UNIVERSITY OF PALERMO

dSEAS
dipartimento di
scienze economiche
aziendali e statistiche

department
of economics
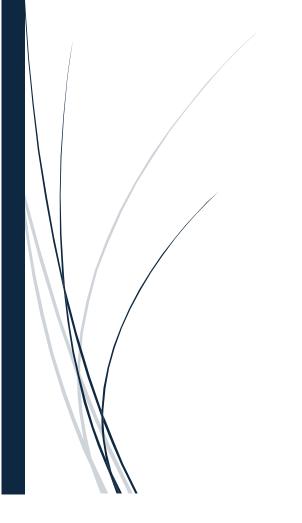business
and statistics

MASTER'S DEGREE TOURISM SYSTEMS AND HOSPITALITY MANAGEMENT

Course Code 2338 – Class LM-49

APPLICATION MANUAL

INCLUDING CHECKLIST

Updated: July 30th 2025

Table of Contents

1.   Application information and deadlines

To access information about the application and deadlines for the application, first identify your category, then click on the corresponding link to view the relevant details:

Extra-EU students' enrolment: if you are an international student (non-EU and non-EU family residence), please check the link below

https://www.unipa.it/mobilita/en/new-students/new-students---enrolment/enrolment-procedures-for-extra-eu-foreign-students/

Italian entry qualification: if you are an Italian student, please follow the link below

https://www.unipa.it/target/futuristudenti/immatricolazioni/come-immatricolarsi/index.html

EU and non-EU citizens with family residing in Italy: if you are in this group with the conditions below, please click on this link

  a) Citizens from European Union Member States
  b) Citizens from Norway, Iceland, Liechtenstein, the Swiss Confederation, the Republic of San Marino and the Holy See
  c) Foreigners already officially residing in Italy, as expressly indicated in Art. 39, comma 5, of Legislative Decree 286 of 25 July 1998

https://www.unipa.it/mobilita/en/new-students/new-students---enrolment/enrolment-procedures-for-intra-eu-foreign-students/

2.   Start the application process.

2.1 Check the admission requirements.

  a. *valid passport*

  b. Passport Photo

  c. *Bachelor's Degree*

Applicants must possess a relevant bachelor's degree (Translated into English or Italian) in one of the following preferred fields or related to these courses:
Tourism / Hospitality Management / Economics / Languages / Business Administration / International Relations / Marketing / Sociology / Environmental Studies / Cultural Studies / Event Management / Geography

Applicants are advised to have a minimum grade for their bachelor's degree. Please see the Grade Point Average (GPA) on your bachelor's degree certificate, which should be 3.00 or more to qualify for admission into the program. For GPA conversion for some countries, see the table below:

Country	Equivalent to 3.00GPA
Algeria	14/20
Brazil	7.0/10
Germany	1.7/1.0
India	50% to 55%
Iran	15
Pakistan	60% to 65%
Uzbekistan	75%

Kindly note that the applicant's bachelor's degree should not be over three years old at the time of application.

d. Transcript of Records

A valid Transcript of Records (Translated into English or Italian) from the university where you obtained your bachelor's degree should be uploaded along with other documents during the application process.

e. *B2 English Language knowledge certificate*

To be admitted, you must have a certified B2 level in the English language ONLY from an internationally recognised English academy, such as TOEFL or IELTS.
The certificate should be valid and not issued more than 2 years before the application, and you can find the minimum grades in the table below regarding each test.

English test	Minimum score
IELTS	6.0
TOEFL iBT	80
TOEFL PBT	550
Duolingo	110

Alternatively, only Italian students without a certificate can take an online English test that Palermo University's Language Centre (CLA) offers. A B2 level (25/30) is required.

The Italian can take the online English test at Palermo University Language Centre (Centro Linguistico d'Ateneo online – CLA: https://www.unipa.it/strutture/cla/.

To attend it, you must book the test online at the following link:

https://outlook.office365.com/book/TestIngleseAccessoLMCLA@unipa.onmicrosoft.com/?skipRedirect=1&ismsaljsauthenabled=true

You will receive an email containing the link to the test 24 hours before your exam starts.
To be certified at a B2 English level, your score should be over 25/30.

In the links below, you can find more information about the test:

https://www.unipa.it/strutture/cla/Self-Study/e-learning/

https://www.unipa.it/strutture/cla/.content/documenti/20230308-ENGLISH-SYLLABUS.pdf

 Applicants from the United States, Canada, the UK, Australia, New Zealand and Ireland are exempt from this requirement.

f.   A Curriculum Vitae

Please submit a clear, well-organised CV with a good-quality recent photo. Ensure your CV includes your education, skills, and any experience related to the master's program and your previous education.

g.   A Motivation Letter

A limited motivation letter should be written in the application process. Please ensure that you have included the most critical factors that motivate you to select the Master's in Tourism Systems and Hospitality Management. Please pay attention to spelling and grammar.

2.2 Optional Enhancement for your application

These qualifications are not required, but having them can improve your chances of a successful application.

a.   Italian language certificate – B1
b.   At least one year of work experience in the tourism or hospitality sector (excluding restaurant work)

c. Holding certificates from in-person tourism and hospitality courses (not online courses)

2.3 Start the online application.

After reviewing the requirements, you can begin your application by completing the online application form. Please ensure that all required documents are submitted to facilitate a smooth application process.

Be advised that applications must be submitted exclusively through the UNIPA portal. Do not send your documents to the course email addresses.

Application through the following link:
https://immaweb.unipa.it/immareg/facelets/anag/ins_anag_generale.seam?partnerId=IMMAWEB

The Italian tax code (Codice Fiscale) is a unique identifier required for university enrollment and other official processes. International students can apply for it online through the Italian Revenue Agency's website and finalise their registration upon arrival in Italy.

In the link below, you can see the application tutorial:

https://www.unipa.it/mobilita/.content/documenti/tutorial-ADMISSION-LETTER-.pdf

In this link, you can see the first step of the application (Extra – EU students) on the UNIPA website:

https://www.youtube.com/watch?v=-QoHssnUqBw

Please note that the evaluation process may take at least 30 working days from the date of application.

2.4 What happens after you apply

Please note: After submitting your application, your documents will first be reviewed by the university's official office to ensure that all required documents have been submitted and are valid. This initial review may take a few days. Once your documents are verified, your application will be forwarded to the course's Admission Committee for further evaluation. The committee will then decide whether you must take an entry test, attend an interview, or complete only an interview.

Also, international applications without English language certificates (see Section 3.1, Part C) will be excluded from commission and coordinator evaluation.

2.5 ENTRY TEST

Once you meet the application requirements, the program coordinator will send an email inviting you to participate in the entry test and interview for the Master's in Tourism Systems and Hospitality Management. If you are accepted, you will be issued a formal admission letter, which can be used to support your visa application.

The Entry Test is essential and mandatory to our admission process and is designed to assess your attitude and suitability for the course.

The multiple-choice test is finalised to verify your basic knowledge of Tourism Concepts and Issues. You can consider the following material: Tourism Theory, Concepts, Models, and Systems.

https://www.academia.edu/42063458/Tourism_Theory_Concepts_Models_and_Systems

It would be best to score 25 out of 40 to be accepted.

a. Studenti con una laurea presso un'università italiana che hanno superato esami nelle seguenti aree scientifiche, ottenendo almeno 60 crediti:

Course Code	Course Name	Course Code	Course Name
SECS-P/01	Political Economy	L-LIN/12	Language and Translation (English)
SECS-P/02	Economic Policy	L-LIN/07	Language and Translation (Spanish)
SECS-P/03	Economics of Financial Intermediaries	L-LIN/04	Language and Translation (French)
SECS-P/04	Economics and Management of Innovation	ING-INF/05	Information Processing Systems
SECS-P/05	Business Economics	M-STO/02	Contemporary History
SECS-P/06	Corporate Finance	M-STO/04	Economic History
SECS-P/07	Marketing	SPS/07	Sociology of Cultural Processes
SECS-P/08	Economics of Tourism	SPS/08	Sociology of Organizations
SECS-P/09	Economic History	M-DEA/01	Methodology of the Humanities
SECS-P/10	Sociology of Economic Processes	IUS/01	Private Law
SECS-P/11	Economic and Business Statistics	IUS/09	Comparative Law

Entry Test exemption: For International students with specific bachelor's degrees

International students with a bachelor's degree in Tourism and Hospitality are exempt from the Entry Test for the program.

2.6 Check your motivation and your future as a tourism professional with the Interview.

After the entry test, the enrollment commission may invite you for an online interview. This interview allows the admissions commission to get to know you better and understand your study goals in this course. They will discuss your motivations and aspirations in tourism and hospitality, ensuring that your objectives align with the program's offerings.

3.   Universitaly application

After completing your application and getting the final admission letter, you can register on the Universitaly portal (https://www.universitaly.it) with this letter.

The Universitaly application (for the academic year 2025-2026) starts from March till 30 August 2025.

This process is only for those students who have already started an application on the UNIPA student portal.

Here, you can find the [tutorial](#) for Universitaly registration.

The required documents for Universitaly:
- a valid passport
- a passport photo
- a copy of your bachelor's degree (please note that provisional certificates are not acceptable),
- a Legalised Translated Transcript of Records
- An official Language Certification (B2 level or higher) or a Medium of Instruction certificate from your institution

Please only contact the international office regarding the universitaly:
internationalstudents@unipa.it

4. Tuition fee

Tuition fees are adjusted to the family's economic situation (ISEE PARIFICATO).

The tuition fee is composed of two parts:

1. Fixed Fee: €156 (€140 Regional Tax and €16 duty stamp);

2. Variable Fee: Amount calculated based on the student's income. To utilise this option, international students with a resident family abroad must provide certain financial documents (ISEE PARIFICATO):

a. Family income from 01/2022 to 12/2022
b. Family bank account statements until 31/12/2022, and personal bank account statements in Italy, if applicable, until 31/12/2022
c. Family status of 2024 (number of members)
d. Property papers of 2024

For more information, click on this link:
https://www.unipa.it/mobilita/en/new-students/tuition-fees/

*It should be noted that during your application (when you are in your own country), you do not need to have an ISEE; after your arrival, you can go to the CAF offices to get your ISEE with the mentioned documents.
You must have an ISEE Certification in Italy to define your scholarship application. You arrive in Italy (see scholarship application)

Then, upload it to your ERSU portal.

* A CAF office is conveniently located right in front of the university, where you can easily book an appointment via WhatsApp to request your ISEE.
WhatsApp: 0039-4726126
Address: Via Giuseppe Manico, 34, 90128

4.1 Scholarship

You can apply for a scholarship through ERSU di Palermo,

Accommodation: Housing is provided starting in October to ensure students have a stable living situation.
Meal Provisions: Students can enjoy complimentary meals at university cafeterias.

Financial Aid: Additional cash support may be available based on specific financial needs.

You must get the ISEE number from the CAF offices to get the scholarship. After you arrive in Palermo, you can get it and then upload it to the ERSU portal.

The tuition fee depends on your family's economic situation.
Check this link for the tuition fee:
 https://www.unipa.it/mobilita/en/new-students/tuition-fees/

*You do not need to have the ISEE when you apply.
*There is a CAF office in front of the university where you can get your ISEE number.
*After you get your ISEE, upload it to the ERSU portal.

For deadlines and conditions of enrolment, you can follow this link:
http://www.ersupalermo.it/

5.   Visa Process

To apply for an Italian student visa for the master's program, students typically need the following documents. Please note that these requirements may vary depending on the applicant's home country and the specific Italian embassy or consulate:

- Completed Visa Application Form – Filled out and signed

- Valid Passport – Must be valid for at least six months beyond the intended stay in Italy.

- Passport-Sized Photos – Recent photos that meet visa specifications

- Proof of Enrollment – Official acceptance or enrollment letter from the Italian university

- Proof of Financial Means – Bank statements or a financial guarantee to show sufficient funds to support your stay

- Health Insurance – Coverage for medical expenses during your stay in Italy

- Proof of Accommodation – Documentation showing where you will stay (university housing, private rental, etc.)

- Flight Reservation – Proof of booked travel to and from Italy
- Academic Transcripts and Diplomas – Certified copies of prior academic records and qualifications

- Universitaly Summary – The summary or confirmation document is generated on the Universitaly portal after completing your pre-enrollment application.

To request a study permit visa, you must contact the Italian embassy in your country.
You can find information about the Italian embassies in your country in the link below.

https://www.esteri.it/it/ministero/struttura/laretediplomatica/

Notice: The university only issues the admission letter for your visa application, and we are not permitted to interfere in the visa process, as it is handled entirely by the embassy.

6. Finalising the Enrolment

Please submit your documents to the Secretary's Office to finalise your enrolment. Required documents typically include your academic records, such as your bachelor's degree certificate, transcript of records, and the Dichiarazione di Valore (DOV). You may also need to provide a copy of your passport, visa, and any other specific documents requested by the university. Then, you are allowed to follow the lectures.

6.1 Deadline for your arrival in Palermo

Please be advised that you must be present in Palermo and attend classes no later than September 26th because I want you not to miss the first semester classes, which begin on September 25th or 26th. This will also ensure that you receive all the necessary materials directly from the professors in a timely and organised manner.

7. Transfer from another Italian University

If you are applying from another Italian university, please carefully read and follow the admission requirements outlined in Section 2.1 of this manual. Preference will be given to applicants with relevant work experience in the tourism or hospitality sector and those who have completed supplementary tourism-related courses.
Please check the link below for more information:

https://www.unipa.it/target/futuristudenti/studiare-a-unipa/trasferimenti-in- ingresso/

Master's Degree in Tourism Systems and Hospitality Management – University of Palermo – Italy:
Secretariat email: Master.hfb@unipa.it