MASTER'S DEGREE
TOURISM SYSTEMS AND
HOSPITALITY MANAGEMENT

APPLICATION MANUAL

INCLUDING CHECKLIST

TOURISM SYSTEMS AND HOSPITALITY MANAGEMENT
(COURSE CODE 2338 – CLASSLM-49)

Updated: January 30th 5025

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1. Palermo City and the University of Palermo – Information

Palermo City information

Palermo, Sicily's vibrant capital, is a city where history and culture come alive. With its rich tapestry woven from Byzantine, Arab, Greek, and Norman influences, Palermo offers a unique blend of architectural marvels and lively street life. Wander through its historic centre, savour authentic Sicilian Street food, and immerse yourself in the bustling atmosphere of markets like Vucciria. Palermo's dynamic energy and landmark charm make it a must-visit destination for any traveller seeking to experience the essence of Sicily.

https://www.visitsicily.info/en/localita/palermo/

https://www.studyinsicily.eu

The University of Palermo Campus (UNIPA)

The University of Palermo is one of Italy's largest and most esteemed academic institutions. It serves over 40,000 students across various undergraduate, graduate, and doctoral programs. The university boasts a faculty of approximately 1,300 professors and researchers contributing to its diverse educational and research activities. Established in 1806, the University of Palermo is renowned for its comprehensive range of disciplines and significant contributions to research and innovation.

https://www.unipa.it/mobilita/en/

Department of "Economic, Business, and Statistical Sciences"

The Department of Economic, Business, and Statistical Sciences at the University of Palermo offers a Master's in Tourism Systems and Hospitality Management. This department specialises in interdisciplinary studies integrating economic theory, business strategy, and statistical analysis, equipping students with the essential skills for today's global tourism and hospitality sectors. The department fosters an environment of research and practical application, making it an ideal choice for students aiming to excel in tourism management and hospitality leadership roles.

https://www.unipa.it/dipartimenti/seas

Address of Economic, Business, and Statistical Sciences building

Viale delle Scienze, Building 13 (Edificio 13), 90128, Palermo

 *The nearest metro station to the Department of Economic, Business, and Statistical Sciences is Palazzo Reale-Orleans

2. Course Information

The master's program in Tourism Systems and Hospitality Management at the University of Palermo is a comprehensive, two-year curriculum designed to equip students with the essential skills to manage tourism and hospitality businesses in a global context. Emphasising sustainable development, digital transformation, and service quality, the program offers courses in tourism economics, destination marketing, eco-tourism, regional policy, and organisational strategies. Students gain a deep understanding of tourism systems through a balanced blend of theory, practical case studies, and industry partnerships. They are prepared to lead locally and internationally in the evolving tourism sector.

https://www.unipa.it/dipartimenti/seas/cds/tourismsystemsandhospitalitymanagement2205

https://offertaformativa.unipa.it/offweb/public/corso/visualizzaCurriculum.seam?oidCurriculum=22081&paginaProvenienza=ricercaSemplice&cid=79736

The Brochure

Also, you can have the brochure of the Tourism Systems and Hospitality Management (LM-49) from this link, and you can have updated information about the course:

https://www.unipa.it/dipartimenti/seas/cds/tourismsystemsandhospitalitymanagement2205/.content/documenti/brochureLM49ENG_24-25.pdf

The Video

https://youtu.be/1AW1o8NUsc0

The accommodation opportunities

First, check the scholarship availability (see the scholarship section), as it may cover accommodation, making it more affordable than renting a room. However, if you are not accepted for accommodation, we suggest using the websites below to search for housing options:

www.idealista.it
www.subito.it
www.housinganywhere.com
www.immobiliare.it
www.facebook.com

3.   The Double-degree program opportunities

The master's program in Tourism Systems and Hospitality Management at the University of Palermo offers double degree options, allowing students to earn an additional degree from a partner institution. This unique opportunity enhances the academic experience and broadens career prospects in the international tourism and hospitality sectors.

Include a second degree from the following universities:

⇒ **Florida International University** (Miami, USA) Chaplin School of Tourism and Hospitality Management 1st and 2nd-semester 2nd year – **https://hospitality.fiu.edu**

⇒ **Universidad de Málaga** (Malaga, SPAIN) 1st and 2nd semester 2nd year **https://www.uma.es**

⇒ **University of Dubrovnik** (Dubrovnik, CROATIA) 1st-semester 1st-year https://www.unidu.hr/eng/

University Staff professor

NO	PROFESSORS	SUBJECT	CREDITS	COURS HOURS	PAGE LINK
1	Marcella Romeo	Advanced English	6		https://www.unipa.it/persone/docenti/r/marcella.romeo
2	Fabio Mazzola	Regional Economic policy	3		https://www.unipa.it/persone/docenti/m/fabio.mazzola
3	Giovanni Ruggieri	Tourism systems economics	6		https://www.unipa.it/persone/docenti/r/giovanni.ruggieri
4	Sandro Formica	marketing	11		https://www.unipa.it/persone/docenti/f/sandro.formica
5	Martina Aronica	Statistics for Economics and Business	6		https://www.unipa.it/persone/docenti/a/martina.aronica
6	Fabrizio Simon	Economic History and Tourism	8		https://www.unipa.it/persone/docenti/s/fabrizio.simon
7	Kathie Ann Alexander	Human resources	6		https://www.unipa.it/persone/docenti/a/kathieann.alexander
8	Adiagna Rodriguez Escalona	Spanish	8		https://www.unipa.it/persone/docenti/r/adiagna.rodriguez
9	Stefano De Cantis	Advanced Tourism Statistics	6		https://www.unipa.it/persone/docenti/d/stefano.decantis
10	Ettore Barone	Food and Beverage	4		https://www.unipa.it/persone/docenti/b/ettore.barone
11	Pietro Columba	Agri-food Systems	6		https://www.unipa.it/persone/docenti/c/pietro.columba
12	Aurora Anselmo	International tourism law	8		https://www.unipa.it/persone/docenti/a/aurora.anselmo
13	Sonia Quarchioni	Financial Planning and control	6		https://www.unipa.it/cerca.html?searchMacro=persone&searchaction=search&query=QUARCHIONI
14	Arabella Mocciaro Li Destri	Strategy	3		https://www.unipa.it/persone/docenti/m/arabella.mocciaro
15		Yield and Revenue Management	3		
16		Event Mangement	6		

Master's Degree in Tourism Systems and Hospitality Management – University of Palermo – Italy:
Secretariat email: Master.hfb@unipa.it

4.   Eligibility requirements

The Master's Degree Program in Tourism Systems and Hospitality Management at the University of Palermo welcomes applicants who meet specific academic and professional criteria, ensuring they have the foundational knowledge and skills to excel in this advanced program.
The program is ideal for recent graduates and professionals looking to enhance their tourism and hospitality management expertise. With its comprehensive curriculum and global focus, the program equips students to meet the challenges of a dynamic and evolving industry.

Academic Background	Applicants must hold a relevant bachelor's degree in tourism, hospitality management, economics, business administration, marketing, sociology, geography, international relations, environmental studies, cultural studies, languages, or event management, or other fields related with tourism studies. These disciplines align with the program's interdisciplinary approach, preparing students for leadership roles in tourism and hospitality.
GPA Requirements	A minimum GPA of 3.0 (or equivalent in other grading systems) is required for the bachelor's degree as follows:
B2 English Language Knowledge proof	Proof of English proficiency is mandatory, demonstrated through recognized international certificates or equivalent qualifications such as: IELTS (Minimum score of 6) -TOEFL iBT (Minimum score of 80) - DUOLINGO (Minimum score of 110) Alternatively, students without a certificate can take an online English test offered by Palermo University's Language Centre (CLA). A B2 level (25/30) is required. Applicants from countries where English is the official language, or those who completed their bachelor's degree in English-medium institutions are exempt from this requirement.

5.   Application dates and deadlines

For the application timetable, you can check the "master's degree course" by clicking the link below.
https://www.unipa.it/mobilita/en/new-students/new-students---enrolment/enrolment-procedures-for-extra-eu-foreign-students/

6.   Start the application process.

6.1 Check the admission requirements.

1.1 Document: a valid passport, according to the Italian Embassy's requirements

1.2 Bachelor's Degree

Applicants must possess a relevant bachelor's degree (Translated into English or Italian) in one of the following preferred fields or related to these courses:
Tourism / Hospitality Management / Economics / Languages / Business Administration / International Relations / Marketing / Sociology / Environmental Studies / Cultural Studies / Event Management / Geography

1.3 Transcript of Records

A valid Transcript of Records (Translated into English or Italian) from the university where you obtained your bachelor's degree should be uploaded along with other documents during the application process.

1.4 Bachelor's degree grade

Applicants are advised to have a minimum grade for their bachelor's degree. Please see the (Grade Point Average (GPA) on your bachelor's degree certificate, which should be 3.0 or more to qualify for admission into the program. For GPA conversion for some countries, see the table below:

Country	Equivalent to 3.0 GPA
Algeria	14/20
Brazil	7.0/10
Germany	1.7/1.0
India	50% to 55%
Iran	14/20
Pakistan	60% to 65%
Uzbekistan	75%

1.5 B2 English Language knowledge certificate

To be admitted, you must have a certified B2 level in the English language ONLY from an internationally recognised English academy, such as TOEFL or IELTS.
 The certificate should be valid and not issued more than 3 years before the application, and the score should be a minimum score of TOEFL iBT: 80 - TOEFL PBT: 550 - IELTS: 6.0 Duolingo: 110.

Master's Degree in Tourism Systems and Hospitality Management – University of Palermo – Italy: Secretariat email: Master.hfb@unipa.it

Suppose you studied in an international university in an English language course and do not have one of the mentioned English language certificates. In that case, you can take the online English test at Palermo University Language Center (Centro Linguistico d'Ateneo online – CLA: https://www.unipa.it/strutture/cla/).
To attend it, you must book the test online at the following link:
https://outlook.office365.com/owa/calendar/TestIngleseAccessoLMCLA@unipa.onmicrosoft.com/bookings/
To be certified at a B2 English level, your score should be over 25/30.

ENGLISH CERTIFICATE EXEMPTION:
An English certificate is not requested for students who complete their bachelor's degree in a country where English is the official language, as shown in the following table:

Antigua and Barbuda	Fiji	Mauritius	South Africa
Australia	Gambia	Micronesia, Federated States	St Vincent and the Grenadines
Bahamas	Ghana	Montserrat	Swaziland
Barbados	Grenada	Namibia	Tanzania
Belize	Guam	New Zealand	Trinidad and Tobago
Bermuda	Guyana	Nigeria	Turks and Caicos
Botswana	Ireland	Papua New Guinea	Uganda
Brunei Darussalam	Jamaica	Philippines	United Kingdom
Canada (except Quebec)	Kenya	Saint Helena	United States
Cayman Islands	Kiribati	Saint Kitts and Nevis	Vanuatu
Christmas Island	Liberia	Saint Lucia	Virgin Islands (British)
Dominica	Malawi	Seychelles	Virgin Islands (U.S.)
Eritrea	Malta	Sierra Leone	Zambia
Falkland Islands (Malvinas)	Marshall Islands	Singapore	Zimbabwe

1.6 A Curriculum Vitae

Please submit a clear and well-organized CV with a good-quality recent photo. Ensure your CV includes your education, skills, and any experience related to the master's program and your previous education.

1.7 A Motivation letter

A limited motivation letter should be written in the application process. Please ensure that you have included the most critical factors that motivate you to select the Master in Tourism Systems and Hospitality Management.
Please pay attention to spelling and grammar.

6.2 Start the online application.

After reviewing the requirements, you can begin your application by completing the online application form. Please ensure that all required documents are submitted to facilitate a smooth application process.

Application through the following link:
https://immaweb.unipa.it/immareg/facelets/anag/ins_anag_generale.seam?partnerId=IMMAWEB

The Italian tax code (Codice Fiscale) is a unique identifier required for university enrollment and other official processes. International students can apply for it online through the Italian Revenue Agency's website and finalise their registration upon arrival in Italy.

In the link below, you can see the application tutorial:

https://www.unipa.it/mobilita/.content/documenti/tutorial-ADMISSION-LETTER-.pdf

In this link, you can see the first step of the application (Extra – EU students) on the UNIPA website:

https://www.youtube.com/watch?v=-QoHssnUqBw

For more information, you can visit this link:

https://www.unipa.it/mobilita/en/new-students/new-students---enrolment/enrolment-procedures-for-extra-eu-foreign-students/

6.3 Check your knowledge of the tourism field by attending the Test.

Once you meet the application requirements, the program coordinator will send an email inviting you to participate in the entry test and interview for the Master's in Tourism Systems and Hospitality Management. If you are accepted, you will be issued a formal admission letter, which can be used to support your visa application.

The Entry Test is essential and mandatory to our admission process and is designed to assess your attitude and suitability for the course.

The multiple-choice test is finalised to verify your basic knowledge of Tourism Concepts and Issues.
You can consider the following material: Tourism Theory, Concepts, Models, and Systems.

https://www.academia.edu/42063458/Tourism_Theory_Concepts_Models_and_Systems

It would be best to score 25 out of 40 to be accepted.

Entry Test exemption: Italian students with specific bachelor's degrees

a. Gli studenti con laurea presso le università italiane delle seguenti classi di laurea con un voto di laurea uguale o superiore a i 95/110.

-       L-15 Scienze del turismo
-       L-16 Scienze dell'amministrazione e dell'organizzazione
-       L-18 Scienze dell'economia e della gestione aziendale
-       L-33 Scienze economiche
-       L-36 Scienze politiche e delle relazioni internazionali
-       L-37 Scienze sociali per la cooperazione, lo sviluppo e la pace
-       L-39 Servizio sociale
-       L-40 Sociologia
-       L-41 Statistica

b. Studenti con una laurea presso un'università italiana che hanno superato esami nelle seguenti aree scientifiche, ottenendo almeno 60 crediti:

Course Code	Course Name	Course Code	Course Name
SECS-P/01	Political Economy	L-LIN/12	Language and Translation (English)
SECS-P/02	Economic Policy	L-LIN/07	Language and Translation (Spanish)
SECS-P/03	Economics of Financial Intermediaries	L-LIN/04	Language and Translation (French)
SECS-P/04	Economics and Management of Innovation	ING-INF/05	Information Processing Systems
SECS-P/05	Business Economics	M-STO/02	Contemporary History
SECS-P/06	Corporate Finance	M-STO/04	Economic History
SECS-P/07	Marketing	SPS/07	Sociology of Cultural Processes
SECS-P/08	Economics of Tourism	SPS/08	Sociology of Organizations
SECS-P/09	Economic History	M-DEA/01	Methodology of the Humanities
SECS-P/10	Sociology of Economic Processes	IUS/01	Private Law
SECS-P/11	Economic and Business Statistics	IUS/09	Comparative Law

Entry Test exemption: For International students with specific bachelor's degrees

International students with a bachelor's degree in Tourism and Hospitality are exempt from the Entry Test for the program.

6.4 Check your motivation and your future as a tourism professional with the Interview.

After the English and Entry test, the enrolment commission may invite you for an online interview. This interview allows the admissions commission to get to know you better and understand your study goals in this course. They will discuss your motivations and aspirations in tourism and hospitality, ensuring that your objectives align with the program's offerings.

Universitaly application

After completing your application and getting the final admission letter, you can register on the Universitaly portal (https://www.universitaly.it) with this letter.

The Universitaly application (for the academic year 2025-2026) starts from March till 30 August 2025. This process is only for those students who have already started an application on the UNIPA student portal.

Here, you can find the tutorial for Universitaly registration.

The required documents for Universitaly:
- a valid passport
- a passport photo
- a copy of your bachelor's degree (please note that provisional certificates are not acceptable),
- a Legalized Translated Transcript of Records
- an official Language Certification (B2 level or higher) or a Medium of Instruction certificate from your institution

Tuition fee

Tuition fees are adjusted to the family's economic situation (ISEE PARIFICATO).

The tuition fee is composed of two parts:

1. Fixed Fee: €156 (€140 Regional Tax and €16 duty stamp);

2. Variable Fee: Amount calculated based on the student's income. To utilise this option, international students with a resident family abroad must provide certain financial documents (ISEE PARIFICATO):

a. Family income from 01/2022 to 12/2022
b. Family bank account statements until 31/12/2022, and personal bank account statements in Italy, if applicable, until 31/12/2022
c. Family status of 2024 (number of members)
d. Property papers of 2024

For more information, click on this link:
https://www.unipa.it/mobilita/en/new-students/tuition-fees/

*It should be noted that during your application (when you are in your own country), you do not need to have ISEE; after your arrival, you can go to the CAF offices to get your ISEE with the mentioned documents.
When in Italy, you must have an ISEE Certification to define your scholarship application, when you arrive in Italy (see scholarship application)

Then, upload it to your ERSU portal.

* A CAF office is conveniently located right in front of the university, where you can easily book an appointment via WhatsApp to request your ISEE.
WhatsApp: 0039-4726126
Address: Via Giuseppe Manico, 34, 90128

Scholarship

You can apply for a scholarship through ERSU di Palermo,

Accommodation: Housing is provided starting in October to ensure students have a stable living situation.
Meal Provisions: Students can enjoy complimentary meals at university cafeterias.

Financial Aid: Additional cash support may be available based on specific financial needs.

You must get the ISEE number from the CAF offices to get the scholarship. After you arrive in Palermo, you can get it and then upload it on the ERSU portal.

The tuition fee depends on your family's economic situation.
Check this link for the tuition fee:
 https://www.unipa.it/mobilita/en/new-students/tuition-fees/

*You do not need to have ISEE when you apply.
*There is a CAF office in front of the university where you can get your ISEE number.
*After you get your ISEE, you can upload it on the ERSU portal.

For deadlines and conditions of enrolment, you can follow this link:
http://www.ersupalermo.it/

Visa Process

To apply for an Italian student visa for the master's program, students typically need the following documents. Please note that these requirements may vary depending on the applicant's home country and the specific Italian embassy or consulate:

- Completed Visa Application Form – Filled out and signed

- Valid Passport – Must be valid for at least six months beyond the intended stay in Italy.

- Passport-Sized Photos – Recent photos that meet visa specifications

- Proof of Enrollment – Official acceptance or enrollment letter from the Italian university

- Proof of Financial Means – Bank statements or a financial guarantee to show sufficient funds to support your stay

- Health Insurance – Coverage for medical expenses during your stay in Italy

- Proof of Accommodation – Documentation showing where you will stay (university housing, private rental, etc.)

- Flight Reservation – Proof of booked travel to and from Italy

- Academic Transcripts and Diplomas – Certified copies of prior academic records and qualifications

- Universitaly Summary – The summary or confirmation document generated on the Universitaly portal after completing your pre-enrollment application.

To request a study permit visa, you must contact the Italian embassy in your country.
You can find information about the Italian embassies in your countries in the link below.

https://www.esteri.it/it/ministero/struttura/laretediplomatica/

Notice: The university only issues the admission letter for your visa application, and we are not permitted to interfere in the visa process, as it is handled entirely by the embassy.

Finalising the Enrollment

Please submit your documents to the Secretary's Office to finalise your enrollment. Required documents typically include your academic records, such as your bachelor's degree certificate, transcript of records, and the Dichiarazione di Valore (DOV). You may also need to provide a copy of your passport, visa, and any other specific documents requested by the university. Then, you are allowed to follow the lectures.

APPLICATION CHECKLIST

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