



Istituto
Milano
Raffles
Milano
Moda e Design

STUDENT HANDBOOK
A.Y. 2025 – 2026

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1. ABOUT US

1.1 INTRODUCTION

Raffles Milano International Design Institute is a subsidiary of **Raffles Education**, the leading education group in the Asia Pacific region and Europe. We have a network of colleges across countries such as Cambodia, India, Indonesia, Italy, Malaysia, Saudi Arabia, Singapore, and Thailand, and the People's Republic of China.

Raffles Milano International Design Institute was established in 2017 and is the European hub of the largest independent design education network, an international institute where students work closely with faculty to undertake projects that embrace hybridization, experimentation, and research, challenging conventional norms and transcending cultural, technological, or geographical barriers. It offers bachelor's degree courses in Fashion Design, Product Design and Visual and Graphic Design, in addition to the Interior Design 3-Years Course.

Moreover there are Master courses in Branding for Luxury, Fashion and Design, Fashion Design and Sustainability, Fashion Photography, Product and Interior Design, Visual Design and Communication, and a wide range of Short Courses.

All programmes follow a modern, international curriculum of the highest standard. A unique combination of academic theory and practical experience ensures all graduates possess the necessary skills and knowledge demanded by employers worldwide as well as sound foundation for advanced study.

Raffles Milano International Design Institute continues to strive for excellence in delivering high quality education and providing an enriching learning experience for our students.

1.1.1 OUR MISSION

We are committed to provide quality education and related services through our network of institutions. **Raffles Milano International Design Institute** is the ultimate desirable educational experience: a boutique design school in Milano growing smart cosmopolitan talents with real hybridization of skills, in a unique respectful cutting-edge environment.

Fully embedded with companies leaders, gateway to the widest design educational network.

1.1.2 OUR VALUES AND CULTURE

We provide a learning environment that leads to successful careers through educational experiences that promote:

SOcial RESPONSIBILITY

Professional EXCELLENCE FOR EMPLOYABILITY

Analytical THINKING FOR PROBLEM SOLVING

Creativity TO ENCOURAGE INNOVATION

EntrepreneurSHIP

2. QUALITY ASSURANCE – ANVUR/MUR AUDIT

2.1 DPR 212/2005

Raffles Milano is part of the Higher Education in Art, Music and Dance (AFAM) system. As such, it operates under the framework established by [Presidential Decree \(DPR\) 212/2005](#).

DPR 212/2005 is the regulation that governs the academic structure of AFAM institutions in Italy. It outlines the criteria for admission, the requirements for obtaining first- and second-level academic degrees and master's qualifications, and the organization of artistic research and production activities. The decree was issued under Article 2 of Law no. 508 of December 21, 1999.

This regulatory framework ensures the recognition of academic credits and defines the general structure of study programs. While DPR 212/2005 sets the national standards for AFAM institutions, it also allows each institution a degree of autonomy in organizing its courses and establishing its own academic regulations, provided they remain consistent with national guidelines.

2.2 INSTITUTIONAL RECOGNITION AND QUALITY ASSURANCE

2.2.1 RECOGNITION BY THE MINISTRY OF UNIVERSITY AND RESEARCH (MUR)

Raffles Milano's courses in **Fashion Design**, **Product Design**, and **Visual Design** have been formally recognized by the **Italian Ministry of University and Research (MUR)** through [Ministerial Decree No. 1216 dated August 31, 2023](#).

This recognition ensures that the educational programs are aligned with national standards established for institutions within the AFAM sector.

2.2.2 ANNUAL ANVUR SURVEY

As an AFAM institution, **Raffles Milano** is subject to annual evaluation by ANVUR (the National Agency for the Evaluation of Universities and Research Institutes).

ANVUR is the Italian government agency responsible for assessing the quality of higher education and research in both universities and AFAM institutions. The annual evaluation process is designed to ensure that academic standards, teaching quality, and institutional performance meet national benchmarks.

For students, this evaluation serves as a guarantee of transparency, accountability, and continuous improvement in the quality of education offered. The data collected through ANVUR's monitoring activities contribute to the ongoing enhancement of teaching, student services, and institutional governance.

2.3 STATUTE OF AUTONOMY

2.3.1 PURPOSE AND SCOPE

The Statute of Autonomy of Raffles Milano, dated November 9, 2019, further amended on September 22, 2024, is a fundamental document that defines the governance structures and organizational autonomy of the institute. It is aligned with the provisions of Presidential Decree (DPR) No. 132 of February 28, 2003, which regulates artistic, musical, and dance institutions (AFAM) in Italy.

The Statute has been voluntarily adopted by Raffles Education Italy S.r.l., the legal entity operating Raffles Milano, and it establishes the following key elements:

2.3.2 ORGANIZATIONAL AND MANAGERIAL AUTONOMY

The Statute grants full organizational and managerial autonomy to **Raffles Milano**, enabling the institution to operate independently within the regulatory framework defined by national legislation.

2.3.3 COMPLIANCE WITH NATIONAL REGULATIONS

It ensures that the governance structure of the institute complies with DPR No. 132/2003, fostering institutional integrity and transparency within the AFAM system.

2.3.4 GOVERNANCE STRUCTURE

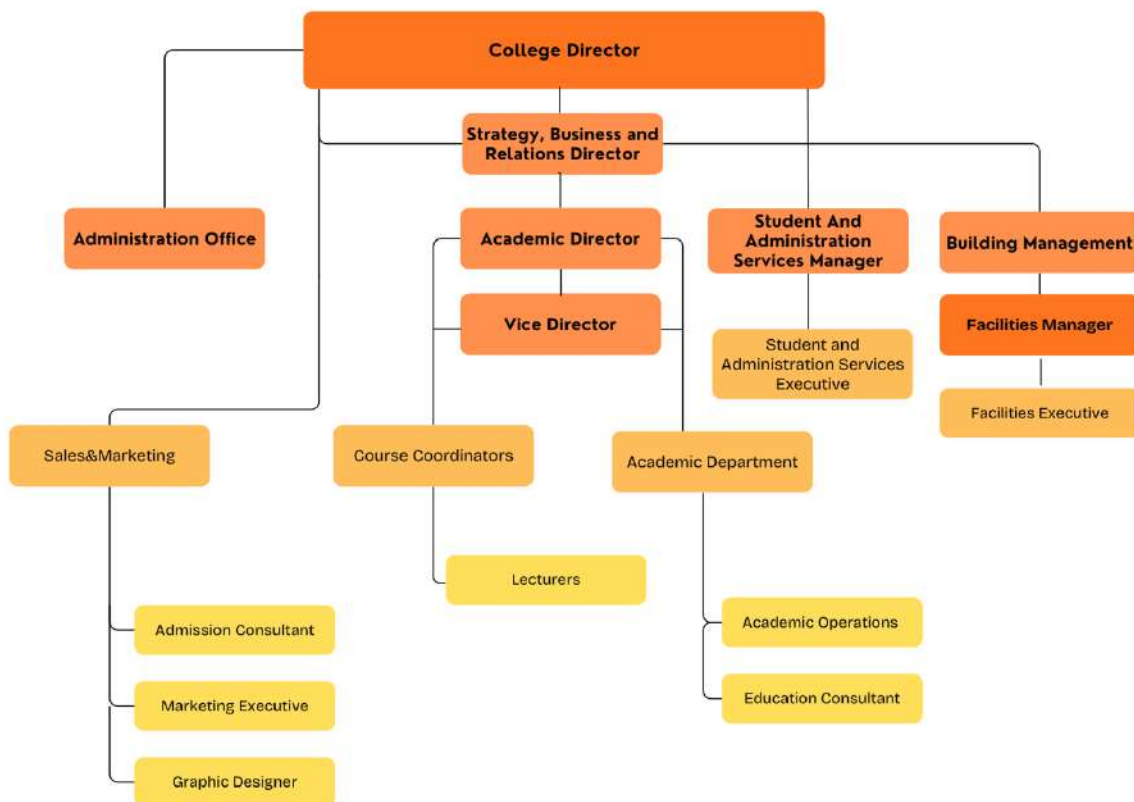
The Statute defines the governing bodies of the institution, including:

- **The President**, who provides strategic direction
- **The Director**, who oversees academic and administrative operations

2.3.5 PRINCIPLES OF INSTITUTIONAL CONDUCT

In accordance with the Code of Ethics and internal procedures, all relations with institutional stakeholders must be conducted exclusively by authorized representatives and must comply with applicable laws and regulations.

2.4 MANAGEMENT STRUCTURE OF THE COLLEGE



2.5 ACADEMIC AND EXAMINATION BOARD

The Academic and Examination Board at **Raffles Milano** is composed of the Scientific Director, the Academic Director, and the Course Coordinators. This board is responsible for overseeing academic standards and ensuring the quality and consistency of the educational offering.

One of its key responsibilities is the evaluation of applicants' qualifications and academic preparation during the admissions process. The Board carefully reviews each candidate's educational background to determine eligibility for entry into the programs.

In addition, the Academic and Examination Board is in charge of assessing and recognizing academic credits for students transferring from other institutions. This includes the verification of previously completed coursework and the allocation of credits towards the desired program at Raffles Milano. The aim is to ensure that each student's prior learning is appropriately valued while maintaining the academic integrity and coherence of the curriculum.

3. ACADEMIC MANAGEMENT POLICIES AND PROCEDURES

3.1 ACADEMIC CALENDAR AND START OF SEMESTER

Before the commencement of every academic year, students will receive a welcome e-mail with:

- **Reminder Welcome Day**
- **Academic Calendar (BA, 3YC and Master courses)**
- **Communication about classes' schedules on Teams**
- **Instructions about the activation of a Raffles Milano e-mail account**

The College has one intake a year: beginning of October for 2nd and 3rd years, beginning of November for 1st years, end of November for Masters.

3.1.1 SCHOOL SEMESTER DATES

1ST YEAR BA/3YC COURSES	Semester 1: 1 st Monday of November to the beginning of February
	Semester 2: 1 st Monday of March to the beginning of June
2ND AND 3RD YEAR BA/3YC COURSES	Semester 1: 1 st Monday of October to the beginning of February
	Semester 2: 1 st Monday of March to the beginning of June
MASTER COURSES	Semester 1: last Tuesday of November to the beginning of February
	Semester 2: 1 st Tuesday of March to the beginning of October
EXAMS' SESSIONS:	Winter: end of February, beginning of March
	Summer: end of June, beginning of July
	Autumn (make-up session): end of September, beginning of October

MONTH	IMPORTANT THINGS TO TAKE NOTE OF
OCTOBER	<ul style="list-style-type: none"> • Start of Semester 1 for 2nd and 3rd years BA and 3YC courses – Welcome Day • BA and 3YC students Autumn Graduation • Release of updated transcripts (only 2nd and 3rd year courses) • Scholarship confirmation or revocation
NOVEMBER	<ul style="list-style-type: none"> • Start of Semester 1 for 1st year BA, 3YC and MST courses – Welcome Day
DECEMBER	<ul style="list-style-type: none"> • Deadline for Changes between corresponding level course requests (2nd and 3rd year students) • Christmas Holiday Break
JANUARY	<ul style="list-style-type: none"> • Deadline for submission of Form A for thesis discussion in the Summer session
FEBRUARY	<ul style="list-style-type: none"> • End of Semester 1 for BA, 3YC and MST courses students • BA and 3YC Winter exams session (1st semester)

	<ul style="list-style-type: none"> • Deadline for submission of Form B for thesis discussion in the Winter session
MARCH	<ul style="list-style-type: none"> • Start of Semester 2 for BA, 3YC and MST students • Release of updated transcripts for all BA and 3YC students • BA and 3YC Winter Thesis Discussion • 72 hours
APRIL	<ul style="list-style-type: none"> • Milano Design Week • Payment enrollment fee for 2nd and 3rd year returning students • Deadline for submission of Form A for thesis discussion in the Autumn session
JUNE	<ul style="list-style-type: none"> • End of Semester 2 for BA and 3YC courses students • ISEEU deadline for income bracket calculation for returning students • BA and 3YC Summer exams session (2nd semester) • Deadline for Deferment and Withdrawal requests • Deadline for Changes between corresponding level course (1st year students) requests • Deadline for Transfer to other higher education institutions requests • Deadline for submission of Form B for thesis discussion in the Summer session
JULY	<ul style="list-style-type: none"> • Release of updated transcripts for all BA and 3YC students • BA and 3YC Summer Thesis Discussion
AUGUST	<ul style="list-style-type: none"> • Summer Break
SEPTEMBER	<ul style="list-style-type: none"> • BA and 3YC Autumn make-up exams session (1st & 2nd semester) • End of semester 2 for MST courses students • Deadline for submission of Form A for thesis discussion in the Winter session • Deadline for submission of Form B for thesis discussion in the Autumn session

3.1.2 ACADEMIC CALENDAR A.Y.2025/2026

BA - 3YC - ACADEMIC CALENDAR a.y. 2025/2026

2025												2026													
SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26
14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8
8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2
21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6
19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13
26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4
17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11
24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25

CAPTION

EXAMS SESSION
GRADUATION
START/END CLASSES
ORDINARY LESSONS
HOLIDAY
72 HOURS / MILAN DESIGN WEEK

3.2 RAFFLES MILANO E-MAIL ACCOUNT

As a student of **Raffles Milano** you will also be given a dedicated e-mail address and unique **USER ID** (i.e.namesurnameay@rafflesmilano.it) and **PASSWORD** to enjoy the following privileges during your course of study:

- Complimentary **Raffles Milano** E-mail Account
- Access to Microsoft 365 Pack (Outlook, onedrive and many other Apps related to Microsoft)
- Access to complete the Online Teacher and Course Evaluation
- Access to Forms related to Locker, Softwares
- Access to Microsoft Teams

* Please note that your **Raffles Milano** E-mail Account will be deactivated once you will finish your studies career in **Raffles Milano**.

Raffles Milano will not be responsible for any loss of information, data, or communications stored in students' @rafflesmilano.it e-mail addresses after the deactivation

3.3 RAFFLES MILANO STUDENT PORTALS

The College has three student portals for students to access student-related information. They are:

3.3.1 MY CLASSBOARD

My Classboard is a digital platform designed to help students manage their academic life. With features such as lesson schedule planning, deadline tracking, and communication with teachers, the software allows

students to better organize their time, reducing stress and improving study efficiency. It is an ideal tool to stay up-to-date and optimize academic performance.

3.3.2 RMIL STUDENT SERVICES

Students can access the updated version of the Student Handbook and forms (Withdrawal, Deferment, Transfer to and from another higher education institutes) from the [RMIL Student Services](#), an online portal Microsoft SharePoint.

3.3.3. MICROSOFT TEAMS LEARNING MANAGEMENT SYSTEM

Microsoft Teams is a platform that has been put in place by the College to better facilitate the student's learning experience.

Students will be given a username and password by the College, with which the students will be able to log into Microsoft Teams.

Through Microsoft Teams students can:

- Access all various learning materials online whether by downloading the materials or just simply viewing it online;
- Submit their assignments in any digital content, including, word-processed documents, spreadsheets, images, audio and video clips via Microsoft Teams;
- Communicate with the lecturers via a messaging function within Microsoft Teams.

All communications related to lessons, posted by teachers or the ACAD office, will also be delivered through Microsoft Teams.

The College will not be held responsible for a student's failure to comply with updated policies in the Student Handbook.

These RMIL Student Services Portals are accessible through students' Raffles e-mail: students are required to have their Raffles email ID on hand to login.

For any issue please contact group-it@raffles.education and tech@rafflesmilano.it

3.4 STUDENT SCHEDULE

Before the start of the academic year, students are added to the classes for each subject, classes created on Teams. Within each class, there is a calendar related to the subject, where students can view the lesson schedule. For real-time updates, students need to enable notifications for each class and access Teams using their **Raffles Milano** email address. These calendars will also be visible on the My Classboard platform.

Students are responsible for referring to the confirmed schedule on Teams calendar and My Classboard calendar, **Raffles Milano** will not bear any responsibility for students missing classes because of their negligence.

3.5 STUDENT IDENTIFICATION (STUDENT ID) CARD

On the first days in **Raffles Milano**, each student receives a student ID card, which can be collected at the Reception upon presentation of their identification documents. The Raffles Card is the official card issued by Raffles that primarily serves as a personal identification tool. It also grants access to various services, such as entry to the building, equipment rental, access to the library and consultation of books, and use of laboratories.

In addition, the Raffles Card allows students to benefit from discounts for services such as museum entry*, gym memberships, and special deals with partnered venues and student accommodations.

At the beginning of the academic year, students will receive from the Reception a list of all the available partnerships and discounts offered by **Raffles Milano**. Students should display their student ID card to enjoy these discounts and special offers.

*Student discounts offered by museums depend on the individual policies of each museum. It is recommended to check directly with the museum for the most up-to-date information and applicable conditions.

3.6 NOTEBOOK OWNERSHIP SCHEME

All students should be equipped with their personal notebooks during their course of study. The technical specifications of personal notebooks vary from program to program and depend on the type of software and programs that students may be required to apply during their course of study.

Below are some general guidelines on the minimum technical specifications that can help students study and work at their best for the Visual Design and Communication, Interior Design, and Product Design programs

PROCESSOR	Intel i5 / Apple M1 / AMD Ryzen 7 or 9 / or equivalent, minimum
RAM	At least 16 GB (32 GB recommended for students working with multiple applications simultaneously)
GRAPHICS CARD	Dedicated GPU (e.g., Nvidia RTX 3060 or higher, Nvidia 4 GB or higher, or integrated Apple Silicon GPU)
STORAGE	SSD NVMe with at least 512 GB (1 TB recommended) + cloud-based software storage
DISPLAY	Minimum Full HD resolution 15" or 17" (4K recommended for intensive graphic or video work)
OPERATING SYSTEM	Windows is recommended for Interior and Product Design students to ensure software compatibility.

Note about iPads:

An iPad Pro can be a helpful additional tool (for sketching, note-taking, or using support apps), but it is not essential. An iPad does not replace a computer in any way.

Further details will be given during the first week of class.

Raffles Milano students are eligible for exclusive discounts on the purchase of Macs and PCs through the website [UNiDAYS](#).

3.7 LOAN OF SEWING TOOLS/MATERIALS

The College loans basic materials needed for production and design classes. These items are available for loan to students at the Reception.

3.8 ENGLISH LANGUAGE ENTRY REQUIREMENTS

Students who enrol into **Raffles Milano** courses are required to meet the achievement of a level of knowledge of English equal or above B2.

Students who have completed their entire prior course of study conducted in English before enrolling at Raffles Milano are exempt from taking the English language proficiency test at the B2 level.

MINIMUM REQUIRED LEVEL

REQUIREMENT	DETAILS
MINIMUM LEVEL	<ul style="list-style-type: none"> B2 (CEFR - Common European Framework of Reference for Languages)
ASSESSMENT METHODS	<ul style="list-style-type: none"> Language test (for students without a recognized certificate) Submission of a recognized international certificate (issued within 2 years prior to course start)

If the student is NOT certified B2 at enrollment

CONDITION	OBLIGATION
NO B2 CERTIFICATE AT ENROLLMENT	Student can attend English classes By the end of the academic year* , must: Take the English language course and test Obtain a B2 certificate

**The English language certificate must be submitted at enrollment and no later than the completion of the student's first year of study.*

Exemption from English Language Test

Students applying for **1st level academic programs** are exempt from the **English test** if they possess one of the following:

Accepted Certificate	Minimum Requirement
IELTS	Above 5.0
Cambridge FCE (First Certificate in English)	Pass
A-Levels	At least 2 years of full education in English
PET (Preliminary English Test)	Pass with Merit
Trinity College ISE I	All 4 skills passed
TOEFL (Computer-based)	173 – 180
TOEFL (Internet-based)	59 – 64
IB Diploma	At least 3 years of full education in English
BEC Preliminary	Pass
PTE Academic	36 – 42
TEEP	5.0
TOEIC	600 (with passing scores in both "Speaking & Writing" and "Listening & Reading")
BULATS	40 – 50

Raffles Milano students are eligible for a special agreement with the Centro Studi Italiani, where they can attend English courses at a discounted rate. For more information jerikamandocdoc@rafflesmilano.it

4. ACADEMIC INFORMATION

Each course is defined by its own study plan, and has prescribed requirements for their completion, defined by credits. According to the ministerial framework, each academic year includes 60 CFA/credits, for a total of 180 credits at the end of the three-year programme. Students must obtain 180 CFA/credits to complete their course, and to obtain the course certification.

Each credit corresponds to approximately 20 to 25 hours of study, which may include lectures, individual work, and project development.

Each year of study is made up of a number of different subjects, and the first important distinction is between compulsory subjects and elective subjects.

Among the compulsory subjects, there are three main categories:

- **Basic Training Activities**, which are the essential, mandatory foundation subjects of every course.
- **Characterizing Training Activities**, which define and shape the specific identity of the course of study.
- **Supplementary or Related Educational Activities**, which are connected to the main discipline and help students develop complementary skills.

Elective subjects, which are divided into two main groups: Additional Training Activities and Student Choice Training Activities.

The Additional Training Activities include all the experiences that complete and enrich the study plan — for example, the 72-hour activities, museum visits, conferences, and seminars organized either by the institute or independently. What's important is that these activities are certified and properly documented.

This section also includes curricular internships, which are the professional experience students will undertake in a company.

For this, students can refer to our Career Service, which will guide and support them through the process, please refer to section 13.

Then we have the Student Choice Training Activities, meaning the subjects that students can personally select according to their interests.

To make things easier, **Raffles Milano** has already suggested a list of elective courses — in agreement with the Course Coordinators — so that the study path includes subjects that are considered valuable and enriching for students' academic and professional growth.

Finally, the section called Training Activities Related to the Final Examination and Knowledge of the Foreign Language refers to the language proficiency requirement.

The study plans also include exams and thesis discussions

Students must pay attention to subjects that have multiple modules, which may or may not be taught by the same teacher, or at the same time (for example, same semester). In order to obtain credits of a subject, students must complete all modules in that subject, or they will not be eligible for obtaining those credits.

Students' performance is assessed throughout the course of study. Each subject involves multiple assessments that are held throughout the duration of teaching of the subject, which form the basis of students' grading, culminating in, as the case may be, a final examination, or a project. There are examinations and assignments for most subjects.

4.1 GRADING SYSTEM

FOR BACHELORS, THREE YEARS AND MASTERS' COURSES:

GRADE	GRADE IN THIRTIES	PERFORMANCE
A	30 e Lode (31) - 30	An exceptional performance in all criteria of studies assessment.
B1 - B2	29 – 28	A very good average performance in most areas.
B3-C1-C2	27-26-25	A good performance in most areas.
C3-D1-D2	24-23-22-21	An average in many criteria.
D3	20-19-18	Conceded pass. This grade will be given to students who nearly pass but do not deserve a pass. It is a warning that a student's performance is barely acceptable.
E	<18	A clearly unsatisfactory/unacceptable performance.

4.1.1 WEIGHTED AVERAGE CALCULATION

The weighted average is calculated using the formula:

$$\text{Average} = \frac{\sum (\text{grade} \times \text{exam CFA})}{\sum (\text{exam CFA})}$$

- Grades of 30 with honors (30 e lode) are counted as 31 in the calculation
- Exams without a numerical grade (pass/fail eligibility assessments) are not included in the calculation.

4.1.2 HOW TO CALCULATE THE WEIGHTED AVERAGE:

1. Multiply each exam grade by its corresponding CFA credits
2. Add all the resulting values together
3. Add up the CFA credits of the considered exams
4. Divide the result from step 2 by the result from step 3

If the average contains decimals, they will be kept and rounded to one decimal place (e.g. 27,831 becomes 27,8). If the average grade for thesis admission includes decimals, they will be rounded as follows:

- < 0.5: rounded down (e.g. 27.3 becomes 27)
- > 0.5: rounded up (e.g. 27.6 becomes 28)

4.1.3 SUBJECT WITH MULTIPLE MODULES (SINGLE SUBJECT UNIT)

In case of a subject with two or more modules, the final grade will be recorded only if the student has passed all modules. The final grade will be calculated as the average of modules grades

SUBJECT	MODULE B	STUDENT STATUS	GRADE RECORDED?	INCLUDED IN WEIGHTED AVERAGE?
Graphic Design 1	3 ECTS Not taken	Only Module A completed	No	No
Graphic Design 1	3 ECTS Grade: 30	Both modules completed	Yes	Yes

*Note: the final grade is a combined grade issued after completion of both modules, and only this final grade is used in the weighted average.

4.2 FAILURE BY ATTENDANCE

The College maintains a very strict standard of performance and attendance for its courses.

Attendance is mandatory for all courses at **Raffles Milano**. Students are required to attend **at least 80% of the total teaching hours** for each individual subject in order to fulfill academic requirements. Falling below this threshold may result in being excluded from final assessments, exams, or advancement within the program.

4.3 ACADEMIC PROGRESSION

The Academic and Examination Board monitors the academic performance and progression of students. In each term, the Board reviews the performance of all students and assesses their academic standing. Sanctions may be rendered against students whose performances are deemed to be 'at risk' of not making satisfactory progress.

Students are responsible for successful completion of all course requirements, ensuring that satisfactory progress is being made throughout their academic career.

4.4 ADDITION OF SUBJECT

Students who wish to take additional subject(s) on top of the existing schedule must complete **the Application for Additional Subject(s)** form, obtainable from RMIL Student Services Portal, **no later than the 2nd week of lessons of the 1st semester**. After successful addition of subject(s), if the student decides to withdraw, the rules on withdrawal of subject(s) apply.

Approval from the Course Coordinator must be granted before the student can attend the class. An administration fee of **€ 100,00 (+VAT)** per additional subject is payable on approval of the application, in addition to the fees corresponding to the additional credits to be obtained for the additional subject(s).

4.5 RETAKING OF SUBJECT

If a student does not meet the 80% of attendance requirement, exceeding the 20% absence limit for a course will not be admitted to the final exam.

In such cases:

- Students must pay a fee for each subject they need to retake.
- In the following academic year, students must prioritize the recovery of these subjects over attending new ones.

The calculation is as below:

€ 250,00 (+VAT) X CFA/CREDITS

Retaking Fee shall be paid within 15 days before the start of lessons.

4.6 WITHDRAWAL FROM ADDITIONAL SUBJECT

If students wish to withdraw from an additional subject, they must complete the Application for Withdrawal from Subject form, obtainable from the **RMIL Student Services Portal**, within the **2nd week from the beginning of the subject**. There is no refund of Subject Fees. A nonrefundable administration fee of **€ 250,00 (+VAT)** per withdrawn subject is payable on approval of the application. For withdrawals after the 2nd week, students will have to pay a retaking fee. Please refer to Point 4.5 for the details of retaking fee.

4.7 TRANSFER OF COURSE

- a) Students who are interested in applying for transfer to another course within **Raffles Milano** must seek guidance from the Academic Director and Course Coordinator on the transfer process, eligibility criteria and recognition of transfer of credits.
- b) Internal transfer is not automatic or guaranteed. Students must meet the requirements and gain formal acceptance to the course or college to which they are applying.
- c) A student will be considered for a transfer between courses in Milano only once.
- d) Request for transfer of course must be made 1 month prior to the commencement of the 2nd semester. Students under 18 years of age must have written parent's/guardian's consent before **Raffles Milano** will be able to process the request.
- e) The Form for Exemptions to be completed and approved by the receiving Academic Director and Course Coordinator as part of the transfer process.
- f) The transfer request will take a maximum processing time of 20 working days from request to outcome.
- g) Course fees will be calculated based on the new course. No refund will be made for discontinuation of studies in the old course before the transfer.
- h) Continuation in the new course is also subject to the availability of:
 - subjects being offered in the term.
 - vacancy in the class.
 - outstanding term/retake fees are paid in full
- i) The transfer is subject to the approval of the Academic Director and Course Coordinator from both courses. RMIL informs, relevant government agencies (e.g., Consulate/Embassy, Immigration Office of Police Headquarter) and other relevant parties promptly for all transfer cases.
- j) Student holding a residence permit for study purposes who wishes to change course within **Raffles Milano** is allowed to do so, provided that:
 - The new program is of the same academic level (e.g., Bachelor's to Bachelor's).
 - The change is duly justified and officially approved by the institution.
 - Student notifies the local Immigration Office (Questura) of the change within a reasonable period (usually within 60 days).
 - Student must provide updated documentation, including the new enrollment certificate and study plan.

Failure to notify the authorities may result in the revocation of your residence permit.

If the new program extends a student overall period of study, the student will need to request a renewal of the permit before it expires.

4.8 TRANSFER TO ANOTHER HIGHER EDUCATION INSTITUTE

- a) Students can request transfer to another institute by communication via e-mail to the Academic Director and Student and Administration Services Office - SAS by 30th June of each academic year to arrange an exit interview. Students under 18 years of age must have written parent's/guardian's consent before Raffles Milano will be able to process the request.
- b) If the application to transfer arrives after 30th June, the student must pay the Enrolment and Tuition Fees for the next academic year.
- c) For transfer is required the payment of a non-refundable administrative fee of **€ 300,00 (+VAT)**.
- d) Upon approval of the transfer, student must return any borrowed materials to the FAS Department.
- e) With the transfer application, students can request a transcript of their curriculum at Raffles Milano. Any outstanding payments and Course Fees owing to the College must be settled in full.
- f) The College will not issue any transcripts and/or certificates to students who have outstanding payments with the College.

- g) The College will issue a Letter of Transfer confirmation not more than 15 working days from the point of student's request to validate the transfer.
- h) For students who have obtained the study Visa/permesso di soggiorno: in case of transfer, the student is obliged to inform the Embassy/Consulate that issued the Visa or Questura that issued the permesso di soggiorno (residence permit).
- i) The application for transfer by the student, and its acceptance by the Director of Raffles Milano, does not entail any refund of fees and contributions previously paid by the student in any way, and does not exempt the student from paying the balance fees at Raffles Milano International Design Institute for the current year.
- j) The College will provide validation to the Other Higher Education Institution for credits obtained by the student in the course of study. Recognition of Prior Learning for credits obtained at **Raffles Milano** is subject to, inter alia, acceptance by the Other Higher Education Institution. The College will not be responsible for credits that are subject to evaluation by the Other Higher Education Institution or for their acceptance.

Raffles Milano declares that the credits acquired by students enrolled in its courses are recognized by the MUR (Ministry of Universities and Research) for the courses of Fashion Design, Visual Design and Product Design. For courses not accredited by the MUR, Raffles Milano does not guarantee that the credits acquired by the student during studies, will be accepted as equivalent credits by any other institution of tertiary education accredited by the MUR.

4.9 TRANSFER IN AND RECOGNITION OF PRIOR LEARNING (EXEMPTION)

- a) Students can request transfer to Raffles Milano from another institute by communication via e-mail to the Academic Director and Student and Administration Services Office - SAS by 01st September of each academic year to arrange an interview. Students under 18 years of age must have written parent's/guardian's consent before Raffles Milano will be able to process the request. In the request students must include the following documents:
 - A letter of motivation stating the reasons for the transfer.
 - An official transcript of records from the current institution.
 - Course syllabi or detailed descriptions of completed courses (to evaluate credit recognition).
 - A copy of your valid ID or passport.
 - A copy of your residence permit and visa (for non-EU students).
- b) The Academic Committee will review the application and decide on credit recognition and eligibility. Admission is not guaranteed and depends on available places and academic compatibility. Students may be invited for an interview or asked to provide additional documentation.
- c) Exemptions are only applicable for students (from other institutions) who attended a subject with the exact or similar curriculum. All exemptions are subjected to the approval of the Academic Director and respective Course Coordinator. Applications must be submitted before enrollment. All applications submitted after enrollment will not be accepted. Upon graduation, the exempted subjects will be reflected in the final transcript.
- d) Once the transfer is approved, the student will receive instructions for completing the enrollment process and paying any applicable fees.
- e) Partial credit recognition may result in an extension of the study period.
- f) Transferred students must comply with all academic and administrative rules of our school.
- g) Tuition fees and regulations apply as for regularly enrolled students

For students who have obtained the study Visa/permesso di soggiorno: in case of transfer, the student is obliged to inform the Embassy/Consulate that issued the Visa or Questura that issued the permesso di soggiorno.

4.10 WITHDRAWAL FROM COURSE

Withdrawal leads to the termination of the academic career and the end of the student's relationship with Raffles Milano International Design Institute. It will no longer be possible to take exams, participate in educational activities or graduate.

Exams taken up to that point cannot be recognized in the event of new enrollment in the same course or in another degree course.

- a) Request for withdrawal of course must be made no later than 15th June of each academic year in attendance. Students under 18 years of age must have written parent's/guardian's consent before **Raffles Milano** will be able to process the request.
- b) For withdrawal from studies, is required the payment of a non-refundable administrative fee of **€ 300,00 (+VAT)**.
- c) The withdrawal request will take a maximum processing time of 20 working days from request to the notification of the outcome, unless there is an eligible refund, then the processing time will be within 25 working days.
- d) **Raffles Milano** informs, relevant government agencies (e.g., Consulate/Embassy, Immigration Office, Police Headquarter) and other relevant parties promptly for all withdrawal cases.
- e) Upon approval of the withdrawal, student must return any borrowed materials to the FAS Department.
- f) Any outstanding payments and Course Fees owing to the College must be settled in full. The College will not issue any transcripts and/or certificates to students who have outstanding payments with the College. Due date is as per "Course Fee Payment Schedule". Refund of miscellaneous fees may be considered on a case-by-case basis.
- g) On approval of the withdrawal:

NEWLY ENROLLED	Withdrawal within 14 days from signing the GTC	Full refund of tuition and enrolment fees <i>Minus</i> €2,000 non-refundable Administrative Fee
NEWLY ENROLLED	Visa refusal (with official documentation)	Full refund of tuition and enrolment fees <i>Minus</i> €2,000 non-refundable Administrative Fee
RE-ENROLLED	Withdrawal request received between 15th June and 30th June	No refund of enrolment fee 50% of tuition fee still payable Administrative Fee
RE-ENROLLED	Withdrawal request received after 30th June	No refund of enrolment or tuition fees. Student is enrolled.

4.11 DEFERMENT

During the deferment period, student cannot qualify as enrolled student at **Raffles Milano** and cannot participate in any educational activities of the Institute. **Raffles Milano** reserves the right to refuse to provide services to student not enrolled in its courses and will not be responsible in any way for the student's actions during this suspension period. In addition, the student will not be able to claim past or future economic benefits for any suspension. No study certificate will be issued for the purpose of visa or residence permit to foreign students who request a suspension of their studies.

- a) Request for deferment of course must be made no later than 15th June prior the starting of the academic year to be deferred. Students under 18 years of age must have written parent's/guardian's consent before Raffles Milano will be able to process the request.

- b) For the deferment is requested the payment of a non-refundable administrative fee of **€ 300,00 (+VAT)**.
- c) Deferment is subject to payment of the full Fee (Admin+Enrollment+Tuition Fee), which must be made following the payment plan in the Payment Details Form. The fee paid will be considered valid for the academic year in which enrollment is reactivated.
- d) Students may only defer for a maximum of 12 months. All outstanding fees should be paid before the request will be processed.
- e) The deferment request will take a maximum processing time of 20 working days from request to outcome.
- f) Resumption of the deferment is also subject to the availability of:
 - subjects being offered in the term.
 - vacancy in the class.
 - outstanding term/retake fees are paid in full
- g) The deferment is subject to the approval of the Academic Director and Course Coordinator
- h) **Raffles Milano** informs, relevant government agencies (e.g., Consulate/Embassy, Questura, Ufficio Immigrazione) and other relevant parties promptly for all deferment cases.
- i) Students on student's Permesso di soggiorno (residence permit) may require a new student residence permit from Questura for the resumption of studies. When the student resumes their studies regularly, they will generally be able to apply for the renewal of their residence permit.

However, the Immigration Office (Questura) may require documentation proving:

- The reason for the suspension
- Regular enrollment and attendance of the course after resumption
- Updated academic status

In the event that a student holding a residence permit for study purposes decides to defer his academic year, the institution is required to notify the local Police Headquarter Immigration Office (Questura) of the student's updated status.

Please note that, upon resumption of studies, the student will be required to apply for a new residence permit. The institution emphasizes that the issuance of the new permit is the sole responsibility of the Questura and is not guaranteed or managed by the school.

Students are therefore advised to carefully consider the implications of suspending their studies, particularly with regard to their immigration status and the potential impact on future residence permit applications.

If the resident permit is not approved, the student may have to discontinue his/her studies and may be expected to leave Milano at short notice. In such an event, a student may approach the College to explore alternatives for the completion of his/her studies.

4.12 ACADEMIC MONITORING AND STUDENT SUPPORT

Students who accumulate a high number of unjustified absences or receive consistently low academic results will be contacted by the SAS Office. A meeting will be scheduled with the Academic Director and the Course Coordinator to better understand the situation, assess how Raffles Milano can offer support, and inform the student about the possible academic consequences.

Raffles Milano encourages all students to maintain a consistent and linear study path. This includes attending classes regularly, avoiding unnecessary absences, and completing all exams and assessments required by their study plan.

For international students, it is especially important to adhere to attendance and academic requirements, as these are directly linked to visa and residence permit regulations. Failure to meet these obligations may result in serious legal and academic consequences.

Students experiencing academic or personal difficulties are encouraged to proactively contact the SAS Office to schedule a meeting and discuss their situation in a timely manner.

4.13 ENROLMENT TERMINATION

Students who continue to earn failing grades or otherwise perform very poorly, showing no significant improvement, may have their enrolment at **Raffles Milano** terminated by the Academic and Examination Board. Upon the termination, student will not be able to enroll into the same course but may choose to enroll into other courses offered by the College.

If re-admitted, students must maintain good academic standing through to graduation. If this condition is not met, their enrolment may be terminated by the College without further warning, with no opportunity for re-admission. Such a decision is permanent and irrevocable.

Students who feel that extenuating circumstances warrant continued enrolment may submit an appeal to the Academic and Examination Board to rescind its decision and permit them to continue their course of study without interruption.

A student may be subjected to enrolment termination by the College for any of the following reasons:

- Poor academic performance
- Student has failed the same subject three (3) times and is deemed to be de-registered
- Default of Course Fee payment
- Prolonged absenteeism of more than 2 weeks
- Criminal offences
- Misconduct in the College (e.g. bullying, extortion, theft, or police cases)
- Course duration lasting more than 4 years

Students whose academic career is terminated by decision of Raffles Milano are not entitled to any refund of fees already paid.

4.14 OUT OF COURSE/ “FUORI CORSO” STUDENTS

Students who do not pass the required exams in time to sit the final Thesis examination during the last available session will be classified as “fuori corso” students (students exceeding the standard duration of the program) for a maximum period of 2 years.

Students may enroll in the fuori corso academic year by paying an annual enrollment fee (which includes the admission and registration fees) of **€ 2.500,00 (+VAT)**.

Additionally, a fee of **€ 250,00 (+VAT)** will be charged for each missing exam students need to retake, and an additional fee of **€ 250,00 (+VAT) per credit/CFA** will be charged for students seeking to retake subjects.

An additional fee of €2.500,00 (+VAT) is required for registration in each thesis session. This amount must be paid for every session students wish to attend. If a student withdraws from a previously paid session, a new payment will be required in order to register for a subsequent session.

To proceed with enrollment as a “fuori corso” student, students must download and complete the dedicated form available on the **RMIL Student Services Portal**.

5. ATTENDANCE FOR RAFFLES STUDENTS

5.1 ATTENDANCE

At the discretion of the Academic and Examination Board, students may be immediately placed on academic probation or enrolment termination because of particularly poor attendance performance.

5.1.1 ALL STUDENTS

The College maintains a very strict standard of performance and attendance for its courses. All students are required to attend at **least 80% of the scheduled lessons of the course**. However, **even justified absences count toward the 20% maximum unless otherwise specified**. It is the student's responsibility to monitor their attendance and remain in communication with faculty in case of difficulties.

Please note that **attending classes online is not permitted**, except in exceptional cases, which will be assessed at the discretion of the Academic and Examination Board. The only other exception is delays in the **issuance of the visa**. In this case, the student will be considered an 'auditor' and must arrive in Italy **before the middle of December** of the relevant academic year. If the student does not arrive in Italy by the end of December, he/she will need to proceed with deferring the academic year, following the procedure outlined in point 4.11.

Students missing more than an accumulative 20% of attendance without valid reasons will automatically fail the subject or module by attendance and can't be admitted to exams. Students would attend again the subject, for conditions please refer to point 4.5 of this Handbook.

5.1.2 ABSENCES AND EXCEPTIONS

Justified absences—such as those due to certified medical reasons, serious personal circumstances, or participation in officially approved academic or professional activities—must be communicated promptly and supported with appropriate documentation. In such cases, the ACAD Office and the Course Coordinator may evaluate the possibility of compensatory assignments or alternative arrangements, at their discretion. Other types of justifications will not be accepted.

5.1.3 INTERNSHIP AND CLASS ATTENDANCE

Students who undertake an internship during their studies should note the following:

- **Curricular internships** (i.e. those included in the study plan and officially approved by the University) are considered an integral part of the student's academic activities. Therefore, time spent on such internships is not counted as absence from classes. However, students are encouraged to inform their lecturers or course coordinators and the ACAD Office if the internship schedule overlaps with lessons, so that suitable arrangements can be made where possible.
- **Extracurricular internships** (i.e. voluntary internships not included in the study plan) are not part of the official academic programme and therefore do not exempt students from class attendance requirements. Students undertaking such internships are expected to manage their schedules accordingly and to meet the attendance obligations set for their courses.

5.1.4 RESIDENCE PERMIT (PERMESSO DI SOGGIORNO) HOLDERS

The purpose of stay in Milano for international students on Student's Permesso di soggiorno (residence permit) is solely for pursuing a course of study on a full-time basis. Only valid resident permit holders are allowed to attend classes at Raffles Milano and take the course of study

Students are required to comply with all the Rules and Regulations of the Italian Immigration Law and not indulge in activities which are inconsistent with the purpose for which the residence permit has been issued.

5.1.5 PUNCTUALITY

Students should be punctual for class. Attendance would be marked as “Delay” should they arrive for class more than 15 minutes after commencement of the class. One (1) late for class is equivalent to 0.5 absent. We would like to remind students that **the full duration of the lesson must be attended**, and admission to the classroom is at the discretion of the lecturer, who will mark the student as “D” (Delay) if they arrive later than 15’.

5.1.6 WARNING LETTERS FOR ATTENDANCE

All warning letters will be sent to students who are above 18 years old. For students who are below 18 years old, the warning letter will be sent to the guardian or parents. Students are responsible for their own attendance.

SAS Office will liaise with lecturers to ensure all attendance is marked. Attendance will be taken at the beginning of every classes. SAS Office will check attendance records for each subject in the middle of December and April of every academic year, tracking all at-risk students during these two windows and issue warning letters if a student is at risk of failing the subject due to attendance.

SAS Office will initiate consultations for those at-risk students who do not respond to warning letters.

5.1.7 MEDICAL CERTIFICATE

If a student is absent for medical reasons, he/she should submit an original and valid medical certificate to SAS Office by e-mail **on the day** the student resumes studies in **Raffles Milano**. **Raffles Milano** will only accept medical certificates issued with legal validity in Italy. If the medical certificate is issued outside of Italy, the professional must be licensed in their country of origin, and the certificate must be either translated into Italian or issued in English. Submissions will be done using the Absence Justification Form, downloadable from **RMIL Student Services Portal**.

The College reserves the right to reject the medical certificate on the following conditions:

- Late submission of medical certificate (it should be **no later than 5 days** from the end of the period the medical certificate was issued for).
- Submission of forged medical certificate

In Italy, the falsification of a medical certificate is a criminal offense, and the doctor, as an injured party or witness, can report the matter to the competent authorities (police, Carabinieri, or public prosecutor’s office).

The report can be made either by the doctor who discovers the falsification or by other involved parties, such as institutions or employers who detect irregularities.

Once the report is received, the authorities can initiate a criminal investigation and, if the falsification is confirmed, proceed with legal action. **Raffles Milano** will proceed with the expulsion from the College.

5.2 STUDY VISA AND RESIDENCE PERMIT

5.2.1 STUDY VISA APPLICATION

Students applying for a study visa, upon the payment of the Enrollment Fee, receive from their Advisor and SAS Office a welcome e-mail with attached a guide about how to apply for the study visa and the **Universitaly** guide.

In order to be admitted to courses at **Raffles Milano**, students must submit a pre-enrollment application through the University portal and book an appointment with the Italian Embassy or Consulate in their country of origin.

To increase the likelihood of a successful visa application and issuance, we recommend carefully checking the website of the relevant Embassy or Consulate for the required documents and basic conditions for applying for a study visa.

Once the study visa is obtained, the student must send a copy of it, along with their flight ticket to Italy, to the SAS Office that will send to the student an e-mail with useful links regarding the residence permit and health insurance

Students holding a study visa must apply for their residence permit within 8 days of arrival in Italy by following these steps:

1. **Collect the application kit** at an authorized post office (Sportello Amico). The kit contains the application form and detailed instructions.
2. **Fill out the application form** and gather all the required documents, such as:
 - Passport and visa
 - University enrollment certificate
 - Passport-sized photos
 - Payment receipt for the residence permit fee
3. **Submit the completed application kit and supporting documents** to post office (Sportello Amico)

After submitting the application kit at the post office:

1. **Receipt with legal value:**
The student will receive a receipt that has legal value and serves as a temporary residence permit while waiting for the official residence permit to be issued.
2. **Appointment notice from the Questura:**
The Questura (Immigration Office) will later send an email or text message indicating the date and time of the appointment for fingerprinting, photo, and identification procedures.

Once the student obtains the residence permit, he/she must send a copy to SAS Office.

It is important to complete this process within the 8-day deadline to avoid penalties or complications with the residence permit.

5.2.2 POST-OFFICE AND QUESTURA DI MILANO

	POST-OFFICE MILANO 40 (NEAR RAFFLES MILANO)	QUESTURA DI MILANO – UFFICIO IMMIGRAZIONE
ADDRESS	Via Alfredo Cappellini, 17 20124 Milano	Via Montebello, 26 20121 Milano
OFFICE HOUR	Mondays to Fridays 08:20 am to 07:05 pm Saturday 08:20 am to 12:35 pm	Mondays – Wednesdays – Fridays 08:00 am to 05:30 pm Tuesdays – Thursdays 08:00 am to 02:00 pm and 02:30 pm to 05:30 pm
PHONE	+39 0267733131	+39 0262265821
PEC E-MAIL		dipps146.00f0@pecps.poliziadistato.it
WEBSITE		Questura di Milano

6. RAFFLES PEDAGOGY

6.1 EXAMS

Students must take exams for the subjects listed in their Study Plan during the academic year, following any rules about exam order (prerequisites) or other limits set by the College.

Students cannot take exams for subjects not offered in the current academic year unless:

- The subject is in their Study Plan
- They have earned some credits/CFA for it but still need to complete it; in this case, the student has the right to a special exam board.

If some exams require a specific order (due to prerequisites), students must follow the sequence in their Study Plan.

6.2 ADMISSION TO FINAL EXAMS

To take final exams for courses in their Study Plan, students must:

- Be properly enrolled and have paid all fees. Otherwise, they cannot take exams.
- If international, have a valid residence permit starting from the first exam session of their enrollment year. Without it, exams are not allowed.
- Have attended enough classes. Unless otherwise stated, missing more than 20% of lessons means no exam admission. For personalized Study Plans, full attendance is always required
- Have completed Online Teacher and Course Evaluation.
- Students who don't meet these requirements are "not eligible" for exams.
- Exams are graded either with a score out of 30 or a pass/fail result.
- Exams test students' knowledge and may include results from midterm assessments.

Students are warned that any breach of examination rules will result in severe penalties, including the risk of expulsion from the College, and/or that the Academic and Examination Board may deem the candidate to have failed an assessment or series of assessments.

6.3 MIDTERM ASSESSMENTS

- Midterm assessments happen during the course (lectures, labs, etc.).
- They are planned by the teacher with approval from the school.
- Midterm results are not officially recorded on transcripts but may count towards the final grade.

6.4 EXAM SESSIONS

- Exams follow a schedule approved by the Academic Council.
- Each session has a start and end date, announced at least 15 working days before exams begin.
- Students must take exams in the first session after their course ends, according to the academic calendar.
- Exams sessions are:
 - Winter (February/March) - regular
 - Summer (June/July) - regular
 - Autumn (September/October) – make-up

6.5 EXAM ATTENDANCE AND RECOVERY POLICY

- Students with more than 20% absences cannot take the exam and must retake the subject, paying a fee.

- Exams for 1st semester **courses** are held in **February**.
- Exams for 2nd semester **courses** are held in **June**.
- A **make-up session (covering both semesters)** is held in **September**.
- Students who do **not take the exam by September session**, or fail, or refuse the grade will be required to **pay a fee of € 250,00 (+VAT) per exam** in order to take it in later session (February).
- If students do **not pass the exam in that February session**, they will be required to **retake the subject, including full attendance of lessons**.

To be admitted to the next academic year, students must meet the following credit thresholds:

- From Year 1 to Year 2: at least 35 CFU must be earned.
- From Year 2 to Year 3: at least 95 CFU must be earned.

Students who do not meet these requirements must re-enroll and repeat the academic year.

AREA		DETAILS
ATTENDANCE REQUIREMENT	Max 20% absences	Students with more than 20% absences cannot take the exam and must retake the subject.
		Must pay a fee for each subject (point 4.5) and repeat it the following year.
		Must give priority to retaken subjects over new subjects.
EXAM SESSIONS	February	Exams for 1st semester courses only.
	June	Exams for 2nd semester courses only.
	September	Make-up session for both semesters.
	Late exams (February next academic year)	Exams not taken by September → €250,00 (+VAT) fee per exam for later attempts.
EXAM FAILURE OR REFUSAL	If not passed (not take/fail/refuse) in next February	Students must attend the subject again (lessons included).
ACADEMIC PROGRESS	Year 1 → Year 2	Minimum 35 CFA required.
	Year 2 → Year 3	Minimum 95 CFA required.
	If requirements not met	Must re-enroll and repeat the year.

6.6 TYPES OF FINAL EXAMS

Final exams may include:

- Written exams
- Oral exams
- Practical exams

At the start of the course, teachers must inform students about:

- Course content and reading lists
- Dates of midterm assessments (if any)
- How the final exam will be structured and graded

For courses split into modules, the transcript will show the average grade of all modules.

6.7 EXAMS RULES AND REGULATIONS

Students must arrive at the examination room 15 minutes before the examination starts. Within 15 minutes after the start of the examination, students will still be allowed to enter if they have a valid reason for lateness – the validity of the reason will be investigated after the examination and if it is found to be invalid or untrue, the student's examination will not be marked. Students who are more than 15 minutes late for the examination will not be allowed to enter the examination room.

Students must bring along their ID card/Passport. Students are asked to present the ID Card/Passport before they start the examination.

6.8 EXAM EVALUATION

- Students pass the final exam with a score of at least 18/30 or a positive pass/fail result.
- For outstanding performance, the exam board can award cum laude (31/30).
- Students can refuse the exam grade if they believe it does not reflect their preparation by not signing the official exam report.

Students are considered “failed” and must retake the exam if they:

- Failed the exam
- Refused the grade
- Missed the exam without a valid reason
- Started but did not finish the exam
- Did not notify or did not notify in time about withdrawing from the exam
- Exams already passed cannot be retaken.

6.8.1 EVALUATION CRITERIA

Student evaluation is based on the **Dublin Descriptors** (Bologna Process, European Qualifications Framework, 2004). The main areas are:

- Knowledge and understanding
- Applying knowledge and understanding
- Making judgments
- Communication skills
- Learning skills

To earn a degree, students must:

- Show good knowledge and understanding, including advanced topics.
- Apply knowledge professionally, solving problems and supporting arguments.
- Collect and interpret data, reflecting on social, scientific, or ethical issues.
- Communicate ideas clearly to experts and non-experts.
- Develop learning skills for independent future study.

Each program adapts these criteria based on its goals and courses.

Students are also responsible to apply for a replacement examination, with the ACAD Department.

6.9 ABSENCE

If a student **misses an exam for a valid reason**, he/she must take it in the **next available session** (for 1st and 2nd semester is September)

Students who are unable to take the examination on the actual day due to valid medical reasons and/or any other reasons are required to approach the ACAD Department and SAS Office **within 5 days from the examination** to justify their absence and with documents/certificates explaining the reason for the absence

These documents must be in the **Italian or English**, Raffles Milano will decide whether to accept the justification or not.

6.10 PLAGIARISM, COLLUSION AND CHEATING

6.10.1 PLAGIARISM

This is a serious academic offence that will lead to a penalty. It is deemed as cheating, and involve presenting another person's work, idea or creation as one's own. Students who need to refer to the work of another person must acknowledge the original source.

6.10.2 COLLUSION

Collusion is when two or more pieces of work are similar in presentation, content, and structure due to unauthorized sharing of work. Collusion is deemed as cheating and all parties involved in collusion will be dealt with equally. A student caught cheating, attempting to cheat, or helping someone to cheat in a final examination, a test, or an assignment will receive a zero (0) mark for that assessment.

6.10.3 CHEATING

This is a serious academic offence that will lead to a penalty. Cheating is defined as fraud in relation to any form of assessment. It includes:

- The use, during tests or examinations, of materials, electronic devices or notes written on the person's body or clothing which could provide an aid to that person in obtaining a higher score and which are not expressly permitted in the instructions for the examination or test.
- False excuses for absences or the falsification of medical certificates that enable students to not be penalized for absences from classes or tests.
- Looking at the work of another student during a test or examination.

6.11 GENERAL COURSE AIMS

- To encourage and foster the requisite inherent sense of intellectual curiosity.
- To facilitate appropriate methods of gaining access to, and use of, sources of information.
- To develop suitable analytical and organizational skills.
- To impart appropriate methods of solving design problems.
- To encourage and develop innovation, imagination, and creativity.
- To foster a sense of identity, individuality, and independence in ideas, avenues of expression, and means of autonomous learning.
- To encourage informed critical debate and evaluation.
- To develop appropriate fluency in verbal and written linguistic skills for interpersonal and professional communication.
- To nourish a broad appreciation of the purpose and practice of Design in a societal, cultural and historical matrix.
- To develop and refine aesthetic sensibilities in both criticism and practice.
- To develop and apply sophisticated manipulative skills which draw upon the requisite technical knowledge of materials and methods.
- To inculcate appropriate professional awareness in terms of responsibilities, procedures and ethical codes of practice.

6.12 TEACHING AND LEARNING STRATEGIES

Whilst the traditional forms of lecturing, seminars, and workshops contribute to an awareness of the respective academic courses, the principal modus operandi, particularly in practical project work, is through independent study by the student, with tutorial guidance and advice.

A major concern is to develop powers of discrimination and judgment, to discourage reliance on the formulaic, and to nourish individuality. The process of dialogue between staff and student is therefore much less formal than in many other disciplines.

The primary objective is for each student, through advice and negotiation, to discover and develop the motivational forces, the interests, and the aptitudes that suit the individual for a professional role in what is a very broad professional arena, which in turn will utilize talent which may be highly specialized, or very general.

It is therefore essential that a student is exposed to a broad range of views and experiences in order that the learning process may elicit, sometimes over a prolonged period, appropriate routes for a person to take, particularly in the later stages of the Course.

The major methods utilized in this process are summarized below:

6.12.1 PRACTICAL PROJECTS

Practical problem-solving projects constitute a large proportion of the time in the Course. Each project is designed with specific (and stated) learning objectives which determine the eventual criteria of assessment.

During the three years of study, group projects are the norm, with project briefs devised by the staff and delivered, in a written form, to the students. These group projects, however, are formulated to encourage and facilitate individuality.

6.12.2 CRITIQUES

At interim periods, and at the end of each project, critiques are conducted.

These are designed to facilitate discussion and qualitative evaluations of each individual's approach and achievement in the context of pre-determined objectives.

6.12.3 SEMINARS

These enable students to publicly air views and address issues embraced in the concomitant theoretical, practical, historical, societal, and cultural aspects of the type of study covered by the Course.

6.12.4 TUTORIALS

With its emphasis on individuality, both formal and ad-hoc tutorial discussions are used extensively.

The close rapport between staff and students, achieved through an ongoing relationship developed over the duration of the Course, facilitates trust, confidence, and discussion that embraces academic guidance.

In less formal situations, outside of any specific project or other aspect of study, the student and staff member are able to discuss personal aspirations and aptitudes, thus directing the student through the formal framework of the curriculum.

This close relationship enables staff to deal with student problems of a personal nature. However, reference to a professional counsellor is made, if necessary, to develop the insight appropriate to career advice and professional contacts.

6.12.5 LECTURES

Administered by lecturers and guest speakers, lectures are given to larger groups of students. Whilst most lectures will relate to the formal Course curriculum, eminent visiting speakers will deliver topics of general or specific areas of interest.

6.12.6 WORKSHOPS

This is a component designed to provide hands-on experience of technical processes, rather than the longer problem-solving nature of projects.

6.12.7 LOCAL/OVERSEAS FIELD TRIP AND INDUSTRY VISITS

Visits to exhibitions, industrial organizations, and professional studios are designed to extend students' knowledge and appreciation of the principles, procedures, and practices of the relevant industry.

Local/Overseas field trips are also arranged by academic staff to enhance students' learning. Several skills, including practical and social skills, can be learned during field trips.

6.12.8 COMPETITION / INDUSTRY COLLABORATION

Participating in competitions is a valuable learning experience for students to benchmark their own standards against other students from other institutions.

Industry collaboration is to develop and expand a framework of Industrial Partnership between the College and the Company to collaborate on mutually beneficial projects and events. This is a valuable experience for students to showcase their projects' creativity and innovation.

7. ASSESSMENT

7.1 RATIONALE AND PRINCIPLES

The assessment scheme is designed and structured to be an integral part of the curricula of the Courses in order to review and evaluate student development, direction, and attainment in terms of the stated aims and objectives of the Courses.

In addition, the scheme is designed to inform and assist students with regards to their academic development.

These principles and concerns that underpin the Courses are explained below, together with the general features of the Assessment Scheme to which they give rise.

The students will learn the fundamentals of how to approach and develop the design processes in a systematic way through assessments and projects.

The College has in place mechanisms to ensure that standards of Courses/Courses match international standards. This includes internal moderation, Academic and Examination board, dissertation advisory panel.

7.2 CRITERIA OF ASSESSMENT

In reviewing student performance at the end of each subject, the assessors will naturally refer to the aims and objectives of specific projects and/or other assignments.

The general framework for assessment criteria is derived from the general schemes of aims and objectives of the Courses as a whole.

The general criteria of assessment at all stages of the Courses in all their design and theoretical aspects are as follows:

7.2.1 PROBLEM SOLVING

The extent to which the solution for a given problem has been resolved by due investigation, analysis, selection, and synthesis of relevant material.

7.2.2 CREATIVITY

The extent to which imagination, creativity, and lateral thinking have been brought to bear upon given design problems.

7.2.3 AESTHETIC AWARENESS

The extent to which aesthetic sensitivity and judgment is apparent in the work.

7.2.4 INDIVIDUALITY AND ORIGINALITY

The extent to which students have utilized personal interests, aptitudes, and abilities that reflect individual personality characteristics and initiative.

7.2.5 CRITICAL AWARENESS

The extent to which students have demonstrated, through expression in visual, verbal, and/or written language, a mature and critical awareness of the work done.

7.2.6 DEVELOPMENT

The extent to which students, through consistent application, have extended their perceptions of, and abilities in, their chosen specialization, and to which they can initiate research, develop hypotheses, and draw conclusions.

7.2.7 COMMUNICATION

The extent to which students have been able to articulate clearly in verbal and written forms, ideas, feelings, and responses about design.

7.2.8 COURSE KNOWLEDGE AND SOCIETY

The extent to which students have the capacity to comprehend theories and concepts of the respective Courses, and to which they understand the role of the designer in society at large.

7.2.9 PROFESSIONALISM

The extent to which students demonstrate professional awareness in terms of social and legal responsibilities, procedures, and ethical codes in the practice of design. The extent to which they demonstrate the expertise to practice as designers through the study of professional practice, office management, and the organization of work and finance.

7.2.10 TECHNICAL SKILLS

The extent to which students demonstrate technical awareness through knowledge of, and facility with, materials and processes, and through expertise in recognized conventions. All the above criteria will be considered, particularly at the thesis assessment. Within specific projects or assignments undertaken, specific criteria may be selected, or given more weight, according to the project's pre-stated objectives. These will be made clear to students in advance as part of the written project briefing.

8. THESIS DISCUSSION/GRADUATION

8.1 WHAT IS THE THESIS

The Thesis (final project) is an individual work on a topic related to one or more subjects in the student's three-year Study Plan. Students must present and discuss it in front of a specially appointed panel (Commission). To be admitted to the thesis, students must have completed all the exams required in their Study Plan and earned all the credits/CFA first (170/180). The project consists of a written paper plus illustrative material. At the end, students also give a short presentation of their personal portfolio.

8.2 THESIS SESSIONS

There are three thesis sessions in the final year:

SUMMER	JULY
AUTUMN	OCTOBER
WINTER	MARCH

If a student can't do the thesis discussion in one of these, student can sign up for a later session as a student "fuori corso" (outside regular time). For details, please refer to section 4.7 of this guide.

8.3 ADMITTANCE TO THE THESIS

To be allowed to do the Thesis, students must:

- Submit to ACAD Department the admission forms (Form A and B) sending them via e-mail to triennali@rafflesmilano.it. For the deadlines of submission please refer to the table at point 3.1.1
- Have all the required credits/CFA (170/180) or expect to get them by the deadline.
- Have paid all fees due to **Raffles Milano**.
- The student can withdraw from the thesis session **within 15 working days** from the discussion date. If they decide to withdraw from the thesis session they have registered for **after the 15 working days**, they are required to pay a penalty of **€ 300,00 (+VAT)**.
- Pass all exams in their Study Plan.
Students cannot submit or defend their final thesis until all exams in their study plan have been successfully completed. If exams are not passed by the final available session the student will be considered "fuori corso" (beyond the standard program duration) and graduation will be postponed.

Students who have not obtained all required credits are advised to contact the **ACAD Department** and **SAS Office** to discuss possible solutions and next steps.

8.4 CHOOSING AND REGISTERING THE THESIS TOPIC

- The student applies for a thesis topic at the start of the last year (no later than six months before the first Thesis session).
- A supervisor (a professor teaching a subject in student's Study Plan) must be chosen by the student.
- Before that, there is a preliminary meeting with the supervisor. The student fills out a thesis admission form, co-signed by the supervisor: this approves the title and checks eligibility.
- The form is available in **RMIL Student Services portal**

8.5 MATERIALS TO SUBMIT TO THE COMMISSION

8.5.1 THE THESIS

- A written document (like a book).
- Must be printed in two copies. It can be creative, any format the student prefer.
- Must include the thesis text, images/photos/sketches/design tables, bibliography, list of images.
- On the thesis and on the title slide of the presentation, the student must include his/her name, the **Raffles Milano** name and logo, thesis title, supervisor's and co-supervisor's names.
- There is no standard cover template; the student can use covers that match the design identity of his/her whole work.

8.5.2 THE PRACTICAL THESIS

- The second part of the thesis is a practical project of equal value to the theoretical part. This project can be related to the theoretical thesis and develop an element of it, or it can constitute a topic in itself.

- Its presentation must include all design materials (sketches, mood boards, etc.), material research, and tests or prototypes.
- It can be presented with the support of a PowerPoint presentation but is not mandatory.
- If the project is in collaboration with a company, please involve the Career Services.

Student assignments, projects and other school related work may be retained by the school or project sponsors for a period of up to 6 months after completion of study for marketing and promotional purposes.

8.5.3 THE PERSONAL PORTFOLIO

- Students also need to present their portfolio in front of the commission, choosing the projects that best show the personal background, culture, and skills gained over the three years.
- Presentation style is free: analog, digital, static or dynamic.
- Submit the slides and the portfolio also in digital form (file).

Students are responsible for their thesis content, sources, originality. Plagiarism or copying existing work—even partially or with slight changes—is taken very seriously. If the commission considers work to be clearly copied or plagiarized, they can give a failing grade. Supervisors are responsible for confirming the originality.

8.6 THE EXAMINING COMMISSION

- The commission has at least five professors.
- There is a supervisor, co-supervisor (chosen by the Course Coordinator) and other members.
- They are **Raffles Milano** professors unless the Academic Direction decides otherwise.

8.7 EVALUATION & FINAL GRADE DETERMINATION

- The Thesis includes a public discussion of about 15 minutes total:
 - 15 minutes for the thesis discussion.
 - 15 minutes for the portfolio presentation.
- The commission gives a judgment (e.g. insufficient, poor, sufficient, good, very good, excellent) based on:
 - correctness and completeness of student written thesis and illustrative materials.
 - how well student discusses it.
 - quality of student’s portfolio.
- They also consider student’s academic record (grades student got in exams), honors or distinctions, participation in student bodies, recognitions, and any disciplinary issues.

8.7.1 SCORING & POINTS

- The discussion is scored from 1 to 5 points, that are added to student’s grade average in 100s.
- Scoring scale for discussion quality:

INSUFFICIENT	RETAKE IN A LATER OFFICIAL SESSION
POOR	0 POINTS
SUFFICIENT	1 POINT
GOOD	2-3 POINTS
VERY GOOD	4 POINTS
EXCELLENT	5 POINTS

8.7.2 FINAL GRADE

- The final mark is out of **110**. Students get this by adding:
 - a. Student's average exam grade (converted to 100s)
 - b. A score from 0 to 5 (including the extra points from discussion quality etc.), proposed by the supervisor and decided by the commission.
- **Cum laude** (honors) is awarded only if student reaches 110/110 and the commission unanimously agrees.
- Student's exam average is based on credits
- The minimum grade to pass the final exam is **66/110**, the maximum is **110/110**.

8.8 DIPLOMA SUPPLEMENT

For students enrolled in degree programs officially recognized by the Italian Ministry of University and Research (MUR), **Raffles Milano** issues a **Diploma Supplement** along with the official degree diploma.

The Diploma Supplement is a bilingual document (Italian and English) made according to a European standard developed by the European Commission, the Council of Europe, and UNESCO. It describes the nature, level, content, and status of the qualification, helping with academic or professional recognition in other countries.

The Diploma Supplement is issued within **15 working days** after the end of the graduation procedure (or final grade proclamation).

In compliance with the new university system (Ministerial Decrees 509/99 and 270/04), the Diploma Supplement is provided **automatically** to all graduates.

9. TRANSCRIPT / CERTIFICATE

9.1 TRANSCRIPTS

Transcripts are issued by SAS Office within 15 working days after the end of each exam session, with all grades updated accordingly. For students who are about to graduate, transcripts will be provided within 5 working days, and in any case no later than 3 days before the scheduled date of the thesis defense.

Students are required to submit their additional or elective activities in order to have the corresponding credits recorded in their transcript and count them towards graduation.

Transcripts will be released to students with no outstanding payment. Both certificate and transcript will be issued to students and graduates digitally.

9.2 CERTIFICATES

The SAS Office is responsible for issuing certificates such as enrollment, attendance, withdrawal from studies, study suspension, transfer to another institution, Visa related documents. Certificate processing may take up to 15 working days from the date the student submits the request via email to the SAS Office. For information regarding the timelines for withdrawal, suspension, or transfer requests, please refer to the dedicated section 4.

9.3 DIPLOMA RE-ISSUE

Students may request a diploma re-issue submitting the request by e-mail to SAS Office, attaching the Diploma Re-Issue Form filled and the payment receipt of the administrative fee.

- a) The processing time is up to 10 (ten) working days from the day of the request.
- b) There is an administrative fee of € 100,00 (+VAT) to issue the duplicate of the diploma.
- c) The courier costs for the collection and shipment of the diploma copy shall be borne by the student, who shall be responsible for arranging the courier service and notifying the SAS Office of the scheduled collection date.

d) Raffles Milano shall not be held responsible for any damage and/or loss once the package has been handed over to the courier.

10. STUDENT AND ADMINISTRATION SERVICES/SAS/DSA

STUDENTS

10.1 STUDENT AND ADMINISTRATION SERVICES/SAS

The Student and Administration Services Office/SAS is open for student services, enquiries, and administrative support during the following office hours:

OFFICE HOUR	Wednesdays from 2:30 pm to 4:30 pm Fridays from 10 am to 1 pm
E-MAIL	chiararomaniello@rafflesmilano.it ; sahrayaqub@rafflesmilano.it
PHONE	+39 3457053397

10.2 STUDENTS WITH SPECIFIC LEARNING DISORDERS (DSA)

Raffles Milano is committed to providing an inclusive learning environment that supports the academic success of all students, including those with Specific Learning Disorders (DSA). These guidelines aim to ensure equal access to educational opportunities by implementing appropriate accommodations and support measures.

10.2.1 IDENTIFICATION AND CERTIFICATION

Students with a recognized certification of DSA, issued by qualified health professionals according to national standards, are encouraged to submit their documentation to the Student and Administration Services Office (SAS) during admission or enrollment.

10.2.2 INDIVIDUALIZED SUPPORT PLAN

Upon submission and verification of the certification, a personalized support plan (“Personalized Learning Plan” or PDP) will be developed in collaboration with the Academic Director and ACAD Office. The plan outlines compensatory measures and accommodations tailored to the student’s needs.

10.2.3 ACCOMMODATIONS AND COMPENSATORY MEASURES

Possible accommodations may include, but are not limited to:

- Extended time for exams and tests
- Use of assistive technologies (e.g., speech-to-text software)
- Permission to use maps, formularies, or notes during exams
- Alternative formats for study materials
- Flexible deadlines where appropriate

10.2.4 PROCEDURES FOR REQUESTING ACCOMMODATIONS

Students must submit a formal request along with their certification to the SAS Office. Requests for exam accommodations should be made with sufficient notice (e.g., at least 15 days before the exam date) to allow for proper arrangements.

10.2.5 MONITORING AND COMMUNICATION

Students are encouraged to maintain regular communication with SAS and academic staff to ensure that accommodations are effective and to discuss any difficulties encountered.

10.2.6 CONFIDENTIALITY

All documentation and information related to a student's DSA will be handled with strict confidentiality and in accordance with privacy regulations.

11. ACADEMIC DEPARTMENT/ACAD

11.1 ACADEMIC DEPARTMENT/ACAD

The Academic Department at Raffles is responsible for managing all the core teaching activities. This includes organizing the academic calendar, scheduling lessons, and coordinating with the teaching staff. They ensure that courses run smoothly and according to plan, support faculty members, and help maintain the quality of education. The department acts as the main contact point for anything related to the academic program and student learning experience. ACAD office is open in the following office hours:

OFFICE HOUR	Wednesdays from 10 am to 1 pm Fridays from 2:30 pm to 4:30 pm
E-MAIL	triennali@rafflesmilano.it ; master@rafflesmilano.it
PHONE	+39 3450828888

11.2 ONLINE TEACHER EVALUATION AND COURSE EVALUATION

The Online Teacher and Course Evaluation will be conducted at the end of the 1st and 2nd semester, and it is compulsory to complete the Online Teacher and Course Evaluation for all the subjects they are taking in the current semester in order to aid the College in assessing and providing continual improvement to students' learning experiences.

Failure to complete the entire evaluation, or incomplete submission, will cause a delay in students receiving their Exams Results.

Students can approach Academic Department if they have any queries related to the surveys.

11.3 ABSENCE / LATE ARRIVAL OF LECTURER

Students are required to wait no longer than 15 minutes for the lecturer, unless a notice on the delay of the lesson has been posted via email or message on Teams. If the lecturer does not arrive after the required waiting time, students should inform the Academic Department immediately.

11.4 RESCHEDULING OF CANCELLED CLASSES

The College reserves the rights to cancel or reschedule a class before the date of its commencement. Every effort will be made to inform the students via their **Raffles Milano** e-mail account, and Microsoft Teams.

12. COLLEGE FACILITIES/FAS

12.1 FACILITIES DEPARTMENT

The Facilities Department/FAS manages and maintains all physical spaces and services on campus. This includes classrooms, common areas, offices, and equipment. They ensure that the campus environment is clean, safe, and well-functioning for students, faculty, and staff. The department also handles repairs, security, space allocation, and supports special events held within the institution.

FAS is available in the following office hours:

OFFICE HOUR	Mondays to Fridays 08:00 am to 06.00 pm
E-MAIL	info@rafflesmilano.it
PHONE	+39 0222175050

12.2 LIBRARY

The library features a wide catalogue of books and industry-specific magazines, covering topics related to design, fashion, photography, visual arts, and other creative disciplines.

It is a valuable resource to support students in their research, project development, and academic growth.

The library is open and available for consultation, the opening hours for the Raffles Milano library are as follows:

Mondays to Fridays 08:30am – 05:30pm

To know the hours for consultation student can ask the timing in Reception. No eating or drinking is allowed in the library at all times.

12.3 LOCKER

The school provides lockers for students to store their personal belongings and educational materials. To request a locker, students must fill out a form that is sent to them during the first days of class.

Locker use requires a **€50,00 security deposit** and an **annual rental fee of €25,00**.

Please note that locker assignment is not automatic and must be requested each academic year. Before the summer break, **all lockers must be emptied** to allow for maintenance.

Raffles Milano cannot be held responsible for any damage to materials left in the lockers. Any materials left in the lockers and not claimed within one week will be disposed of, and the related cost will be charged to the student.

12.4 SOFTWARE

At **Raffles Milano**, students can freely use the laptops available in the IT Lab, equipped with the following software: **Rhinoceors, Blender, CLO3D, Adobe Creative Cloud, and Autodesk AutoCAD**.

For information on how to book your workstation, please refer to **section 12.5** of this guide.

Students also have **free access to Autodesk AutoCAD**, as **Raffles Milano** is part of Autodesk's Educational Portal. To activate the educational license, students must simply register on the Autodesk website and select **Raffles Milano** as their institution.

Finally, students can purchase Adobe Creative Cloud at a discounted student rate directly through Adobe's official website, or alternatively, they may contact the FAS to acquire it via **Raffles Milano**.

12.5 PRINTING SERVICES

Raffles Milano provides students with access to a **printer located in the library**.

Each student receives a **printing card** from the reception desk, which includes **100 free copies**.

Once the initial quota is used, students can **top up the card with 140 additional copies** at the cost of **€10,00**. In case of loss, a **new card** can be purchased for **€13,00**, which includes **140 copies**.

12.6 LABS

Raffles Milano is equipped with four specialized laboratories: Photography, Fashion, Product, and IT. In addition to being used during classes, the labs are available to students under specific conditions:

- **Fashion Lab:** Access is granted only to students who have already completed the Tailoring course and requires the approval of the relevant instructor.
- **Product Lab:** Due to the presence of delicate equipment and materials, access is allowed only on specific days, and in the presence of a designated instructor or tutor.
- **Photography Lab:** Students enrolled in the Master in Photography may use the lab freely. All other students may access it only under supervision (by a tutor or staff member) and exclusively for coursework-related activities.
- **IT Lab:** Open to all students upon reservation e-mail or registration at the reception. The lab is equipped with 18 Apple Mac minicomputers installed with specialized software required for the various academic programs.

All laboratories are fully equipped with tools and materials appropriate to their function, such as sewing machines, thread spools, scissors, studio lighting, backdrops, rulers, and more.

Labs are available during Raffles Milano opening hours (Mondays – Fridays 08:00 am to 06:00 pm) and only with reservation. To reserve students must send an e-mail to info@rafflesmilano.it.

No eating or drinking is allowed in all the Labs at all times. Raffles Milano cannot be held responsible for any damage to materials left in the laboratories.

Any materials left in the laboratories and not claimed within one week will be disposed of, and the related cost will be charged to the student.

12.7 LOST AND FOUND

Students with any lost and found items can approach the Reception for assistance. Unclaimed items will be discarded after one week.

13. CAREER SERVICE

13.1 RAFFLES CAREER SERVICE

The Career Service provides a seamless interface between Raffles students and the industry, at all levels of the students' studies, and opens a whole world of career opportunities.

Services provided at the Raffles Career Service include:

- Industry & Community Engagement (ICE) / Industrial Attachment (IA) placement.
- Career Advice and Counselling.
- Industrial Collaborative Projects
- Competition Information

For more details contact:

OFFICE HOUR	Mondays to Fridays 09:00 am to 06.00 pm
E-MAIL	careerservice@rafflesmilano.it
PHONE	+39 3479392700

14. STUDENT COUNCIL

14.1 STUDENT COUNCIL AND ITS ROLE

The Student Council is a group of students elected by their peers to represent the student body within the university. Its main role is to act as a bridge between students and the university administration. This helps ensure that students' voices, ideas, and concerns are heard and taken into account in decisions affecting their academic life and campus experience.

The Student Council works to improve the quality of teaching, services, and facilities by communicating feedback from students to the university management.

Overall, the Student Council is a key part of university life, helping students get involved, express their opinions, and contribute to making the university a better place for everyone.

14.2 STUDENT SUGGESTIONS AND COMPLAINTS

The SAS and ACAD offices are always available to listen to students and welcome compliments, suggestions, and constructive feedback. We encourage open communication to help improve the student experience.

The guiding principles applied in management of students:

- Treated seriously and with fairness.
- Dealt with quickly, simply, and at the level of the College/ Student/ Administration Department as far as is possible.
- Treated consistently across the College.
- Subject to the principles of natural justice.
- Progressed through two stages – an informal stage and, if necessary, a formal stage.
- Dealt with and resolved wherever possible

However, for any commercial disputes or issues related to payments and fees, students should refer to the general terms and conditions (GTC) outlined in the Enrollment Form.

15. COURSE RELATED FEES

15.1 COURSE FEE

The payment schedule for the Course Fees is outlined in the:

- Raffles Milano website
- Admission and Enrollment process EU and Non-EU
- Payment Details Form
- Enrollment Certificate

The College will cancel the students' enrollment and students will be withdrawn from the course if the College does not receive the payment within the deadlines specified in the payment plan. Students have to re-enroll if they wish to resume the studies.

Invoices for subsequent academic year must be requested by students from the SAS Office.

Failure to pay on time will result in a late payment charge and/or expulsion from the College.

The College reserves the right to withhold certificates and/or transcripts from students who have outstanding payment to the College. Students are liable to pay any late payment charge payments after the due date stipulated in the Payment Details Form.

It is students' responsibility to ensure that all outstanding payment and Course Fees are settled promptly to avoid inconvenience to the student as well as the College. The College reserves the right to revise its fees at a time deemed appropriate. Students will be duly informed of any changes.

The Course Fees do not include provision of textbooks, tools, materials required for the courses, lockers loan, admin fees (transfer, withdraw, deferment etc).

15.2 HEALTH AND INSURANCE COVERAGE – LEGAL FRAMEWORK

Students enrolled at **Raffles Milano** are provided with basic accident insurance coverage. This applies to all Students and Employees of Raffles Education Italy and is valid within the premises of the Institute during regular opening hours, as well as during all scheduled class activities, including those held off-site (e.g., educational visits, conferences, or external workshops).

This insurance does not cover commuting risks, and the Medical Expenses Reimbursement benefit only applies in the event of hospitalization, subject to the receipt of proper documentation and submission and acceptance by the insurer.

In addition to this institutional insurance, all students must have adequate health coverage during their stay in Italy, in compliance with current legislation. All students are also strongly encouraged to obtain personal health insurance to maintain good standing and to ensure coverage in case of illness, accidents, or unforeseen circumstances outside the normal course of study.

15.2.1 EUROPEAN UNION / EEA STUDENTS

Students from EU/EEA countries are advised to bring their European Health Insurance Card (EHIC). This card grants access to medically necessary healthcare services during a temporary stay in Italy, under the same conditions as Italian citizens, according to EU Regulation (EC) No. 883/2004 and Regulation (EC) No. 987/2009 on the coordination of social security systems.

The EHIC is accepted by the Italian National Health Service (Servizio Sanitario Nazionale – SSN) and ensures coverage for public healthcare services. It must be valid for the entire duration of the student's stay in Italy.

15.2.2 NON-EU / INTERNATIONAL STUDENTS

Non-EU students are required to have valid health insurance coverage for the full period of their studies in Italy. This can be:

- Private health insurance (international or Italian), compliant with visa and residence permit requirements,
or

- Voluntary registration with the Italian National Health Service (SSN), which is available upon payment of an annual fee.
In Lombardy, and specifically in Milan, voluntary registration is governed by regional health regulations and provides full access to public healthcare services, including general practitioners, specialist care, and emergency treatment.

This requirement is in accordance with the Italian Immigration Law – Legislative Decree No. 286/1998, particularly:

- Art. 34, which provides access to the National Health Service for foreign nationals regularly residing in Italy,
- Art. 35, which guarantees urgent and essential healthcare services to all foreign nationals, including those not registered with the SSN.

Students applying for a residence permit (permesso di soggiorno) for study purposes must show proof of health coverage, as per national and regional legal obligations.

15.3 LATE PAYMENT CHARGE

A late payment charge of 6% of interest (refer to GTC) will be imposed after the due date for the following situations:

- Late payment
- Cheques are not honoured by the bank
- Extension of due date is not approved

However, the imposition and quantum of the Late Payment Charge is at the sole discretion of the College. Student who needs more time to arrange for payment must complete the Extension of Payment Due Date form, obtainable from **RMIL Student Services Portal**, and provide all the supporting documents before the due date. Approval for granting an extension of the due date for Course Fees payment is decided strictly on a case-by-case basis.

The College will not be able to consider the request in the absence of compelling reasons. If the request is approved, the student may then attend classes as scheduled. However, **Raffles Milano** reserves the right to remove the student from classes if payment is not received by the extended due date.

As a result of delayed payment, the continuation in a student's studies is also subject to:

- The course being offered in the academic year.
- Availability of vacancy.
- Whether outstanding term/retake fees due are paid in full; and
- No further issues arising from the above.

All the approval for late payment or waiver of late payment charge must be approved by the Director.

15.4 FEE PAYMENT

Raffles Milano does not accept cash payments.

All payments must be made through one of the following methods:

- **Bank transfer (IBAN)**
- **Online payment platforms such as PayPal or Flywire**

Detailed instructions and account information are provided by the SAS Office upon enrollment or when issuing invoices.

Once the payment has been made, students are required to send a copy of the payment receipt or proof of transaction to the SAS Office as soon as possible, in order to complete the registration or invoicing process.

Invoices will be sent to students only upon written request submitted via e-mail to the SAS Office.

Please note that all fees payable to **Raffles Milano**, must only be made by the applicants, parents or guardians. All payments made must be electronically registered and invoiced through the Italian Revenue Agency (Agenzia delle Entrate) via the electronic invoicing function. All payments will be electronically matched to the students' payees as defined in the payee details form, with the relevant tax code or fiscal codes, whether in Italy, or abroad for compliance.

15.5 REFUNDS

All refunds should be processed in accordance with the Company guidelines. **Raffles Milano** will communicate to students on the computation of the refund amount. For refunds, students will be required to complete the Request for Refund form, obtainable from the Student Service Portal. Where the form is submitted via e-mail, the date of e-mail will be accepted as the date of request.

Under no circumstances should refunds be issued directly from cash receipts or petty cash.

For refund policies, please refer to the General Terms and Conditions (GTC) of the Enrollment Form signed by the student—or by a legal guardian if the student is underage—at the time of enrollment. For withdrawal refund policy please refer to section 4.10 of this handbook.

16. SCHOLARSHIPS AND DSU – DIRITTO ALLO STUDIO

16.1 RAFFLES MILANO SCHOLARSHIP

Scholarships are available to all students enrolled in the first year of the Fashion Design, Interior Design, Product Design, Visual Design and Communication programs, as well as Master courses. These scholarships are regulated by specific notices published on [Raffles Milano website](#).

Scholarships may be extended to subsequent years subject to verification and confirmation of the renewal criteria outlined in the notices available at the same link.

Please note that any concessions offered are not considered scholarships and can only be granted once, under certain conditions, and solely for the year of enrollment.

16.1.1 DSU – DIRITTO ALLO STUDIO

Raffles Milano International Design Institute coordinates and facilitates access to student support measures in accordance with Regional Law of Lombardy No. 33 of December 2004, aimed at promoting the right to education. These measures include scholarships DSU – Diritto allo Studio Universitario, which provide financial assistance to students based on merit and economic need, to support their academic progress.

Scholarships are awarded through a public call published on [Raffles Milano website](#). Eligible applicants are students enrolled in MUR-accredited programs in Fashion Design, Product Design, and Visual Design and Communication, who meet the specified merit, income, and academic progress requirements outlined in the call for applications.

Please note that students enrolled in MUR-accredited courses are required to pay the **regional tax of € 140,00**.

17. COLLEGE RULES AND REGULATIONS

17.1 NON-SMOKING POLICY

The College is a **non-smoking** campus. Under the Italian law, **smoking (which includes vaping) is strictly prohibited in school, indoor/enclosed premises, and specific public places** e.g. within 5 meters from an entrance to a mall.

17.2 UPDATE OF PERSONAL PARTICULARS

It is important, and the responsibility of the students, to keep the College updated of any changes to their personal particulars including both Milano and home (for international students) mailing addresses, telephone numbers, and email addresses by completing the Updates of Personal Particulars form, obtainable from **RMIL Student Services Portal**. The College will not be able to transmit information pertinent to the student's progress if the College does not have the latest information.

17.3 DECORUM

17.3.1 CONDUCT AND BEHAVIOUR

Abusive, rude, or inconsiderate behaviour within and outside of College premises, during or after lesson hours, that will distract, annoy, or cause harm to others will not be tolerated.

Such forms of behaviour are unacceptable, and the College will not hesitate to take the necessary actions.

17.3.2 PETS IN THE CLASSROOM AND DURING THESIS DISCUSSIONS

At Raffles Milano, the general policy is that pets, including dogs, are not permitted in the classroom during lessons, except in cases where the animal is a certified assistance or pet therapy dog (e.g., a guide dog for students with visual impairments). This policy is in place to ensure a focused and safe learning environment for all students and staff.

In the case of thesis discussions, pets are similarly not allowed, except for assistance dogs. Thesis discussions are formal academic events, and the presence of animals, unless they are assistance dogs, may disrupt the professional and respectful environment required for these occasions.

If a student requires an assistance dog, they are kindly requested to inform the institution in advance so appropriate arrangements can be made to accommodate their needs.

17.3.3 COLLEGE PROPERTY

Vandalism (e.g. damaging furniture and lockers, defacing walls and notices) is a serious offence. Students must not tamper with equipment or fittings in any part of the College premises without proper supervision.

Any student found guilty of vandalism will be expelled and be held accountable for damages caused. The cost of the repair and/or replacement of damaged properties will be borne by the student.

17.3.4 CONSUMPTION OF FOOD AND DRINKS

Food and/or drinks are NOT allowed in the College's classrooms, library, all labs.

17.3.5 ENVIRONMENT

It is the duty of everyone in the College to help maintain the cleanliness of the premises.

We are proud of our clean premises and we count on your help and cooperation in maintaining a clean and conducive environment by treating with care for the rooms, furniture, and materials in the College. Littering, spitting, and vandalism in public areas are chargeable offences.

17.3.6 FIRE DRILL

The College will notify all students, via email when the Building Management will be conducting the fire drill. Instructions including date, time and location of meeting point will be provided in the email.

17.3.7 GAMBLING/DRUGS/ALCOHOL

Any form of gambling, use of illegal drugs, or consumption of alcohol within the College's premises is strictly forbidden. Anyone caught doing so will be handed to the Authorities.

18. FORMS OBTAINABLE FROM RMIL STUDENT SERVICES

PORTAL

For General Use

- Application for (A) Deferment/ (B) Resume Studies
- Application for Inter-School transfer
- Application for Refund
- Application for Transfer of Course
- Application to Transfer to other higher education institute
- Intention to Withdraw from Course
- Letter of Authorization– Collection of Transcripts or Certificate
- Letter of Authorization - Delivery of Transcripts or Certificate
- Personal Particulars Update Form
- Request for Extension of Payment Due Date
- Request for Diploma Re-Issue
- Re-issue of Transcript/ Letter of Certification
- Absence Justification
- Thesis Module A
- Thesis Module B
- Out of course students

Raffles Milano International Design Institute reserves the right to request that a student leave the institution at any time should the student fail to comply with the conditions set out above, or if, in the opinion of the institution, their presence is deemed detrimental to the well-being of staff, other students, or the institution itself. This decision will be taken in accordance with applicable Italian laws and procedures.

The institution reserves the right to periodically review and update the course curriculum and tuition fees when necessary, in compliance with applicable regulations. Students will be informed of any significant changes in a timely manner and, where possible, with adequate notice.

Please note that VAT (Value Added Tax) is applied in accordance with the current Italian tax regulations. All administrative fees are strictly non-refundable and non-transferable.

All information provided is accurate at the time of publication. The most updated version of the Student Handbook is available online through RMIL Student Services platform.