



SERVICES FOR THE UNIVERSITY COMMUNITY WITH DISABILITIES AND SLD

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CHAPTER I – GENERAL PROVISIONS

Article 1 - General principles

1. The University of Ferrara (hereinafter “University”), in accordance with Article 7 of its Statute, promotes the quality of university life for its Community, with particular regard to:
 - a) work and study conditions, workplace health and safety;
 - b) physical, mental and social wellbeing during the conduct of activities;
 - c) reconciliation of work and private life;
 - d) the full inclusion of people with disabilities;
 - e) the transcending of barriers of every type;
 - f) support to cultural, sports and recreational activities.
2. To this end it promotes and implements services specifically aimed at students and staff with disabilities and SLD, to ensure access to and integration into every sphere of university life.
3. All the terms of the current services charter that are declined in the male gender must be considered also in the corresponding female gender.

Article 2 - Staff

1. The promotion, implementation and management of services designed to guarantee persons with disabilities and SLD access to and integration into every sphere of university life are overseen by:
 - Professor with a Rectoral delegation for Disabilities (hereafter Vice-Rector): he or she has functions of coordinating, monitoring and supporting all the initiatives concerning the integration of persons with disabilities who study and work at the University, in observance of Law no. 17 of 28 January 1999. The Vice-Rector meets the Department

professors in charge of matters related to disability and SLD at least once every six months;

- Department professors placed in charge of matters related to disability and SLD: they have functions aimed at favouring a better integration of students with disabilities/SLD into university life and full participation in the planned activities of the study programmes and also intervene to resolve problems of an organisational nature;
- Inclusion Policies Coordination (hereinafter “competent office” or “Service”): this is the administrative structure of the University that is responsible for preliminary inquiries and the fulfilment of procedural requirements regarding the problems tied to disability and SLD in the University Community;
- Technical committee for the wellbeing of the University Community in work, study and research: set up in accordance with the University of Ferrara Code of Ethics in order to improve and guarantee mental, physical, occupational and organisational wellbeing for all the people who work or study at the University.

2. Further services are provided for, with specific assignments of a temporary character:

- Specialised peer tutors: selected senior students, duly trained to support students with a disability/SLD in order to reduce or eliminate every obstacle and ensure that they fit smoothly into the university environment;
- Students with “150 ore” jobs at the University, ER-GO scholarship holders, volunteer community service providers.

Article 3 - Obligations of service recipients

1. In order to benefit from the services provided, users will be obliged to:

- comply with the conditions and timeframes with respect to provision of the services and give notice within 48 hours in advance should they decide not to use them;

- take due care of every instrument or aid received and return it within the time established when it was delivered to them;
- complete the yearly service evaluation questionnaire, the information derived from which will be used to improve the quality and quantity of the services provided.

Article 4 - Tasks of University Staff

1. The technical-administrative, teaching and research staff have the task of:
 - providing the planned services according to the described parameters;
 - providing materials and information in an accessible format;
 - duly storing and maintaining the confidentiality of the data provided by the service recipients.

Article 5 - Financial resources and fund management

1. As regards the support activities conducted on behalf of the University Community with disabilities/SLD, the University may utilise the resources specifically allocated by the Ministry of Education, Universities and Research (exclusively for students), sums specifically allocated in its budget, as well as financial resources and any other assets acquired through donations, agreements or by other means, aimed at the removal of any type of obstacle related to university life.
2. All funds intended for the University Community with disabilities/SLD, including those provided for pursuant to Law no. 17 of 28 January 1999, are included in the University budget and managed according to the accounting procedures defined by the University Regulations for administration, finance and accounting. The administrative management of the funds is overseen by the competent office.

CHAPTER II – SERVICES DEDICATED TO THE STUDENT COMMUNITY

Article 6 - Intended recipients

1. Any persons in possession of at least one of the following certificates, currently valid, or meeting the following criteria may benefit from the services described in this Chapter:
 - a) disability certificate (and revision thereof, where required), issued by medical committees set up in accordance with Italian Law no. 295 of 15 October 1990 (disability) or Italian Law no. 104 of 5 February 1992 (handicap);
 - b) SLD (Specific Learning Disorder) certificate, issued, depending on the applicable regional provisions:

- by the National Health Service;
 - by specialists or private facilities, with a certificate of conformity from the National Health Service;
 - by specialists or facilities accredited by their respective Regional Authority;
- c) students with a disability or SLD enrolled in international mobility programmes being held at the University;
- d) students with a temporary disability, as attested by a medical certificate, resulting from accidents, surgical interventions, hospitalisation, long-term illness or other clinical situations that preclude normal participation in educational activities.
2. The certificates as per the previous paragraph must be submitted, complete with every page and in a legible format, in the specific dedicated section in their personal area of the website.
3. Certificates lacking details about the disability will be accepted solely for the purposes of exemption under Article 19.
4. Within 30 days of their submission, the competent office will assess the certificates and proceed as follows:
- acceptance: in the student's personal area the certification will appear in a "Confirmed" status. No notification will be sent to the person concerned;
 - request for further information: the competent office will notify the person concerned of the need to supplement the documentation submitted, specifying the methods and a reasonable time limit for doing so. Failure to observe the instructions provided by the competent office within the time limit will result in a rejection of the application;
 - rejection: the competent office will notify the person concerned of the impossibility of accepting the certification, as it does not meet the criteria outlined in the previous paragraphs.
5. The provision of services will take place within the limits of the available resources and based on their demonstrated usefulness; assessments may also be conducted for this purpose. The acceptance criteria will be defined in a specific document.
6. As regards access to the services, the intended recipients as per paragraph 1, letters a and b shall have priority.

Article 7 - Guidance for incoming students

1. The University offers future enrollees a guidance service whereby it provides:
 - tools to enable them to gain awareness of their interests and aptitudes;
 - tools for assessment and self-assessment of their motivation to pursue a university career;
 - support in planning out individualised learning paths, also with the aid of techniques and technologies appropriate to the specific case.

Article 8 - Support for admission tests and initial knowledge tests

1. In accordance with current legislation, candidates may indicate any needs arising from their certified disability or SLD in order to request support for taking admission tests; for this purpose they will need to fill out the specific section included in the online registration form for every test and submit an appropriate certificate.
2. The competent office will evaluate the applications according to the procedures and timeframes established by the announcements.
3. In accordance with current legislation, candidates may indicate any needs arising from their certified disability or SLD in order to request support for taking initial knowledge tests; for this purpose they will need to fill out the specific section included in the online registration form for every test and submit an appropriate certificate.

Article 9 - Access to services dedicated to enrolled students

1. In order to obtain the services described in Articles 10 to 17 of this Charter, students enrolled in courses included among the educational offerings of the University must first complete a form to register for the Disability and SLD Service and subsequently request the individual services according to the respective procedures outlined in the dedicated sections of the University website.
2. The consent and preferences expressed in the registration form may be modified or revoked at any time at the request of the student concerned.
3. Absent any modification or revocation, the form will be valid for the provision of services throughout the student's entire university career.
4. Certificates must meet the requirements laid down in Article 6 for the entire duration of the university career.

Article 10 - Specialised peer-to-peer tutoring

1. The specialised peer-to-peer tutoring service has the general objective of supporting students with disabilities and SLD with the aim of removing or limiting any obstacles to their integration into the university.
2. The support is guaranteed through specially trained tutors, with the aid of persons recruited from within and outside the University who have expertise in the subjects involved.
3. The activities included in the specialised tutoring service are defined yearly in a specific project drawn up in accordance with the regulations on the subject of tutoring.

Article 11 - Exam support

1. When taking exams, students may benefit from compensatory and dispensatory measures, to be requested at least 15 days before the scheduled date of the exam session. The measures must be:
 - selected necessarily from the ones specified on the exam registration platform, as these are the only measures validated beforehand by the competent office based on the application form;
 - appropriate to the planned examination procedures: should the granting of one or more measures result in an unduly favourable treatment, the teacher may reject the request or propose the adoption of equivalent alternative measures;
 - used within the limits established by law and the applicable University regulations.
2. The conceptual maps and forms must be sent at least 15 days before the exam to the teacher's email address; the teacher will review them within a reasonable period of time and approve or reject them, or ask for additional information and/or modifications.
3. Failure to meet the time limit stated above will result in the rejection of the requests.
4. In the event of computer-related malfunctions affecting the exam support process, the student must promptly contact the competent office, and may not attribute blame to the latter for failing to meet the time limit.

Article 11-bis - Exemption from exams involving direct presence

1. Those who are in possession of a disability certificate ex law no.104 of 5 February 1992 (handicap) and/or of a disability greater than or equal to 50% can request, in the presence of impending conditions duly certified, an exemption from taking exams "in person".

2. The request must be made contacting the Disability and SLD service via SOS at least 15 days before the scheduled date for the first exam session which it refers to. Within the same term of 15 days the supporting documentation, referred to under this paragraph, must be also uploaded in the section of your personal area of the website dedicated to disability/handicap/SLD certificates.
3. For the purposes of the evaluation of the admissibility of the exemption, the competent office will transmit the medical documentation to a specific commission, elected by Rectoral Decree and composed of 2 UniFe medical area professors expert in the field.
4. In case of a positive result the competent office will upload the exemption in your personal area of the website, which the person concerned can request for every individual exam, through the procedures under article 11.

Article 12 - Ongoing guidance

1. The Service offers students with disabilities or SLD ongoing guidance counselling, which includes the following:
 - evaluation of alternative options to the university path undertaken;
 - advice on applying for curricular internships.

Article 13 - Accessibility and enjoyment of University spaces.

1. Access to and enjoyment of University spaces is guaranteed through the following actions and mechanisms:
 - inspections aimed at detecting the presence of any architectural or sensory barriers, with a definition of corrective measures to be put in place;
 - drafting and updating of the plan to reduce physical and sensory architectural barriers, which will include the corrective measures to be put in place to improve accessibility to university facilities (by way of non-exhaustive example: installation of toilet facilities with fixtures making them easily accessible, such as lowered washbasins and support rails, on every floor of every University building; installation of lifts enabling access to the spaces and facilities located on every floor of every University building; verification that all classrooms are provided with a video projector to facilitate learning during classes through the projection – at the teacher’s discretion – of slides, videos and pictures);

- specific support based on the reports or requests for assistance coming from students with disabilities (by way of example: check on the accessibility of a building to those attending classes, setting up of stations in classrooms or reserved parking bays in campus carparks);
- production of maps detailing the accessibility of buildings, and which can also be read by blind persons;
- drafting and updating, in collaboration with the competent offices and the Head of the Prevention and Protection Service, of guidelines for ensuring the safety of people with disabilities in case of emergencies, in addition to prevention and protection measures put in place in every department according to the features of the building and facilities.

Article 14 - Accompaniment

1. In order to facilitate attendance of classes and participation in all university activities, this service provides for the accompaniment of students with disabilities during their movements both inside and outside the various university facilities and on the occasion of educational field trips, as well as logistic support in classrooms.
2. The service of accompaniment may be provided by the individuals specified in Article 2, paragraph 2 of this Charter.

Article 15 - Assistive technology

1. It is possible to request, based on one's needs, a specific technological aid for attending classes and support for taking exams, which the Service will provide on a free loan for use basis within the limits of material availability and according to the terms communicated at the start of each academic year.
2. Within the limits of its financial resources, the University may issue calls for applications for contributions to enable the purchase of such aids by the students concerned.

Article 16 - Digitisation of textbooks

1. It is possible to request from the Service an accessible copy of textbooks by completing the specific form published on the webpage dedicated to the digitisation service.
2. In accordance with current legislation and where necessary in collaboration with the University library system, the Service will provide the requested copy or instruct the

student concerned on how to obtain it.

Article 17 - Other services for enrolled students

1. In addition to the services described in the previous articles, the following services are provided:
 - a) Sports activity: the University incentivises participation, free of charge, in different sports activities by entering into agreements, in particular with organisations that favour the construction of an educational sports process for every person with disabilities, irrespective of their starting condition, also with the aim of simultaneously educating about paralympic values and favouring the emergence of young talents.
 - b) Intermediation: persons with disabilities or SLD may request the Service to act as an intermediary in relations with individuals or entities both within the University (professors, administrative offices, etc.) and outside (Regional Authority for the Right to Higher Education in Emilia Romagna - ER.GO, local authorities, ministries, associations, etc.), with the aim of:
 - guaranteeing each person's right to receive equal opportunities during their studies;
 - providing Department professors in charge of matters related to disability and SLD with information that is useful for defining the student's individualised educational programme;
 - favouring cooperation among the different actors involved in the specific situation in defining procedures and good practices vis-à-vis the users in their care;
 - increasing awareness within and outside the University about issues tied to disability and SLD.
 - c) Italian Sign Language Interpreting (LIS): within the limit of the total hours established every year by the University, students with hearing impairments may benefit from an Italian sign language interpreting service, which may be used during classes and meetings with teaching staff, for taking exams and in order to participate in seminars and activities supplementing the learning activity provided for in the study programme.
 - d) International incoming and outgoing mobility: in order to facilitate study and work experiences abroad among students with disabilities and SLD, the Service, in cooperation with the competent University offices, provides support during both the application phase and the subsequent organisation of the mobility experience through:

- guidance counselling aimed at finding the most suitable host organisation;
- supplementary contributions obtained by requesting ad hoc funds from the Ministry, the European Union, Regional Authority for the Right to Higher Education in Emilia Romagna - ER.GO and University of Ferrara;
- organisation of an individualised mobility experience (administrative and logistical support, as well as the intermediation of University offices with the host organisation throughout the entire experience).

Article 18 - Guidance for outgoing students

1. The Service offers persons nearing graduation as well as graduates outgoing guidance counselling including the following:
 - proposal of topics for reflection useful for evaluating whether to continue their path in education and training and/or in the job market;
 - evaluation of methods and techniques for active job hunting (drafting of a CV; drafting of a cover letter; management of job interviews);
 - application for post-graduate traineeships.
2. Within the framework of outgoing guidance counselling, the Service, in collaboration with the competent University offices, acts as a mediator in the relationship between employer and candidate, with the aims of:
 - strengthening the relationship between graduates with disabilities or SLD and the University so as to accompany them towards the world of work;
 - facilitating a process of integration that is as personalised as possible and structured taking into account of the person's specific potentialities and peculiar needs.

Article 19 - Tuition exemption for students with disabilities

1. The University applies exemptions from payment of student tuition fees in accordance with current legislation.
2. For the purposes of applying exemptions, the Service shall examine the certificates as per Article 6 of this Charter and transmit the data to the University department responsible for tuition-related matters.

CHAPTER III – SERVICES FOR STAFF WITH DISABILITIES AND SLD

Article 20 - Intended recipients

1. The beneficiaries of the services described in this Chapter are members of the technical-administrative, teaching and research staff:
 - a) with a disability or SLD permanently employed by the University;
 - b) with a disability or SLD enrolled in international mobility programmes or hosted as guests on the basis of institutional agreements;
 - c) with a temporary disability.
2. In order to access the services dedicated to staff, applicants must submit a specific request from their personal University e-mail address to inclusion@unife.it.
3. The provision of the services will take place within the limits of the available resources and based on their demonstrated usefulness; assessments may also be conducted for this purpose. The acceptance criteria will be defined in a specific document.

Article 21 - List of services for staff members

1. Accessibility and enjoyment of University spaces. This service is provided through the following actions:
 - inspections aimed at detecting the presence of any architectural or sensory barriers, with a definition of corrective measures to be put in place;
 - drafting and updating of the plan to reduce physical and sensory architectural barriers, which will include the corrective measures to be put in place to improve accessibility to university facilities (by way of non-exhaustive example: installation of toilet facilities with fixtures making them easily accessible, such as lowered washbasins and support rails, on every floor of every University building; installation of lifts enabling access to the spaces and facilities located on all floors of every university building; etc.);
 - specific support based on the reports or requests for assistance coming from staff with disabilities;
 - production of maps detailing the accessibility and usability of buildings;
 - drafting and updating, in collaboration with the competent offices and the Head of the Prevention and Protection Service, of guidelines for ensuring the safety of people with disabilities in case of emergencies, in addition to prevention and protection measures put in place in every department according to the features of the building and facilities.
2. Accompaniment. In order to facilitate participation in training sessions, staff meetings,

seminars and all other university activities, the accompaniment service provides for the persons specified in Article 2, paragraph 2 of this Charter to accompany staff with disabilities during their movements inside the various university facilities and to provide logistic support accordingly.

3. Sports activity. The University incentivises participation, free of charge, in different sports activities by entering into agreements, in particular with organisations that favour the construction of an educational sports process for every person with disabilities, irrespective of their starting condition.
4. Digitisation of lecture notes or parts of textbooks. As part of the Service, staff members may request scanning of texts in a digital format if they are not available in an accessible format. The materials to be converted by means of a scanner and OCR software must be in the best possible conditions (no underlining, highlighted parts, notes or remarks in the margins). The time required will depend on the text size and format. It is not normally possible to accept requests that have not been submitted duly in advance.
5. Italian Sign Language Interpreting (LIS). Within the limit of the total hours established every year by the University, staff members with hearing impairments may benefit from an Italian sign language interpreting service, which may be used during participation in office meetings, assemblies, seminars and other activities organised by the University.
6. International mobility. The Service, in cooperation with the competent University offices, provides support during both the application phase and the subsequent organisation of stays abroad for teaching or training within the framework of the “Erasmus+” Programme or other projects authorised by the University.
7. Work integration. In accordance with Article 39-ter of Legislative Decree no. 165 of 30 March 2001, the University appoints a Disability Manager to oversee the processes of integrating people with disabilities; he or she:
 - defines organisational measures, after consulting the appointed physician of his or her administration and where applicable the technical committee as per Law no. 68 of 12 March 1999, and proposes, if necessary, technological solutions to facilitate work integration, also for the purposes of the necessary and reasonable arrangements as per Article 3, paragraph 3-bis, of Legislative Decree no. 216 of 9 July 2003;
 - verify the implementation of the integration process and report any situations of discomfort or difficulty in integrating to the competent services.

The Service is responsible for monitoring and adopts measures accordingly to upgrade workstations in terms of ergonomics, architectural accessibility and computer technology in observance of the current provisions of law.

8. Counselling. All technical-administrative and teaching staff may avail themselves of the support of a psychological help-desk when they feel targeted by behaviour that harms their dignity, the aim being to improve and assure their mental, physical, occupational and organisational wellbeing.

CHAPTER IV – FEEDBACK ON SERVICES

Article 22 - Complaints and suggestions

1. All suggestions for improving the University's services, complaints or reports of unsatisfactory service may be sent either:
 - directly to the competent office, by means of the application SOS – Servizio Disabilità e DSA;
 - or to the Public Relations Office (URP), which will promptly forward them to the competent office; the latter will take responsibility for them and the reply to the user. Communications can be sent by e-mail to the address urp@unife.it, with a specification of the sender's name and surname, e-mail address and phone number.
2. The competent office will inform the user about the state of progress of the investigation and give a reply upon the conclusion thereof within 30 days of receiving the report, specifying what steps the University has taken to solve the problem. In the event that this is not possible, it will explain the reasons for the continuation of the situation.
3. The suggestions and complaints received will be periodically reviewed and used by the competent office to improve the services provided.

Article 23 - Evaluation of services

1. The competent office conducts periodic surveys on the activity carried out to verify compliance with the commitments undertaken as per this Charter and seeks solutions to improve the services provided to users.
2. On a yearly basis, the University Evaluation Unit prepares a general report with an evaluation of the initiatives to support people with disabilities, in accordance with the provisions of Law no. 17 of 28 January 1999. The results of the evaluation are sent to the competent bodies and are also made public on the University Portal. They may be retrieved by accessing "Documents

of the Unit” section on the page dedicated to the Evaluation Unit.

CHAPTER V – FINAL AND TRANSITIONAL PROVISIONS

Article 24 - Additional Services

1. The Vice-Rector will decide whether additional services should be set up in relation to particular needs and at the specific requests of students or staff, after verifying feasibility, administrative responsibility and the sustainability of the related costs with the technical support of the competent offices.

Article 25 - Entry into force

1. The present Service Charter is issued by decree of the Rector and shall enter into force the day after its issuance
2. The non-significant alterations to the current Service Charter, for example the classification of positions or offices, can be adopted with a Decree of the General Management.

Article 26 - Transitional provisions

1. The provision contained in Article 10 will enter into force for students registering for exam sessions held starting from 7 June 2021.
2. In view of the COVID-19 health emergency and in accordance with the relevant provisions of law and ministerial decrees, certifications no longer valid will be accepted until the end of the academic year in which they were submitted. In such cases students will be required to submit a receipt of the appointment made for the purpose of obtaining certification or a declaration attesting that they are on a waiting list, issued by the competent authority or drawn up in accordance with Article 47 of Presidential Decree 445/2000.