



**UNIVERSITY
OF PALERMO**

SVEAS
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-49R

CYCLE 9TH

Course starting October 1st - 2026

**APPLICATION MANUAL
2026**

INTERNATIONAL STUDENTS

Updated: December 2025

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1. Check the eligibility before apply

a) Bachelor's degree in one of the following fields or related to these courses:

Tourism / Hospitality Management / Economics / Languages / Business Administration / International Relations / Marketing / Sociology / Environmental Studies / Cultural Studies / Event Management / Geography, or similar to the previous degree.

b) Minimum degree grade

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, as example:

Country	Equivalent to 3.00 GPA
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 5 years old at the time of application.

c) English language certification

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.

2. Application information and deadlines for different nationalities

→ **NO-EU CITIZENS:** follow the link below

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

→ **EU AND NO-EU CITIZENS WITH FAMILY RESIDING IN ITALY:** follow the link below

- 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/>

3. Before starting the application process

The application for the academic year 2026 – 2027 starts from 15th January.

Please note that before starting the application, make sure you have all necessary documents such as a valid language certificate and a related bachelor's degree, etc.

Check the documents you must upload in the University application website:

- a. *Valid passport*
- b. *Passport Photo*
- c. *Bachelor's Degree certificate*
- d. *Transcript of Records translated into English*
- e. *B2 English Language knowledge certificate¹*
- 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.

- h. *Optional documents*

- Accepted letter from the coordinator if you were accepted in previous years
- Italian language certificate – B1
- At least one year of work experience in the tourism
- Certificates of tourism and hospitality courses (not online courses)

¹ *Applicants from the United States, Canada, the UK, Australia, New Zealand and Ireland are exempt from this requirement.*

4. Start the online application

Application must be submitted exclusively through the Palermo University Portal. For your safety do not send your personal documents to the course email addresses to the offices or to the coordinator.

APPLICATION LINK:

https://immaweb.unipa.it/immareg/facelets/anag/ins_anag_generale.seam?partnerId=IMMAWEB

If you do not have an Italian tax code (Codice Fiscale) click to the international student button (CONTINUE), and register.

APPLICATION TUTORIAL FILE: (NO-EU CITIZENS)

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

APPLICATION TUTORIAL VIDEO: (NO-EU CITIZENS)

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

4.1 Application Evaluation

After submitting your application, your documents will first be reviewed by the university's Secretariat office to ensure that all required documents have been submitted and are valid.

This initial review may take few days.

Once your documents are verified, your application will be forwarded to the Admission Committee for a general evaluation. The committee can reject or admit to the selection process. Applications without eligibility requirements will be automatically rejected.

If you are admitted for selection, you will receive a communication by application email signed by the coordinator with instruction, whether you must take an entry test and/or attend an interview.

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

4.2 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 to the selection process, you will receive a letter, which can be only used to start 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.

Applicants with a bachelor's degree in Tourism and Hospitality, or related degrees in tourism or economic studies are exempt to take the Entry Test.

4.3 Coordinator Interview

After the entry test you will receive an invitation email to attend the coordinator online interview. This interview allows the admissions commission to get to know you better and understand your study goals in this course, your motivation and aspirations in tourism and hospitality, ensuring that your objectives align with the program's offerings.

4.4 Final Admission Letter

If you will be considered eligible, you receive by email the final admission letter signed by the coordinator or you can download it from the University portal, accessing with your personal credentials.

4.5 Final Admission Letter

After receiving or downloading the final admission letter, you must go to the University portal, accessing with your personal credentials, and complete your application.

5. Universitaly application

After receiving the final admission letter by email, you must register on the Universitaly portal (<https://www.universitaly.it>).

The Universitaly application for the academic year 2026-2027, will be open in the first 2026 months.

The required documents for Universitaly are:

- 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

6. Universitaly summary

After you apply at Universitaly portal, you must receive a summary that you are fully accepted to the Palermo university master's degree.

The summary or confirmation document is generated on the Universitaly portal after completing your pre-enrollment application (Please only apply on Universitaly with the final admission letter).

This process can take time, because international offices from Palermo University must reconfirm your application.

If you do not receive the summary, please only contact the international office regarding the Universitaly: internationalstudents@unipa.it

7. Tuition fee

Tuition fees to attend the master's degree are:

1. Fixed Fee: € 156,00
2. Variable Fee: Amount calculated based on annual family income.
It varies from 600,00€ to 1.200,00€.

To calculate the exact amount of variable university tuition fees you must obtain a certificate called ISEE PARIFICATO.

To obtain the ISEE PARIFICATO, you must provide the following documents from your country and translated in Italian:

- a. Family income from 01/2023 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 2025 (number of members)
- d. Property papers of 2025

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.

CAF

Via Giuseppe Manico n. 34 – Palermo - ITALY

WhatsApp: 0039-4726126

***You do not need to have the ISEE when you apply.**

For more tuition fees information see: <https://www.unipa.it/mobilita/en/new-students/tuition-fees/>

8. Scholarship

Palermo University offers scholarships opportunities. The Institution involved in the process is called ERSU.

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

Scholarship cover:

1. *University Tuition fees*: fixed and variable (excluding stamps)
2. *Accommodation*: housing is provided starting in October to ensure students have a stable living situation.
3. *Meal Provisions*: Students can enjoy complimentary meals at university cafeterias.
4. *Financial Aid*: Additional cash support may be available based on specific financial needs.

To obtain a scholarship:

Before arrival: you must apply online request at ERSU Portal, when the call opens, generally published in June/ July of each year.

After arrival: you can get the ISEE number from the CAF in person and upload to the ERSU portal.

9. 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
- University Summary – The summary or confirmation document is generated on the University portal after completing your pre-enrollment application (Please only apply on university with the final admission letter)

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/>

Important 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.

The Italian Embassy appointment for VISA process, could take several months, depending on the request.

10. On your arrival

When you arrive in Palermo, you must submit your original documents to the international office (University Campus, building 3) to finalise your enrolment.

Required documents typically include your original 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.

After you complete, you are allowed to follow the lectures.

Important notice:

You are advised to be at Palermo university before the class start, 1st October 2026.

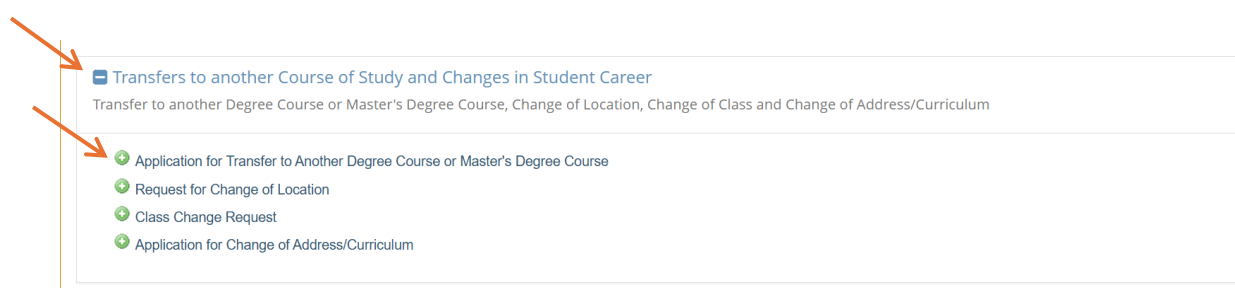
11. Transfer from another Italian university

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.

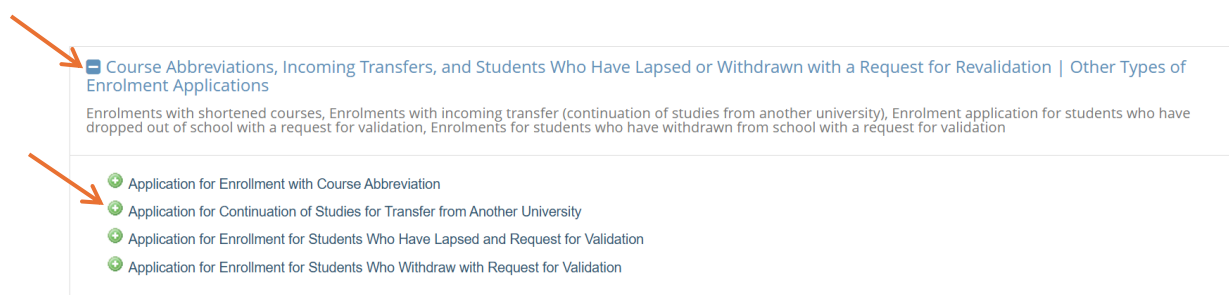
Please check the link below for more information:

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

- ✓ **Internal Transfer** (transfer from one major of UNIPA to another major of UNIPA)
For the process you should login to your student portal, make new practice and choose the option as follow:



- ✓ **External Transfer** (transfer from another university to UNIPA university)
To do this, you login to your home university's student portal and then select the transfer option. Now, if there is no option with this title on the portal, you can click on the ticket to your university and follow up. Then, fill out the relevant form according to the specified steps and pay the transfer fee. Note that you enter the names of the universities and departments of origin and destination correctly. After confirming the transfer, which depending on the universities can be a confirmation in the form of an email or a paper from the relevant secretariat, you can register your new name under the title of transfer at the UNIPA university for the process you should login to your UNIPA student portal, make new practice and choose the option as follow:



12. Information & contacts

University International office for Application: internationalstudents@unipa.it

Tourism Master's Degree Contact: master.hfb@unipa.it

Course Webpage:

<https://www.unipa.it/dipartimenti/seas/cds/tourismsystemsandhospitalitymanagement2338>

Flyer:

https://www.unipa.it/dipartimenti/seas/cds/tourismsystemsandhospitalitymanagement2205/.content/documenti/MDT_UNIPA-Brochure.pdf

Video:

<https://youtu.be/1AW1o8NUsc0>

Student Manual:

<https://www.unipa.it/dipartimenti/seas/cds/tourismsystemsandhospitalitymanagement2338/.content/documenti/MDT-STUDENT-MANUAL.pdf>