provide an authentic and thorough learning opportunity for students. The course takes place in the Fall semester only, the ideal time of the year to take advantage of the seasonal festivities and viticultural activities around the region.

Objectives

- To offer a personal, up close view of Italian grape harvesting, winemaking and related business processes
- To provide guidelines to understanding the physical, human and cultural landscape of Italy, especially related to viticulture, geography, family-run businesses, businesses of varying sizes
- To familiarize students with business topics such as branding, marketing, pricing, distribution, sales, shipping, exporting, taxation, vineyard/ winery management, operations management, logistics, among others
- To expose students to relevant Italian culture and language

Art, Architecture and Italian FALL 2017

Elementary Italian I and II

Introduction to the language through the development of language skills and through structural analysis. Particular emphasis on oral skills.

Intermediate Italian I and II

Intended to further develop Italian language skills, both oral and written. Conversation, reading, and writing focus on culture and modern literature. Particular emphasis on oral skills.

◆ Italian Cinema in English Translation: Twentieth-Century Italy Through the Lens of the Cinema

Description / Objectives

This film course serves as a key to understanding Italian society through a wide-ranging historical look at Italian cinema. The course introduces the history of Italian film and its major genres, studies the relationship of film to literature and the performing arts, and examines films currently released in the commercial and the film festival circuits. Torino, birthplace of Italian cinema, is the ideal site for the course – also for the National cinema museum at the Mole tower.

◆ Italian Composition I and II

Designed to continue expanding accuracy in writing Italian. It covers syntax and idiomatic usage.

◆ Italian Conversation

This course facilitates the acquisition of language necessary to express oneself in daily situations as well as in more difficult context. Functionally oriented conversational themes and related vocabulary and phraseology will be introduced for discussion and intensive practice.

◆ Italian Cuisine

The course will also focus on contemporary topics like the effects on companies' wealth of fake news, and protectionism.

Students are given the opportunity to observe the art of preparing Italian foods and study the relationship between food and culture. USAC provides instruction and facilities for this cooking class. Each student is charged a separate, non-refundable fee of \$280 to help pay for the ingredients. This fee also entitles you to enjoy the great dishes that are prepared in class! Taught in English.

◆ Italian Culture

Intensive study of Italian culture, both in historical perspective and contemporary society. Students taking the course for 400 level Anthropology credit will write two research papers.

◆ Modern Architecture

The history of modern architecture from the late 18th to 1965. We will consider the “pre-history” of modern architecture and follow its development as architects created a new architecture by addressing rapidly changing cultural, economic and technological forces unleashed by the Industrial Revolution and modern science.

**SPRING 2018
SAA COURSES**

Communication and New Media

Class objective is to analyze communication tools starting from traditional one to the new digital tools. From Facebook to LinkedIn, from Twitter to blogging, from Snapchat to Instagram, from SMS to Whatsapp, from web apps to mobile apps. Are these alternative tools or just replacing the existing one? Communications and contents are changing individual behaviors, customs and habits? Are there any risks associated to use and abuse of social media tools? Is there any specific business model related to, supporting digital communication? Do we know any new emerging business opportunity? How technology and products development may influence communication behaviors along different culture and generations? New communications tools heavily contribute to the definition of major marketing efforts to play with. Digital environment has drastically re defined the way organization express themselves in a very competitive arena. Along all classes the opportunity to tackle real business cases related will reinforce the marketing analysis and will lead participants to integrate communication and marketing tools as well.

Participants will be asked to explore, share, live, try, and cover all traditional and new media tools, communicating and interacting with all other participants. The above are some of the related questions addressed in class. Everybody will be asked to actively participate and find suitable answers with personal and group contribution based on personal current experience.

Sociological, technological, psychological aspects will be shown in relation to consumers, industry and group interests across different countries throughout the web experience. In class business case discussion and analysis will help address internal individual and group discussion.

◆ Cross Cultural Communication and Negotiation Techniques

Techniques Topics and simulations. Negotiation Techniques

- The different ways of negotiation
- The four important personal negotiation styles
- The hard, the weak and the mixed negotiation

Exercises and case simulations

- Negotiating with dominant interlocutor
- Negotiating in difficult situation
- Other exercises

Body language in business

- Learning observing negotiators
- Interpreting meaning of mimic, gesture and posture. Analysing the consistency between the spoken word and the silent language according to the situation, interlocutors and goals
- Major cultural differences

Exercises

- Simulations in small groups

Cross Cultural Negotiation Techniques. Introduction and discussion of the major elements by international transactions

- The basic concept of international negotiation
- Major basic rules and aspects of international negotiation, such as: main goal, negotiating attitude, personal style, communicative approach, sensitivity of time and propensity to take risks

Several case simulations in small groups

- Special negotiation exercises and preparation for the examination

Examination test. Simulation to optimise examination performance

- Every group has to prepare the case as it would negotiate (60 minutes)
- One group negotiate with me, the other participants observe the performance
- Common analysis of the performance with a feed-back

Begin with the examinations: four participants simulate a real negotiation.

Preparation time: 60 minutes, examination time: 45 minutes plus 15 minutes feed-back

◆ Economics, Growth, Welfare

What are the values of a free market economy? What stands behind economic growth? What is the relationship between economics and ethics? What role does politics play on the development and the welfare of a society? What's the right balance between the public and the private sector?

The course aims at stimulating the students' interests on a series of ethical issues about the free market economy and their possible evolution in the years to come. Starting from the most recent contribution of the international organizations (United Nations, European Union, World Bank, etc.) and of some relevant economists, we'll focus on topics like economic, environmental and social sustainability, the importance of research and innovation in economic development, the role of the entrepreneur, and many others.

During the course, the students will be asked to actively participate to the discussion by expressing their point of view in order to enrich the debate. The class is aimed at increasing the student's critical thinking skills on a series of subjects that will be of paramount importance in their future career.

◆ La Publicidad Y Las Diferencias Culturales En El Mundo Hispánico

Introducción

En un mundo tan competitivo como en el que nos encontramos, las empresas deben encontrar estrategias para crear nuevos productos e invertir dinero eficaz en publicidad para ganar terreno en el mercado. El manejo correcto de la publicidad es un factor fundamental para el éxito o el fracaso de una empresa por eso hay que preparar expertos para preparar mejores estrategias publicitarias. Cada país con su mercado tiene su lenguaje escrito, hablado, coloquial pero también de gestos, miradas, músicas, vestimentas y un largo etcétera. Todos estos elementos lingüísticos y culturales se reflejan de forma muy particular en la publicidad, como elemento de reconocimiento de nuestras culturas frente a la globalización imperante.

En ese sentido, lo hispano, y el español como idioma base del mismo cada vez más sigue ocupando un espacio estereotipado en publicidad que los creativos de todo el mundo utilizan a menudo y en función de las necesidades de cada anuncio.

La creatividad es la base de la publicidad e innovación de un producto. Estos dos elementos son indivisibles y son la clave del éxito de un empresa.

Organización didáctica

El curso se compone principalmente de dos módulos de contenido complementario. Cada módulo se divide en dos partes: una teórica y una práctica.

MÓDULO A: La publicidad, partes que intervienen, los anunciantes, los medios de comunicación, las agencias de publicidad, el público objetivo. El estilo hispano y sus diferencias culturales en los principales países de idioma español, los estereotipos

Análisis de las principales publicidades de empresas hispanicas con reconocimiento de los elementos culturales. (Parte práctica)

MÓDULO B: El producto, la imagen y personalidad del producto, el mensaje publicitario, elementos hispanos en publicidades extranjeras, el lenguaje publicitario La creatividad en ámbito empresarial como elemento estratégico, de innovación y ventaja competitiva. La parte práctica se basará sobre metodologías para desarrollar la chispa de la creatividad.



Objetivos

Obtener una comprensión y visión global de la práctica publicitaria.

Obtener un conocimiento suficientemente preciso de los procesos de construcción y análisis de los discursos de la publicidad, sus efectos y consecuencias en la sociedad hispanica.

Analizar y profundizar la creatividad como capacidad para producir nuevas ideas y experimentar instrumentos operativos simples y eficaces para un desarrollo consciente de la capacidad creativa en ámbito empresarial

Metodología

Es principalmente participativa y contempla las siguientes partes: Exposiciones de conceptos claves por parte del profesor, discusión sobre los contenidos de lecturas y casos prácticos, resolución de casos prácticos.

◆ Legal Requirements in Business Ethics and Fair Trade

Globalization offers our world new, exciting opportunities, but also sets challenges to international trade, people's welfare in developing (and developed) countries, human and social rights, environmental matters... New rules are gradually being shaped in order to direct this worldwide process towards sustainable development and increasing wellbeing of people; frequently, however, their practical impact is not as strong as envisaged.

The "Legal requirements in business ethics and fair trade" course is designed to highlight these challenges, rules and critical aspects. It is a very interactive course, based predominantly on discussing examples of rules, practical experiences and cases, with the participation of guest lecturers from the business and cooperation sectors. Lessons will cover:

- Legal aspects of Business Ethics
- Development Cooperation and Fair Trade
- Human Rights, Immigration and Asylum Law
- Ethical issues in EU Consumer Protection and Competition Law.

The course does not require prior knowledge of European or International Law, just active curiosity and some feeling for the urgent need for ethical rules in everyday life, especially in the world of companies, trade transactions and human relations.

A first part of the course is focused on Business Ethics. The main questions we shall think about and discuss together will be: what is ethics and how does it apply to business? How do ethics shape corporate social responsibility? Can ethics successfully be taken into account in working out legal firm strategies? What are the bases of ethical decision making, and how do they affect choices? Is the European Union starting to work towards ethical objectives?

A second section concerns Development Cooperation and Fair Trade, as means to foster the welfare of poorer populations by finding common points between requirements of economic development and protection of social rights. We shall look at practical

experiences of development aid and fair trade schemes as well as at the scopes and activity of the leading fair trade organizations and examine the EU approach to fair trade rules and sustainable development.

A further part of the course is about Human Rights: many important declarations on Human Rights have been issued, but not always these rights are recognized in practice. We shall reflect on whether Human Rights rules are applied in a satisfactory way worldwide, and we shall address the theme of Refugees and Asylum rules in International and EU Law.

Finally, we will consider how “ethical” the European Union actually is, in word and practice, by assessing the impact of ethical requirements on competition rules, advertising regulations and codes of conduct, as well as on EU rules concerning health and safety.

◆ Project Management and Process Management

“What gets measured, gets managed”: this simple yet fundamental concept constitutes the common denominator for the whole course.

“Managing by fact” people, financial resources, organizational structures and technologies constitutes a primary competitive advantage for all students that inspire to become successful managers in their professional future.

Managing by fact means essentially TO BE ABLE TO MANAGE THREE FONDAMENTAL FACTORS FOR ANY COMPANY: STRUCTURES, PEOPLE AND MONEY.

This module aims to promote a critical understanding of the key concepts, theories and tools on how to MANAGE EFFECTIVELY PROJECTS and PROCESSES.

Effective Project Management constitutes one of the fundamental competencies for professionals that operate within enterprises in so far as it is a combination of skills regarding all three factors (structures, people and money or better, financial resources) for the creation of competitive advantages as well as for introducing innovation and managing change.

Young people that work within a company will be asked to participate in projects at a very early stage of their professional experience, so it is better to be well prepared for such a challenge.

Process management, design, analysis and reengineering constitutes another fundamental skill for young people that enter the competitive and continuously mutating world of enterprises. Being prepared for participating in such initiatives and offer a substantial contribution constitutes a career and rewarding opportunity.

During the course, particular emphasis will be given to the managerial and organizational aspects related to the change and innovation variables involved in the transition phase from a function based company to a process based one and from a family and local company to an international one.

Managerial tools and techniques for performance improvement and cost effectiveness will also be discussed and analysed.

By the end of the course the participants should be able to:

1. understand the basic concepts and tools related to project management and process management
2. appreciate the role of a new employee in the business environment and in the day by day implementation of new project initiatives
3. define the main variables of a project such as the time schedule, the budget, the people to involve and the relative team organisation and management
4. appreciate and evaluate project results: how to measure the performance of a project, the lessons learned, its impact on business results and how to associate it to corporate business development and innovation
5. apply the appropriate terminology of Process Management and BPR – Business Process Reengineering
6. define the goals, the KPIs and the expected results of Process Management and improvement of BPR projects
7. analyse models of reference and the main phases of a process management project
8. identify the critical success factors of a corporate strategy and its correlation with effective project and process management
9. interpret and analyse the core competencies and responsibilities of the key managerial roles of a process driven organization
10. design, for a given process management project, the phases, the related activities, the resources involved and the expected outputs

Main course contents

- Scope and principles of Project Management
- From the concept of a project to the general plan
- How to plan and allocate the resources requested, the necessary competencies and relative tools.
- How to define the budget of a project
- Risk analysis and project review
- Corrective actions in project management
- Project delivery and lessons learned
- Process management: organizational and methodological principles
- The necessary skills for managing processes
- Phases, activities, outputs and KPIs in process management
- How to define and monitor process KPIs
- How to improve process performance
- Introduction to Business Process Reengineering (BPR)

◆ Roadmap to Usability Testing

Can you think of any products you've purchased that were just too complicated to use? Maybe you struggled to figure out how to make them work. Shouldn't all products or service be designed thinking of how you would use them?

The course outlines the importance of usability design, and provides tools and techniques to the different testing options, to evaluate that the intended product or service accomplish specific goals of interest for the appointed users.

The course is intended for students who aim to become practitioners in usability testing, to help organisations grow their understanding of how to deliver products and services having the users and their goals at the centre of the design process.

◆ Strategic Management

This module aims to promote a critical understanding of the key concepts, theories and tools of business strategy in an international context, and to provide the opportunity to apply such knowledge to specific problems. It will promote an ability to take a strategic view of organisations in dynamic, complex and global environments. By the end of the course the participants should have:

- Developed a critical understanding of the nature and role of strategy and its theories and concepts
- An understanding of the complex national and international forces driving change and a critical awareness of the strategic decision making implications
- Practised using strategic concepts, theories and tools of analysis applied to business problems in an international context
- Developed strategic problem solving skills including diagnosis & problem formulation, analysis, generation of options and selection of possible solutions
- Developed strategic thinking skills (critical, pragmatic, creative)
- Developed communication skills

◆ Successful Strategies for Young Executives

SSYE is a series of workshops designed to help university students prepare for the job market. Students will each be assigned the role of digital marketing assistant for a popular, international sports chain and they will learn how to market a wide variety of sports goods to a large and complex client base. Students will begin by understanding their customer profiles and buying habits before drawing up a sustainable strategy to attract new followers and consolidate the company's online presence. Students will learn the best way to engage with customers and potential customers and how to

monitor the success or not of the digital material they post on the company's social media. They will also learn firsthand the importance and responsibility of managing a small budget.

◆ **Tourism Eco-Management**

Tourism has been officially stated as the fastest growing economic sector in the world (UNWTO). Today, the business volume of tourism equals or even surpasses that of oil exports, food products or automobiles. The global spread of tourism in industrialized and developed states has produced economic and employment benefits in many related sectors - from construction to agriculture or telecommunications.

This growth goes hand in hand with other issues, related to environmental and social impacts. At international level, these concerns that have been faced, for the first time, in 1995, with the adoption of the Charter for Sustainable Tourism, at the first World Conference on Sustainable Tourism, held on the island of Lanzarote (Spain). Since then, the debate on Sustainable tourism, or Responsible tourism or Eco-tourism never stopped, and the United Nations 70th General Assembly has designated 2017 as the International Year of Sustainable Tourism for Development (A/RES/70/193).

To conceive and to manage tourism activities applying the guidelines of Sustainable tourism leads to a significant shift in the tourism industry and the carrying out of tourism towards more responsible ways of conducting this activity, or in short, to the Eco-management.

The evolution of the paradigm can only be achieved through the knowledge, the comprehension and the diffusion of the principles and of the most relevant Eco-management models, that are available to tourism operators. Environmental Management Systems, Sustainability Reports and other schemes aimed to quantify products and productive sustainability will be explained and discussed.

The program concerns methodological fundamentals and success stories. The most relevant international management models will be described in detail and, through the presentation of success stories, the effectiveness of innovations will be analyzed and discussed.

◆ **Web Marketing**

Le marketing Internet ou Webmarketing regroupe un ensemble de techniques et d'actions qui visent à vendre un produit efficacement sur Internet. Internet a grandement transformé le marketing en un tout nouveau concept. Internet ou le marketing en ligne est le système de commercialisation le plus utilisé. Les enjeux ne sont pas seulement pour les utilisateurs mais également pour les acteurs du domaine. Le nombre de personnes parcourant les réseaux étant conséquent, il est possible d'en tirer des profits importants: publicité, marketing viral, monétisation du « moi ».

Apprendre le marketing sur Internet, c'est aussi savoir comment se positionner sur un marché et être concurrentiel, comment se démarquer de ses concurrents, savoir comment fonctionne Internet pour pouvoir l'utiliser au mieux.

OBJECTIFS DU COURS

- Apprendre à connaître et à utiliser les différents Réseaux sociaux dans une stratégie de social media (bandeaux publicitaires, ...)
- Savoir créer/promouvoir des événements à travers ces social media et créer du dialogue autour de la marque, du produit
- Savoir monitorer et contrôler les commentaires (Buzz) positifs ou négatifs des clients/consommateurs/followers pour améliorer l'image de marque sur les réseaux sociaux
- Savoir conseiller au mieux, grâce à une recherche sur les réseaux, l'implantation d'une filiale dans un pays étranger/ ou autre région nationale (et éviter ainsi de commettre des erreurs liées aux us/coutumes du lieu qui pourraient avoir des conséquences négatives)

SPRING 2018 USAC COURSES

◆ Business Leadership, Management and Teamwork

Increase participants' awareness related to communication style, the ability to influence others, and their leadership competencies. Provide concepts and tools with the scope of acquiring and improving skills. Experience applying the concepts of leadership, teamwork, and negotiation. Learn and apply the concepts of leadership, teamwork and negotiation. Increase understanding of the definitions, characteristics, and contexts related to leadership. Further develop skills of speaking and presenting in group contexts. Develop a personal action plan for the improvement of related skills.

◆ **Comparative Government and World Politics**

Description not available at this time.

◆ **Economic and Political Institutions of the European Union**

The creation of the European Union will go down in history as one of the most remarkable achievements of the twentieth century; in less than two generations Europeans fought two appalling wars among themselves, appreciated the dangers of nationalism and sat down to design a system that would make inconceivable that they would ever take up arms against each other again. A body of laws and treaties has been agreed upon and a set of institutions has been created that have altered the political, economic and social landscape of western Europe. The main objective of this class is to gain understanding on how European Union works and about what it means for the millions of people who live under its jurisdiction. Our goal is to provide students with fair understandings of concept of the European market integration within the present framework of globalization, trade liberalization and regionalism. Taught in English.

◆ **Human Resource Management**

Description not available at this time.

◆ **Intercultural Communication**

This course offers an introduction to the major issues related to intercultural communication. The main course objectives are to provide students with an understanding of the intercultural communication process, to develop the skills necessary to analyze intercultural interaction episodes, and to reflect on one's own communicating behaviour in intercultural settings.

◆ **International Marketing**

This is an introductory international business course but also an advanced marketing course. It is designed to introduce the student to a systematic and in-depth analytical treatment of marketing operations on a global scale. Emphasis is placed on developing global marketing strategies, planning and organizing for international marketing, and on the strategic implications of competition in different country markets. Students taking this course for graduate credit will complete additional coursework/projects.



◆ Operations Management

This course focuses on planning, organizing, directing and controlling all of the activities of processes that convert inputs into products and services. In addition, concepts, issues and problems are emphasized by requiring identification of operational problems, analysis of the alternatives, and recommending solutions using quantitative methods and models for decision-making. Topics include linear programming, inventory modelling, product and service design, location planning, scheduling and project management.

Prerequisite: lower-division business core courses.

Art, Architecture and Italian SPRING 2018

◆ Elementary Italian I and II

Introduction to the language through the development of language skills and through structural analysis. Particular emphasis on oral skills.

◆ Intermediate Italian I and II

Intended to further develop Italian language skills, both oral and written. Conversation, reading, and writing focus on culture and modern literature. Particular emphasis on oral skills.

◆ Italian Composition I and II

Designed to continue expanding accuracy in writing Italian. It covers syntax and idiomatic usage.





◆ Italian Conversation

This course facilitates the acquisition of language necessary to express oneself in daily situations as well as in more difficult context. Functionally oriented conversational themes and related vocabulary and phraseology will be introduced for discussion and intensive practice.

◆ Italian Cuisine

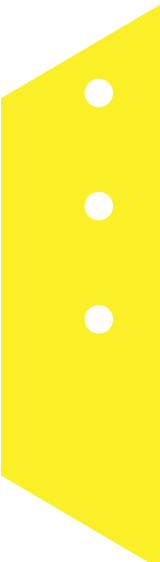
Students are given the opportunity to observe the art of preparing Italian foods and study the relationship between food and culture. USAC provides instruction and facilities for this cooking class. Each student is charged a separate, non-refundable fee of \$280 to help pay for the ingredients. This fee also entitles you to enjoy the great dishes that are prepared in class!

◆ Italian Culture

Intensive study of Italian culture, both in historical perspective and contemporary society. Students taking the course for 400 level Anthropology credit will write two research papers.

◆ Twentieth Century Art

This advanced-level course provides a historical overview of the major ideas, social and political events, artists and art movement of the 20th Century. Throughout the course, we will engage with a wide variety of media from the last century including painting, sculpture, printmaking, photography, collage, manifestos, sound art, film, design, architecture, performance art, and new media installations. Lectures will be presented in conjunction with in-class discussions. The course will incorporate visits to local museums and art collections (paid for USAC students only). Special attention will be given to Italian art movements – such as Futurism and Arte Povera. The final grade will be based upon in-class activities, essays, and mid-semester and final examinations, etc.

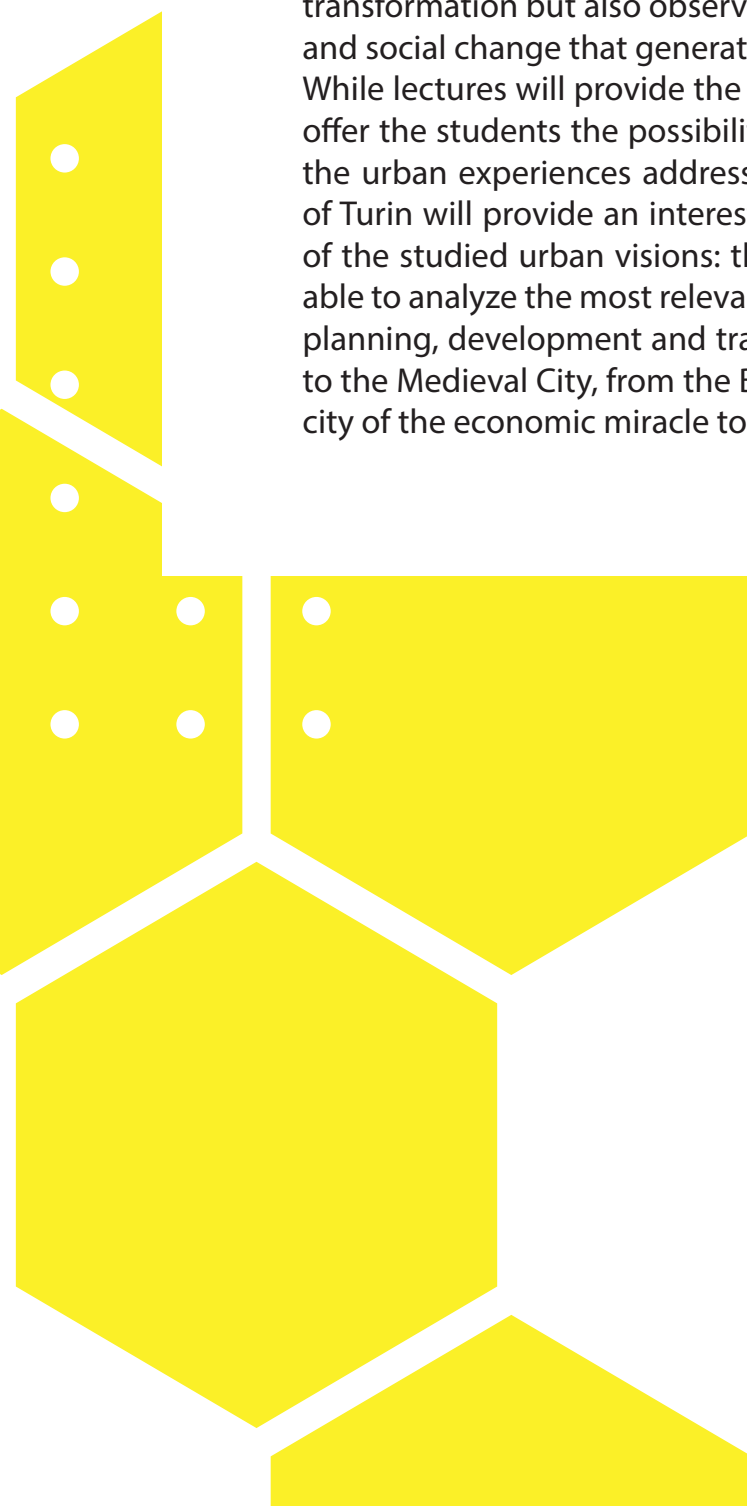




◆ Urban History of the City: from Ancient to Modern

The course aims to analyze the most relevant moments that marked the European and North American urban history over the centuries (from the Ancient city to the most recent transformation). Addressing a number of case studies that mirror different models of growth, development, design and planning of the cities from the Greek City to the modern city (i.e. the industrial city, the garden city, the city beautiful, the vertical city, the suburban city, the orthogonal city, the linear city...). An urban vision per period will be selected and analyzed in class, not only from the standpoint of the spatial transformation but also observed within the frame of the political, economic and social change that generated the urban models.

While lectures will provide the framework of the course, a series of visits will offer the students the possibility to observe the implementation of some of the urban experiences addressed in class at the local level. In fact, the city of Turin will provide an interesting laboratory to investigate the application of the studied urban visions: through the guided visits the students will be able to analyze the most relevant phases of the local urban history and of the planning, development and transformation of the city: from the Roman city to the Medieval City, from the Baroque City to the industrial City, from to the city of the economic miracle to the Olympic City.





6. INTERUNIVERSITY RELATIONS OFFICE

INTERNATIONAL RELATIONS MANAGER

MRS. CRISTINA RAGONIERI

ADDRESS

VIA VENTIMIGLIA 115, 10126 TORINO – ITALY

Telephone: +39 011 63 99 307/272
Fax: +39 011 63 99 284
E-mail: cristina.ragonieri@unito.it
Web: saa.campusnet.unito.it
www.saamanagement.it

Please send me the Application Form and the Italian Test downloaded from our web site and properly filled out. You can find them on the following website:

http://saa.campusnet.unito.it/do/home.pl/View?doc=RELAZ_INTERUNIV/Incoming_home.html



Castello di Rivoli - Museo d'Arte Contemporanea

7. WELCOME TO ITALY!

Welcome to the School of Management, the SAA, but first of all *welcome to Italy*. Everybody has certainly heard about Italy. It would take too long to try to describe a country characterised by a great variety of climates, people, habits and architectures, and so rich in history and different traditions. So we will limit ourselves to suggest you some websites from which you can learn more about Italy:

www.italia.it

www.lonelyplanet.com/italy

www.governo.it

www.enit.it

www.amblondra.esteri.it

Here are some books you could read:

Culture Shock: Italy by R. Flower and A. Falassi (Times Editions, 1995)

The Italians by L. G. Barzini (New York: Atheneum, 1964)

Democracy Italian Style by Joseph La Palombara (New Haven, Conn., Yale University Press, 1987)

Italian Neighbours by Tim Parks (Mandarin Press)

Italy: The Unfinished Revolution by Matt Frei (Mandarin, 1996)

Italy: Travel Survival Kit 2nd Edition by H. Gillman and D. Simonis (1996)



PIEDMONT: THE REGION AROUND TURIN

Piedmont (from the Italian words *piedi* “feet” and *monte* “mountain”) links its name to the location “at the feet of the mountains”; it is surrounded by half a ring of imposing Alpine ranges.

Piedmont has an old industrial tradition, but it also offers the tourist many facilities and opportunities such as its famous skiing resorts, lakes and antiquities. The wines produced on its southern and northern hills (like Barolo, Dolcetto and Nebbiolo) are among the most appreciated by the connoisseurs of the world.

Your only difficulty will be to choose from the huge variety of possible excursions: hills, lakes, rivers and mountains will delight the nature-lover, while the visitor with a taste for architectural splendours will want to see the royal residences of the Savoy Royal Family and the Sacri Monti (declared World heritage monuments by UNESCO), the castles and abbeys that abound in this part of Italy.

To know more about the region visit:

www.regione.piemonte.it

www.piemonteitalia.eu

www.piemontefeel.it



8. ARRIVAL IN TURIN



HOW TO REACH TURIN

◆ By plane:

Torino-Caselle International Airport is connected daily with all the major Italian cities. It also has various flights from the main airports abroad including Frankfurt, Paris, London, Madrid, Lisbon, Amsterdam, Brussels, Zurich etc.

Some of the major airlines which operate from Turin: Lufthansa, Delta, Northwest, KLM, Iberia, Austrian, British Airways, Scandinavian, Air France, Portugalia, Ryanair and of course Alitalia.

To arrive at the center of Turin you can use a coach service which leaves from the airport every thirty minutes. The journey lasts for 40 minutes and it costs €6,50. Its last stop is the main railway station, *Porta Nuova*. There is also a train connection to Turin every half an hour. It will be faster than the bus and it costs €3,70, but it will take you to a smaller railway station, *Porta Dora*, from where it might be more difficult to find the center. You may also take a taxi from the airport. The average cost is €35 to the city centre. From the main train station to the SAA school the taxi costs about €10.

Call 011/5730 or 011/5737

Milano-Malpensa Airport is the most important Italian international airport. From there you can reach Turin in two hours *BY BUS*. There is a bus from the airport to the centre of Turin every two hours:

8.30/10.00/12.00/14.00/16.00/18.00/20.30/22.00/00.00.

It costs €20.

www.sadem.it/media/5191/000020.pdf

There is a special train called *Malpensa Express* that goes from the Airport to the Milan Main Railway Station every hour. From the center of Milan to the center of Turin BY RAIL it takes about 2 hours.

It costs €11,10.

For specific information about timetable of flights, airport services and other details please consult the following internet sites:

www.turin-airport.com

www.turismotorino.org

www.ryanair.com

www.alitalia.it

www.britishairways.com

◆ By train:

The main railway stations in Turin, **Torino Porta Nuova** and **Torino Porta Susa**, guarantee daily connections with surrounding European countries. The majority of connections are with France. You can arrive in Italy from Northern Europe through railways Paris-Lyon, Brussels-Basel-Milan, Frankfurt-Zurich-Milan or Munich-Brenner-Milan.

In a regional context the important railways to leave from Turin include:
Turin-Milan-Venice,
Turin-Bologna-Florence-Rome,
Turin-Genoa-Naples-Palermo,
Turin-Ventimiglia-Nice.

For further information on the railway services and timetables, consult the Internet site:

www.trenitalia.com

www.italotreno.it

◆ By car:

The road network which connects the main Italian and foreign cities mainly consists of pay-toll highways and main roads which enable travellers to reach the countries bordering with Piedmont. Turin has highway connections with

Milan-Venice (A4),
Piacenza-Bologna-Ancona (A21),
Aosta-Geneva (A5),
Savona-Ventimiglia-Nice (A6),
Chambéry-Lyon (A32),
Genoa-Pisa-Rome (A21+A26).

Our region is surrounded by the highest of Alps, so if you decide to come by car in winter please always consider the weather conditions (snow etc.). See for instance:

www.tunneldufrejus.com

For further information on the highway network (tolls, services, traffic information) consult the following Internet sites:

www.autostrade.it

www.quattroruote.it/infotraffic

www.sitaf.it/home.aspx?ch=3

HOW TO REACH SAA

By bus

Tram nr. 18 stops very close to SAA; get off in Via Nizza (*Lingotto Fiere* stop), in front of Lingotto exhibition centre, take the first crossing on your left and in 3 minutes you will be in Via Ventimiglia.

You cannot buy tickets on the bus in Italy. You have to buy your ticket at the tobacco store, which is marked normally with a big T sign. It costs €1,50 and it must be validated once on board.

www.comune.torino.it/gtt

By metro

Take the metro from Porta Nuova and get off at the last stop "Lingotto". Find the exit where you see a sign for Via Ventimiglia. Turn left, then when you arrive in Via Ventimiglia, turn right and walk for 5 minutes. SAA is on your left on the other side of the park.

www.gtt.to.it

By car

If you are coming by car from the **city centre**, follow the signs to «Corso Unità d'Italia», «Ospedale CTO» or «Italia '61» and you will arrive very close to Via Ventimiglia, which is located between C.so Unità d'Italia and via Nizza.

If you are coming from the highway, you have to take the Turin **highway** bypass, Tangenziale, and go to the direction South, come out at the exit «Moncalieri-Corso Unità d'Italia» (see the map attached), turn left at the second traffic lights, then turn right in Via Ventimiglia.

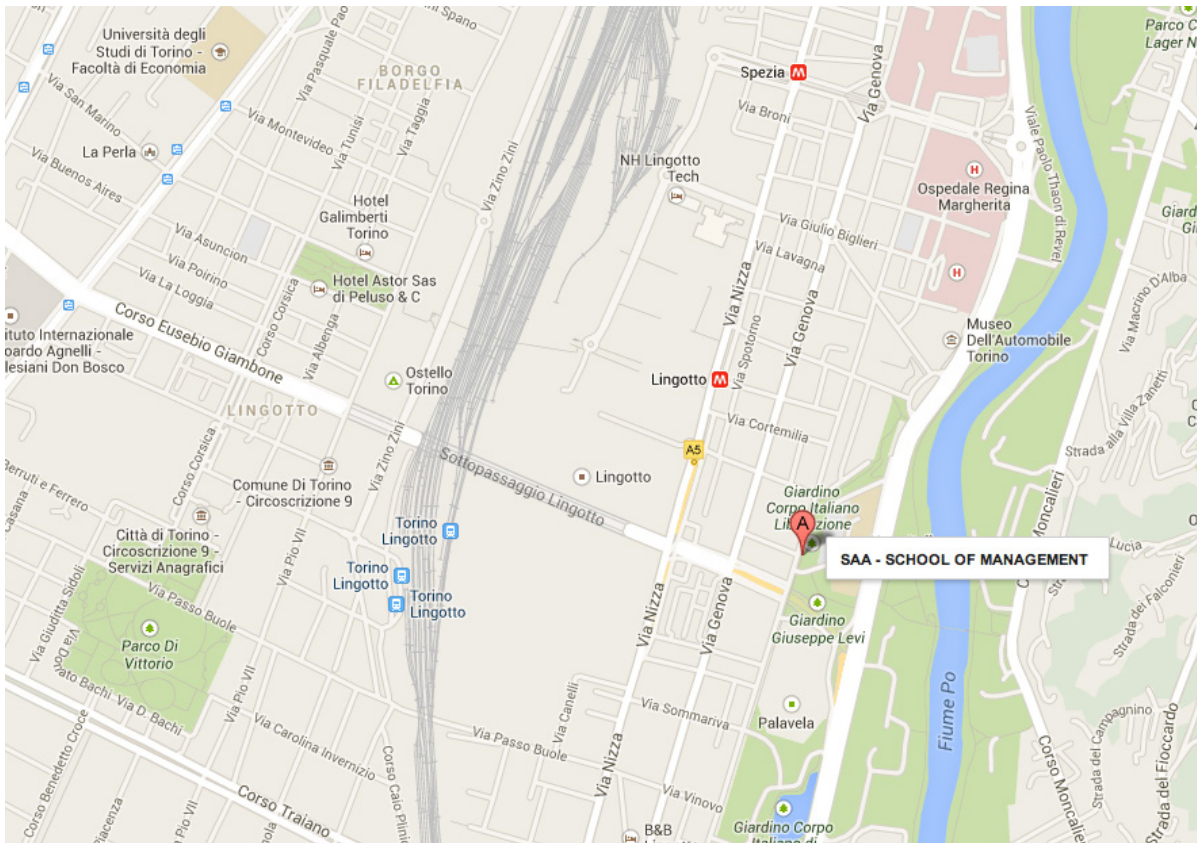
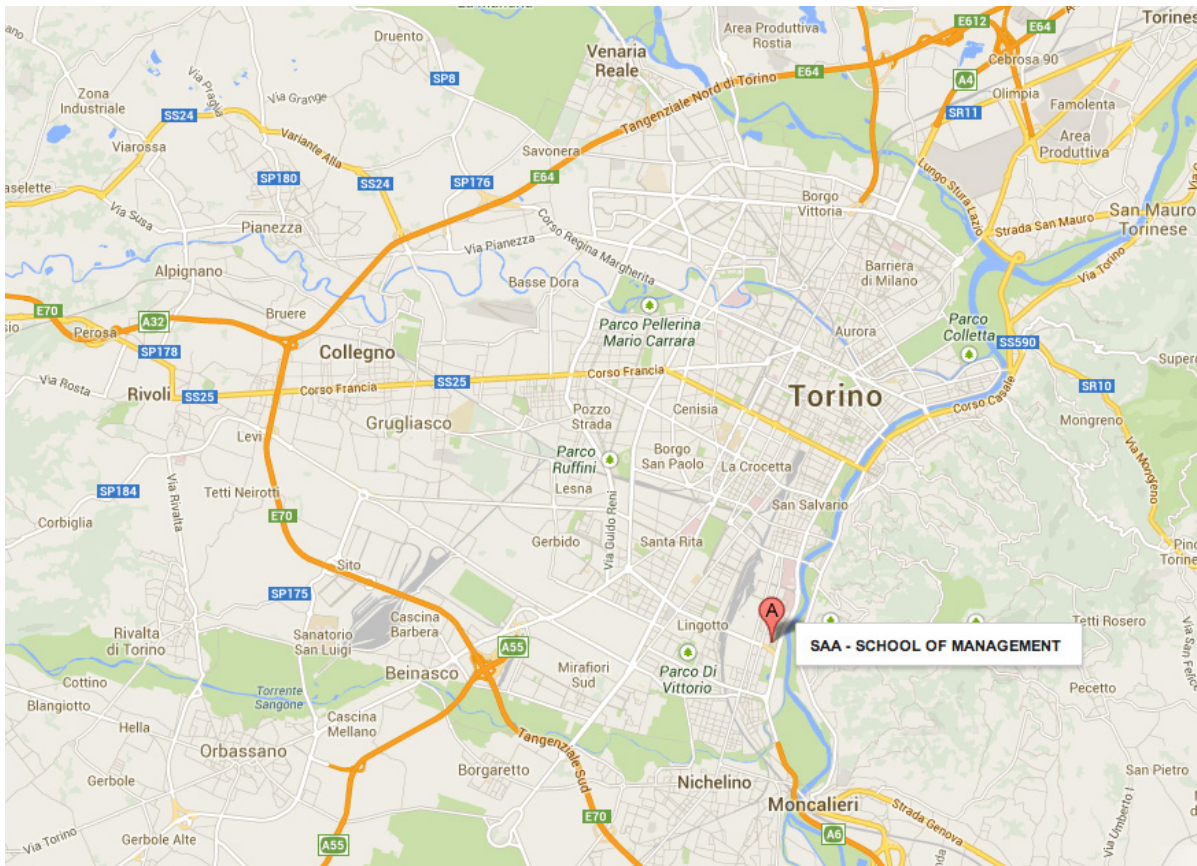
By taxi

Taxis are white and parked at all railway and bus stations, airports and main squares.

www.comune.torino.it/trasporti/trasportopubblico

www.prontotaxi5737.it

www.5730.it



TURIN

Turin's proud historical past is evident in its wide avenues, elegant arcades, stately buildings and interesting museums. The city's inhabitants have earned a reputation as hard workers. Turin was born as a Roman military camp on their way to Gaul. Their traces are still evident in the city. There is still a piece of the Wall of the Roman Empire, Porta Palatina. Also the city plan reflects the Roman organized way of building cities. Turin became a capital in the second half of the sixteenth century, when the Dukes of Savoy transferred the Court and the Holy Shroud (www.shroud.com) on the other side of the Alps. After two centuries it became the birthplace of 19th century Italian unification. Since then, Turin has been a fully-fledged European town: a dynamic, artistic, cultural, political and economic centre.

Nowadays, Turin is both an industrial city and a research and training centre with institutions such as the University, the Polytechnic, the UN International Labour Organisation campus and the EU agency European Training Foundation. Furthermore, Turin and its surroundings was the setting of the XX Winter Olympic Games in 2006 (www.torino2006.it) and of the Winter Universiades in 2007.

Turin is rich in historical interest. It is characterised by a twofold urban structure harmoniously combining the Roman and the Baroque style. Walking around Turin is like passing from one historical moment to another: Piazza Castello strikingly brings together hundreds of years of history in a single painting. Palazzo Madama, an extraordinary building in the centre of the square, is itself a compendium of periods ranging from Roman to Medieval, to the 17th and the 18th century, brought together in a remarkable structure. The River Po flows between the city and the hills beyond. Here and there are gardens, parks, avenues and squares for the tourists to explore. In Turin there are also various museums, including the Egyptian Museum which is world-famous for the wealth of its exhibits. Not to mention the famous Italian food culture! To tempt the palate Turin offers its traditional chocolates, splendid wines and cuisine. Turin is Italy's most European town, a cornucopia of surprises.

To know more about Turin:

www.comune.torino.it

www.turismotorino.org

www.comune.torino.it/canaleturismo

PREPARING TO LIVE IN A NEW CULTURE

- Read everything you can find about the country and the culture
- Gain at least a basic knowledge of the language
- If possible take a course about the country at a local university
- Start to think of your accommodation
- Start to think what your exchange means to you
- Contact the embassy, the consulate or the cultural institutes

ACTIVITIES THAT HELP INTEGRATION

- Listen to the local radio and television and read the local newspapers
- Invite people to lunch - do not reject invitations
- Stay close to natives - join social groups (sport clubs, associations etc.)
- Take an interest in the culture and the history - study art and architecture
- Do not have prejudices - try to avoid a judgemental attitude
- Learn how to get around in the city
- Try to adopt the time schedule of the country
- Avoid doing merely tourist activities
- Be patient
- Check the web site www.iagora.com





Museo dell'Automobile - Torino

9. YOUR STAY IN TURIN



Piazza Castello - Torino

◆ Accommodation

Finding accommodation in Turin may be less simple than in other countries. You have to begin an active search before coming and not to wait until the last minute. Remember that our exchange program is not a full-service package: we will support you, but at the end the responsibility of finding satisfactory accommodation is up to you.

Our school does not have an Accommodation Office, nor do we have our own residence halls. Nevertheless, we can assist you in two different ways. We can find you an apartment, rented from private landlords that you can share with other exchange students, by using the contacts that are available at the moment (see below). If, instead, you have very high expectations (for example living in the centre with your friends), and you prefer to search for your accommodation by yourself, the following pages contain some up-to-date information on the housing options to help you to find the right place to live. If you choose this option, you should arrive some days before the beginning of the courses to ensure you'll have enough time.

Please be aware that there are things we cannot do for you. We have a limited staff, so, except for particular cases, we will not be able to pick you up at the airport, nor to act as a real estate agency, nor to drive you around looking for permanent accommodation.

◆ Find a room through SAA

Each semester we are in touch with private landlords who rent rooms in apartments (mostly in the area around SAA) to share with other students. The prices can range from a minimum of €300 (plus expenses) to a maximum of €450 per month per person. If you are interested in this, we can put you in contact with the landlord and we will also try to match you with one or more other exchange students whom we think could suit you (age, language etc.). This is probably the easiest solution.

Please take note that we just put landlords and guests in touch with each other, but flats are not regularly visited or inspected by us and that we recommend flats on the basis of the advice and positive experience of previous exchange students, but without any responsibility on our part. Take also note that we cannot enter into any form of tenancy agreement with private landlords on a student's behalf. We are only an intermediary for students and landlords but in no circumstances can SAA be considered accountable for any possible problems between these two parties.

◆ Find an apartment by yourself

Even if all possible assistance is given, we cannot guarantee to find you the accommodation of your dreams. If you so wish, you may decide to search for it by yourself. You can request from us some landlords' names in advance to contact them already from your country (consider that most landlords do not speak English).

You can also contact one of the agencies or residence halls listed below. However, we do not recommend you to contact ordinary estate agencies, as their fees are usually very high (i.e. 2 months rent not refundable).

One option would be to come some days before the beginning of the courses, book a room in a hotel or hostel, and look for a permanent accommodation during the first days after your arrival. You can find advertisements of furnished flats, *appartamenti ammobiliati* in magazines such as *Secondamano* (published Mon/Wed/Friday) and *La Stampa-Tutto Affari* (Sunday).

If you are going to live in a flat, please take note of the following:

- We recommend you not to live in the same flat with your best friend, since you are here to experience something new and to learn Italian. Take the chance to live with other exchange or Italian students and to meet new people.
- For only five months it is much easier to find a room in a flat to share with other students than a big flat with many rooms for you and your friends.
- It may be incautious to rent any accommodation without seeing it and without discussing (with the landlord) the conditions of rent.
- According to the law a landlord must provide a tenant with written information confirming the date of the commencement of the tenancy, the amount of the rent and when it is to be paid, and, if it is a fixed term contract, how long it runs for. You should read through any written agreement very carefully and be sure that you understand the terms before agreeing to anything.
- Usually, flats are completely furnished and built to provide a standard comfort. All accommodation includes kitchens with oven, fridge-freezers and storage facilities.
- Linen and bath-towels are usually not provided by landlords. Mattresses, pillows and blankets are usually included.
- The typical rent agreement will include in terms of expenditure a deposit, usually from one to three months of rent, refundable at the end of the Rental Agreement, subject to deductions for any damage or outstanding expenses, and one month's rent in advance.
- Rents may vary according to the area, flat conditions, number of the rooms etc. You can expect to pay, on average, around €300 to €450 per month per person.
- All expenses (heating, electricity, water, gas etc.) are sometimes included in the rent, in other cases the rent is cheaper but you are expected to pay monthly expenses in addition. Clarify this from the beginning with your landlord.

CONTACTS

◆ Agencies providing shared flats

An accommodation service for bed and breakfast in town provides rooms in apartments with family assistance (temporarily, max. one month) and furnished apartments for a longer period.

Bed and Breakfast Service

Via dei Mille 23 -10123 Torino

tel.: + 39 011 812 3675

fax.: +39 011 812 3675 / 814 0861

e-mail: torinoservice@yahoo.it

Students' Association Office provides contacts and addresses to rent and share a flat for Italian and exchange students.

◆ Halls of Residence

COLLEGIO UNIVERSITARIO DI TORINO "RENATO EINAUDI"

University student halls of Residence

SERVICES, FACILITIES AND ARRIVAL INFORMATION 2017 - 2018

Student Halls

Each Student Hall provides fully furnished, centrally heated, rooms grouped round a kitchen shared with other Italian and foreign students. Kitchens are equipped with cookers, electric and microwave oven; guests have to bring their own cooking utensils, crockery and cutlery.

Accommodation is therefore based on self-catering, but canteens for students are situated nearby. To get more info about canteens, please refer to the following URL addresses: <http://www.edisu.piemonte.it/en/services/food-services/university-canteens>

Services

Each Student Halls is equipped with:

- Single rooms with private WC and shower
- double rooms with private WC and shower, with (or without) private kitchen
- Broadband internet wired access from each room
- Broadband interned Wi-Fi access from common area and from each room
- Reception open from 7:00 a.m. to 2:00 a.m.
- Common study halls

- Self-service laundry with washing and drying machines, iron and ironing boards (two cycles per week are included in the room fee)
- Common computer hall with PCs connected to the internet, and printers
- TV room with DVD reader
- Fitness room
- Music room
- Game room with ping-pong table

Rooms are fully equipped and Collegio Einaudi provides bed linens (sheets, blankets and bedspreads) that are normally changed on a weekly basis. Please note that towels are not provided in the rooms, so guests have to take care of this.

Libraries

There are two internal libraries open to students from 2:00 p.m. at 11:00 p.m. (Hall of Residence “Po”) and from 5:00 p.m. to 11:00 p.m. (Hall of Residence “San Paolo”). Books and magazines are available for consultation and borrowing.

Cleaning

All common areas (cooking, dining, studying) are cleaned every day (not during weekends and public holidays). The Collegio Einaudi cleaning service does not include cleaning/washing of pots, pans, crockery and cutlery - this is a guests responsibility. Rooms and their own private services have to be cleaned by student halls guests: it's their responsibility to maintain good levels of cleanliness.

Internet

Collegio Einaudi provides internet facilities through wifi connection (both from their own room and from the common areas): students can access to the wifi services using their own devices or the computers available in the pcs rooms. Guests must ask internet access to the Student Halls ICT Assistant.

Cultural and extra study activities

All Collegio Einaudi guests can enjoy:

- Our yearly cultural program, aimed to develop students intellectual curiosity and ability to think creatively and analytically about a broad range of topic: forums, language courses, special Guest events, etc.
- sport activities and facilities promoted in cooperation with CUS Torino; more information regarding the offered sports courses and activities are available at the following link: http://www.custorino.it/International_Student. Moreover, Collegio Einaudi has a special agreement with CUS TORINO that guarantees to Collegio students special discounts on the courses offered and dedicated activities with a reduced rate, such as for example the snow experience.

Collegio Einaudi also provides theatre tickets free distribution on a rotational basis.

Opening period and time

Access to Collegio Einaudi Student Halls is allowed 24 hours a day: when the reception is closed (from 2 a.m. to 7 a.m.), guests can access with their own badge.

The Collegio Einaudi is open all year round except during Christmas and summer holidays (Christmas closure from 24th December to 7 January 20147 and summer closure on 29th July 2017 for the academic year 2016/17).

Arrival information from the main airports

Upon arrival, students can directly go to the residence they have been assigned.

- From Malpensa airport, students can take a SADEM bus to Torino city centre. The timetable is the bus is available at the link: <http://www.sadem.it/media/5191/000020.pdf>).
- From Caselle Airport, students can take a SADEM bus that brings you from Caselle Airport to Porta Nuova station (timetable available at the link <http://www.sadem.it/media/6355/000268.pdf>).

Bedbugs procedure

Upon arrival in our halls of residence, Collegio Einaudi will need students' kind cooperation in implementing the bedbugs prevention procedure. In case of arrival after 9 p.m from Monday to Friday or after h.12.00 on Saturday or on Sunday, the bedbugs procedure will be implemented the next working day and the luggage will be kept in quarantine. In these cases, we suggest to put the things you may need for the first night in a small bag. For more information regarding the bedbugs prevention procedure, please contact Concorsi@collegioeinaudi.it.

Deposit

The deposit amounts to 200 Euro and will be returned upon departure in case no damage occurred to the room.

Regulations for guests

All Collegio's guests must accept and comply with the rules included in the Collegio Einaudi's Regulations for Guests, published at the following link: <http://www.collegioeinaudi.it/site/index.php?path=international/&file=regulations-for-guests.php> . Please note that guests are not allowed to host any person in your room during the night (friends, girlfriend/boyfriend/university colleagues etc)

www.collegioeinaudi.it

Via Maria Vittoria 39

tel.: +39 011 812 6853

fax: +39 011 817 1008

e-mail: info@collegioeinaudi.it

◆ Temporary accommodation

If you decide to arrive some days before, to look by yourself for your accommodation or just to find out something about Turin on your own during holidays you may find the following contacts useful:

Ostello della Gioventù (Youth Hostel)

Via Alby 1

tel.: +39 011 660 2939

fax: +39 011 660 4445

<http://www.ostellotorino.it>

http://www.comune.torino.it/infoglio/vacanze/dove_dormire/ostelli.htm

Hotel Eden**

Via Donizetti 22

tel.: +39 011 669 9545

<http://www.hoteledentorino.it/>

Smeraldo**

P.zza Carducci 168/b

tel.: +39 011 663 4577

<http://www.smeraldo.to.it/>

Plaza Hotel***

Via Petitti 8

tel.: +39 011 663 2424

fax: +39 011 67 8351

<http://www.hotelplazatorino.it/inglese/dove.html>

Continental Hotel***

Via Genova 2

tel.: +39 011 6964537/ 011 6963206

<http://www.continental.to.it>

Visa and the stay permit

To enter Italy citizens of EU countries need just a valid Identity or Passport Card. Students from outside Europe, for stays of three months and longer, must have a valid passport and an Italian visa, visto. Contact the closest Italian Consulate for specific details and further information (see www.esteri.it).

To help students during the first week SAA will organize a registration meeting directly at the school. Foreigners must apply for the residence permit to the Ufficio Immigrazione (Immigration Office), which is part of the Questura (Local Central Police Office).

Address: Corso Verona 4, Torino.

Website: <http://questura.poliziadistato.it/Torino.nsf>

Opening hours: All Citizens from non EU-Countries, from Mondays to Fridays, from 9:00 to 14:00. We suggest you to be there at least one hour before the opening in order to collect the reservation number.

EU citizens

EU-citizens do not need a residence permit nor visa. But just:

- **European Health insurance, private health insurance.**

Non-EU Citizens

For North Americans and Canadians the opening hours are the same as for Non-EU citizens.

You have to bring with you:

- 4 passport size photos
- The request documentation, properly filled (forms are available in our office)
- 1 photocopy of your Passport and Visa
- The original Passport
- The certificate prepared by the Interuniversity Relations Office
- Marca da bollo (revenue stamp) costs € 16,00. It can be bought at any Post Office or Tobacco Store
- Post office fees: € 109,00
- Tax: € 30,00
- Health insurance total coverage certificate translated into Italian or English. If you do not have it, you will have to pay an Italian Health Insurance called Assitalia. It will cost €49,00 if you are staying for a semester, and €98,00 for the whole year. It is to be paid in advance at the post office to: Le Assicurazioni d'Italia, Agenzia Generale Roma - *conto n. 71270003*
reason for payment: polizza studenti stranieri 58/174707
via del Tritone 181 - 00187 - Roma

Be sure to obtain a receipt for this.

10. SURVIVAL HANDBOOK FOR TURIN

Health assistance

◆ EU citizens

In order to have access to public health care in Italy, you must have your EU model which extends to health care abroad.

◆ Non EU citizens

You should provide yourself with a private international insurance and bring with you a health insurance total coverage certificate translated into Italian and certified by an Italian Consulate (for stay permit also).

◆ Everyone

As an exchange student at SAA you will have the right to discounted general and specialist medical examinations at the following University Medical Center:

Centro di Medicina Preventiva - (SUISM)
Scuola Universitaria Interfacoltà in Scienze Motorie

Piazza Bernini 12
Ground floor (in the courtyard)

tel. +39 011.74.11.711
fax +39 011.74.11.798/
+39 011.74.11.768

Opening hours: Mon-Fri 8.15-19.00.

<http://www.suism.unito.it/do/home.pl>

Insurance

We expect all exchange students to be covered by their home university with a personal liability and accident insurance for the period they spend at our institution. Please note that SAA's insurance covers you only for damages which may be referable to SAA's liability and not for events resulting from different, unknown or unplanned causes.

Telephone

It is not necessary to have a landline telephone during your stay in Italy and you should consider that the minimum contract is for 1 year year so if you are renting a flat, you need the permission of your landlord. To get the line open you have to wait at least 10 days. You also have to pay a fixed price each month which costs about €15 even if you don't use it.

Other options are to buy pre-paid cards for public telephones or to use a mobile phone and buying an Italian pre-paid card for it. If you use public telephones, you can buy phone cards for €5, €10 or €15 at any tobacconist, newsagent or in some bars. If you have a mobile phone and you choose to buy a prepaid card, you will have the possibility to call abroad and to receive calls at a good price.

The main Italian phone companies:

TIM (www.tim.it)

WIND (www.wind.it)

VODAFONE (www.vodafone.it)

TRE (www.tre.it)



Public transport

You can not buy tickets on the bus in Italy. You have to buy them from tobacco stores.



If you are under 25 years old, you can get a discount from a monthly ticket (€21) (ask for an *abbonamento mensile studenti*). With a monthly ticket you must always carry the form that you will get from SAA. Once you get this form you have to go to the tobacconist's and buy a discounted ticket.

If you want to know something more about how to go around in the city, see the website www.comune.torino.it/gtt, where you will find all the prices of the tickets, including student passes, the routes of the buses with their maps attached and everything you need.

Travel documents

Passengers must board public transport with a valid travel document; passengers must not dispose of the document during the trip and show it to GTT inspectors upon request. The travel document must not be defaced in any way.

ONE WAY TICKET (in the city) - € 1,50



It lasts 90 minutes in the city.

Shopping (in the city) - € 3,00



For those who want to go “shopping” or anything within 4 hours. You can use it from 9.00 a.m. to 8.00 p.m., for both bus and metro in the city.

ONE WAY TICKET (out-of-town) - € 1,30



It lasts 90 minutes outside the city.

ONE WAY TICKET (both in and out-of-town) - € 1,70



It lasts 90 minutes from the moment you first use it, both inside and outside the city.

5 RIDES – PREPAID CARD (both in and out-of-town) - € 6,50



15 RIDES – PREPAID CARD (both in and out-of-town) - € 17,50



1 DAY TICKET - € 5,00



2 DAYS TICKET - € 7,50



3 DAYS TICKET - € 10,00



◆ GTT NIGHT BUSTER

You can use it during the night. Every Friday, Saturday and the days before vacation, every hour there are buses leaving from Piazza Vittorio Veneto. The first departure from Piazza Vittorio is at 1.00 a.m., the last one at 5.00 a.m. The first departure from outside to the city centre is at 0.30 a.m. and the last one at 4.30 a.m.

- **LINEA 1 ARANCIONE**, from piazza Massaua and back
- **LINEA 4 ROSSA**, from via Cigna and back
- **LINEA 4 AZZURRA**, from piazzale Caio Mario and back
- **LINEA 5 VIOLA**, from piazza Cattaneo and back
- **LINEA 10 GIALLA**, from via Massari and back
- **LINEA 15 ROSA**, from via Brissogne and back
- **LINEA 18 BLU**, from FS Lingotto Train Station and back
- **LINEA 57 ORO**, from piazza Sofia and back

◆ BIKE SHARING



[TO]Bike is the bicycle sharing system of the city of **Turin**.

The service is operational 24 hours a day every day of the year. Every station is formed from 8 to 20 terminals (or more). The service is completed by a web platform, from which the user can check the credit, renew the subscription and keep track of all the trips made and the number of bikes used. An operator service through a free telephone number is also available 24 hours a day.

RATES

You can buy a year – long ticket, a monthly or daily ticket, with a preventive addition in order to create a credit on the user's account. In case the user exceeds from the 30 minutes time for a free single use of a bike, the service will apply costs related to the type of ticket bought and automatically scale sums from that credit. A 5€ global insurance against damages to third parties is also offered optionally...

Year – Long Ticket

Cost: € 25 which include €5 to create the user's account
It is possible to buy it on – line or at [TO]Bike points

Weekly Ticket

Cost: €8 which include €3 to create the user's account
It is possible to buy it at [TO]Bike points

Daily Ticket

Cost: €5 which include €3 to create the user's account
It is possible to buy it at [TO]Bike points

4FORYOU Ticket

Cost: € 8 Daily ticket
Is possible to use the bike for 4 hours. No other service costs applied - it is possible to buy it at [TO]Bike points

8FORYOU Ticket

Cost: €13 two – days ticket
It is possible to use the bike for 8 hours. No other service costs applied - it is possible to buy it at [TO]Bike points

[TO]Bike points

VIA SANTA CHIARA 26/f

Office hours:

Monday – Friday 9.00 a.m. – 8.00 p.m.

Saturday and Sunday 9.00 a.m. – 5.00 p.m.

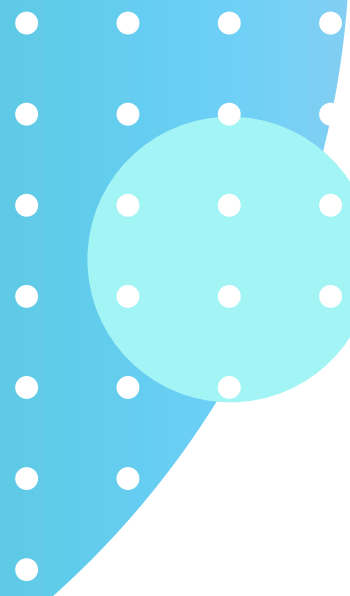
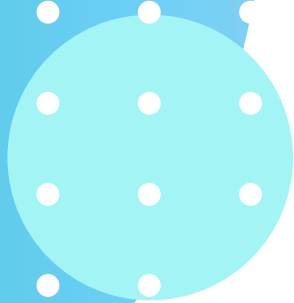
TURIN TURISM OFFICES

Here you can buy 4FORYOU and 8FORYOU tickets

Piazza Castello – Monday – Sunday 9.00 a.m. – 6.00 p.m.

Piazza Carlo Felice - Monday – Sunday 9.00 a.m. – 6.00 p.m.

Superflash Via Garibaldi 45/a – Monday - Saturday 1.30 p.m. – 7.00 p.m.



Cafeteria

A university cafeteria service is available for university students through three refectories in Turin. Please note that none of these structures is close to SAA, so during the class days it is more convenient to have lunch at our **internal cafeteria**, open daily 8.00-20.00, whose prices are cheaper than normal restaurants.

University refectories could be useful for dinner or to non-class days if you live near them (e.g. at Collegio Einaudi). To have access to this service students are required to fill in the application form at the Students Office of Corso Raffaello 20/d. Afterwards they have to buy tickets at the Ticket Office (Reception) – Via Madama Cristina 83 (tel. 011/6531111; opening hours: Mon-Wed-Fri 8.30-13.00 Tue-Thurs 8.30-15.00).

Refectories are managed by **E.DI.S.U.** (Ente Regionale per il Diritto allo Studio Universitario):

Via Principe Amedeo 48
(city centre near Humanistic faculties)

Via B. Galliani 30
(near Collegio Einaudi)

Corso Leone 26/a
(near Politechnic)

See the website: www.edisu.piemonte.it

Banks

For your safety and convenience, do not carry large amounts of cash! With a debit card you can draw cash from nearly all ATMs, called **Bancomat** in Italian (there is one in our school's hall). With every draw you will be charged about 3€. We do not suggest you to use a credit card to draw money from an ATM, because you will be charged up to 10%.

Credit and debt cards are also accepted (usually without extra charge) in many restaurants, shops and department stores.

In order to simplify your financial transactions you can open a bank account in an Italian bank. Before opening an account you should consider various offers and pay attention to opening and closing expenses (which can be high so that it could not be worth paying for them for a short period like one semester). There are some banks, as for example the Unicredit, which offer you a "young people account" (**Conto Giovani**) with low interest rates, that means you can get favourable fees. With this option you do not need to pay when you open the bank account, but you have to pay around €7 every three months for the notification of the operations. Consider also that closing your bank account will cost around €50.

To open an account you have to show your passport, your Student Card and your Italian fiscal code, **Codice Fiscale**.

To get a Codice Fiscale you have to go to the following office with your passport.

Prepare to wait.

Via Sidoli, 35

011/3163611

Opening hours:

Mon-Thurs 9 am.-1.15pm

Fri 9am – 1pm

Mon-Wed 2,30-3,30 pm

Ufficio IVA

Corso Bolzano 30

Opening hours: Mon-Fri 8.30-12.00 with your passport (you could wait for a long time).

When you apply for your residence permit, go to the *Codice Fiscale* desk and fill in the form. This option is likely to be the easiest and quickest way for you.

The best known Italian banks are:

Banca INTESA SANPAOLO

switchboard: 011 555 1

www.intesasanpaolo.com

BANCA UNICREDIT

switchboard: 011 662 1

www.unicredit.it

BNL (BANCA NAZIONALE DEL LAVORO)

free number: 800 900 900

www.bnl.it

Banks are generally closed on Saturdays. The opening hours from Monday to Friday are: 8.35-1.30 (each morning) and 14.45-16.15 (each afternoon). Automatic cashpoints (*Bancomat*) are always open.

You can also open a money account in a post office (Banco Posta), where you can have more or less the same conditions as in the bank.

Language

Not all Italians speak foreign languages, so getting a basic knowledge of Italian could really facilitate your living in Turin.

We offer Italian courses for all exchange students, but to get a good start it would be better to work on your own already before coming in Italy. You may find the following web sites helpful.

◆ LANGUAGE COURSES

www.bbc.co.uk/languages/italian
www.chass.utoronto.ca/~ngargano
www.cyberitalian.com
www.italicon.it
www.educational.rai.it/ioparloitaliano
www.memrise.com

◆ CULTURE

www.culturaitalia.it
www.culturitalia.uibk.ac.at/culturit

◆ NEWSPAPERS

www.dueparole.it
www.corriere.it
www.ilfoglio.it
www.gazzettino.it
www.ilmondo.it
www.ilsole24ore.com
www.initonline.it
www.lastampa.it
www.gazzetta.it
www.corrieredellospport.it

Shopping



In Italy during the midday all the stores and offices close for a couple of hours.

Shops are generally open from Monday afternoon till Saturday evening. They are open in the morning 9.30-12.30 and in the afternoon 15.30-19.30. On Sundays they are closed.

There are different types of shops:

Department stores, like *Le Gru* and *Lingotto*, are open all day long till 10 p.m. and on Sundays too.

Supermarkets, like *Carrefour* and *Pam* are open all day long as well, and inside you can find almost everything.

Hard discount stores, like *LIDL* and *IN's*, where you can buy food at very low prices.

Little independent stores, which are located in almost every block; bakery (*panetteria*), butchery (*macelleria*), grocery (*frutta e verdura*), tobacconist (*tabaccheria*).

Job opportunities

It is not so easy to find a job in Turin. The Italian labour market is still not so flexible compared to other European countries. Nevertheless we have seen that some of our exchange students have been able to find an evening job as a waiter in a pub or in a pizzeria. You can also take advantage of the fact of being mother tongue in a foreign language and teach it (English, French, German, Spanish, etc.).

You can work as a private teacher or to look for a collaboration with a language school. In any case consider that you won't have too much free time to work during the day: attendance at SAA is strictly compulsory and you will not be allowed to take examinations of a course if you have not attended it.

Some links for job-hunting in Italy:
www.monster.com

Sport

Exchange students who want to do sport activities may apply to the **CUS** (Centro Universitario Sportivo, www.custorino.it)

Via Braccini 1
tel. 011/386911 - 011/3855566

Opening hours:

Monday to Friday
10.00-12.30 / 17.00-19.00

To get a free pass to do sport activities you have to bring:

- The enrolment certificate of the present year (in order to show that you are a student)
- The Erasmus certificate (only for Erasmus students)
- A medical certificate
- 1 photo

Leisure time

Turin by night:
www.comune.torino.it
2night.it/torino

You can choose among a large number of discos whose entrance fees vary from €7 to €16. You get a drink card (not to be lost!) when you come in and normally you pay when you go out. Turin also has a large number of pubs where there is not any entrance fee and you can have a beer or a coke for about €5.

Meeting other exchange students:
www.erasmustorino.com
www.welcomeclub.it

Info points

CENTRO INFORMAGIOVANI

Via delle Orfane 20
www.comune.torino.it

CENTRO INTERCULTURALE

Via Frattini 11
www.comune.torino.it/cultura
Info Point Europa
Via Lagrange 2.

Cultural activities

Theatres: there are many theatres in the city which offer you many plays according to each kind of taste. Normally you can choose your play looking in a newspaper or at the web page: www.comune.torino.it/cultura

Cinemas: like with the theatres you can look at the films in the newspaper. Tickets cost around €6 - €7. Some cinemas, like Pathè (Via Nizza 136, every Tuesday) or Cinema Massimo (Via Verdi, 7, every Thursday), offer the possibility to see the movies in English.

Museums: Turin has more than 40 museums. *The Egyptian Museum* (Via Accademia delle Scienze 6) is famous for its second most important collection of ancient Egyptian artefacts in the world. The other important museums include, for example, *Museo Nazionale del Risorgimento* - Palazzo Carignano (Via Accademia delle Scienze 5), *Museo Nazionale del Cinema* - Mole Antonelliana (Via Montebello 20).

You can buy a pass called *Abbonamento Musei* which allows you to enter free of charge 120 different museums in the Turin area for one year. It costs €30 for students who are less than 26 years old.

Libraries

The two main libraries

BIBLIOTECA CIVICA CENTRALE

Via della Cittadella 5

Tel. 011 442 9812

Opening hours:

Tuesday to Friday 8.15-19.55 / Monday 15.00 – 19.55 / Saturday 10.30-18.00

BIBLIOTECA NAZIONALE

Piazza Carlo Alberto 3

tel. 011 839 7074

For all matters concerning public libraries in Turin, please refer to:
www.comune.torino.it/cultura/biblioteche.

The socio-economic libraries

IRES LIBRARY (Istituto per le ricerche economico sociali del Piemonte)

Via Nizza 18

tel. 011 666 6442

e-mail: biblioteca@ires.piemonte.it

www.ires.piemonte.it

Opening hours: Mon-Fri 9.30-12.30

IRES is the first research institute created by Piedmont Region to develop the knowledge about its socio-economic situation. It owns about 30.000 volumes and offers 330 magazines in a reading room.

GIOVANNI AGNELLI FOUNDATION

Documentation center

Via Giocosa 38

tel. 011 650 0500

e-mail: staff@fga.it

www.fondazione-agnelli.it

This library deals with the human and social sciences field. You can choose between 18.000 volumes and 800 magazines on economic and social matter.

IUSE LIBRARY

(Istituto Universitario di Studi Europei)

Via Maria Vittoria 26

tel. 011 839 4660

e-mail: iuse@inrete.it

www.iuse.it

Opening hours: Wed 9.00-16.30
Thu-Fri 9.00-12.45

This center is intended to promote the scientific research and educational aspects of European integration and international relationships. The library is specialized in European and international subjects and it gives shelter to the publications of EC, OCSE, WTO and the Council of Europe.

LUIGI EINAUDI FOUNDATION

Via Principe Amedeo 34
tel. 011 835 656
e-mail: to0280@biblioteche.reteunitaria.piemonte.it

www.fondazioneeinaudi.it

Opening hours: Mon-Fri 9.00-18.30

This library offers a wide choice between 200.000 volumes and 2.600 magazines, and it has rich historical archives.

GIOELE SOLARI LIBRARY

(Università degli Studi di Torino)
Campus Luigi Einaudi - Lungodora Siena 100 a
tel. 011 670 3238/3239
bib-solari@unito.it

Opening hours: Mon-Fri 8.30-7.30 p.m.
Sat 8.30-1.00 p.m.

There are books about law, philosophy, political history, political sciences. This library hosts about 15.000 volumes and 400 magazines.

www.unito.it/bibliotecasolari

Camera di Commercio, Industria, Artigianato e Agricoltura di Torino

Documentation office
Via Giolitti 26
tel. 011 571 6270/271/272/273
e-mail: documentazione@to.camcom.it
biblioteca@to.camcom.it

www.to.camcom.it

Opening hours: Mon-Fri 9.00-12.15
Mon-Thu 14.30-15.45

This library is specialized in books on invention patents, industrial brands, UNI and CEI norms, marketing, business economics, and commercial and labour law. There are official publications in particular on statistics of national and international institutions (ISTAT, Banca d'Italia, CONSOB, EUROSTAT, OCDE, ONU, FAO, BIT, WTO, the World Bank).

Cognetti De Martiis Library

(Università degli Studi di Torino)

Via S. Ottavio 20

tel. 011 670 3227.

e-mail bib-de@unito.it

www.unito.it/de

Opening hours: Mon-Fri 8.45-19.20

Sat 8.45-12.50

This library offers availability of about 150.000 volumes, 261 current magazines and 500 publications of international and national institutions.

Faculty of Economics Central Library (Università degli Studi di Torino)

C.so Unione Sovietica 218 bis

tel. 011 670 6130

e-mail: biblioecon@econ.unito.it

www.biblioecon.unito.it

Opening hours: Mon-Fri 8.30-20.00

Sat 8.30-12.30

This library owns 160.000 volumes and 1.400 magazines about economical sciences, with particular attention to marketing, business economy and public information.

Cost of living

Obligatory expenses

Accommodation	(€300 - €450/month)
Textbooks	(€150 - €300)
Public transportation	(€15 - €30/month)
Health insurance	(private €100 - €200) - (public is free)

Extra expenses

Newspaper	€1 - €2
Bus ticket	€1.50
Espresso (in a bar)	€0.90/€1.10
Bread 1 Kg (2,2 pounds)	€2.50
Toasted sandwich	€2
Milk 1 Litre	€1.40
Normal wine 1 Litre	€3 - €5
Beer 0.66 Litre	€1.50
Pasta 1 Kg	€1.50
Rice 1 Kg	€1.50
Beef 1 Kg	€15
Nutella 200 gr.	€2.39
Big Mac meal	€6/€7
Unleaded Petrol 1 Liter	€1.80

Time Zone

Italy is in the Central European Time Zone: GMT +1. When it is noon in Turin, Paris and Berlin, it is 11:00 in London, 06:00 in New York, 03:00 in San Francisco, 14:00 in Moscow and 20:00 in Sydney. Summertime is in effect from the last Sunday in March to the last Sunday in October.

Public holidays

1st Nov	All Saints' Day
8th Dec	Immaculate Conception
25th Dec	Christmas
26th Dec	St. Stephen's Day
31st Dec	New Year's Eve
1st Jan	New Year
6th Jan	The Epiphany
4th Apr	Easter Sunday
5th Apr	Easter Monday
25th Apr	National Liberation Day
1st May	Labour Day
2nd Jun	Day of the Republic
24th Jun	St. John Patron, St. of Turin
15th Aug	Ascension Day

Note: during these days schools and shops are closed.

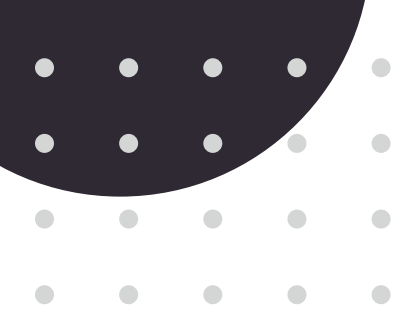
Emergency numbers

- 113 - Police**
- 112 - Carabinieri**
- 115 - Firemen**
- 118 - Ambulance**
- 011/4606060 - Traffic policemen**
- 892021 - Railway information**



Eliporto Lingotto - Torino

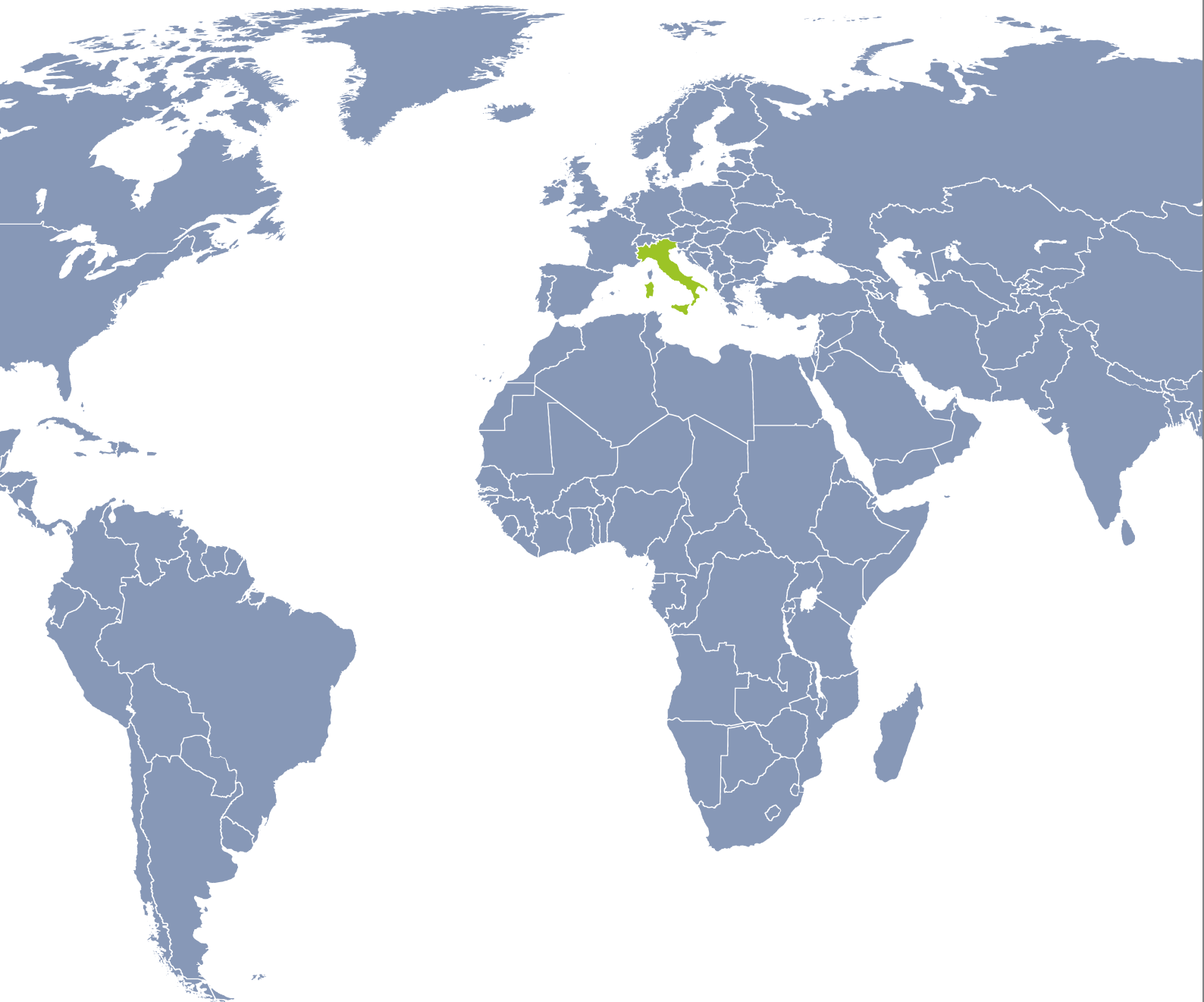




*Some of the images in the guide are taken from the digital archives of the
Piedmont Region - Piemonte Photo Gallery*

*Cover image: Turin Monte Cappuccini
Author: Bertu Hpnx9420*





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