

University of Applied Sciences and Arts of Southern Switzerland

SUPSI

Welcome guide

for international minds



This guide for staff and students from outside Switzerland has been written jointly by the SUPSI Gender and Diversity Service and the International Office. The aim is to provide useful information about university life and SUPSI services, while also giving a general overview of the rich and diverse natural, historical and cultural environment of Switzerland and Canton Ticino.

SUPSI – Direzione
Le Gerre
Via Pobiette 11
6928 Manno
T +41 (0)58 666 60 00
segreteria@supsi.ch
supsi.ch

2016 edition

Brochure written with the support of the SEFRI programme promoting equal opportunities in UAS institutions


Index

- 5 **Welcome**
- 6 **SUPSI: a short description**
- 7 Location
- 8 **About Switzerland**
- 12 **Living in Ticino**
 - Climate
- 13 Cost of living in Ticino
- 14 How to get around
 - Public transport*
 - Bicycle*
- 15 *Driving a car*
 - Airport*
- 16 Services and opening/
closing times
 - Shops*
 - Post*
 - Banks*
 - Pharmacies*
- 17 Nature and Sport
- 18 Exhibitions and events
- 19 Museums, art
and architecture
- 20 Libraries
 - SUPSI CDMR
- 21 Cuisine
- 22 **Bureaucratic Information**
 - Passports and Visas
 - Stay and residence permit
- 23 Family reunification
- 24 **Insurance**
 - Health and accident insurance
 - Private public-liability insurance (RC)*
- 25 Social Security
- 26 Tax system
- 27 Family Allowance
- 28 **Education system in Ticino**
- 29 Extracurricular services
- 30 **Studying or working
at SUPSI**
 - SUPSI Services
 - International Office
 - Gender and Diversity
- 31 SUPSInido
 - Student Advisory Service
 - Centre for Languages
 - Human Resources Service
- 32 Student Management Service
 - Sport and Wellbeing Service
 - Continuing education
- 33 Language courses
 - Internet/wi-fi at SUPSI
 - MySUPSI
- 34 **Balancing family and
study/work commitments
at SUPSI**
- 36 **What to do before leaving
Ticino/Switzerland**
- 37 **Useful Numbers**
 - Hospitals





Welcome



This guide has been written for new arrivals who come to SUPSI from abroad. Whether staff member or student, the pamphlet aims less at meeting specific, individual requirements, than rather at welcoming our guests, making them “feel at home”, providing advice, information and suggestions that will be useful from the very moment they decide to come and live in Ticino.

Travel is known to broaden the mind. Comparison with other cultures, traditions and lifestyles provides a fresh perspective on ourselves, and helps us to understand ourselves better, to grow and develop continuously, creating experiences that are equally precious for the host.

Then again, it is no coincidence that, in Italian, the word “ospite” has a double meaning: it denotes both the host and the guest. Welcome to SUPSI!

Team International Office

Team Gender and Diversity

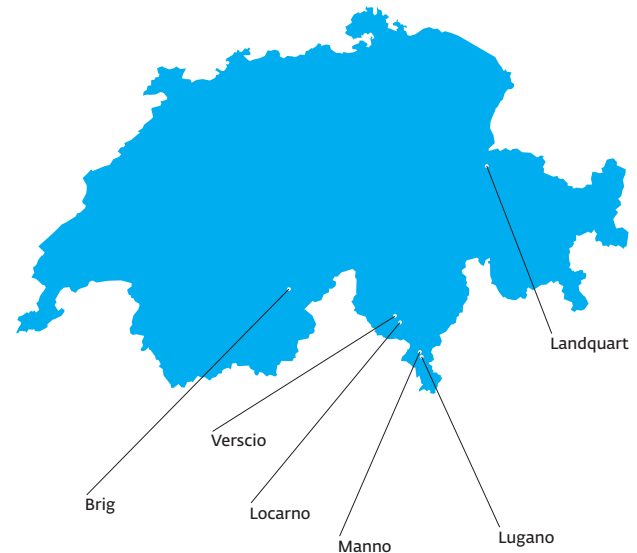


SUPSI: a short description

The University of Applied Sciences and Arts of Southern Switzerland (SUPSI) is one of the nine vocational universities recognised by the Swiss Confederation. Founded under federal law, SUPSI is a member of swissuniversities, the organisation uniting all the university typologies found in Switzerland (Universities of Applied Science, Cantonal Universities, Federal Polytechnics and Universities of Teacher Education). SUPSI offers more than 30 Bachelor's and Master's Degree courses, which constitutes one of the four fields of activity. The other three are: Continuing Education, Applied Research, and Services. Enormous focus is placed on research, carried out in key sectors in projects awarded competitively by major European and national agencies, or mandated by organisations and institutions. Drawing inspiration from our guiding values of concreteness, originality, multidisciplinary, partnership, innovation, territoriality and internationality, our Bachelor's and Master's programmes have been designed with the aim of combining cutting edge technical-scientific methods with a practical and professional approach, leading to an internationally recognised university degree. In direct contact with the teaching staff, consisting of professors, researchers and professionals who conduct established activities outside the university, students tackle problems and situations in context, adopting methodologies resembling those they will find after graduation. In order to meet the growing need for balance between study requirements and work or other commitments, whenever possible, courses are also conducted in parallel with professional activity, or in flexibility format. Since its foundation, SUPSI has completed numerous research projects related mainly to the scientific areas covered by its didactic programmes. Research is conducted in key sectors by means of projects won in competitions held by major European and National Agencies, or commissioned by companies and/or institutions. SUPSI executes a large number of applied research projects, and therefore contributes directly to the economic and social development of the region.

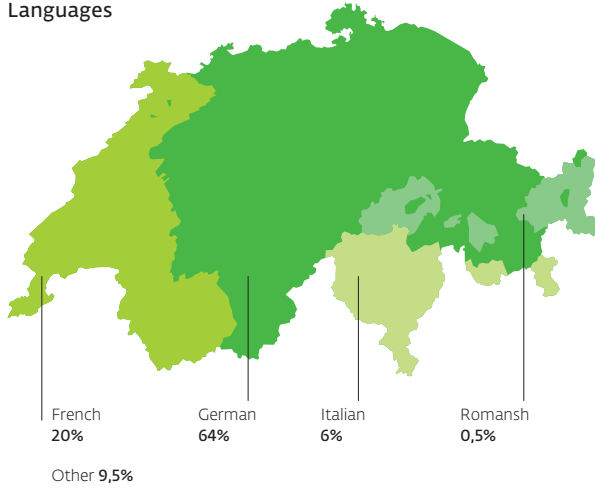
Location

The main SUPSI campus is in Lugano, in Ticino, a Swiss Canton located in the South of Switzerland; together with Italian-language Graubünden, Ticino constitutes the Italian-speaking and Italian culture region of Switzerland. Strategically positioned in the heart of Europe, in one of the most highly-developed regions in terms of industry, technology, research and financial services, Ticino is close to the city of Zurich, the financial centre of the country, and to Milan, the capital of the nearby Italian Region of Lombardy, which helps enrich the socio-cultural mix. Besides having its own airport (Lugano-Agno), Ticino is also close to Malpensa and Linate airports in Milan, making the area an excellent starting point for exploring Switzerland and Europe. The spectacular geographic surroundings, studded with lakes, mountains and areas of natural beauty, together with the infrastructure of the territory, provide numerous opportunities for a range of sporting and free time activities.

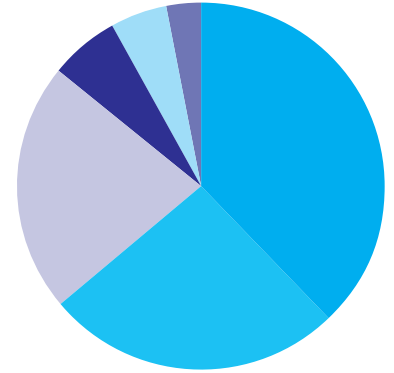
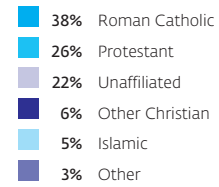


About Switzerland

Languages



Religion



Largest glacier:
Aletsch, Valais 117 km² / 24 km long



National day
**August
1st**



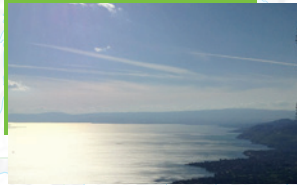
Politics
Form of government:
Parliamentary federal state
since 1848, direct democracy
Cantons: 26
Municipalities: 2'584
Capital city: Berne

Time zone CET
UTC+1

Numbers
of lakes
1'484

Area in Km²
41'285

Largest lake (in km²):
Lake Geneva 582



International
direct dialling
code
+41

Borders in km
1'881



Currency Swiss franc (CHF)
5.- CHF in actual size

Permanent
resident
population
8 mio

Municipalities
2'584

Highest mountain (in m):
Dufourspitze, Valais 4'634



Living in Ticino

Land of culture, tradition and immense historical heritage, geographically located south of the Alps, Ticino is the Swiss Canton with the strongest Mediterranean disposition.

Shaped like an upside-down triangle, it is embedded into neighbouring Italy, with which the Canton shares its official language, Italian, as well as part of its history.

The four regions of Ticino, from north to south are: Bellinzona and Northern Ticino, Lake Maggiore and Valleys, Lake Lugano, Mendrisiotto.

Climate

Recording an average of more than 2'300 hours of sunshine per year, Ticino is known for its agreeable weather: protected by the Alpine chain, and with a temperate climate, the area enjoys mild winters and typically Mediterranean summers. Ticino is the region with the richest vegetation in Switzerland: the land is teeming with vineyards – particularly Merlot grapes – and there are even some olive trees in the sunniest areas. The valleys, on the other hand, are dominated by chestnut, hazelnut and walnut trees, and Alpine conifers, together with beech, oak and pine groves.



Cost of living in Ticino

Standard costs:

Espresso coffee: **CHF 2.50**

Pizza and soft drink: **CHF 20.-**

Hairdresser: women, from **CHF 70.-**; men, from **CHF 30.-**

Cinema ticket: **CHF 17.-**

Milk (1L): **CHF 1.20**

Bread (1kg): **CHF 4.-**

Rent for studio apartment: **CHF 800.-**

Rent for room in shared apartment: **CHF 650.-**

Rent for 50 m² apartment: from CHF **1'200.-**

These prices are merely indicative and may vary depending on the location. Rents in the outskirts are usually cheaper than those in city centres.

Tip Expiry date terms and conditions

When signing any contract – rental, health insurance, telephone or anything else – it is advisable to read the conditions carefully, and also to check the expiry and cancellation dates, in order to avoid any unpleasant surprises at the end of your stay.

How to get around

Public transport

An Arcobaleno travel pass allows you to move around Ticino and Moesano freely, using a range of different modes of public transport, such as trains, city buses, regional buses, boats (consult the conditions specified by the navigation companies).

> www.arcobaleno.ch

Bicycle

PubliBike is a bicycle hire service operating in some towns in Canton Ticino. Bicycles are available at automatic docking stations, in operation 24 hours a day. Once you have completed your journey, you can leave the bicycle at a different docking station.

> www.publibike.ch

SUPSI pursues a policy of sustainability, inviting its staff and students to use public transport and forms of sustainable mobility. In order to foster these good practices, SUPSI promotes a number of different initiatives, including for example, grants for annual Arcobaleno travel pass purchases, electric bicycles available for staff who need to move between different SUPSI centres, and encouraging car sharing.

> www.supsi.ch/go/mobilita

Driving a car

In Switzerland you must be 18 years old before you are legally permitted to drive a car. This is also the minimum age for obtaining a driving licence. Before the end of their first year of residence in Switzerland, car drivers from abroad must replace their original driving licence with a Swiss driving licence.

Traffic is on the right side of the road, and the rule is to give right of way to the right. The speed limit on motorways is 120km/h, on dual carriageways 100km/h, on cantonal highways 80km/h, in towns 50km/h and, in certain residential areas, 30km/h or 20 km/h. The blood alcohol limit when driving is 0.5 per thousand, except for newly qualified drivers¹, whose blood alcohol levels must be close to 0 per thousand, which may be ascribable to the consumption of some foodstuffs, such as fruit, for example, which can increase blood alcohol levels slightly.

Seat belts must be worn on both front and back seats, and mobile phones may not be used while driving.

Airport

Lugano-Agno Airport, approximately 7 km from Lugano, operates both national and international flights.

> www.lugano-airport.ch

The nearby Milano-Malpensa and Milano-Linate airports are also reasonably close.

¹ Newly-qualified drivers are those who have had a driving licence for fewer than 3 years. During this period they have what is known as a "probation driving licence" ("licenza di condurre in prova"), and they must not infringe any Highway Code regulations. Failure to comply with this condition leads to the suspension of the licence, therefore extending the probation period.



Services and opening/closing times

Shops

Shops are usually open Monday to Friday, 8.30 to 18.30 (some close at lunchtime), and on Thursdays they stay open until 21.00. Closing times on Saturdays are generally earlier, 17.00, although this may vary depending on the type of shop and the season. All shops are closed on Sundays, except for special occasions. Some large stores, small local shops and petrol stations have special licences allowing them to stay open until late in the evening, on Sundays and on holidays.



Post

Post Offices provide a range of services, such as sending letters and parcels, selling stamps, payment services and financial services. The costs for sending letters and parcels vary depending on the shape, weight and speediness of the chosen delivery option.

► www.posta.ch

Banks

Banks are usually open Monday to Friday, 9.00 to 16.30/17.00, except for holiday periods.

Pharmacies

Pharmacies usually operate with the same opening/closing hours as all other commercial enterprises. At weekends and holidays, and in the evenings, service is guaranteed by an on-duty rota system.

► www.ofct.ch

Nature and Sport

In Ticino there are numerous events throughout the year – for individuals or groups, indoor and outdoor, open to all or for selected groups – to help residents and tourists enjoy their free time. There is an abundance of lakes, rivers, rock-faces, ski-slopes and more than 4'000 km of marked paths, allowing this generous land to offer a wide range of activities, supported by well-equipped sports centres, such as gyms, beachfront resorts and indoor swimming pools. This wonderful heritage is enhanced by the fantastic efforts of organisations and associations, both public and private, which work hard to support and organise the calendar of events.

The USI-SUPSI Sports Service – run in conjunction with the University of Lugano – promotes the practice of sport in general.

The service provides students, staff and family members with the opportunity to participate in sporting activities on a regular basis throughout the year, and also to enrol for special seasonal activities, all at subsidised prices.

The aim is to create opportunities supplementing endeavours of a generally more academic nature, organising a range of different activities that allow participants to enjoy significant social and cultural experiences. The programme includes activities conducted in the course of the academic year and during the holidays.

Sport practised in a university environment creates the conditions for these activities to be continued after graduation, and is therefore an enriching and healthy life experience.

► www.supsi.ch/sport

Interesting fact Hockey

Ice hockey is particularly popular in Ticino, as it is in the rest of Switzerland. The two local clubs, HC Lugano and HC Ambrì-Piotta, challenge each other in thrilling local clashes, and also play against other Swiss teams in a schedule involving regular matches during the week and at weekends, from September to April. Home matches are played at Resega, the home of HC Lugano, and at Valascia, the home of HC Ambrì-Piotta.



Museums, art and architecture

The area between Chiasso and Airolo has approximately 70 museums and art galleries, illustrating more than 1,500 years of art. Monuments and art works, contemporary buildings, and small, but exquisite country churches weave the history, architecture and art of Ticino into the natural beauty and landscape of the area. There are even two UNESCO World Heritage Sites: the Castles of Bellinzona and Monte San Giorgio.

Exhibitions and events

Ticino offers many fantastic opportunities to pursue cultural and artistic interests: cinema, art-house cinema, theatre seasons, music and dance performances, museums, art and culture festivals, sector-specific fairs, folkloristic shows and many other unmissable events.

Thursday is the best day of the week for those looking for nightlife: shops remain open until 21.00, so you can go shopping by starlight, and enjoy the tempting aperitifs offered by shopkeepers.

To ensure that you don't miss anything, here is a short list of the main events and activities in the course of the year, some recently established and others traditional:

February	- Carnival
May	- Wine Cellar Open Day
June / July	- Festival of pop, rock, jazz and classical musical, held in city centre locations
August	- Locarno Film Festival
September / October	- Grape Festival, Chestnut Festival and Autumn Festival
December	- Christmas Markets and other events

TIP: All museums in Lugano are free of charge on the first Sunday of every month.

For further information about sporting, cultural, artistic events and shows, consult the various city and regional tourist office websites:

Swiss National Tourist Office	www.myswitzerland.com
Ticino Tourism	www.ticino.ch
City of Lugano	www.lugano.ch
Lugano Tourism	www.lugano-tourism.ch
City of Locarno	www.locarno.ch
Ascona Locarno	www.ascona-locarno.com
City of Bellinzona	www.bellinzona.ch
Bellinzona Tourism	www.bellinzonaturismo.ch
Tourist Office of Mendrisiotto and Basso Ceresio	www.mendrisiotourism.ch

Libraries

The cantonal libraries of Mendrisio, Lugano, Locarno and Bellinzona allow you to consult and order documents (both library and non-library documents), and to attend cultural events (conferences, study days, conventions, etc.) promoted in collaboration with other bodies or institutions.

► www.sbt.ti.ch/sbt

Each SUPSI department and affiliate school has its own reference library, with a wide range of books and periodicals – available in paper format and some also in electronic format – related to the various SUPSI study areas. These centres also provide multimedia tools and numerous spaces for individual study. Library services can be accessed by SUPSI students and staff, and also by external users.

► www.supsi.ch/biblioteca

SUPSI Centre for Documentation and Migration Research

The Centre for Documentation and Migration Research was set up in 2008 at the request of cantonal and federal authorities in order to contribute to the creation of a pole of competence focussing on the integration of the foreign population in Ticino. Centre activities are incorporated into existing library services and research projects.

► www.supsi.ch/deass_en/research/centro-documentazione-sulle-migrazioni.html

Cuisine

Ticino cuisine is related closely to Lombardy cuisine, and, like all regional gastronomic traditions, is the product of a continuous process finely balanced between developing new ideas and maintaining old-style recipes, using traditional and natural products to prepare simple dishes strongly linked to the rural world, and giving preference to tasty flavours. The most well-known and best-loved dishes from Ticino cuisine include minestrone, pumpkin soup, busecca (tripe soup), risotto, roast meat (rabbit, goat) stewed or casserole, polenta with mortadella or braised meat, river or lake fish, and last, but not least, cheeses. Local cakes and desserts are excellent: tortelli (sweet fritters), bread cake and amaretti (almond biscuits). Beverages include the popular lemonade, red, white and rosé wines, and grappa and ratafià (also known as nocino), a walnut-based liquor.

Interesting fact "I grotti"

"Grotti", quintessentially Ticino structures, are simple restaurants, usually located in shady, out-of-the-way areas. They were our grandparents' "refrigerators", now transformed into restaurants open to the public, and usually furnished with granite benches and tables for eating outside. They are synonymous with home cooking, and provide simple, local dishes like those mentioned above. Wine is usually served in a traditional ceramic jug or cup.



Passports and Visas

To enter the country, foreign students must possess a valid travel document that is recognised by Switzerland. A visa will also be required in some cases.

The conditions for entering the country vary in accordance with the purpose (e.g.: tourism, visit, gainful employment, family reunification or study), and with the duration of stay (long or short term).

The Secretary of State for migration recommends that these conditions be clarified before coming to Switzerland.

For information regarding visas, residence and work permits, please contact the Swiss Consulate General in your country of residence, or consult the following page of the Federal Migration > www.bfm.admin.ch/bfm/en/home.html

Stay and residence permit

In general, anyone who stays in Switzerland for longer than three months, or who undertakes gainful employment during their stay, must have a permit issued by the appropriate cantonal authorities for foreigners. There are various types of permit: short term (less than one year), permit of abode (limited duration) and domicile permit (indefinite duration).

Foreign students and staff must apply for a permit of abode/residence, and register with the Municipal Inhabitants Control Office. All foreign students must report to the regional foreigners office of the city in which they wish to live, and apply for the appropriate residence permit, depending on the typology of their stay.

> www.ti.ch/popolazione

On the other hand, students who live in Italy (with EU passport and/or a valid residence permit in Italy) and who intend to return home each day are no longer required to obtain the certificate for foreigners residing abroad with daily return home.

A study permit does not entitle the holder to have any gainful employment. Anyone attending courses at a Swiss university or university of applied sciences and arts in Switzerland may be authorised to conduct an accessory activity, if the Board of the academic institution certifies that this activity is compatible with the teaching programme and will not lengthen the study duration. Moreover, this planned working activity must adhere to federal and cantonal directives, taking into consideration the specific requirements of the permit already obtained.

The SUPSI Student Management Service, in collaboration with the SUPSI International Office, provides students from other countries (extra-EU/AELS) with support and assistance in the application procedure for a residence permit for study purposes, in line with federal immigration provisions.

> www.supsi.ch/home/bachelor-diploma-master/informazioni-generalii/visti-permessi-soggiorno.html

Family reunification

Foreigners residing in Switzerland may apply for family reunification for their spouse, and for unmarried children aged under 18, provided specific conditions are met (e.g.: availability of suitable housing, sufficient income, etc.).

Migration Office

Via Lugano 4 / CP2170

6501 Bellinzona

tel. +41 91 814 55 00

> www4.ti.ch/di/spop/sezione

Health and accident insurance

All those domiciled/resident in Switzerland must take out health insurance within three months of arriving in the country.

The choice of insurance company is unrestricted.

The bilateral agreements with EU countries specify that all staff who reside abroad, including the members of their family unit, must be insured in the country of residence of their employer. Staff residing abroad and in some cases also students, may request exemption from the obligation to stipulate an insurance policy covering healthcare costs, and must exercise this right when applying for their first work permit for gainful employment. Should this right not be exercised, they will be affiliated to the Swiss Health Insurance system.

Private public-liability insurance (RC)

Private public-liability insurance is optional but strongly recommended. RC protects the insured party who causes damage to third parties and who is answerable for the relative compensation (e.g., when practicing a sporting activity, as an animal owner, as a tenant, etc.).

Social Security

Swiss social security policies ensure a decent standard of living, by means of forms of redistribution aimed at alleviating financial inequalities.

The three-pillar system is part of this security, with each pillar representing a different insurance component:

- I. Compulsory State insurance, the first pillar, which includes AVS (old age and survivors' insurance), AD (unemployment insurance) IPG (loss of earnings compensation insurance, in the event of military/civil service or maternity) and AI (invalidity insurance).
- II. Compulsory professional insurance, the second pillar, which includes LPP (contribution toward maintaining a decent standard of living) and LAINF (insurance against professional and non-professional accidents); these contributions are only for people who are gainfully employed in Switzerland. SUPSI staff have insurance covering loss of earnings in the event of illness or accident. For further details, please consult the SUPSI Personnel Regulations, available online.
[▶ www.supsi.ch/home/supsi/documenti-ufficiali.html](http://www.supsi.ch/home/supsi/documenti-ufficiali.html)
- III. Optional private insurance, the third pillar, is a form of private savings for old age, aimed at maintaining a decent standard of living.

Tax system

SUPSI staff from abroad, not domiciled in Switzerland, must pay withholding tax, which is deducted from their salary. Students from countries with which Switzerland has stipulated a fiscal convention against double taxation, similar to the OCSE¹ "Model Tax Convention on Income and on Capital", and who reside in Switzerland exclusively for study purposes, are not required to pay State taxes during their stay in Switzerland², even if they receive income from their home country. For information regarding all other circumstances, contact your local tax office.

► www4.ti.ch/dfc/dc/chi-siamo/uffici-circondariali-di-tassazione

Family Allowance

Those with children aged between 0 and 16 (from birth until the month in which the child turns 16) are entitled to apply for basic family allowance, which amounts to CHF 200.- per month irrespective of the employment percentage. Allowances are transferred directly by the employer, subject to cantonal authorisation.

Those with children aged between 16 and the age at which studies are completed, up to a maximum of the 25th year, are entitled to receive an education allowance, which amounts to CHF 250.- per month irrespective of the employment percentage.

This allowance is transferred directly by the employer, subject to cantonal authorisation.

Family allowance application forms can be downloaded from:

► www3.ti.ch/DSS/sw/struttura/dss/ias/Formulari_Prestazioni_Assegni_famiglia.htm

For further information from SUPSI, please consult:

► www.supsi.ch/home/supsi/servizi/servizi-centrali/risorse-umane

¹ The link below provides the list of countries with which Switzerland has stipulated a fiscal convention against double taxation:
www.sif.admin.ch/sif/it/home/themen/internationale-steuerpolitik/doppelbesteuerung-und-amtshilfe.html

² "Articles of the model convention with respect to taxes on income and on capital", art. 20, OCSE
www.oecd.org/tax/treaties/1914467.pdf



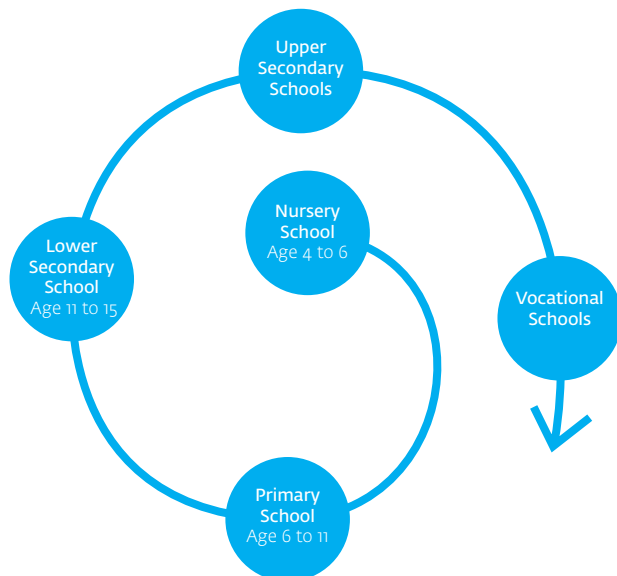
Education system in Ticino

Each Swiss Canton has its own, unique school system, divided into compulsory education and the other levels. Compulsory schooling includes nursery school, elementary school and middle school. After completing middle school, pupils can choose whether to attend either an upper-secondary school or a secondary vocational school. On completion of these programmes, but following different procedures, pupils can go on to university: University or Federal Polytechnic, University of Applied Arts and Sciences, or Teacher Training College (in Ticino, this is the SUPSI Department of Teaching and Learning).

Pupils with learning disorders or disabilities are provided with solutions appropriate to their requirements. These solutions can include individual support teachers and also special classes incorporated into schools.

All the necessary information about educational pathways in Ticino can be found on the website of the Department of Education, Culture and Sport (DECS), and searching by municipality, district and type of school:

► www.ti.ch/DECS/temi/scuola



Extracurricular services

Extracurricular services (canteens, after school and social activities, transport, etc.) are organised by each school in accordance with its specific needs and requirements.

In order to obtain further details about the services offered, it is therefore necessary to ask each school, consult the website of the town in which you reside, or the Infofamiglie pamphlet on the website.

► www.ti.ch/infofamiglie

SUPSI Services

International Office

The International Office manages and coordinates a series of transversal activities, while also providing support services to SUPSI departments and affiliate schools.

As well as dealing with many issues related to student, teacher and staff mobility – particularly in Europe – the International Office is a reference point for the departments, and for SUPSI in general: in addition to participating actively in the national and international networks, and supporting internal SUPSI internationalisation projects, the International Office attends fairs and events, and supports opportunities for sharing information regarding internal and external SUPSI activities related to international aspects.

► www.supsi.ch/international

Gender and Diversity

The Gender and Diversity Service works with a view to enhancing diversity, helping to eradicate the stereotypes related to differences in gender, generation, culture and ability, and to ensure equal opportunities at SUPSI.

Activities include: balancing family, study and/or work commitments, projects aimed at achieving a more equal presence of male and female students in the different degree programmes and in the various positions in the SUPSI hierarchy, providing student support, as well as promoting gender-sensitive research projects and didactic methods. The Service is also willing to assist all those who wish to study gender and diversity issues in greater detail (e.g. Bachelor and Master theses).

► www.supsi.ch/gender

SUPSI nido

SUPSI nido, the SUPSI day nursery, was opened in 2005 in order to allow staff and students to achieve a better balance between their family, professional and/or study commitments. Coordinated by a manager and by a qualified educational team, the nursery has spacious rooms and a safe garden, where children can develop their exploration and construction skills.

► www.supsi.ch/nido

Student Advisory Service

The Student Advisory Service conducts activities and executes projects aimed at assisting students in their choice of university studies, and supporting the careers of graduates by means of individual consulting sessions. It also promotes specific services such as: scholarships, tutoring and career projects, career guidance testing and courses/workshops on professional and personal career planning.

► www.supsi.ch/orientamento

Centre for Languages

The Centre for Languages directs and organises all the activities related to foreign language teaching and certification, and conducts research work in the language learning field.

The Centre administers all the English, German and Italian courses of the Bachelor programmes, and organises intensive revision courses for SUPSI students.

► www.supsi.ch/centrolingue

Human Resources Service

Human Resources administers SUPSI staff; together with the network of HR referents in the various Departments, it accompanies staff during their working life at SUPSI, and is a reference point for the implementation of personnel policy directives.

► www.supsi.ch/home/supsi/servizi/servizi-centrali/risorse-umane

Student Management Service

The Student Management Service organises and coordinates activities related to the management and administration of bachelor and master students, directly supporting the departments and affiliate schools.

► www.supsi.ch/home/supsi/servizi/servizi-centrali/gestione-studenti

Sport and Wellbeing Service

The task of the Sport and Wellbeing Service is to sensitise the university community to the importance of sporting activity, and to encourage the practice of these activities. It also promotes inter-university meetings and collaborates with other services in health-promotion activities.

► www.supsi.ch/sport

Continuing education

SUPSI offers continuing education programs for professional operators who, in the course of their life (Lifelong learning), wish to attend refresher, development or specialization courses.

There are three types of SUPSI continuing education courses:

Advanced Studies, Short term continuing education, Customized training.

► www.supsi.ch/fc

Language courses

The SUPSI Centre for Languages conducts various Italian language courses for non-Italian speaking students and staff, from beginner to advanced level.

The Centre also directs all the English, German and Italian courses of the Bachelor programmes, which are compulsory and which conclude with an end-course examination.

Students can also attend intensive, revision language courses in February (during the semester break), and in August (during the summer holiday). Linguistic objectives can be certified either by attending an internal examination session conducted by the Centre, or by passing an international examination, also conducted by the Centre in its roles as Cambridge Examination Centre of Southern Switzerland, and Goethe Examination Centre of Southern Switzerland.

► www.supsi.ch/centrolingue

Internet/wi-fi at SUPSI

Free wi-fi connections are available on SUPSI premises.

Contact your departmental secretary for further information.

MySUPSI

mySUPSI is a card that allows you to benefit from discounts, special rates and services offered by SUPSI, all over Southern Switzerland. The card comes in three versions: staff (mySUPSI gold), alumni (mySUPSI purple) and students (mySUPSI dark grey), so it also functions as a personal university identity document.

► www.supsi.ch/home/supsi/mysupsi.html



Balancing family and study/work commitments at SUPSI

SUPSI conducts a range of activities and initiatives in order to help staff and students balance their family and study/work responsibilities. There are a number of organisational solutions for those who need to offset their study obligations with other commitments, such as family, professional, military, or with sporting or artistic activities, allowing the duration of studies to be extended.

The various degree courses have a range of study flexibility options, related to the specific teaching and organisational requirements of each programme, and subject to specific admission conditions. In general, however, SUPSI is sensitive to the requests of people with extra-curricular commitments, compatibly with the requirements of the individual study programmes.

The Gender and Diversity service provides staff and students with support in terms of these issues, and also provides useful information regarding current regulations and measures drawn up in order to promote family welfare

SUPSI nido, the SUPSI day nursery, welcomes the children of staff and students from the age of 4 months to 3 years, and in addition, during the summer holidays, it conducts a range of extra-curricular activities organised for children aged between 4 and 14, also in collaboration with other initiatives available in the local area.

> www.supsi.ch/gender

> www.supsi.ch/nido



What to do before leaving Ticino/Switzerland

All the official and administrative issues to be settled before leaving Switzerland should be planned well in advance.

A check list is definitely a good idea, to help you remember the important issues and prevent you from wasting too much time on bureaucratic matters. Here are some ideas:

- Permits and residence: depending on the type of permit, notify the appropriate offices (foreigners office, inhabitants control office) of your departure.
- Home, parking space, etc.: check the contractual terms.
- Insurance: check the contractual and cancellation terms for the procedures to follow in order to annul any policies for health, accident, public liability insurance etc.
- Contracts for telephone, TV and other services: check the cancellation procedures for each contract stipulated (expiry date, cancellation, withdrawal from contract, etc.).
- End of working / study relationship with SUPSI: together with the appropriate offices, check all the aspects related to your work and/or study period with SUPSI.
- Pay all invoices before departure: if there are still invoices pending when you leave, it is advisable to provide a new address to which the pending payment demand can be sent.

Useful Numbers

144	Ambulance, Accident and Emergency
117	Police
118	Fire Service
140	Emergency Roadside Assistance
145	Urgent cases of intoxication
1414	Rega: Rescue helicopter
091 800 18 28	Doctor on call
143	Help line
1811	Information Switzerland and abroad
163	Traffic conditions

Hospitals

Ospedale Regionale di Bellinzona e Valli

6500 Bellinzona
T +41 91 811 91 11

Ospedale Regionale di Locarno

Via all'Ospedale 1
6600 Locarno
T +41 91 811 41 11

Ospedale Italiano

Via Capelli
CH-6962 Viganello/Lugano
T +41 91 811 75 11

Ospedale Regionale di Mendrisio

Via Turconi 23 - CP 1652
6850 Mendrisio
T +41 91 811 31 11

Ospedale Civico

Via Tesserete 46
CH-6900 Lugano
T +41 91 811 61 11

