



**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-49R
Course Code 2205 – Class LM-49**

Student MANUAL

First Edition September 2025



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Congratulations on being accepted for the master's in Tourism Systems and Hospitality Management (LM-49R & LM-49) at the University of Palermo.

In this application manual, we are going to explain the steps.

BEFORE YOUR ARRIVAL

1. Enrolling after your final admission letter

After successfully passing the evaluation process by the course admission committee, your university portal will be unlocked, allowing you to proceed with the online enrolment process. Upon completion of this process, you will be able to download your final admission letter. This letter can be submitted to the Italian embassy in your country as part of your study visa application.

2. Contacting the course secretariat

Please note that you should always contact the course secretariat if you need any assistance before your departure to Palermo and keep them informed about the status of your visa process. The email is Master.hfb@unipa.it.

Additionally, please send a message to this WhatsApp number: 00000, and ask to be added to the group for new academic students, so you can get in touch with other students and keep each other updated.

Finally, subscribe to your email address using this [link](#) to receive updates about the course and department, which may be helpful once you arrive in Palermo.

3. Italian Language classes

The course coordinator highly recommends participating in Italian classes at the University Language Centre (CLA) in Palermo. Therefore, please get in touch with the CLA in advance to obtain information about the classes and timetable before you arrive in Palermo. This will help you prepare to start the lessons when you come to Italy. You can find more information at this [link](#) and the address as follows: Piazza S. Antonino, 1, 90134, Palermo, Italy.

4. Booking a Temporary Accommodation

If you have been accepted to Palermo and have access to the university dormitory before arriving in Palermo, it is essential to arrange temporary accommodation. Even if you have received a scholarship that includes housing, dormitory access is only possible after completing specific administrative procedures. Since accommodation covered by the scholarship is generally more affordable than renting a private room, we strongly advise securing a temporary place to stay for your first days in the city. You can book accommodation through the following platforms:

www.idealista.it

www.subito.it

www.housinganywhere.com

www.immobiliare.it

www.facebook.com ([Link1](#) , [Link2](#) , [Link3](#))

AFTER YOUR ARRIVAL

5. 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.

You must bring the original versions of the required documents and submit them to the university secretariat in Building No. 3 (international office) to finalise your enrolment. This is a very important step, as you can only attend classes after completing your enrolment.

After enrolment, you will have two emails:

1)name.lastname@you.unipa.it

2)name.lastname@community.unipa.it

with first email you can log in at the UNIPA app and Teams platform and with the second email you can use it for sending and receiving emails. (Please always use the second email for communications.)

It should be noted that you can download the UNIPA app for Android and iPhone.

6. ISEE number and upload to your ERSU portal

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.

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

You should provide the necessary documents to get your ISEE number.

After receiving the ISEE number, you can upload it to your ERSU portal ([Link](#)). Please pay attention to the deadlines.

It should be noted that you can download the ERSU PALERMO app for Android and iPhone.

7. Applying for the residence permit (Permesso di Soggiorno)

Because the duration of your visa is limited and you are not allowed to live in Italy for a long time, you need to apply for the residence permit (in Italian, they call it Permesso di Soggiorno).

First, you need to go to one of the post offices in the city and get a kit. In the kit, there are some forms that you need to fill out, prepare some documents and give them back to the post office. They will give you a residence permit receipt (in Italian, they call it RICEVUTA) and an appointment letter for the fingerprint at the immigration office (In Italian, they call it Questura).

You can put the documents in the kit and give it to the post office or take them to the immigration office with you on the fingerprint appointment day.

The list of documents:

1. Your copy of Passport
2. Your copy of the visa
3. Photo
4. University enrolment
5. University Tax Payment Receipt
6. Insurance (see more information in the section on Insurance, section 6)
7. Housing contract (you can prepare, house contract, hospitality letter or a document from the dormitory)
8. Registered Codice Fiscale (see the codice fiscale)

In the appointment letter that the post office gives you, you can find the address of the immigration office and the date. It should be noted that you need to be there 30 minutes in advance with your original documents.

After finishing the fingerprinting, they will send you an SMS message (approximately in one month), including a date for you to go there to collect your residence permit card.

8. Registering Codice Fiscale (Italian Tax Code)

One of the documents you receive with your visa from the Embassy of Italy is a paper showing your codice fiscale (Italian tax code). Please note that this Italian tax code must be registered at the Agenzia delle Entrate offices in Palermo.

As mentioned earlier, you need to give a copy of this document to the immigration office, and you will also need the registered codice fiscale to obtain health insurance (see Section 6 of this manual).

Important: You must book an appointment before going to the [Agenzia delle Entrate](#) to register your codice fiscal in Palermo.

9. Identity card

Make an appointment with lawyer of university (at building 2, international desk); it's necessary to have your passport, codice fiscale, permesso di soggiorno and contract of your house or dormitory by yourself.

The lawyer will do the necessary steps and at the end he will give you the appointment of COMUNE. Remember that you should have all your documents with yourself for COMUNE officer and pay the fee in cash or online. The card will be sent to you approximately one week to 10 days.

10. Insurance

After receiving your residence permit receipt, registering your Italian tax code, and enrolling at the university, you can go to the Tessera Sanitaria office in Palermo to request the health insurance card (in Italian, it's called Tessera Sanitaria).

Please note that the health insurance costs €700 for students.

STARTING YOUR COURSE

11. Timetable of the classes

You can find the class timetable at the link below. You must select whether you are a first-year or second-year student on that page.

<https://offertaformativa.unipa.it/offweb/public/aula/weekCalendar.seam;jsessionid=CBMwDa8O88k7g4dzWWcvUp03.undefinid>

12. Classes Location

Classes will be held in two buildings: Building 13, the central location of the course (Master's in Tourism Systems and Hospitality Management), and Building 19, where some classes may also occur. Please check the timetable regularly to confirm the exact location of each class.

Also, in this link, you can find the address and information of buildings and classes:

<https://offertaformativa.unipa.it/offweb/public/aula/aulaCalendar.seam>

For easy access you can also check and find the class time and location in the UNIPA app on your phone.

13. Course Professors

In the list below, you can find the names of the professors for each subject along with links to their pages on the UNIPA website. You can visit their pages to find more information and, if needed, book an appointment to meet with them.

NO	PROFESSORS	SUBJECT	CREDITS	Year	Semester	PAGE LINK
1	Marcella Romeo	Advanced English	6	1	1	https://www.unipa.it/persone/docenti/r/marcella.romeo
2	Fabio Mazzola	Regional Economic policy	3	1	1	https://www.unipa.it/persone/docenti/m/fabio.mazzola
3	Giovanni Ruggieri	Tourism systems economics	6	1	1	https://www.unipa.it/persone/docenti/r/giovanni.ruggieri
4	Annalisa Busetta	Demography	8	1	1	https://www.unipa.it/persone/docenti/b/annalisa.busetta
5	Francesco Boldizzoni	Global Economic History	8	1	1	FRANCESCO BOLDIZZONI Università degli Studi di Palermo
6	Sandro Formica	marketing	11	1	2	https://www.unipa.it/persone/docenti/f/sandro.formica
7	Martina Aronica	Statistics for Economics and Business	6	1	2	https://www.unipa.it/persone/docenti/a/martina.aronica
8	Aurora Anselmo	International tourism law	8	1	2	https://www.unipa.it/persone/docenti/a/aurora.anselmo
9	Mauro Ferrante	Analysis Of Tourism Behaviour	3	1	2	MAURO FERRANTE Università degli Studi di Palermo
10	Szilvia Gyimothy Mørup-Petersen	Analysis Of Tourism Behaviour	3	1	2	sgy.marktg@cbs.dk
11	Adiagna Rodriguez Escalona	Spanish	8	2	1	https://www.unipa.it/persone/docenti/r/adiagna.rodriguez
12	Stefano De Cantis	Advanced Tourism Statistics	6	2	1	https://www.unipa.it/persone/docenti/d/stefano.decantis
13	Ettore Barone	Food and Beverage	4	2	1	https://www.unipa.it/persone/docenti/b/ettore.barone
14	Pietro Columba	Agri-food Systems	6	2	1	https://www.unipa.it/persone/docenti/c/pietro.columba
15	Sonia Quarchioni	Financial Planning and control	6	2	2	https://www.unipa.it/cerca.html?searchMacro=persone&searchaction=search&query=QUARCHIONI
16	Giuseppina Lo Mascolo	Yield and Revenue Management	3	2	2	https://www.unipa.it/persone/docenti/l/giuseppina.lomascolo
17	Sharifa Wilkinson	Event Management	6	2	2	FIU – UNIVERSITY

Also, booking an appointment through the UNIPA app is possible.
Here you can find how you can book an appointment to meet the professors in their offices or online.

Open UNIPA app on your phone and follow below steps:
Click on “@Unipa” → Choose “Meeting with the teacher” → Click “+” below right corner → Search the full name of professor → Now you can book an appointment by choosing date (in this page you can find the office hours and locations).

14. Registering for each subject

Before attending the first session of each subject, you need to register for that subject on the UNIPA app.

Open UNIPA app on your phone and follow below steps:
Click on “@Unipa” → Choose “Registration For Lessons” → Click “+” below right corner → Select the “Academic year” → Select the course name, then select the professor name to register for the subject.

Class participation is not mandatory but strongly recommended for your preparation and success.

15. Downloading the materials

After Registration you can find the active courses, then by clicking on three dots choose the teaching materials.

Pay attention some professors may upload their materials on Teams or another platform.

16. Booking for the exams and approving the grades after the exam

Students must book the test online to participate in the exams at the end of the semester. It should be noted that without booking the exam, you are not allowed to take it on the exam date. You must take this action 3 days before the exam. Before booking for each subject, you will be asked to complete a questionnaire, which is very important for evaluating the course lecturer, course materials, teaching methods, and other related aspects.

You can book the test via the UNIPA app or the UNIPA website. Below, you can find out how to book the exams in two different ways.

UNIPA app: Open your UNIPA app on your phone → Click on “Book” → Click on the desired lesson → Choose the intended exam date

UNIPA website: Log in your student portal → Go to the “Exams” section and choose the “Book an exam”

Please be noticed that for each course you have three chances to take an exam.

After doing the test, if you pass it, you must accept the grade via the UNIPA app. Below, you will find the procedure for accepting your grade.

Open the UNIPA app on your phone → Choose the “Outcomes Acceptance” → You can see the course name → After choosing that you must select the grade which professor announces you then enter your UNIPA password and accept the result.

17. Double Degree program

The University of Palermo, in the field of Tourism System and Hospitality Management, offers its students the opportunity to continue their second year of study at the University of Florida in the United States of America (FIU) , and at the end of the degree, you will receive two master's degrees from both universities (Palermo and Florida).

More information will be provided to you during the classes with the help of professors in person.

Also please find the link of FIU Manual (...)

18. Selecting the optional courses

You can refer to section 13. (It has the same process)

For the first year, we suggest you register for the “INTERNATIONAL LAW” course before March as an optional subject via your portal.

19. Enrolment for the second year

After completing the first year, you must enrol in the second year. Please note that you will not be permitted to attend classes without prior registration. Enrolment must be completed through your Unipa portal by submitting a new application. This step is also essential to begin your internship process.

20. Internship

After you complete the first year and apply for enrolment in the second year, you will be allowed to begin the internship process. You can find the internship manual at this [link](#). Please start the procedure as soon as possible, as it takes time before you can begin your internship.

Also, you can find more information about the internship and the relevant official on the UNIPA website at this [Link](#) .

21. Transfer

You can transfer from one university to another in the same field.

To do this, you log in to your 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 new university and then, with complete documents in hand, go to the destination university, International Department, to register the transfer and final review in person.

Note that some of the above processes may differ according to the rules of each university.

You can find the process from UNIPA website as below:

Log in your student portal → Go to Practice → new practice → Select the option with title “+Transfers to another course of study and changes in student career”.

22. More Information

- ✓ **Social Media:** For easy and direct access to Tourism System and Hospitality Management department on UNIPA website please click on the [Link](#).

Also you can find our other platforms as follows:

TikTok → [TikTok Link](#)

YouTube → [YouTube Link](#)

LinkedIn →

Instagram → [Instagram Link](#)

Facebook → [Facebook Link](#)

And by scrolling the website down you can have access to the latest news like the attached picture

Notices Archive  



✓

UNIPA Student Card: Starting from the 2025/2026 academic year, the University of Palermo has introduced the UniPa Student Card, a free tool designed to simplify access to university services and support students' academic life during their time at the University. The new UniPa Student Card, a collaboration between the University of Palermo and Crédit Agricole Italia, is a multi-service card with dual functions: a badge and, optionally, a rechargeable card with an IBAN, featuring no activation costs or monthly fees. The UniPa student card is free. For more information and to apply for this card, click [here](#).

- ✓ **Thesis Deadline:** For more information regarding the deadlines for the thesis registration process, defence session, graduation, and other activities during the 2025/2026 academic year, please read this [Link](#) carefully.
- ✓ **Class dates & holidays:** for more information on class dates and holidays, please refer to the table below:

First Semester (from 29th September to 19th December,2025)	
Day off / Holidays	Occasion
10 th November to 16 th November 2025	Mid-Term Exam Week
19 th January to 27 th February 2026	End of Semester Exams
Second Semester (from 2nd March to 5th June,2026)	
7 th April to 17 th April 2026	Mid-Term Exam Week
8 th June to 17 th July 2026	End of Semester Exams
7 th September to 18 th September 2026	A Call Open to all Students

Teaching activities are suspended due to holidays on the following dates:

1st November 2025

8th December 2025

from 22nd December 2025 to 6th January 2026

from 3rd April to 6th April 2026

25th April 2026

1st May 2026

2nd June 2026