

# Survival Kit

Your complete guide to starting university life in Italy





# Welcome to H-FARM College

*A message from Antonella Sannella,  
Managing Director*

## Dear Students,

On behalf of the entire team of H-FARM College, I would like to warmly welcome you to our community.

You are about to begin or continue an important chapter of your life. For some of you, this is the first step into university life; for others, it is a moment of consolidation, discovery, or preparation for the professional world. Each journey is different, yet all of them are equally meaningful.

This guide was created to support you during your first steps at H-FARM College, to help you find your way, answer practical questions, and remind you that you are part of a community that cares about you and your journey.

Studying abroad is more than an academic choice. It is a moment in which you face new challenges, experiences, and relationships, often for the first time. It is a phase of life that will stay with you forever, and one that deserves to be lived with awareness, curiosity, and depth.

At H-FARM College, we strive every day to create experiences that allow you to learn by doing, to meet inspiring people willing to share their stories, and to work on ambitious and complex projects together with your peers. We are proud of the courage, dedication, and ambition our students show when facing difficulties, and of the way you grow through them, together.

Our community is becoming increasingly international, and this is one of our greatest strengths. Every student who comes from another culture brings with them an extraordinary richness. All it takes is curiosity and openness to explore it, travel far—sometimes without moving—and broaden your horizons. I encourage you to do so.

We deeply care about you as individuals, not only as students. Our commitment is to support you in discovering who you are, surprising yourselves with what you can achieve, and feeling accompanied throughout your journey, academically and personally.

We are happy to welcome you here and to walk beside you during this journey of growth, learning, and self-discovery.

***Welcome to H-FARM College.***

“  
**Our community is becoming increasingly international, and this is one of our greatest strengths.**  
”

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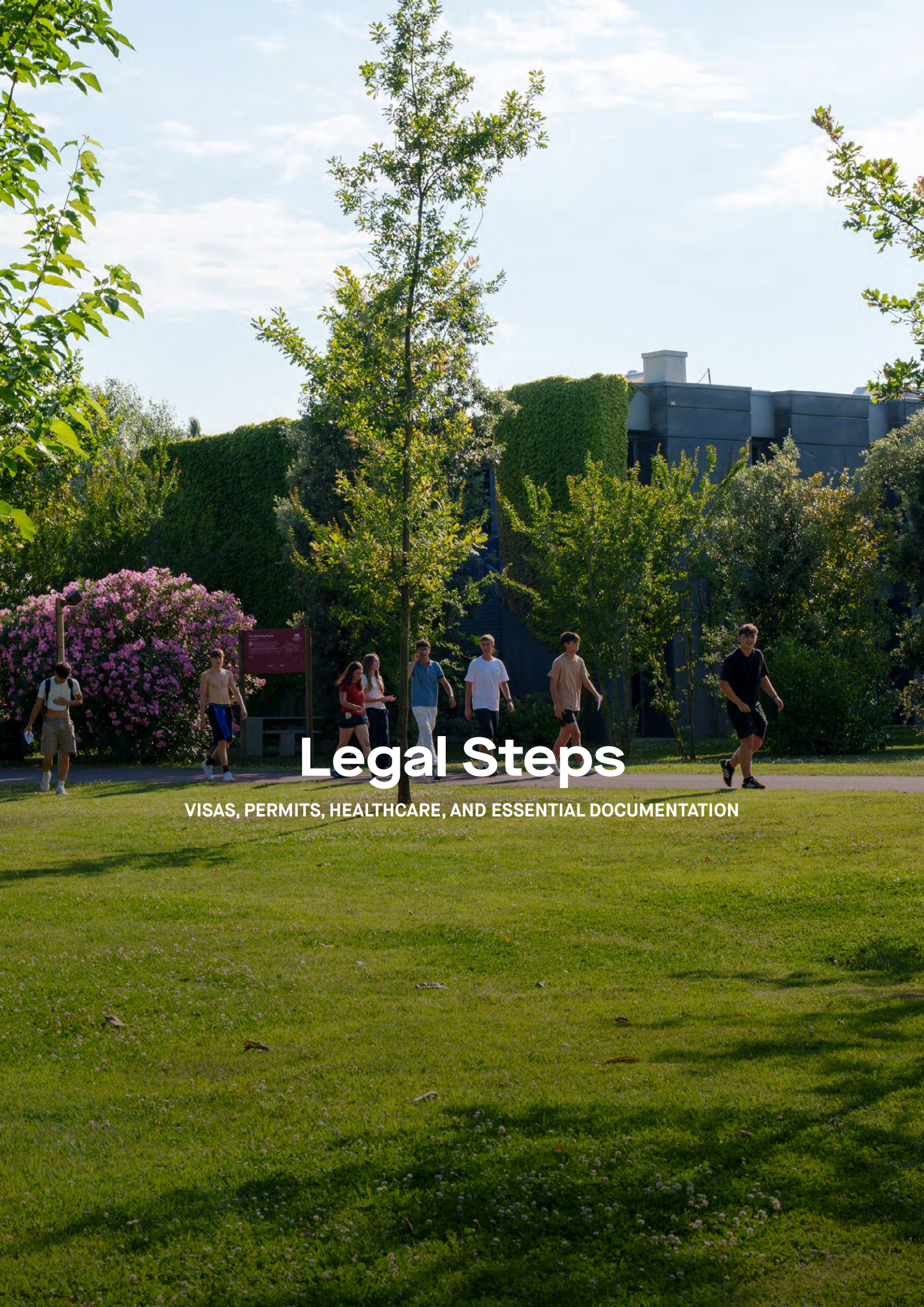
**Living arrangements, mobility,  
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# Legal Steps

VISAS, PERMITS, HEALTHCARE, AND ESSENTIAL DOCUMENTATION

## Codice Fiscale (Italian Tax Code)

The Codice Fiscale is your Italian tax identification number. You will need it for housing contracts, bank accounts, healthcare...

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**Digital Management:** Ca' Foscari University of Venice can issue your Codice Fiscale directly.

**Email:** [immigrationteam@unive.it](mailto:immigrationteam@unive.it)

You will receive instructions and a Codice Fiscale certificate, which is already valid.

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**University of Chichester:** the Codice Fiscale is issued through the Admission Team.

**Email:** [international.hub@h-farm.com](mailto:international.hub@h-farm.com)

Contact the Admission Office of H-FARM College for instructions.

## Residence Permit (Permesso di soggiorno)

If you are a non-EU student staying in Italy, you must apply for a residence permit **within 8 working days** of your arrival in Italy. **Missing the 8-day deadline can cause serious administrative issues.** Below are the 6 steps to complete your application.

### STEP 1

#### Get the application kit (Kit Giallo)

Go to any Post Office (Poste Italiane) and ask for a residence permit kit. You will receive a **white and yellow envelope** containing the application forms.

### STEP 2

#### Prepare the application kit

Fill in **MODULO 1** -> Follow the [official instructions](#) provided by Ca' Foscari University of Venice, if you need further help filling in the application:

- **Digital Management students:** email [immigrationteam@unive.it](mailto:immigrationteam@unive.it)
- **Chichester students:** email the Admission Office of H-FARM College [international.hub@h-farm.com](mailto:international.hub@h-farm.com)



## Required documents:

Application form (**MODULO 1**), completed

Copy of **passport** (only the page with your personal data) + Copy of visa and border stamp

€16 **Marca da bollo stamp**. You can buy it in any tobacco shop (tabaccheria)

Copy of **Health Insurance**. See "Healthcare" Section for more detail

Copy of **Declaration of Financial Support**, one of the following:

- official scholarship documentation (If you have any scholarship) or
- bank statement in your name or
- copy of a bank card in your name

Copy of Certificate of Enrollment

- **Digital Management students:** email [immigrationteam@unive.it](mailto:immigrationteam@unive.it)
- **Chichester students:** email the Admission Office of H-FARM College [international.hub@h-farm.com](mailto:international.hub@h-farm.com)

Copy of a proper Accommodation Contract, one of the following:

- **Private rental:** registered contract including your name, tax code, and registration proof from the Revenue Office (Agenzia delle Entrate)  
**It is your landlord's duty to register it**
- **Hosted** by a friend or a family member: [declaration of hospitality](#)
- **University residence:** official accommodation certificate
- **Hotel / BnB:** receipt with your name, accommodation details, and stay duration

### STEP 3

**Submit the kit with all the documents listed above at the Post Office and pay the fees of €70.46** (residence permit card fee) + **€30.00** (postal service fee).

#### You will receive:

The Post Office receipt (**Accettazione Assicurata**). It has two barcodes and it is valid as your **temporary residence permit** until you will get the final residence permit card

An **appointment sheet** with the date and time of your fingerprint appointment and the location of the **Questura (Immigration Office)**.

**Both documents are required and must be kept safe.** **Post Office staff** may not speak English. Bringing a **friend** can be helpful.

### STEP 4

#### Digital Management students ONLY:

Send a scanned copy of the Post Office receipt to [immigrationteam@unive.it](mailto:immigrationteam@unive.it)

### STEP 5

#### Fingerprinting appointment

Submit:

- **4 passport-size photos** (white background)
- Post Office **receipt + appointment sheet**
- **Original** documents of everything submitted in STEP 2
- Any missing documents (integrations), if you could not deliver before

Your fingerprint appointment will take place at the **Questura** responsible for the **city or province where you live. Always follow the address written on your appointment sheet.**

#### Practical tips:

- Arrive **early** (around **8:00 AM**), even if your appointment time is later
- Appointments are often handled in **order of arrival**
- The office is usually **very crowded**, so be prepared to wait
- When you arrive, take a **numbered ticket** and show your appointment document when called

After your fingerprint appointment, you can check the status of your permesso [here](#), with the **User ID and Password** you can find on your **Post Office receipt**.

## STEP 6

### Collect your residence permit card


When the card is ready, you will usually receive an **SMS on the Italian phone number you included in your application**. Go to the Questura indicated on your appointment sheet and bring: **Valid passport + Post Office receipt**.

#### Important notes:

- The collection **must be done in person** — someone else cannot collect the card for you
- Processing times may vary; **4 weeks is an approximate timeframe**, not a guarantee
- Keep your postal receipt until you physically receive the permit card

Once you collect your residence permit card, you must **send a copy (front and back)** to the relevant office **as soon as possible**.

- **Digital Management students:** email [immigrationteam@unive.it](mailto:immigrationteam@unive.it)
- **Chichester students:** email the Admission Office of H-FARM College [international.hub@h-farm.com](mailto:international.hub@h-farm.com)

 If the university does not receive a copy of your valid residence permit, this may affect your **legal status as a student in Italy**, ability to, register for exams, enroll in the following academic year, and graduate.

## Healthcare

Non-EU students in Italy are **required** to have health insurance to apply for a **residence permit**. The permit's validity is tied to the insurance coverage, up to a maximum of 12 months.

**Example:** if your health insurance is valid for **6 months**, your residence permit will also be issued for **6 months**.

While non-EU students have three coverage options, joining the **Italian National Health Service (SSN) is strongly recommended**.

### Additional support for Digital Management students

Ca' Foscari University of Venice offers UNI-QUEST, a dedicated help desk for international students. At **UNI-QUEST:**

- you receive the **official kit**
- staff help you **fill in the forms**
- Your documents are **checked before submission**.

This support makes the process **easier**, but **does not change the procedure** itself.

#### Work & Renewal Rules:

- Non-EU students with a valid residence permit may work up to **20 hours per week** (maximum **1,040 hours per year**).
- To renew the residence permit, students must demonstrate **adequate academic progress** each year.
- Failure to meet **academic or legal requirements** may affect renewal eligibility.

#### OPTION 1

### Private health insurance purchased abroad

You can buy private health insurance in your country before leaving. It should be **validated by the Italian embassy** and translated into Italian or English.

#### Remember that it should:

- cover **all medical risks** (illness, accidents, hospitalization)
- cover the **entire period of your stay** in Italy (with clear start and end dates)
- clearly state the **insurance holder's name**
- include information on **reimbursement procedures**



If a **health agreement** between **your country** and **Italy** allows free access to the SSN, get the agreement documentation from the Italian embassy/consulate and submit it to the nearest ATS office upon arrival in Italy.

## OPTION 2

### Italian National Health Service (SSN)

You can enroll **after residence permit application** and receiving the **Post Office receipt**. The SSN provides the same healthcare benefits Italian citizens receive, including: free choice of a GP, free admission to public and certified private hospitals, reduced fees of medical tests, and issuance of the **Tessera Sanitaria** (health card).

- The service covers a full calendar year, effective from **January 1st** through **December 31st**.
- ⚠️ • SSN registration cannot be applied retroactively (**no backdating**), and the associated fee is **non-refundable**.
- ⚠️ • The fee is a **set amount** and will not be split up based on the period of use.

#### Payment Process

Get an **F24 FORM** at the post office and fill it out:

- **Regional Code:** 21 - **Duty Code:** 8846
- **Causale:** Contributo per le prestazioni del servizio sanitario nazionale – saldo
- **Year:** Year of SSN registration
- **Amount:** €700 per year

**Note:** These details are for **Veneto**. Always follow **Poste Italiane** instructions, as procedures can change. The clerk usually assists with completion if you have the required information.

After payment, you must go to the **"ASL - Ufficio Anagrafe"** (local Health Company - Administrative Office) to finalize enrollment.

#### Bring:

- F24 Payment receipt
- Copy of passport
- Permesso di Soggiorno or post office receipt
- Codice Fiscale
- University Certificate of Enrollment
- Proper (registered) Accommodation Contract

Once registration is completed, you will be enrolled in SSN and receive the **Tessera Sanitaria**.



### OPTION 3

## Private health insurance purchased in Italy:

Alternatively, you have the option to purchase private health insurance once you arrive. Similar to the **Private health insurance purchased abroad**, this policy must also satisfy all the necessary criteria for your **residence permit application**.

### Common Private Insurance Providers Used by Students

- **UniSalute Studente:** Student-focused policies, sometimes available via banks (e.g., BPER).
- **WAI (Welcome Association Italy):** Popular among non-EU students; offers packages designed for visa and residence permit purposes.
- **AXA Protezione Salute:** Provides entry-level and extended coverage options.
- **Generali:** Offers youth and student-oriented policies with flexible coverage levels.

Coverage, limits, and pricing vary. Students must review policy details carefully.

### For students who travel frequently or require broader international coverage:

- **Heymondo:** App-based management and 24/7 assistance.
- **Imaway:** Annual student travel policies.
- **Mondassur:** International student insurance with worldwide coverage options.

⚠ These policies may be more suitable for mobility and international study plans but must still comply with Italian residence requirements.

### 💡 Important Before Choosing Insurance

Always confirm:

- Minimum coverage required for your visa type
- Hospitalization and emergency coverage limits
- Coverage duration (must match your stay period)
- Whether repatriation is included
- Whether the insurance is accepted for residence permit renewal





# Housing and Transportation

LIVING ARRANGEMENTS, MOBILITY, AND EVERYDAY LOGISTICS

Housing and transport directly affect your residence permit, daily logistics, and overall stability. Below is an overview of your main options in the H-FARM area.

# Finding a Place to Live

Accommodation fills quickly, especially before the academic year. **Start early.**


## H-FARM Residences:

H-FARM residences are an official accommodation option.




### The residencies:

- provide **official accommodation certificates**
- issue **valid contracts** suitable for residence permit procedures
- include **utilities, Wi-Fi, cleaning, security, and bus shuttle** to and from the H-FARM Campus
- simplify **administrative processes** for non-EU students

 For availability, procedures, and detailed information, contact the [H-FARM College Accommodation Team](#), which is the official point of contact.

**Important logistical note:** H-FARM residences are located in **rural areas** and outside city centers. Public transport connections exist but may require planning depending on your schedule.

 **DIGITAL MANAGEMENT STUDENTS ONLY:** Digital Management students **may be eligible for university residences provided by Ca' Foscari University of Venice**. For more information please contact: [housing@unive.it](mailto:housing@unive.it)

## Private rentals

Many students live in Mestre, Treviso, or nearby towns connected by train or bus. Students typically find options through:

- **Housing platforms:** HousingAnywhere, Uniplaces, Spotahome, Idealista, Immobiliare
- **Local Facebook groups**
  - Often used by students and local landlords
  - Availability can be good, but listings should be checked **carefully**
- **Word of mouth:** Classmates, second-year students, or student networks
- **Real estate agencies**

### Landlords may ask for:

- Codice Fiscale
- Passport and visa or permesso receipt
- Proof of university enrollment
- Sometimes: a bank statement, a guarantor, or a **2–3 months' security deposit**
- **Security deposit is typically refundable unless damages occur.**

Many student-focused landlords are flexible — being transparent about what documents you already have and what is still processing is often helpful.

### Common Contracts Types:

- **4+4 or 3+2** (long-term residential contracts)
- **Transitorio** (temporary – common for students)

### Before signing any contract, always confirm:

- Are **utilities** included?
- Is **heating** centralized or individual?
- Is **Wi-Fi** active?
- **Can I register my address (residenza/domicilio) here?** For non-EU students, having a **valid contract** and a **real address** is essential for residence permit procedures.

If address registration is not possible, the accommodation may not be suitable.

### Scam Awareness: Be cautious if a landlord:

- refuses a video call,
- asks for payment before showing the property,
- requests transfers outside official platforms.

Use traceable payment methods and written contracts.



## Getting Around: Public Transport

Most students rely on **public transport**, especially **regional trains and local buses**, to move between cities and commute daily.

### Trains:

Regional trains are operated mainly by **Trenitalia** and connect: Venice & Mestre - Treviso - Quarto d'Altino - San Donà di Piave - Meolo

Monthly student passes are commonly used with an approximate cost of **€30–€60** depending on **route and distance**.

### Local buses:

Bus services are managed by different local operators

- **Treviso area:** MOM (Mobilità di Marca)
- **Mestre / Venice mainland:** ACTV
- **San Donà di Piave, Jesolo, airport routes:** ATVO

Local monthly bus passes typically range between €25 and €45 depending on municipality and zones.



**Student discounts are generally available.**

### Use apps to plan routes and buy tickets:

- **Trenitalia** (regional trains)
- **Moovit** (works well across Veneto)
- **Local bus apps** (depending on where you live)



### Ticket validation & fines

- Tickets and passes **must be valid and activated** before travel
- Paper tickets must be **validated** at the start of the journey
- Inspections are **frequent**
- Fines typically start around **€40–€50 and can exceed €200** depending on the operator.

### Bikes & scooters:

In cities like Treviso and Mestre, many students also use personal bikes or shared bikes or e-scooters (availability varies by city). These are useful for short distances and commuting to stations.

### Final Note

Housing location and transport options are closely linked. Before choosing accommodation, verify:

- distance to train station or bus stop
- travel time to campus
- evening service frequency

Planning ahead will help you avoid logistical complications during the academic year.

## Opening a Bank Account

If you're staying in Italy for more than a few months, especially if you're working part-time, receiving a scholarship, or paying rent, having an Italian bank account is strongly recommended.

### To open a bank account in Italy, you must:

- Be **at least 18 years old**
- Have a **valid passport**
- Have a **Codice Fiscale**
- Have a **valid residence permit** or the **Post Office receipt**
- Provide **proof of university enrollment**
- Provide **proof of address** (rental contract or self-declaration)

Most traditional banks are open **Monday to Friday**, usually in the morning around **8:30–13:30**, followed by a short afternoon window or **by appointment only visits**.

⚠ Expect limited availability and slow processes, especially with traditional banks.

**After the account is active**, the bank will provide:

- **IBAN:** needed for payments, salary, rent, and transfers
- **BIC / SWIFT:** used for international transfers

### Choosing a Bank:

Option	Best For	Notes
Traditional Banks (Intesa Sanpaolo, Unicredit)	Long-term stays & official payments	Slower, more paperwork, but widely accepted
Online Banks (Revolut, N26)	Easy setup, international transfers	Not always accepted for scholarships or administrative procedures (e.g. Contracts)
Poste Italiane (Postepay)	Budget-friendly & accepted for permesso purposes	Opening an account can take a long time!



### Practical notes

- ATMs in smaller towns may run out of cash on weekends or during big events (like Carnevale)
- Most places accept **Visa or Mastercard**; **American Express** is less widely accepted.
- Some banks may require a small initial deposit (e.g., €10) to open an account, so have some cash available.
- Banks may ask for an Italian phone number for account communication and app activation.



## Phone Plans

Having an Italian phone number is strongly recommended. You'll need it for **banks, deliveries, university communications, and Questura**. Mobile services in Italy are provided by different operators.

### Some examples:

- **Iliad**: cheap and reliable (around €9.99/month for large data plans)
- **Ho. Mobile**: good prepaid alternative
- **TIM / Vodafone**: wider coverage, but more expensive




## Practical notes

- Most plans include **unlimited calls/SMS** and large data bundles.
- Keep your SIM registration details — they may be needed for future changes.
- Always bring your **passport + Codice Fiscale** when activating in person.
- Activation typically takes **a few minutes to a few hours**.
- For students, **prepaid SIM cards** are the best option. **Contracts are not recommended** as they typically demand a long-term commitment, and extra administrative steps


## Cost of Living & Budgeting

Living costs vary depending on **city, housing type, and lifestyle**. The estimates below reflect typical expenses for students living in **Mestre, Treviso, Quarto d'Altino, Portograndi** and nearby areas.

Category	Approx. Cost
<b>Rent + Utilities</b> - Shared Room	€350 - €450
<b>Rent + Utilities</b> - Single Room	€450 - €700
<b>Food</b> (groceries + occasional eating out)	€150 - €250
<b>Public Transport</b> (student passes)	€25 - €45
<b>Phone Plan</b>	€10 - €20
<b>Social life &amp; extras</b>	€80 - €200
<b>Estimated total</b> (monthly)	<b>€600 - €1200</b>

 **Heating costs** may increase in winter if not included in rent.

It's recommended to arrive with **€100–250 in cash** to cover immediate expenses (transport, food, small shops) before your bank account and card are fully set up.

 Avoid carrying large amounts of cash. Cards are widely accepted, but having some cash is useful in the first days.



### Budgeting Tips

- Create a detailed budget **before you arrive**, including a small emergency fund for unexpected costs.
- Closely track your expenses, especially during the first month, to get a clear picture of your actual living costs.
- Save money by buying groceries and **preparing meals at home**; frequent eating out quickly increases expenses.
- Take advantage of **student discounts** for things like transportation, museums, and gyms to lower your monthly outlay.
- **Save small coins**: they are useful for things like vending or laundry machines.



# Cultural Adaptation

LIVING IN ITALY, INTERCULTURAL EXCHANGE, AND WELLBEING

This section outlines key cultural, academic, and social norms to help you navigate daily life in Italy, Veneto.

## Administrative & Everyday Culture

Administrative processes in Italy can take time.

Plan ahead, **keep copies of your documents**, and attend appointments prepared.

- Many public offices operate **Monday to Friday**, often with limited afternoon hours & close for lunch (**often around 12:30–14:30**)
- **August** is a major holiday month — services may operate at reduced capacity.
- When entering public offices, look for a **ticket machine** (“numerino”) and wait to be called.
- While email and phone contact are possible, **in-person visits** may lead to faster resolution
- Some offices require **online pre-booking** (e.g. CUP for doctors, PostelD for postal services).
- In smaller towns, services may be less frequent than in large cities.

## Communication & Language

English is commonly used in academic environments but is not always spoken in public offices, shops, or medical services. Learning basic Italian phrases can significantly improve daily interactions and independence.

### Helpful tools:

- Translation tools (e.g., DeepL, Google Translate)
- Offline translation downloads for emergencies

### In formal communication:

- Use polite greetings in emails.
- Italian academic and administrative culture is generally formal.
- Response times may vary: follow up politely if needed.

Italians are expressive; hand gestures, close conversation distances, and cheek kisses are normal. However, don't assume all Italians want to be hugged or kissed, follow their lead.

## Academic Expectations in Italy

Italian universities expect a high level of student independence.

### You are responsible for:

- Managing deadlines
- Checking platforms regularly (e.g., Moodle, Esse3)
- **Registering online** for each exam — attending without registration is not permitted (except for Chichester courses)

Exams are offered during specific exam sessions and may be available only once or twice per semester. Missing a session may require waiting for the next one.

Many courses may include Oral exams, Written exams and Project-based assessments



Oral exams are typically structured discussions that assess understanding rather than memorization.

### Always verify:

- Exam registration deadlines
- Format (oral/written/project)
- Required materials

When unsure, contact professors respectfully or ask classmates for clarification.

## Public Conduct & Laws

Italian laws and public norms may differ from your home country.

### Important reminders:

- Always carry a **valid ID** (passport copy and residence permit or receipt).
- Quiet hours generally apply around 13:00–15:00 and after 23:00.
- **It's legal to drink at 18**, but **public intoxication** can still get you fined or worse if you cause disturbances. Police sometimes check IDs outside clubs
- **Vandalism** is a serious offence.
- **Smoking** is prohibited in indoor public spaces, schools, university premises, hospitals and public transport.
- **Recycling** rules must be followed (separate bins by material). Failure to follow recycling rules may result in fines. Check your city's rules.
- Possession of even small amounts of **drugs is illegal**.

Understanding and respecting local regulations helps avoid unnecessary fines or legal complications.

## Emergencies & Support

Number	What it's for
112	<b>Universal emergency number</b> (works EU-wide): connects you to police, ambulance, or fire depending on what you need
118	Direct number for <b>medical emergencies</b> (ambulance/first aid)
113	<b>Police</b> (for crime reports, lost items, etc.)
115	<b>Fire Department</b>
116	<b>Roadside assistance</b> (if you're driving)
800894424	<b>Tourist Helpline</b> (English-speaking) – issues like lost passport, scams, etc.

### In Case of a Medical Emergency, you may:

- Call **118** (free medical emergency number), or
- Go directly to the nearest **Pronto Soccorso** (Emergency Room).

### Bring with you:

- Passport or ID
- Tessera Sanitaria (if enrolled in the Italian National Health Service – SSN), or
- Private health insurance documents
- Any document issued by the Health District proving healthcare coverage

Emergency treatment is provided regardless of nationality, but documentation will be required for administrative purposes.



### Mental Health & Emotional Support

- **Telefono Amico Italia:** 0223272327 - Free, anonymous support line (limited English availability)
- **University's counseling service:** Free sessions for enrolled students

### 1522: National Anti-Violence & Stalking Hotline

Free, 24/7, multilingual support for victims of domestic violence, abuse, or stalking. They provide confidential assistance and connect callers to local support centers.

### Apps to Download for Safety & Emergencies

- **Where ARE U:** Official Italian emergency app (connects to 112 and auto-sends your location)
- **Stocard:** Save all your IDs and health cards digitally in one place



### Final Tip:

- Save all emergency numbers **in your phone and write them down** somewhere physical (e.g., wallet or notebook).
- Also, memorize how to say **"Help, I don't speak Italian": "Aiuto, non parlo italiano bene!"**

## Useful Resources

Resource	Why it matters
University Welcome Office	Help with enrollment, permesso paperwork, address registration, and general survival questions.
Erasmus Student Network (ESN)	Join trips, parties, buddy programs, and get practical help from other international students.
Foreign Embassy / Consulate	For passport issues, voting, or emergencies like losing your documents.
Ministry of Interior	Official immigration rules, permesso updates, and legal FAQs.
Agenzia delle Entrate: <a href="http://agenziaentrate.gov.it">agenziaentrate.gov.it</a>	Get your Codice Fiscale, tax ID needed for everything.
Polizia di Stato: <a href="http://poliziadistato.it">poliziadistato.it</a>	Lost documents, crime reporting, official safety tips.





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