



**ALMA MATER STUDIORUM - UNIVERSITÀ DI BOLOGNA**

**School of Economics, Management and Statistics  
Campus Rimini**

**Abstract for the English version**

The Italian language version of the act (DD n. 8 /2014, Prot. 393 del 10/03/2014) is prevailing with regard to the exact interpretation of the rules contained within, also in case of potential disputes.

***Master of Science- Second Level Degree Program***

**Service Management**

(Cod. 8842)

Degree Class: LM-77 (Scienze economico-aziendali)

**Academic Year 2014/2015**

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## INTRODUCTION

All the information about the **Service Management** Program (regulation, program profile, learning outcomes, study plan, contact details, etc.) are available on the website: <http://corsi.unibo.it/aeci/Pagine/international-curriculum-in-service-management-sem.aspx>

- The Program is entirely taught in English and will be held at Campus Rimini.
- The admission to the Program is regulated by an assessment of the candidate's skills.
- Numerus clausus (see **1- Available positions** below)

All candidates, including transferring students from other degree programs of the University of Bologna or from other Universities, will be required to follow the same selection procedure.

The Office in charge of this call for application is the following:

Ufficio Segreteria Studenti - Campus di Rimini  
Via Cattaneo, 17 - 47921 Rimini  
Telefono: 0541/434234  
Fax: 0541/434348  
Mail: [campusrn.studenti@unibo.it](mailto:campusrn.studenti@unibo.it)

As University web site please refer to [www.unibo.it](http://www.unibo.it), if not specified otherwise.

**For further details, please refer to the administrative coordinator at:** [ems.rn.international@unibo.it](mailto:ems.rn.international@unibo.it)

## 1 - AVAILABLE POSITIONS

There are **30** available positions for admission to the Master of Science, second level degree, in Business Administration and Management, curriculum **Service Management** (from now on **AEGI - SEM**) in the academic year 2014/2015.

**Students who have not completed their first level degree (bachelor) may participate in the selection process, but they must graduate before October 31, 2014.** Applicants who do not complete the graduation within this date, lose their right to enroll **AEGI-SEM**.

- n. 14 Italian citizen or EU citizens or non-EU citizens with equivalent qualification;
- n. 12 non-EU citizens resident abroad;
- n. 4 Chinese citizens from the Marco Polo program

If the positions reserved to students joining the Marco Polo program are not fully covered, they will be made available to Non-EU candidates resident from outside the EU.

If the positions reserved to non-EU citizens are not fully covered, they will be made available to candidates who are citizens of the European Union, or from countries of comparable qualification.

Candidates may apply for one, the Curriculum in **Service Management** in English language or for both the curricula in Italian language **Amministrazione e controllo di impresa** and **Gestione di impresa**, submitting two separate applications, according to deadlines as per art. 5 of the official act (DD n. 8/2014, Prot. 393 del 10/03/2014) Curriculum in **Service Management** and art. 10 of the official act (Decreto Dirigenziale n. 8/2014, Prot. 393 del 10/03/2014) for Curricula **Amministrazione e controllo di impresa** and **Gestione di impresa**.

## 2 - ADMISSION REQUIREMENTS

To be admitted to **AEGI-SEM** it is necessary to:

Have at least a first level degree (Bachelor's) or an equivalent degree in any discipline from an Italian or foreign university that has been deemed eligible;

Should candidates present a foreign qualification, the committee as mentioned in art. 6 (Decreto Dirigenziale n. 8/2014, Prot. 393 del 10/03/2014) will evaluate the eligibility of such qualification.

English language knowledge is required. Candidates must possess a minimum B2 level or equivalent in order to be admitted to the degree program. English knowledge will be verified as stated in art. 5 below.

**Students who have not completed their first level degree (bachelor) may participate in the selection process and will be admitted eventually, but they must graduate before October 31, 2014.** Applicants who do not complete the graduation within this date, lose their right to enroll in AEGI-SEM.

### **3 - FOREIGN CITIZENS**

#### **A) CITIZENS FROM COUNTRIES WITH COMPARABLE QUALIFICATION TO EU**

These include:

- citizens from Norway, Iceland, Liechtenstein, Switzerland and the Republic of San Marino;
- non-EU citizens holding a permit of stay (permesso di soggiorno) or a permit to stay for reasons of subordinate or autonomous work, for family reasons, for political asylum or for religious reasons;
- non-EU citizens who have established a stay of at least one year in possession of a degree obtained in Italy;
- non-EU citizens who are holders of diplomas from Italian schools abroad or foreign or international schools, working in Italy or abroad, subject to bilateral agreements or special regulations for the recognition of degrees that satisfy the general conditions required for the entry for study;
- political refugees;
- staff of foreign diplomatic offices (Embassies/Consulates) as well as International Organizations based in Italy - accredited either at the Italian Government or at the Holy See - along with their family members (husband / wife and children);
- candidates holding a valid permit of stay for study reasons already enrolled in a degree course as long as regularly established in Italy for one year.

#### **B) NON EUROPEAN CITIZENS RESIDENT OUTSIDE OF THE EUROPEAN UNION**

The regulations for admission of **non EU citizens resident abroad** were defined by the Ministry of Education, University and Research. More details available here: <http://www.studiare-in-italia.it/studentistranieri/>

While waiting for the release of the permit of stay, the candidates will be admitted and enrolled conditionally to the delivery of the same.

### **4 6 CANDIDATES WITH DISABILITIES**

**Candidates with disabilities or specific learning disorders** must explicitly request any reasonable adjustments which may be necessary, as well as any special equipment in relation to their disability or disorder, to hold the admission test to AEGI-SEM.

Candidates with disabilities are: blind students, who are affected by absolute blindness or a residual vision not exceeding one tenth in both eyes; deaf students, who are affected by deafness from birth or before learning a spoken language; students with a percentage of civil disability equal to or exceeding 66%. These disabilities have to be certified by an appropriate medical documentation issued by competent health authorities.

Candidates with specific learning disorders (DSA) are: students with dyslexia, dysgraphia, dyscalculia and dysorthographia. These learning disorder have to be certified by appropriate clinical documentation issued by no more than three years by the National Health Service or professional. The certifications must be sent to the Registrar office within the deadline.

Candidates with disabilities or with specific learning disorders may be invited before the admission test to conduct an interview with a special committee that will eventually ask the advice also of external experts. This interview will assess the compatibility of the candidate with the educational activities planned for the Master of Science according to the ICF logic of International Classification of Functioning, Disability and Health (OMS).

## 5.6 APPLICATION TO THE ADMISSION PROCEDURE

Applications deadline is **15th May 2014, h 12.00 (GMT +1)**

In order to apply to the selection procedure, please follow these steps:

**First Step** (necessary only if you do not have a UniBo account):

1. Connect to [www.studenti.unibo.it](http://www.studenti.unibo.it) to create your personal User ID and Password by clicking on "Se non sei ancora registrato, vai qui" (It's now possible to switch to English language, if necessary).
2. Register by providing the required information (In case you are a **foreign** student and you do not have an Italian Tax ID (Codice Fiscale), you can click on "International students registration" and fill in the form to create your User ID and Password.
3. After your first access you will be asked to change your password. Please remember your Username and Password as they will be always required to access your profile.

**Second Step** (Username and Password required)

1. Access the online service [www.studenti.unibo.it](http://www.studenti.unibo.it) using the same username and password
2. Click on "Register for an entrance exam" "AlmaWelcome!"
3. Select "Second cycle degree program" and then "next"
4. Select "Amministrazione e Gestione di Impresa" "curriculum" "Service Management" and then "next"
5. Upload all the required documents in .pdf format
6. Pay the application fee (60,00 €), **within the above mentioned deadline (May 15<sup>th</sup>, 2014 at 12pm GMT +1)** exclusively through one of the following methods (other methods are not accepted):
  - a. *on-line*, by credit card (Visa, Mastercard, Diners, American Express), even if the holder of the credit card is not the candidate;
  - b. *through any UniCredit Bank Agency* using the appropriate payment code printed during the online registration (the list of Unicredit Bank agencies is available on the UniCredit website).Payments from different banks agencies **are not allowed**, neither through bank transfers nor postal offices.  
The application fee is not refundable.  
No documents need to be sent to the offices.

**Only candidates who finalized application procedure will be accepted to the admission process within deadline above mentioned.**

### List of the required documents

(.pdf form, in English language)

- 1) CV form. (please see file in attachment "CV TEMPLATE");
- 2) Motivation letter;
- 3) A copy of a valid identity document (ID card, or passport);
- 4) A copy of your permit of stay (if possessed);
- 5) One or two reference letters (*optional*) Please note that these documents must be in English;
- 6) First Cycle Degree (*if already possessed*) and transcript of records  
International applicants and non EU applicants are required to provide to submit a degree certificate with qualification, final grade and list of exams with transcript of records. Applicants with Italian qualification, EU applicants and equivalent applicants are required to provide a self certification with qualification title, final grade, list of exams and transcript of records. Graduates of the University of Bologna shall specify their condition in the CV, as to require the degree certificate from administrative offices;
- 7) Any document proving International work/study experiences (*optional*);
- 8) English language certificate (B2 level), (*optional*).

## 6 - SKILLS ASSESSMENT

The Committees, nominated by the Board of the School of Economics, Management and Statistics, consisting of at least three members and substitutes, selected among professors and researchers of the Degree Programme will evaluate the applications.

### Part 1: CV Evaluation (min 40/100) by the appointed Committee

Merit and academic background (together with the duration of the degree, the final grade and relevance of the obtained degree): up to 40 points.

Relationship of the Bachelor Degree with the objectives of the AEGI-SEM outline: up to 30 points.

CV and international studying or working experience: up to 15 point.

Letter of Motivation (quality of its contents): up to 15 points.

Only candidates with a score from 40/100 are admitted to the second part of the selection procedure.

Within **May 22, 2014**, the list of the candidates admitted to the interview will be available at [www.studenti.unibo.it](http://www.studenti.unibo.it)

### Part 2: Interview (min 60/100)

The second part of the selection process consists of an interview in English evaluating the personal motivation, attitude and skills of the candidates. The Commission also evaluates the candidate's approach to team-working and problem solving, and his/her attitude in social relations.

Candidates will check the day and time of their interview at <http://corsi.unibo.it/aeci/Pagine/international-curriculum-in-service-management-sem.aspx>

The interviews will be held on:

**May 27, 28, 29 - 2014 from 9 a.m. GMT+1  
at the School of Economics Management and Statistics, Meeting Room  
in Via Angherà, 22, Rimini (II floor).**

Candidates may ask for an alternative off-site interview method (to be held on the same dates) via skype and indicate it in the CV Form.

The Committee will check personal identity of all candidates. Please remember to bring the same ID/passport used for application procedure.

**The skills assessment for the curriculum Service Management is passed with a score equal to or greater than 100/200.**

## 7 6 ENGLISH LANGUAGE KNOWLEDGE

Non native English speaker or graduates of BA degree not taught in English language or graduates in any degree other than foreign languages or equivalent qualification are required to provide an official English language certificate.

Accepted certification are listed here: <http://www.cliro.unibo.it/portale/equiparazione/tabelle.asp>

Should the candidate not have any certification, the English knowledge will be evaluated during part 2 of the skills assessment process.

## 8 6 ADMISSION RANKING

Candidates who achieve a score lower than 40/100 in the part 1 and lower than 60/100 in part 2 will not be able to enroll to AEGI - curriculum in **Service Management**).

Candidates who achieve a score equal or greater than **100/200** (at least 40/100 in part 1 and at least 60/100 in part 2) are

considered accepted and will be placed in the list of admitted applicants for the degree program in Amministrazione e Gestione di Impresa ó curriculum **Service Management**.

In case of equal score between candidates, the younger will precede.

**The list of admitted candidates will be available online [www.studenti.unibo.it](http://www.studenti.unibo.it) by 5<sup>th</sup> June 2014**

The positions left available can then be filled through the established process for the rolling enrolment according to art. 12

## **9 ó SECOND ROUND (if available)**

Exclusively in case of places left available, a second round of selection will be scheduled with the same conditions of the first round.

By 30th July 2014 the Registry Office (Segreteria Studenti) will publish notification here: [www.studenti.unibo.it](http://www.studenti.unibo.it) with the following deadlines:

- Application deadline: **25th August 2014, h 12.00 (GMT +1)**
- List of candidates admitted to the interview: **28th August 2014**
- Interview: **1st September 2014**
- Final admitted candidates list: **4th September 2014.**

## **10 ó ENROLLMENT PROCEDURE FOR ACCEPTED CANDIDATES**

### **A) First enrollment at the University of Bologna**

Enrollment deadline ó first round: 18<sup>th</sup> June 2014, h 12 (GMT +1)

Enrollment deadline ó second round (in case of places left available): 11<sup>th</sup> September 2014, h 12 (GMT +1)

**Accepted students, starting from above mentioned dates and not later than above mentioned deadlines, shall:**

- 1 **login** on line [www.studenti.unibo.it](http://www.studenti.unibo.it) using username and password.
- 2 **fill in, print and sign the enrollment form** with personal details, self certification of degree qualification, and be aware of consequences under art. 496 of penal code regarding false declaration, in which case the candidate will be not enrolled and will lose any right to benefits, without any reimbursement.
- 3 **pay for the first installment** ó or pay the total amount - according to the procedures published online at [www.studenti.unibo.it](http://www.studenti.unibo.it)

No payment will be accepted from different banks, or postal offices.

Documents to be presented at the Registry Office (Segreteria Studenti):

- Signed copy of application form;
- n. 1 photo passport sized (NON EU citizens under art. 3, B shall bring 2 photos - one shall be authenticated - to the Italian representative abroad when pre-enrolling);
- front/back copy of id or passport, showing the original;
- receipt of first installment payment or total amount payment;
- for non eu citizens: residence permit/permesso/carta di soggiorno or, if requested and not received yet, copy of submitted request; in such case the enrollment will be conditional to the exhibition of residence permit;
- for those who require the recognition of previous academic career: substitute declaration of degree certificate with transcript of records, to be downloaded online on Studenti Online;
- graduates abroad shall also provide the documents as on Unibo Website: [http://www.unibo.it/en/teaching/enrolment-transfer-and-final-examination/enrolling-in-first-or-single-cycle-degree-programme-foreign-qualification?set\\_language=en](http://www.unibo.it/en/teaching/enrolment-transfer-and-final-examination/enrolling-in-first-or-single-cycle-degree-programme-foreign-qualification?set_language=en) under öRegistrationö.

**Documents released by international authorities** shall be translated and legalized in Italian, included öDeclaration of Valueö from the Italian Representative abroad.

Shall candidates not pay first installment within due date, will be excluded from the list and their place will be available for open places in second round selection.

Sub condicione students shall prove to the Students Affairs by **7 November 2014** (via mail at: [campusrimini.studenti@unibo.it](mailto:campusrimini.studenti@unibo.it) or via fax at 0541/434348) to be graduated by 31/10/2014. Notification shall show front/back copy of id. The Students Affairs office will proceed with further controls. Candidates who will not graduate by 31/10/2014 will be excluded from the selection, although in the list of accepted applicants and already enrolled.

**NB: After enrollment on the website [www.studenti.unibo.it](http://www.studenti.unibo.it) , candidates can book a date and time to bring documents to the appropriate office. The date shall be within deadlines; shall not be places available, he/she will book a different day even after deadline, but payment shall be made within due date.**

#### **B) Candidates from other Universities**

Candidates transferring from other Universities are required to:

1. follow instructions for registration as in A above, specify they are transferring from another University and pay the first installment or full amount, **within deadlines in A above**;
2. handle the above mentioned documents in A to the Registry Office (Segreteria Studenti);
3. submit request of tranfer to the original University (even after enrollment) **within due date**.

In order to finalize enrollment the candidate shall pay Unibo fees and also the transfer fees (the exact amount will be confirmed by the academic bodies by April).

#### **C) Candidates transferring from other Degree Programmes of the University of Bologna (Passaggi)**

Candidates transferring from other Degree Programmes of the University of Bologna are required to:

1. follow instructions for registration as in **A** above, specify they are transferring from another University and pay the first installment or full amount, **within deadlines in A above**;
2. handle documents in **A** to the Registry Office (Segreteria Studenti);

Candidates shall submit **transfer request** following instructions on Studenti Online ([www.studenti.unibo.it](http://www.studenti.unibo.it)).

In particular, candidates shall start the procedure starting from **28 July 2014 until 30 September 2014**:

For further details, please address requests to Registry Office (Segreteria Studenti).

#### **11 6 FEES AND BENEFITS**

**For any kind of benefit, refer to ER.GO [www.er-go.it](http://www.er-go.it) (new call for application July 2014).**

Official fees will be published online:

[http://www.unibo.it/en/teaching/enrolment-transfer-and-final-examination/tuition-fees-and-exemptions/tuition-fees?set\\_language=en](http://www.unibo.it/en/teaching/enrolment-transfer-and-final-examination/tuition-fees-and-exemptions/tuition-fees?set_language=en)

**Annual fees will be approved by the Academic Bodies in April 2014. For general reference the approximate AEGI-SEM fees are available online:** <http://corsi.unibo.it/aeci/enrollment-to-second-cycle-degree-service-management-sem.htm>

#### **12 6 OPEN POSITIONS**

Upon conclusion of the enrolment process, the positions left available can then be filled through the established process for the rolling enrolment.

After deadline enrollment, on 23<sup>rd</sup> June 2014 the Registry Office (Segreteria Studenti) will publish online [www.studenti.unibo.it](http://www.studenti.unibo.it) the number of positions left available.

**From 23<sup>rd</sup> until 27<sup>th</sup> June 2014 h 12 (GMT +1), any candidate in the list can start enrollment procedure as follows:**

- 1 **log in** on line: [www.studenti.unibo.it](http://www.studenti.unibo.it) using username and password.
- 2 **confirm explicitly** the interest in enrollment, selecting the appropriate button.

IMPORTANT: those candidates that do not indicate on Studenti Online their willingness to enroll to AEGI- SEM will be excluded by the rolling procedure and will lose their right to enroll.

This simple procedure represents a declaration of interest in enrollment and does not replace enrollment itself.

The ranking list of admitted candidates will be published online [www.studenti.unibo.it](http://www.studenti.unibo.it) by 4<sup>th</sup> July 2014.

**After this date all admitted candidates shall proceed with enrollment until 15 July 2014, h 12 (GMT +1), according to the previous art. 13 of the official act (DD n. 8/2014, Prot. 393 del 10/03/2014).**

There will be no open position procedure during second round selection.

### 13 - DEADLINES TABLE

Application deadline	15 <sup>th</sup> May 2014 h 12 (GMT +1)
Admitted candidates to the interview	22 <sup>nd</sup> May 2014
Interview	27, 28, 29 May 2014
Shortlist of accepted candidates and opening of enrollment procedure	5 <sup>th</sup> June 2014
Enrollment deadline	18 <sup>th</sup> June 2014 h 12 (GMT +1)
List of accepted candidates for open places and declaration of interest	23 <sup>rd</sup> June 2014
Deadline for declaration of interest in open places	27 <sup>th</sup> June 2014 h 12 (GMT +1)
List of accepted candidates in open places and opening of enrollment procedure	4 <sup>th</sup> July 2014
Deadline for open places enrollment	15 <sup>th</sup> July h 12 (GMT +1)
Call for second round selection (eventually)	30 <sup>th</sup> July 2014
Second round selection ó application deadline	25 <sup>th</sup> August 2014 h 12 (GMT +1)
Shortlist of admitted candidates to the interview	28 <sup>th</sup> August 2014
Interview	1 <sup>st</sup> September 2014
Shortlist of accepted candidates and opening of enrollment procedure	4 <sup>th</sup> September 2014
Enrollment deadline	11 <sup>th</sup> September 2014 h 12 (GMT +1)



For technical support during the online application:

**Studenti Online Help Desk:** [help.studentionline@unibo.it](mailto:help.studentionline@unibo.it)

**AEGI\_SEM Program administrator:** [ems.rn.international@unibo.it](mailto:ems.rn.international@unibo.it)

Administrator of the procedure on behalf of the Registrar of the School of Economics, Management and Statistics of  
Bologna: Dott.ssa Annalisa Ercolani.