RafflesMilano® International Design Institute

Student Handbook

Academic Year 2026/2027

Opinion of the Academic Council of 23/11/2026

Adopted by decree of the Administrative Director pursuant to art. 6, paragraph 3, letters j) and k), of the Statute of Autonomy.

Prot. n. SAS/DOM/PROT-2026-0041 del 23/11/2026

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Accreditation from the Italian Ministry of University and Research D.M. n.1216 del 31.08.2023, in accordance with the system of Advanced Artistic, Musical and Coreutic Education (AFAM).

RafflesMilano® International Design Institute

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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 the 1st Level Academic Diploma course DAPL06 – Artistic Design for Business (Progettazione artistica per l'impresa), accredited by the Italian Ministry of University and Research (MUR) with M.D. no. 1216 of 31 August 2023 and structured in three concentrations: Fashion Design, Product Design and Visual Design. It also offers the non-accredited three-year course in Interior Design, at the end of which the "Raffles Certificate" is issued.

Terminology used in this Handbook: "Bachelor"/"BA" refers to the 1st Level Academic Diploma course DAPL06 (Diploma Accademico di Primo Livello, AFAM sector, Law 508/1999 and D.P.R. 212/2005); "Three Years"/"3YC" refers to the non-accredited three-year course in Interior Design; "Master"/"MST" refers to the non-accredited Master courses.

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 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 1st Level Academic Diploma course DAPL06 – Artistic Design for Business (Progettazione artistica per l'impresa), with concentrations in Fashion Design, Product Design and Visual Design, has been formally accredited 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.

The Ministerial Decree is available on the MUR website: https://www.mur.gov.it/it/atti-e-normativa/decreto-ministeriale-n-1216-del-31-08-2023. The Interior Design three-year course, the Master courses and the Short courses are not accredited by MUR.

2.2.2 ANNUAL ANVUR SURVEY

As an AFAM institution, **Raffles Milano** is subject to periodic evaluation by ANVUR (the National Agency for the Evaluation of Universities and Research Institutes) and to annual monitoring through the report of its Evaluation Board (Nucleo di Valutazione).

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.

Within the Institute, quality assurance is supervised by the Evaluation Board (Nucleo di Valutazione), which every year oversees the student opinion survey, validates its results and draws up an annual report examined by the Academic Council (General Didactic Regulations – GDR, art. 20-bis). The names and CVs of the Evaluation Board members are published on the Raffles Milano website.

2.3 STATUTE OF AUTONOMY

2.3.1 PURPOSE AND SCOPE

The Statute of Autonomy of **Raffles Milano**, as most recently amended and approved by the sole shareholder of Raffles Education Italy S.r.l. and published on the Raffles Milano website, 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

Governing bodies (Statute, art. 4): the President; the Administrative Director; the Board of Directors; the Academic Council; the Academic Director; the Representative of Raffles University.

Advisory bodies (Statute, art. 4): the Evaluation Board (Nucleo di Valutazione); the Faculty Board (Collegio dei Professori); the Student Council (Consulta degli Studenti); the Statutory Auditor.

The Academic Director is responsible for the academic activities of the Institute and, in agreement with the Administrative Director, exercises disciplinary authority over students (Statute, art. 9). The role of Scientific Director no longer exists.

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 ACADEMIC COUNCIL

The Academic Council is responsible for the planning, coordination and quality of teaching activities. In accordance with the Statute (art. 8), it is chaired by the Academic Director and includes the Administrative Director, two teachers elected by the Faculty Board, one Course Coordinator and two student representatives, as provided for by the Statute (art. 8) and by the Regulations of the Student Council.

Applicants are admitted following the admission test and the interview with the Course Coordinator or a delegate of the Academic Director (GDR art. 10.2; Study Manifesto, Title 3, Art. 1).

In addition, the Academic Council 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. (GDR arts. 12 and 15).

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.

The academic year officially starts in October for 2nd and 3rd years and in November for 1st years and Master courses (GDR art. 20.4). The academic calendar and the dates of the exam sessions are approved each year by the Academic Council (GDR art. 31.4).

3.1.1 SCHOOL SEMESTER DATES

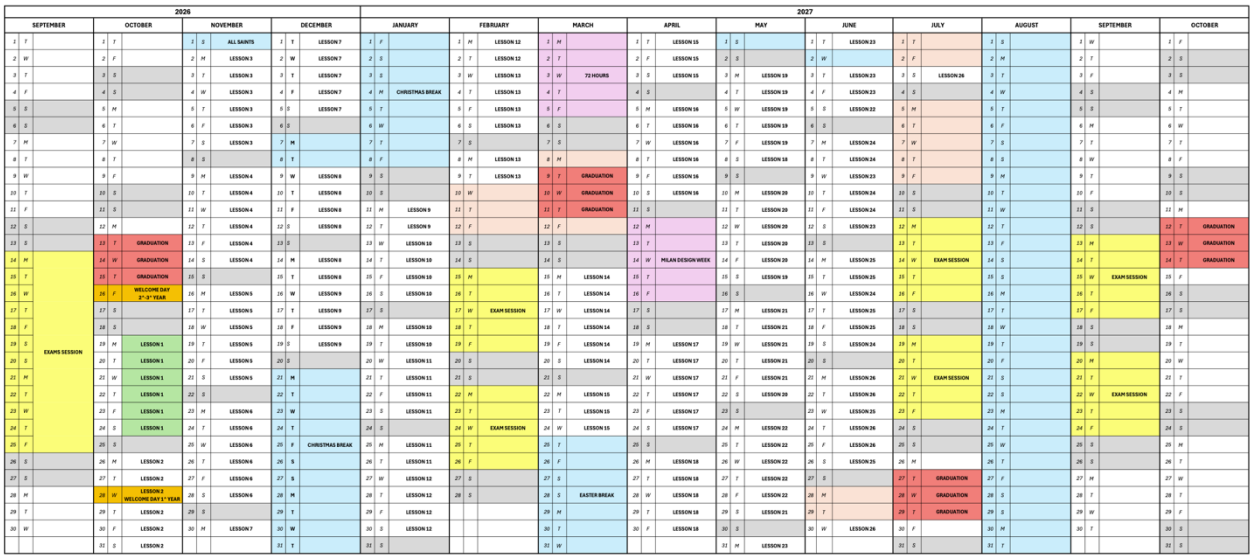
1ST YEAR BA/3YC COURSES	Semester 1: 1st Monday of November to the beginning of February
	Semester 2: 1st Monday of March to the beginning of July
2ND AND 3RD YEAR BA/3YC COURSES****	Semester 1: 1st Monday of October to the beginning of February
	Semester 2: 1st Monday of March to the beginning of June
MASTER COURSES	Semester 1: last Wednesday of November to the beginning of February

1ST YEAR BA/3YC COURSES	Semester 1: 1st Monday of November to the beginning of February
	Semester 2: 1st Monday of March to the beginning of July
	Semester 2: 1st Wednesday of March to the beginning of September
EXAMS' SESSIONS:	Winter: February
	Summer: July
	Autumn September Back exams of both semesters of the previous academic year may also be taken in the Winter session (February) of the following academic year (GDR art. 31.4).

MONTH	IMPORTANT THINGS TO TAKE NOTE OF
OCTOBER	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	Start of Semester 1 for 1st year BA, 3YC and MST courses – Welcome Day MST students
DECEMBER	Christmas Holiday Break
JANUARY	Deadline for submission of Form A for thesis discussion in the Summer session - Deadline for change of course requests (1st year students)
FEBRUARY	End of Semester 1 for BA, 3YC and MST courses students - BA and 3YC Winter exams session (1st semester and back exams of the previous academic year) - Deadline for submission of Form B for thesis discussion in the Winter session
MARCH	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	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	End of Semester 2 for BA and 3YC courses students - Deadline for Deferment requests - Deadline for Transfer to other higher education institutions and Withdrawal requests - Deadline for submission of Form B for thesis discussion in the Summer session
JULY	Release of updated transcripts for all BA and 3YC students - BA and 3YC Summer exams session (2nd semester) - BA and 3YC Summer Thesis Discussion
AUGUST	Summer Break
SEPTEMBER	BA and 3YC Autumn exams session (1st and 2nd semester) - End of Semester 2 for MST courses students - Deadline for change of course requests (2nd and 3rd year 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 - ISEEU deadline (5 September) for access to benefits for returning DAPL06 students

3.1.2 ACADEMIC CALENDAR A.Y.2026/2027

BA - 3YC - ACADEMIC CALENDAR a.y. 2026/2027



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.namesurnamecourseyearacademicyear@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.** Deactivation takes effect six (6) months after the date of the thesis discussion.

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 PORTAL

Students can access the updated version of the Student Handbook and the forms (absences, withdrawal, deferment, transfer to and from other institutions) on the RMIL Student Portal, an online portal on Microsoft SharePoint. The Student Handbook is also published on the Raffles Milano institutional website.

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.

The RMIL Student Portal is accessible through the student's Raffles e-mail: students need their Raffles credentials to log in.

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, 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 LANGUAGES ENTRY REQUIREMENTS

The course is delivered in compliance with the contents and conditions of the ministerial authorisation (GDR art. 10.4). Admission requires a level of knowledge of Italian and English equal to at least B1 (CEFR); students must achieve the B2 level in Italian within the terms set out in point 3.8.1 and in English by admission to the final examination. These levels are set by the Institute's regulations in the exercise of the teaching autonomy granted by Presidential Decree 212/2005, which provides for the assessment of initial preparation and any additional learning requirements (arts. 7(2) and 10(2)(e) and (g)) and for the assessment of foreign language knowledge (art. 9(2)(a)). The level is attested in one of the following two ways: (a) by a recognised language certificate issued within the previous 2 years: students who submit one do not sit the internal test; (b) by the Raffles Milano internal test, for students without a certificate: the test may also be taken remotely and may be organised by the Institute also through partner institutions, and its outcome is validated by the Academic Director. Statements issued by private language schools or by bodies other than those listed are not accepted. Certificates must be submitted within the deadlines set by the Regulations on Admission.

3.8.1 ITALIAN LANGUAGE (NON-NATIVE ITALIAN SPEAKERS)

Recognised certificates (CLIQ system), at B1 level or higher: CELI (Università per Stranieri di Perugia), CILS (Università per Stranieri di Siena), CERT.IT (Università Roma Tre), PLIDA (Società Dante Alighieri). The following are exempt from both the certificate and the internal test:

- an upper secondary school diploma obtained after a study period of at least four or five years at Italian State or legally recognised ("paritarie") schools in Italy or abroad, or a final qualification issued by the schools listed on the MUR website (studiare-in-italia.it/studentistranieri);
- a diploma in Italian language and culture obtained at the Universities for Foreigners of Perugia or Siena;

Students enrolled in a.y. 2026/2027 (transitional arrangements): they are admitted with a B1 level and attest the B2 level, by recognised certificate or internal test, by admission to the final examination; this also applies to students holding a study visa and to students enrolled without verification of their knowledge of Italian, by way of derogation from the B1 entry requirement. Students enrolled without verification of their knowledge of Italian sit the internal test for placement in the support courses. Students enrolled from a.y. 2027/2028 onwards, in accordance with the Regulations on Admission in force for that academic year: students admitted with a B1 level, including students applying for a visa, are enrolled with a language learning requirement and achieve the B2 level, attested by recognised certificate or internal test, by the end of the first year of the course; these provisions remain in force until the Student Handbook for that academic year is adopted. Holders of a certificate at B2 level or higher do not sit the internal test. The outcome of the internal test is certified for the purposes of pre-enrolment on the Universitaly portal. The Italian diplomatic mission may verify knowledge of Italian when issuing the visa; students

applying for a visa must check the requirements of the diplomatic or consular mission competent for their country. The provisions of the ministerial procedures and of the diplomatic and consular missions for students applying for a visa remain unaffected. Students who have yet to attest the B2 level in Italian are required to attend the support courses offered by the Institute or by partner institutions, unless they choose to obtain a recognised language certificate independently and at their own expense from an external body.

All documents drawn up in a foreign language must be accompanied by an official translation into Italian or English.

3.8.2 ENGLISH LANGUAGE

Native English speakers and students who completed at least 2 years of study entirely in English are exempt from both the certificate and the internal test. The recognised certificates (B1 level or higher) are listed below.

Accepted Certificate	Minimum Requirement
IELTS*	Academic: 4.0 or higher overall (B1 – CEFR)
Cambridge B2 First (FCE)	140 or higher on the Cambridge English Scale (B1 level or higher)
A-Levels	Obtained with education entirely in English
Cambridge B1 Preliminary (PET)	Pass (140 or higher on the Cambridge English Scale)
Trinity College ISE I	Pass in all 4 skills
TOEFL iBT	42 or higher (0–120 scale) / 3.0 or higher (1–6 scale)
IB Diploma*	Obtained with education entirely in English
Cambridge B1 Business Preliminary (BEC Preliminary)	Pass (140 or higher on the Cambridge English Scale)
PTE Academic	36 or higher
TOEIC	Listening 275, Reading 275, Speaking 120, Writing 120 or higher
Linguaskill (Cambridge)	140 or higher (B1)

*Holders of IELTS and IB Diploma qualifications may send their results to **Raffles Milano** electronically through the official IELTS and IB verification portals, as the College is registered to receive documentation via these services.

Students who, at the internal English test, are below B1 (A1 or A2 level) are admitted nonetheless and are encouraged to bridge the gap during the first year, also by attending the support courses offered by the Institute or by partner institutions or by independently obtaining a recognised language certificate from an external body, in order to follow English 1 profitably. English 1 (1st year, technical English, B1 level) is a prerequisite for English 2 (2nd year, technical English, B2 level). The B2 level in English is attested by passing English 2 or by a certificate at B2 level or higher. Students holding a certificate at B2 level or higher may request recognition of the CFA for English 1 and English 2 under Section 1-bis of the Regulations on Admission, Conditional Admission and Recognition of Previous Academic Careers**.**

4. ACADEMIC INFORMATION

APPLICABLE TO BACHELORS, THREE YEARS AND MASTERS' COURSES:

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 1st Level Academic Diploma (DAPL06), together with the Diploma Supplement, or the Raffles Certificate for non-accredited courses (GDR arts. 16 and 37). Each credit corresponds to 25 hours of total student workload (GDR art. 4.5), 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

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	Pass. 18/30 is the minimum pass grade (GDR art. 31.8); it indicates that the 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:

Average = ∑ (grade x exam CFA) / ∑ (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.

The weighted average is cumulative: it is calculated on all exams passed up to that point across all years of the course, and not on a single year of study. For example, the average of a student enrolled in Year 2 is based on the Year 1 exams together with the Year 2 exams passed to date.

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 are kept and rounded to one decimal place (e.g. 27.831 becomes 27.8). For the purposes of the final degree mark the average is not rounded: it is converted into a mark out of 110 and only the starting mark is rounded, as set out in point 8.7.2.

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 CFA Not taken	Only Module A completed	No	No
Graphic Design 1	3 CFA 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.

To ensure fair and transparent management of attendance, the following tolerance bands apply to the calculation of absences for each individual subject. Admission to the final examination of a subject depends on the band in which the student's total absences fall.

BAND	ABSENCES	STATUS AND PROCEDURE
GREEN BAND **Direct Admission**	0% – 20%	Automatic admission. The student has met the standard attendance requirement and is entered directly (ex officio) in the examination records. All absences – including justified ones (e.g. supported by a medical certificate) – count towards this band.
YELLOW BAND **Tolerance with Justification**	21% – 30%	Conditional admission. Admission to the examination is not automatic. The student must submit a formal written justification (through the dedicated form or by e-mail), stating the reasons for the absences (e.g. personal or health reasons), together with official supporting documentation (medical certificate or other official documentation) justifying the absence. Such documentation must comply with the requirements of point 5.1.7. The final decision on admission rests jointly with the Academic Office (SAS/ACAD), which verifies the timeliness and consistency of the request, and the subject Lecturer, who assesses whether the absences, although justified, have compromised learning.
RED BAND **Non-Admission and Re-attendance**	over 30%	Non-appealable exclusion from the examination session. A student exceeding the maximum limit of 30% of absences loses the right to sit the examination for that subject in the current session. The student is required to re-enrol in the subject and attend it again in a subsequent

BAND	ABSENCES	STATUS AND PROCEDURE
		session or in the following academic year, subject to payment of an additional attendance (retaking) fee defined by the Administration (see point 4.5).

Note: the tolerance bands above define the conditions for admission to the final examination of each subject. Any official supporting document submitted for the Yellow Band must comply with the requirements set out in point 5.1.7 (legal validity in Italy, Italian or English language, and submission deadlines). The applicable retaking fee is set out in point 4.5.

4.3 ACADEMIC PROGRESSION

The Academic Director, with the Course Coordinators, monitors the academic performance and progression of students. In each term, they review 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 their study plan must complete the Application for Additional Subject(s) form, available on the RMIL Student Portal, no later than the 2nd week of lessons of the 1st semester. Once the subject(s) have been added, the rules on withdrawal from subjects apply in case of withdrawal.

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 30% 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 X CFA/CREDITS

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

The fee is VAT-exempt for students of the accredited DAPL06 course and subject to VAT for students of non-accredited courses (see point 15.1).

4.6 WITHDRAWAL FROM ADDITIONAL SUBJECT

Students who wish to withdraw from an additional subject must complete the Application for Withdrawal from Subject form, available on the RMIL Student Portal, within the 2nd week from the beginning of the subject. Subject fees are not refundable. A non-refundable administrative fee of € 250,00 (+VAT) per withdrawn subject is payable on approval of the request, at the time the form is submitted. For withdrawals after the 2nd week, the retake fee applies (see point 4.5).

4.7 TRANSFER OF COURSE

To change to another Raffles Milano course, students complete Form 016 "Application for Change of Course", available on the RMIL Student Portal, and send it to the SAS Office at least 1 month before the start of the 2nd semester, if enrolled in the 1st year, or at least 1 month before the start of the new academic year (by September), if enrolled in the 2nd or 3rd year. A non-refundable administrative fee of € 300,00 (+VAT) is payable on submission of the form. A change of course may be requested only once, is not automatic and is subject to the approval of

the Academic Director and of the Course Coordinators of both courses. Requirements, documents, conditions and timing are set out in the form.

a) A change between the accredited DAPL06 course and a non-accredited course entails a change in the qualification awarded and may affect the residence permit. A change from a non-accredited course to the DAPL06 course requires the entry requirements of the accredited course (upper secondary school diploma or foreign qualification corresponding to at least 12 years of schooling, in accordance with MUR guidance).

RMIL informs, relevant government agencies (e.g., Consulate/Embassy, Immigration Office of Police Headquarter) and other relevant parties promptly for all transfer cases.

- 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) To transfer to another institution, students complete Form 017 "Application for Transfer to Another Institution", available on the RMIL Student Portal, and send it to the Academic Director and to the SAS Office by 30 June of each academic year. A non-refundable administrative fee of € 300,00 (+VAT) is payable on submission of the form. If the request is received after 30 June, the student must pay the enrolment fee and the tuition fee for the following academic year. The transfer confirmation letter is issued within 15 working days of the request. From the date of the application the student may no longer sit examinations at Raffles Milano. Requirements, documents, conditions and timing are set out in the form.

b) 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.

c) **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 DAPL06 course (Fashion Design, Visual Design and Product Design concentrations). 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 SAS Office 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:

b) A letter of motivation stating the reasons for the transfer.

c) An official transcript of records from the current institution.

d) Course syllabi or detailed descriptions of completed courses (to evaluate credit recognition).

e) A copy of your valid ID or passport.

f) A copy of your residence permit and visa (for non-EU students).

g) The Academic Council examines the request and decides on the recognition of credits and on eligibility. Admission is not guaranteed and depends on available places and on the compatibility of the student's academic path. The student may be invited to an interview or asked to submit additional documentation (GDR arts. 12 and 15; Regulations on Admission, Conditional Admission and Recognition of Previous Academic Careers).

h) 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 Council, on the basis of the evaluation of the Academic Director and the respective Course Coordinator (GDR art. 15.3). 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.

i) Once the transfer is approved, the student will receive instructions for completing the enrollment process and paying any applicable fees.

j) Partial credit recognition may result in an extension of the study period.

k) Transferred students must comply with all academic and administrative rules of our school.

l) Tuition fees and regulations apply as for regularly enrolled students

m) 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) Withdrawal is requested with Form 015 "Application for Withdrawal from Studies", available on the RMIL Student Portal, by 15 June of the academic year of attendance; this deadline applies to all students, including new students. The signed and unconditional form is sent to the SAS Office from the student's institutional e-mail address or by certified e-mail (PEC) or registered letter with return receipt; the date of receipt applies (GDR art. 35.1). A non-refundable administrative fee of € 300,00 (+VAT) is payable on submission of the form; the fee is not due in case of withdrawal within 14 days or cancellation of the course by Raffles Milano. The outcome is communicated within 20 working days (25 in case of refund). Requirements, documents, conditions and timing are set out in the form. On approval of the withdrawal, the following table applies:

NEWLY ENROLLED	**Withdrawal within 14 days from signing the GTC**	**Full refund of tuition and enrolment fees**
NEWLY ENROLLED	**Visa refusal** (with official documentation)	Full refund of tuition and enrolment fees *Minus* €2,000 non-refundable Administrative Fee
RE-ENROLLED	**Withdrawal request received between 15th April and 15th June**	No refund of enrolment fee – exemption from tuition fee payment.
RE-ENROLLED	**Withdrawal request received between 16 June and 30 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) Deferment is requested with Form 005 “Application for Deferment and Resumption of Studies”, Section A, available on the RMIL Student Portal, by 30 June of the academic year preceding the one to be deferred. The form is sent to the SAS Office from the student's institutional e-mail address or by certified e-mail (PEC) or registered letter with return receipt (GDR art. 34.1). A non-refundable administrative fee of € 300,00 (+VAT) is payable on submission of the form. Deferment is also subject to payment of the enrolment fee and tuition fee for the academic year in which enrolment will be reactivated, as set out in the Payment Details Form; these amounts apply to that year and are not refundable in case of withdrawal. Deferment lasts a maximum of 12 months and studies resume in the first available intake. To resume studies, the student completes Section B of Form 005 by 30 June preceding the academic year of resumption. The outcome is communicated within 20 working days. Requirements, documents, conditions and timing are set out in the form.

b) Students holding a residence permit for study purposes must apply to the Questura for a new permit to resume their studies. Once studies have been regularly resumed, renewal of the residence permit can normally be requested.

c) 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 decision of the Academic Director, in agreement with the Administrative Director (Statute, art. 9). 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 Director 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)
- Exceeding the maximum out-of-course ("fuori corso") period of 2 years beyond the standard duration of the course (Study Manifesto, Title 8, Art. 1)

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 enrol in the out-of-course year by paying an annual enrolment fee (including admission and registration fees) of € 2.500,00.

A fee of € 250,00 is also payable for each outstanding examination and a further fee of € 250,00 per credit/CFA for subjects to be retaken.

An additional fee of € 2.500,00 is payable for enrolment in each thesis session. The amount must be paid for each session the student intends to take part in. In case of withdrawal from a session already paid for, a new payment is required for enrolment in a subsequent session.

The amounts referred to in the preceding paragraphs are tuition-related fees: they are VAT-exempt for students of the accredited DAPL06 course and subject to VAT for students of non-accredited courses (see point 15.1). The thesis session fee must be paid at least 15 working days before the discussion; in case of withdrawal after that deadline, a penalty of € 300,00 is due, subject to the same VAT treatment (see point 8.3).

Form 019 "Out-of-Course Enrolment and Thesis Session Enrolment" is used to enrol in the out-of-course year and in the thesis session; Form 018 "Request for Examinations as an Out-of-Course Student" is used for examinations to be taken as an out-of-course student. Both are available on the RMIL Student Portal; requirements, documents, conditions and timing are set out in the forms.

5. ATTENDANCE FOR RAFFLES STUDENTS

VALID FOR BACHELOR, THREE YEARS AND MASTER COURSES:

5.1 ATTENDANCE

At the discretion of the Academic Director, 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 Director. 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 by 15 December of the relevant academic year (Study Manifesto, Title 3, Art. 6). If the student does not arrive in Italy by that date, 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 30% 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 Institute) 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.

5.1.5 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

In case of absence for health reasons, the student must send the SAS Office by e-mail an original and valid medical certificate within 5 days of the end of the period stated in the certificate (in case of an examination, within 5 days of the examination). Raffles Milano accepts only medical certificates that are legally valid in Italy. The certificate must not state the diagnosis. If the certificate is issued abroad, the doctor must be licensed in their own country and the certificate must be translated into Italian or drawn up in English. The certificate is submitted with Form 006 "Justification of Absences", available on the RMIL Student 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 also take disciplinary action, up to and including expulsion from the College, pursuant to art. 9(7) of the Statute.

5.2 STUDY VISA AND RESIDENCE PERMIT

For support with integration, wellbeing and campus life during their studies in Italy, students may also refer to the Campus Life & Student Engagement Specialist (see the Student and Administration Services chapter 10).

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.

To confirm enrolment, students with a foreign qualification send Raffles Milano their diploma and transcript (the degree certificate for MST students), with an official translation into Italian or English if issued in another language, accompanied by either: (a) the CIMEA Statement of Comparability and Statement of Verification (DiploMe platform), submitted together, which replace the Declaration of Value and the legalisation or Apostille of the qualification; or (b) the Declaration of Value issued by the competent Italian diplomatic or consular mission, with the qualification legalised or bearing the Apostille, where required. For qualifications issued by European Union countries or by countries that have signed the Lisbon Recognition Convention, the ARDI statement of correspondence, downloadable free of charge from the CIMEA database, replaces the Statement of Comparability; the Statement of Verification remains required, unless the qualification can be verified online via QR code or through the official portal of the awarding body (e.g. International Baccalaureate). Pending these documents, the student is enrolled conditionally and must submit them by the start of the first winter examination session (Regulations on Admission, Conditional Admission and Recognition of Previous Academic Careers, sections “Foreign qualifications” and “Conditional admission”).

Complete information is provided to students by the Admissions Team at the time of admission.

In order to be admitted to courses at **Raffles Milano**, students must submit a pre-enrollment application through the **Universitaly** 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 an useful guide for their arrive and stay in Italy.

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

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

After submitting the application kit at the post office:

- **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.
- **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 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.

5.2.3 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 30% of lessons means no exam admission. For personalized Study Plans, full attendance is always required
- The Online Teacher and Course Evaluation is compulsory (see section 11.2).
- 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 Examination Board (Commissione di Valutazione) 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)
- Summer (July)
- Autumn (September)
- In the Winter session (February) of the following academic year, students may also take back exams of both semesters of the previous academic year (GDR art. 31.4).
- Any extraordinary exam session must be authorised by the Academic Council (GDR art. 31.4).
- Each exam is held before an Examination Board composed of three teachers (GDR art. 31.3).

6.5 EXAM ATTENDANCE AND RECOVERY POLICY

- Students with more than 30% 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 July.
- The Autumn session (covering both semesters) is held in September.
- Students who do not take the exam by the September session, or fail, or refuse the grade may take it in the Winter session (February) of the following academic year, which is one of the three ordinary exam sessions; no additional exam fee is charged (GDR art. 31.4).
- 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 CFA must be earned.
- From Year 2 to Year 3: at least 95 CFA must be earned.

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

AREA		DETAILS
ATTENDANCE REQUIREMENT	Max 30% absences	Students with more than 30% 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.
	July	Exams for 2nd semester courses only.
	September	Autumn session (September) for both semesters.

AREA		DETAILS
	Late exams (February next academic year)	Exams not taken/passed by September may be taken in February of the following academic year, with no additional fee (GDR art. 31.4).
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.

Once an examination grade has been accepted and signed by the student in the official exam report, it is final and cannot be revoked, modified or refused. By signing, the student formally accepts the grade awarded.

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, as per point 6.9
- 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 WITHDRAWAL FROM EXAMS

Students registered for an examination who decide not to sit it must give notice of withdrawal at least 5 working days before the examination date by completing Form 024 “Withdrawal from Examination”, available on the RMIL Student Portal, and sending it by e-mail to the SAS Office (chiararomaniello@rafflesmilano.it and sahrayaqub@rafflesmilano.it).

Students who fail to give notice of withdrawal within that deadline must pay a penalty of € 250,00 per examination (VAT-exempt for students of the accredited DAPL06 course; + VAT for students of non-accredited courses; see point 15.1), except for serious and duly documented reasons (e.g. a medical certificate), assessed according to the procedure set out in point 6.10.

6.10 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.

6.11 PLAGIARISM, COLLUSION AND CHEATING

6.11.1 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.

6.11.2 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.

6.11.3 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.

6.12 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.

6.13 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:

6.13.1 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.

6.13.2 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.

6.13.3 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.

6.13.4 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.

6.13.5 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.

6.13.6 WORKSHOPS

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

6.13.7 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.

6.13.8 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

APPLICABLE TO BACHELORS, THREE YEARS AND MASTERS' COURSES:

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, Examination Boards (Commissioni di Valutazione), the Thesis Examination Commission and the Evaluation Board (Nucleo di Valutazione).

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 examination) is an individual piece of work on a topic related to one or more subjects of the student's three-year study plan, to be presented and discussed before a dedicated Committee. To be admitted to the thesis, students must have passed all the examinations in their study plan and earned all the required credits/CFA, except those reserved for the final examination, i.e. 170 CFA out of 180 (the remaining 10 CFA are awarded for the final examination). The project includes a written dissertation and illustrative material. At the end, the student also briefly presents their personal portfolio. The thesis is written and discussed in Italian or, in agreement with the supervisor, in English; in that case the dissertation includes an abstract in Italian. Detailed rules are set out in the Thesis/Final Examination Regulations published on the Raffles Milano institutional website (GDR art. 33.7).

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 4.14 of this guide.

8.3 ADMITTANCE TO THE THESIS

To be allowed to do the Thesis, students must:

- submit the admission forms (Form A and Form B) to the ACAD Office by e-mail to lauramazzoleniferracini@rafflesmilano.it and raffaellaporta@rafflesmilano.it. Form A (assignment of the topic) is submitted at least six months before the chosen session and Form B (enrolment in the session) at least one month before it, according to the deadlines shown in the table in point 3.1.1;
- Have all the required credits/CFA — i.e. 170 out of 180 CFA, the remaining 10 CFA being reserved for the final thesis — or expect to get them by the deadline.
- Have paid all fees due to **Raffles Milano**.
- 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.
- have achieved the B2 level (CEFR) in Italian and English, as set out in point 3.8; for English, the level is attested by passing English 2 or by a certificate at B2 level or higher (Thesis/Final Examination Regulations, art. 4).

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.

Students may withdraw from the thesis session in which they are enrolled at least 15 working days before the date of the discussion; in case of withdrawal after that deadline, a penalty of € 300,00 is due (VAT-exempt for students of the accredited DAPL06 course; + VAT for students of non-accredited courses; see point 15.1).

8.4 CHOOSING AND REGISTERING THE THESIS TOPIC

- The student submits the request for a thesis topic at the beginning of the final year (at least six months before the chosen session).
- A supervisor (a professor teaching a subject in student's Study Plan) must be chosen by the student.
- The Course Coordinator may appoint a co-supervisor, who may also be external to the Institute, according to the thesis topic.
- Before the request, a preliminary meeting with the supervisor takes place. The student completes Form A, countersigned by the supervisor, who approves the title and checks the requirements.
- The form is available on the RMIL Student Portal

8.5 MATERIALS TO SUBMIT TO THE COMMISSION

8.5.1 THE THESIS

- A written document (like a book).
- It must be printed in at least two copies: one is kept on file by the Institute, the other remains with the student or the supervisor, as agreed with the supervisor. It may be creative, in the format preferred by the student.
- Must include the thesis text, images/photos/sketches/design tables, bibliography, list of images.
- The cover of the dissertation and the opening slide of the presentation must show: the student's full name, student ID number, First-Level Academic Diploma course and pathway, Raffles Milano logo, thesis title, name of the supervisor and of any co-supervisor, academic year.
- There is no template for the dissertation or the presentation: graphic freedom is allowed, while respecting the formal layout of an academic title page.

8.5.2 THE PRACTICAL THESIS

- The second part of the thesis consists of a practical project whose weight in relation to the theoretical part is agreed with the supervisor. The project must be consistent with the thesis topic and develop one or more of its elements (Thesis/Final Examination Regulations, art. 2 and Guide A.3).
- 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 Thesis Examination Commission is composed of a minimum of 5 and a maximum of 9 voting members with specific expertise in the thesis topics, appointed by the Academic Council on proposal of the Academic Director (GDR art. 33.4).

- It includes the supervisor and, as a rule, the Course Coordinator; the Committee is chaired by the Academic Director or by a teacher delegated by the Academic Director. The co-supervisor takes part in the discussion and is entitled to vote only if appointed as a member of the Committee.
- A representative of the SAS Office may attend the sessions, without voting rights, as recording secretary. The Chair of the Committee may invite other teachers or representatives of companies that collaborated on the project, without voting rights, for non-binding opinions.

8.7 EVALUATION & FINAL GRADE DETERMINATION

The Thesis includes a public discussion of about 30 minutes total:

- 15 minutes for the thesis discussion.
- 15 minutes for the portfolio presentation.

The commission gives a judgment (sufficient, fair, good, excellent – GDR art. 33.4) based on:

- correctness and completeness of student written thesis and illustrative materials.
- quality of the project component;
- how well student discusses it.
- quality of student's portfolio.

The assessment takes into account the student's entire academic path (GDR art. 33.4) and refers to the Dublin Descriptors; no additional points are awarded beyond the score set out in point 8.7.1 (Thesis/Final Examination Regulations, arts. 8 and 9).

8.7.1 SCORING & POINTS

The discussion is scored from 0 to 5 points, that are added to the student's average exam grade converted to 110s.

Scoring scale for discussion quality:

INSUFFICIENT	**RETAKE IN A LATER OFFICIAL SESSION**
SUFFICIENT	0 POINTS
FAIR (DISCRETO)	1-2 POINTS
GOOD (BUONO)	3-4 POINTS
EXCELLENT	5 POINTS

8.7.2 FINAL GRADE

The final mark is out of **110**. Students get this by adding:

- Student's average exam grade (converted to 110s)
- the score from 0 to 5 awarded by the Committee for the discussion (point 8.7.1), on the supervisor's proposal.
- **Honours (lode) may be awarded only when 110/110 is reached, on the proposal and with the unanimous opinion of the Committee; honours are always discretionary, even when the starting mark exceeds 110/110.**

The student's exam average is the weighted average of the grades obtained in the examinations (expressed in thirtieths), calculated using the CFA credits as weights, as set out in point 4.1.1.
For the purpose of the final grade, this weighted average is converted into one-hundred-tenths (/110) according to the formula:

access mark (/110) = weighted average × 110 ÷ 30.

The weighted average is not rounded before conversion; only the starting mark out of 110 is rounded: down if the decimal part is 0.5 or less, up if it is above 0.5 (Thesis/Final Examination Regulations, art. 9). Example: a weighted average of 27.5/30 corresponds to 100.83/110 (27.5 × 110 ÷ 30), rounded to a starting mark of 101/110; with a discussion assessed as “Good” (3 points) the final mark is 104/110. The points awarded by the Committee for the thesis discussion (from 0 to 5) are then added to the starting mark, up to a maximum of 110/110.

The minimum grade to pass the final exam is **66/110**, the maximum is **110/110.**

8.8 DIPLOMA SUPPLEMENT

For students enrolled in the 1st Level Academic Diploma course DAPL06 accredited by the Italian Ministry of University and Research (MUR), Raffles Milano issues a Diploma Supplement along with the 1st Level Academic 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).

Pursuant to art. 16 of the GDR, the Diploma Supplement is issued automatically to all DAPL06 graduates. Graduates of non-accredited courses receive the Raffles Certificate (GDR arts. 3.5 and 37).

8.9 MUR DIPLOMA PARCHMENT (PERGAMENA)

For students graduating from the 1st Level Academic Diploma course DAPL06 accredited by the Italian Ministry of University and Research (MUR) — Fashion Design, Product Design and Visual Design concentrations — **Raffles Milano** requests the issuance of the official MUR diploma parchment (“pergamena di diploma”). The parchment is the original academic diploma: a unique, non-reproducible document, distinct from both the transcript and the Diploma Supplement (see point 8.8).

The MUR diploma parchment is physically produced by the State Mint and Polygraphic Institute (Istituto Poligrafico e Zecca dello Stato) following the request submitted through the MUR Diplomas Office. For this reason, the issuance and delivery times do not depend on **Raffles Milano** and cannot be guaranteed by the Institute. The processing time starts from the date the student submits the request together with proof of payment of the diploma fee.

The request for the parchment to the MUR is started ex officio by the SAS Office upon completion of the degree (Thesis/Final Examination Regulations, art. 12), after the graduate has submitted Form 023 “Request for the MUR First-Level Academic Diploma Parchment”, available on the RMIL Student Portal, to be sent to the SAS Office (chiararomaniello@rafflesmilano.it and sahrayaqub@rafflesmilano.it) together with the payments listed below. The diploma tax of € 90,84 is payable by postal slip to postal account no. 1016 in the name of Agenzia delle Entrate – Centro Operativo di Pescara – Tasse scolastiche, with the payment reference “Tassa di diploma – NAME SURNAME”, together with a € 16,00 revenue stamp (marca da bollo), to be handed in original to the SAS Office. The parchment is delivered only after the payments due have been verified, in person, to a delegated person or by a courier chosen, booked and paid for by the graduate, under the conditions set out in the form.

8.10 RAFFLES UNIVERSITY ECERTIFICATE

The qualification awarded by **Raffles Milano** International Design Institute is recognised, within the Raffles education network, as equivalent to a Raffles University degree. On this basis, eligible graduates may request the Raffles University eCertificate, a digital certificate issued in addition to the official qualification obtained at **Raffles Milano**.

The Raffles University eCertificate does not replace the qualification awarded by Raffles Milano and is not an AFAM qualification recognised by the MUR. Its possible recognition, for example for access to study programmes or for professional purposes, is assessed independently by the institution or body to which it is submitted, which may request additional documentation. Raffles Milano cannot guarantee its recognition by third parties.

The Raffles University eCertificate is available for the following programmes: Fashion Design, Visual Design and Interior Design.

To request the Raffles University eCertificate, students must complete Form 025 “Request for the Raffles University eCertificate”, available on the RMIL Student Portal, and send it by e-mail to chiararomaniello@rafflesmilano.it and sahrayaqub@rafflesmilano.it.

The Raffles University eCertificate costs € 500,00 (+VAT). Issuance may take up to 30 working days from verification of payment. For issuance, the student's data are communicated to Raffles University.

8.11 DIPLOMA UNIMARCONI – UNIVERSITÀ GUGLIELMO MARCONI

Raffles Milano Master's courses are not recognised by the Ministry of University and Research (MUR). For this reason Raffles Milano has entered into an agreement with Università Guglielmo Marconi (UniMarconi), which allows Master's students to request the UniMarconi Diploma, issued by UniMarconi to formalise the Raffles Milano certificate. The request may be submitted by students holding a first-cycle qualification (bachelor's degree, first-level academic diploma or equivalent qualification) who have completed or are completing a Raffles Milano Master's course. The request is submitted with Form 021 “Request for the UniMarconi Diploma”, available on the RMIL Student Portal. The fee is € 2.000,00 (VAT included), non-refundable even in case of a negative outcome; assessment and issuance are the sole responsibility of UniMarconi. Any shipping of the original is at the student's expense. For information, please contact the SAS Office: chiararomaniello@rafflesmilano.it; sahrayaqub@rafflesmilano.it

9. TRANSCRIPT / CERTIFICATE

APPLICABLE TO BACHELORS, THREE YEARS AND MASTERS’ COURSES:

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.

To have credits for additional and elective learning activities recorded (1 CFA = 25 hours), the student submits Form 010 “Request for Recognition of CFA for Additional and Elective Learning Activities”, with the related documentation: graduating students by the Form B deadline of the thesis session, other students by 30 June of each academic year.

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.

A new transcript or certification letter is requested with Form 013 “Request for Transcript or Certification Letter”, available on the RMIL Student Portal. A non-refundable administrative fee of € 50,00 (+VAT) per document is payable, unless the request results from an error attributable to Raffles Milano. The document is issued within 15 working days.

9.3 DIPLOMA RE-ISSUE

A duplicate of the qualification issued by Raffles Milano (Raffles Certificate / Diploma Supplement) is requested with Form 009 “Request for Duplicate Qualification”, available on the RMIL Student Portal, to be sent to the SAS Office with the payment receipt. An administrative fee of € 100,00 (+VAT) is payable, unless the duplicate is requested because of an error attributable to Raffles Milano. The duplicate is issued within 10 working days and may be collected in person, by a delegate or by a courier arranged and paid for by the student; Raffles Milano is not liable for damage or loss after delivery to the courier. For the MUR parchment, see point 8.9.

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 CAMPUS LIFE & STUDENT ENGAGEMENT SPECIALIST

The Campus Life & Student Engagement Specialist is the reference point for student integration and wellbeing. The Campus Life & Student Engagement Specialist provides integrated operational support across Academic Affairs, Student Administration Services, and Facility Administration. Whether you need a timetable sorted, an exam question answered, or just a bit of practical support navigating institute life. This is your go-to colleague who makes the practical side of institute life a little lighter, so you can focus on designing and learning. The service can be contacted at EstherSONOIKI@rafflesmilano.it.

10.3 STUDENTS WITH DISABILITIES AND 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. These provisions summarise GDR art. 40 and the Regulation for services for students with disabilities and DSA (DSA Regulation), to which reference is made.

10.3.1 IDENTIFICATION AND CERTIFICATION

Students with a recognized certification of DSA, issued by qualified health professionals according to national standards, should flag “DSA” on the Enrollment Application and, once enrolled, submit their diagnosis together with the GDPR consent form to the Disability/DSA Office, established within the SAS Office (chiararomaniello@rafflesmilano.it; sahrayaqub@rafflesmilano.it). Students with disabilities should indicate their condition by e-mail before the admission interview and, once enrolled, submit the INPS certificate (DSA Regulation, arts. 5 and 8). This information is used solely to provide support measures and does not affect admission.

10.3.2 INDIVIDUALIZED SUPPORT PLAN

Upon submission and verification of the certification, and after an initial interview, the Disability/DSA Office prepares with the student the DSA Operational Form (Scheda Operativa DSA), listing compensatory tools, dispensatory measures and accommodations, which is shared with the Course Coordinator and teachers. The Academic Director is the Disability and DSA Contact Person (Referente per le Disabilità e i DSA) (GDR art. 40.2; DSA Regulation, art. 9).

10.3.3 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

10.3.4 PROCEDURES FOR REQUESTING ACCOMMODATIONS

Students must submit a formal request along with their certification to the Disability/DSA Office (SAS). 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.

10.3.5 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.

10.3.6 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	**lauramazzoleniferracini@rafflesmilano.it; raffaellaporta@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.

The survey is anonymous. The Evaluation Board (Nucleo di Valutazione) oversees it every year, verifies its coverage, anonymity and reliability and validates the results, which are published on the Raffles Milano institutional website (GDR art. 20-bis.1); the Academic Council examines the results and adopts any corrective actions (GDR art. 20-bis).

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.

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 for consultation from Monday to Friday, from 9:30 to 12:00 and from 13:45 to 16:00, except during periods when the Institute is closed; during the Institute's usual opening hours it remains available for individual study.

Materials are requested exclusively through the dedicated form, also accessible via the QR code displayed at the Library entrance and at Reception: within 2 working days the Library confirms availability and indicates the date and time of collection at Reception, where the student signs the register on collection and on return. Taking books independently is not allowed. Students may request up to 3 volumes at a time, for consultation on the premises only. Eating and drinking are not allowed in the reading rooms. Anyone who damages or loses a work must replace it or refund its value and may be suspended from the service for up to 14 days. Photocopies are allowed within the limits of the law (no more than 15% of each volume or issue). For information: library@rafflesmilano.it. The full rules are set out in the Library Regulations, published on the institutional website.

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 an online form that is sent to them by e-mail during the first weeks of class.

Locker use requires a **€30,00 security deposit**, refundable at the end of the academic year upon return of the locker in good condition.

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: **Rhinoceros, Blender, CLO3D, Adobe Creative Cloud, and Autodesk AutoCAD**.

For information on how to book your workstation, please refer to section 12.6 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 50 **free copies**.

Once the initial quota is used, students can **top up the card with 100 additional** copies at the cost of **€10,00.** In case of loss, a **new card** can be purchased for **€13,00**, which includes **100 copies.**

Students are required to bring their own USB flash drive to use the printing service. Raffles Milano does not provide storage devices, and students are responsible for ensuring that their files are available for printing.

12.6 LABS

Raffles Milano is equipped with four specialized laboratories: Photography, Fashion, Product, IT, Material and Innovation, Visual and 3D. 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 05:00 pm) and only with reservation. To reserve students must send an e-mail to **info@rafflesmilano.it**. Without authorization, individual access to labs during hours not supervised by the teacher or a safety officer is prohibited. Students must use gloves and footwear suitable for the work to be performed in the labs (Study Manifesto, Title 11, Art. 9).

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 (Consulta degli Studenti) is an advisory body of Raffles Milano (Statute, art. 4). It is composed of three students elected by universal, direct and secret ballot by all students regularly enrolled in the accredited 1st Level Academic Diploma course (DAPL06); students enrolled in non-accredited, Master and short courses do not vote and cannot be elected. Elections are called by the Academic Director within three months from the start of lessons and are managed by an Electoral Committee, in accordance with the Student Council Regulation.

The Student Council remains in office for three academic years. At its first meeting it elects, by secret ballot, a President and a Vice-President. Student representation on the Academic Council is governed by the Statute (arts. 8 and 14) and by the Regulations of the Student Council. The names of the members of the Student Council and of the student representatives on the Academic Council are published on the Raffles Milano website.

The Student Council works to improve the quality of teaching, services, and facilities by communicating feedback from students to the Academic Council, to which it submits proposals.

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

The Student Council regulations are available on the official **Raffles Milano** website.

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

Procedure for formal complaints. Students are encouraged to report any problem as soon as possible, so that it can be addressed promptly. The procedure is as follows.

1. Informal stage. The student may contact the teacher concerned, the Course Coordinator, the Academic Director, the SAS Office or the Student Council representatives. The SAS Office records the report and, together with the Academic Director, seeks a solution within 15 working days.

2. Formal complaint. If the informal stage does not resolve the issue, or if the seriousness of the facts so requires, the student submits a formal complaint with Form 026 "Formal Complaint", available on the RMIL Student Portal and at the SAS Office, sending it to triennali@rafflesmilano.it from their institutional e-mail address or handing it in to the SAS Office. The complaint must be submitted as soon as possible and in any case within 30 days of the facts. The SAS Office confirms receipt as soon as possible and in any case within 3 working days.

3. Complaints Commission. The complaint is reviewed by a Commission composed of the Academic Director, the Course Coordinator and the Head of the SAS Office. Any member involved in the facts abstains and is replaced by a delegate appointed by the Academic Director. The Commission hears the student and the person

concerned separately, giving the latter the opportunity to submit observations, and gathers the relevant documentation. The Commission investigates the complaint and recommends appropriate measures.

4. Outcome. Within 3 working days of receipt, the Commission provides the student with an initial response and, where necessary, the protective measures referred to in point 5 are adopted. The investigation is concluded as soon as possible and in any case within 15 days of receipt; at its conclusion, the Commission sets out its findings and recommends appropriate measures. The reasoned outcome is communicated in writing. Any contractual action concerning a lecturer, including replacement in the subject concerned, is subject to the approval of the Administrative Director, in accordance with the applicable contract and the Code of Ethics. Measures that may be recommended include:

- corrective actions on teaching (e.g. clarifications, review of assessment methods, support, change of the examination board);
- a formal warning to the lecturer;
- referral for disciplinary proceedings pursuant to art. 9(7) of the Statute.

5. Urgent measures. In cases of harassment, discrimination, safety risk or situations that compromise regular attendance of classes, the Academic Director may immediately adopt protective measures, even before the procedure is concluded, including:

- alternative arrangements for attending classes or carrying out teaching activities;
- a change of working group;
- the assignment of another reference lecturer for tutorials and reviews;
- a change of the examination board;
- in the most serious cases, the temporary assignment of the subject to another lecturer, subject to the approval of the Administrative Director.

6. Discrimination and harassment. Reports of discrimination, harassment or retaliation may be submitted confidentially to triennali@rafflesmilano.it, or anonymously by handing in the paper form to the SAS Office in a sealed envelope addressed to the Complaints Committee. Anonymous reports are considered if sufficiently detailed.

7. Appeal. The student or the person concerned may appeal against the decision in writing to the Administrative Director within 15 days of its communication. The Administrative Director decides definitively within 30 days.

8. Safeguards. The procedure guarantees confidentiality and the processing of personal data in accordance with the GDPR. Any form of retaliation is prohibited: submitting a complaint does not affect the student's assessment. The file is kept by the SAS Office and anonymised data on complaints are made available to the Evaluation Unit for its annual report.

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

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).

The administrative fees, tuition-related fees and penalties set out in this Handbook are separate from the Fee referred to in art. 2.1 of the General Terms and Conditions and are payable in addition to it. Administrative fees (e.g. for withdrawal, deferment, change of course, transfer, duplicates, certifications, eCertificate) are subject to VAT for all students. Tuition-related fees (out-of-course enrolment, examinations to be taken as an out-of-course student, subjects to be retaken, out-of-course thesis sessions) and penalties for failure to withdraw from examinations or thesis sessions are VAT-exempt for students of the accredited DAPL06 course and subject to VAT for students of non-accredited courses.

For the accredited DAPL06 course, the enrolment fee and tuition fee are set annually by the Board of Directors and the related amounts are published at https://rafflesmilano.it/it/admission/ (GDR art. 39.1). Raffles Milano may grant financial benefits (GDR art. 39.2). Students enrolled in subsequent years must submit an updated ISEEU by 5 September; those who do not submit it by that deadline cannot access the benefits provided. The enrolment fee for years after the 1st must be paid by 30 April (Study Manifesto, Title 6, art. 1).

The College will cancel the students' enrollment and students will be withdrawn from the course if the College does not receive the payment within 30 days from the due date specified in the payment plan. Students have to re-enrolled if they wish to resume the studies.

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

Students who need more time for payment complete Form 020 “Request for Extension of Payment Deadline”, available on the RMIL Student Portal, and submit it with supporting documentation before the instalment falls due. The request is assessed case by case and approved by the Administrative Director; the new deadlines refer to the instalments set out in the Payment Details Form.

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 Administrative Director.

If the payment delay exceeds 15 days, in addition to the 6% late payment interest applied to the outstanding amount, the student’s academic career will be suspended: the student will not be admitted to lessons or examinations until the administrative position has been regularised. The same consequence applies to students enrolled in AFAM programmes who have not paid the regional student-support tax (DSU – Diritto allo Studio Universitario), the amount of which, as from the academic year 2026/2027, is calculated on the basis of the ISEEU value (see point 16.1.1).

Any examinations taken while the administrative position is unresolved will be annulled. Likewise, the issuance of certificates and any requested documentation will be withheld until the position has been regularised.

Requests for withdrawal from the course or transfer (to another course or to another higher education institution) will not be approved until the student’s administrative position has been fully regularised, in accordance with points 4.7, 4.8 and 4.10.

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 or Revolut**

Detailed instructions and account information are provided by the Admission Office upon enrollment.

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 are handled according to company procedures. Raffles Milano informs students of the calculation of the amount to be refunded. To request a refund, students must complete Form 007 "Refund Request", available on the RMIL Student Portal. If the form is sent by e-mail, the date of the e-mail applies.

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 all Bachelor and Three-Year 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.

Scholarship recipients confirm acceptance of the scholarship with Form 014 "Scholarship Acceptance – New Students". Refund requests relating to the scholarship are submitted with Form 008 "Refund Request for Raffles Milano Scholarship".

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 the MUR-accredited DAPL06 course (Fashion Design, Product Design and Visual Design concentrations), who meet the specified merit, income, and academic progress requirements outlined in the call for applications. (GDR art. 39.5; Study Manifesto, Title 5).

DSU scholarship recipients provide their bank details for payment with Form 022 "Bank Details for DSU Scholarship Payment", within 5 days of notification of the award. Payment is made exclusively to an account held or jointly held by the student in Italy or in a SEPA country; if the student does not provide a valid IBAN within one year of publication of the final ranking, the right to payment lapses. Merit requirements, instalments and any revocation are governed by the call.

Please note that students enrolled in MUR-accredited (AFAM) programmes are required to pay the regional student-support tax (DSU – Diritto allo Studio Universitario), pursuant to Regional Law of Lombardy No. 33/2004. As from the academic year 2026/2027, in accordance with the annual resolution of the Lombardy Region, the amount of this tax is no longer fixed but is determined on the basis of the student's ISEEU value, within three income brackets (€ 130,00 / € 160,00 / € 190,00). Students who do not submit a valid ISEEU declaration will be charged the maximum amount (€ 190,00). The tax is paid in a single instalment at first enrolment/registration.

16.2 ERASMUS+ PROGRAMME

Raffles Milano takes part in the Erasmus+ Programme. Students who meet the requirements set out in the calls published annually on the institutional website may apply for study and traineeship mobility grants; the calls set out requirements, deadlines, amounts and selection procedures. Applications are submitted with Form 027 “Erasmus+ Study Mobility Grant Application” or Form 028 “Erasmus+ Traineeship Mobility Grant Application”, available on the RMIL Student Portal.

17. COLLEGE RULES AND REGULATIONS

The rules in this section implement the Study Manifesto, Title 11 – Student Rules and Discipline. Disciplinary authority over students is exercised by the Academic Director in agreement with the Administrative Director (Statute, art. 9).

Students are required to comply with the Raffles Milano Code of Ethics, published on the institutional website; violations are sanctioned pursuant to art. 9, paragraph 7, of the Statute.

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

Students are responsible for notifying the Institute of any change to the details given in the enrolment form – including their address in Milan and their residential address, telephone numbers, e-mail addresses, emergency contact and identity document expiry date – by completing Form 012 “Update of Personal Details”, available on the RMIL Student Portal (see also art. 9 of the General Terms and Conditions). Students holding a residence permit must also notify the Questura of any change of address within 15 days (Legislative Decree 286/1998, art. 6(8)) and provide the SAS Office with a copy of the updated permit (see point 5.2). Without updated details the Institute cannot transmit information on the student's academic career.

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 is subject to disciplinary sanctions, up to and including expulsion, adopted pursuant to art. 9(7) of the Statute, and will 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 reported to the Authorities.

17.3.8 RESTRICTED ACCESS

Students may not enter or stay in the Teachers' Room on the Third Floor or in the Directorate area (beyond the sliding glass door on the Third Floor). For safety reasons, access is also prohibited to any technical room of the building (warehouses, waste area, electrical cabinets) and to labs in the absence of the teacher or of a person in charge indicated by the Institute's management.

17.3.9 OUTDOOR SPACES

The internal courtyard is available to students during breaks or when they have no scheduled classes. Students must keep a respectful attitude, avoiding noise and loud voices, to preserve decorum and good relations with the residents of adjacent buildings. Music may only be listened to with headphones or earpieces.

17.3.10 MOBILE PHONE USE

Making or answering calls during classes is expressly forbidden. Mobile phones must be put away in silent mode or turned off during class hours; replies to messages or calls – except in cases of proven seriousness – must be postponed to the end of classes or to breaks authorised by the teacher.

17.3.11 OFFENCES AGAINST PERSONS

For persecutory acts against persons under the Italian Civil and Penal Code (such as stalking, cyberbullying, revenge porn), Raffles Milano – in compliance with the investigation procedures prescribed by law and at the end of their outcome – provides for the adoption against those responsible of disciplinary sanctions, up to and including expulsion, pursuant to art. 9(7) of the Statute, as well as a report to the judicial authorities and a claim for compensation for reputational damage to the Institute.

17.3.12 MAIL AND PARCELS

Reception staff are not authorised to collect students' personal mail and parcels. Only in exceptional cases, verified by the Institute's staff, may the Administrative Director authorise their receipt.

17.4 ACCESS TO COLLEGE PREMISES AND EXTERNAL GUESTS

Access to Raffles Milano premises is reserved for authorised persons, namely regularly enrolled students; lecturers, employees and collaborators of Raffles Education Italy S.r.l.; and external guests and visitors whose access has been authorised in advance by the College.

Access is permitted only on the days and during the opening hours of the College (Mondays to Fridays, 08:00 am to 06:00 pm), unless otherwise authorised by the Facilities Department.

Any person found on College premises without prior authorisation, or outside the permitted days and hours, will be considered an unauthorised person and may be asked to leave immediately. Raffles Milano reserves the right to take any further action provided by law.

Students who wish to bring an external guest must request authorisation in advance from the Facilities Department (info@rafflesmilano.it) and must ensure that the guest registers at the Reception on arrival with a valid identity document. For the entire duration of the visit, the host student is responsible for the guest's conduct and for the guest's compliance with these Rules and Regulations, including any damage caused to College property. External guests are not covered by the College's accident insurance (see point 15.2).

17.4.2 AUTHORIZATION AND REGISTRATION

Students who wish to bring a guest on campus must send a request to FAS at info@rafflesmilano.it at least 1 working day in advance, stating the guest's full name, the date, the expected time of the visit, and its purpose.

Each student may host a maximum of 2 guests at a time.

On arrival, guests must register at the Reception by presenting a valid ID card or passport. Reception will record the guest's name, the host student's name, and the time of entry and exit.

Guests will receive a visitor badge, which must be kept visible at all times and returned to the Reception when leaving.

Personal data collected during registration is processed in accordance with EU Regulation 2016/679 (GDPR) solely for security and safety purposes.

17.4.3 PERMITTED HOURS AND AREAS

Guests may be on campus only during College opening hours (Mondays to Fridays 08:00 am to 06:00 pm).

Guests may access common areas only.

Guests are not allowed in the following areas:

- classrooms during lessons, unless the lecturer has given prior approval;
- all laboratories (Fashion, Product, Photography, and IT Lab);
- the library;
- examination rooms;
- offices and storage areas.

Guests may attend thesis discussions, which are public events, subject to room capacity and the approval of the ACAD Department.

17.4.4 RESPONSIBILITIES OF THE HOST STUDENT

The host student must accompany their guest at all times and ensure the guest leaves the premises together with them.

The host student is responsible for their guest's conduct and for making sure the guest complies with all College Rules and Regulations, including the non-smoking policy (17.1), the rules on food and drinks (17.3.4), and the rules on gambling, drugs, and alcohol (17.3.7).

Any damage caused by a guest to College property will be charged to the host student, as set out in point 17.3.3.

Guests may not use College equipment, lockers, printing services, or laboratory tools and materials.

17.4.5 INSURANCE AND LIABILITY

The accident insurance described in point 15.2 covers only students and employees of Raffles Education Italy. External guests are not covered by the College's insurance policy. Except where otherwise provided by law, Raffles Milano cannot be held responsible for injury to guests or for the loss of or damage to their personal belongings.

17.4.6 SAFETY AND EMERGENCIES

Guests must follow the instructions of College staff and the emergency procedures in force. In the event of an evacuation or fire drill, the host student must make sure their guest reaches the assembly point and must report their presence to staff. The Reception visitor register will be used for the emergency headcount.

17.4.7 REFUSAL OF ACCESS AND REMOVAL

Raffles Milano reserves the right to refuse access to any guest, or to ask a guest to leave the premises at any time, without being required to give a reason. Host students who breach these rules may be subject to disciplinary measures under point 17.3.1, and the College may suspend their right to bring guests.

17.4.8 GUESTS UNDER 18 YEARS OF AGE

Guests under 18 years of age are admitted only with prior authorization from FAS and must be accompanied by the host student at all times.

18. FORMS AVAILABLE ON THE RMIL STUDENT PORTAL

Student requests are submitted with the numbered forms published on the RMIL Student Portal, in the version in force. Each form states requirements, deadlines, fees, documents to be attached and submission methods. For students under 18, forms are also signed by the parent or legal guardian, with a copy of their identity document. In case of conflict between a form and this Handbook, the Handbook prevails. Each version of the forms shows its number and date; previous versions are archived by the SAS Office.

FOR GENERAL USE

- Form 005 – Application for Deferment and Resumption of Studies
- Form 006 – Justification of Absences
- Form 007 – Refund Request
- Form 008 – Refund Request for Raffles Milano Scholarship
- Form 009 – Request for Duplicate Qualification
- Form 010 – Request for Recognition of CFA for Additional and Elective Learning Activities
- Form 011 – Request for Exemption from Extracurricular Courses
- Form 012 – Update of Personal Details
- Form 013 – Request for Transcript or Certification Letter
- Form 014 – Scholarship Acceptance – New Students
- Form 015 – Application for Withdrawal from Studies
- Form 016 – Application for Change of Course
- Form 017 – Application for Transfer to Another Institution
- Form 018 – Request for Examinations as an Out-of-Course Student
- Form 019 – Out-of-Course Enrolment and Thesis Session Enrolment
- Form 020 – Request for Extension of Payment Deadline
- Form 021 – Request for the UniMarconi Diploma (Master's only)
- Form 022 – Bank Details for DSU Scholarship Payment
- Form 023 – Request for the MUR First-Level Academic Diploma Parchment
- Form 024 – Withdrawal from Examination
- Form 025 – Request for the Raffles University eCertificate
- Form 026 – Formal Complaint Form
- Form 027 – Erasmus+ Study Mobility Grant Application
- Form 028 – Erasmus+ Traineeship Mobility Grant Application

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.

VAT is applied in accordance with the Italian tax legislation in force and as set out in point 15.1. All administrative fees are non-refundable and non-transferable, except as provided for in the General Terms and Conditions and in this Handbook.

All information is up to date as of the date of publication. The most up-to-date version of the Student Handbook is published on the Raffles Milano institutional website and is also available on the RMIL Student Portal. In case of discrepancy, the General Didactic Regulations and the Study Manifesto prevail.