Guidelines for Tutoring and Support Services for Students with Disabilities / SpLD / SEN

Academic Year 2026/2027

The English translation of this document is provided as a support to the student community ad has no legal effects.

The Italian version shall constitute the sole authentic text and will be referred to for any legal matters

PREAMBLE

The present Guidelines govern the application procedures for students interested in working as Student Tutors to support students with disabilities, students with Specific Learning Disorders (SpLD) and students with Special Educational Needs (SEN), as well as the procedures for requesting, activating and managing the relevant services.

These activities are promoted by Politecnico di Torino as part of the initiatives aimed at ensuring the right to education, full participation in university life and equal opportunities, in accordance with current national legislation and the regulations of Politecnico on inclusion.

REFERENCES AND CONTACTS

The activities governed by these Guidelines are manged by the **SAFE Hub – Services for Accessibility and Fair Education** (hereinafter referred to as "**SAFE Hub**"), the new name of the Special Needs Unit.

The SAFE hub is located in the Main Campus (ground floor, corridor next to the odd-numbered classrooms, beside the Infirmary) and can be contacted through the Ticketing Support System – Topic: Disabilities/SpLD/SEN.

SECTION I – How to apply to become a Student Tutor in order to support Students with Disabilities / SpLD / SEN with Tutoring and Support Services

Art. 1 – Purpose and Scope

Politecnico di Torino offers its students the opportunity to work as Student

Tutors to support students with disabilities, students with Specific Learning Disorders (SpLD) and students with Special Educational Needs (SEN), under the conditions and terms described below.
For this purpose, the University establishes, for academic year 2026/2027, a "Register of Student Tutors" (hereinafter referred to as the "Register"), which collects the list of students who voluntarily apply to carry out support services under the framework of the Calls for applications for part-time on-campus jobs of Politecnico di Torino.
The university, through the Committee referred to in Art. 6 and the relevant offices, will consult the Register to select the most suitable tutors to meet the specific needs of the students who are requesting the service, based on the number of applications received and the financial resources allocated to the project.
The Register will be updated throughout the academic year according to the procedures described in Art. 5.

Art. 2 – Type of Services

Tutors may choose between two types of activities:

a) Peer Tutoring for Students with Disabilities / SpLD / SEN

The peer tutoring service aims to help students with disabilities / SpLD / SEN achieve the highest possible autonomy, respecting each student's individual pace. It is exclusively intended as a service to strengthen independent study skills and integration into the university community.
By way of example, the main planned activities are listed below:

- assistance during advisory meetings with the teaching staff;
- assistance with teaching and learning activities, particularly supporting students who are not independent in reading and writing (taking notes, obtaining texts, reading books, etc.);

- preparation of study materials in accessible formats (digital, enlarged, etc.);
- personal support during exams for students who are not independent in reading or writing;
- coordination and/or supervision of study groups (activity reserved for PhD candidates);
- support during group work;
- assistance in individual study aimed at progressively achieving autonomy;
- support in preparing the final thesis and/or in carrying out specific projects or educational activities (assistance with reading, writing, time management, etc.). In this case, the service is reserved for students who are not independent in reading and/or writing, as well as for students who require support in communicating with teaching staff.

Student Tutors may be requested to carry out these activities in person (on campus or off campus), remotely or in a blended mode.

b) Support with Getting Around Campus for Students with Disabilities (exceptionally also for lecturers/guests involved in educational activities)

This activity generally consists of assisting students while they travel to and from classrooms, libraries, departments, laboratories, canteens, other University spaces not located in the main campus, as well as all external venues where teaching is delivered.

Student Tutors must provide support exclusively on foot and/or by using accessible public transportation.

Art. 3 – Available Funds and Details of the Tutoring Service Grants

Politecnico di Torino allocates **€50,000** to fund tutoring grants under these Guidelines.

Each selected Student Tutor will initially be assigned a part-time job of 30 hours, with the possibility of multiple renewals up to a maximum of 200 hours (in accordance with Legislative Decree No. 68 of 29/03/2012 on the right to education and the promotion of university colleges).

The Beneficiary (i.e. the student requesting the service) must submit a renewal request, which must be accepted by the Tutor and authorized by the competent office, as described in Art. 13.

Prior authorization of the SAFE Hub is mandatory; without it, the hours worked will not be paid.

Considering that tutoring services are considered equivalent to part-time teaching jobs, the hourly compensation is €12.50, as approved by the Board of Governors on 14 July 2020.

These part-time on-campus jobs do not establish an employment relationship with Politecnico, are tax-exempt, do not give right to receive any social security contributions, do not contribute to any career recognition, and are not evaluated in public competitions.

Politecnico will pay the Student Tutor upon completion of the activities assigned, after the authorization of the Committee referred to in Art. 6 and/or of the Project Coordinator (if this role is appointed). In order to receive the payment, the Student Tutor is required to send a ticket to SAFE Hub, submitting the document certifying the hours worked (“timesheet”) duly signed by the tutor and by the student.

Students who have registered in the Register of Student Tutors are also allowed to apply for other calls for applications for part-time on-campus jobs

normally announced by Politecnico di Torino during the year. Students Tutors are allowed to accept one or more on-campus jobs within the total limit of 200 hours per year.

Art. 4 – Eligible students for the Register of Student Tutors

Students regularly enrolled at Politecnico di Torino in academic year 2026/2027 may apply for inclusion in the Register of Student Tutors if they are enrolled in:

- a Bachelor's degree programme (L), provided that their first enrolment was not earlier than four years ago;
- a Master's degree programme (LM), provided that their first enrolment was not earlier than three years ago;
- a PhD programme.

Art. 5 – How to apply to be included in the Register of Student Tutors

Students may submit their applications for inclusion in the Register of Student Tutors at any time during the academic year by completing a specific form available on their personal page of the Teaching Portal – "Opportunities" section – "Part-time on-campus jobs" portlet – "Active competitions" – "Tutoring and Support Services for Students with Disabilities / SpLD / SEN – a.y. 2026/27".

For the purposes of allocating tutoring and support with getting around Campus, there are two timeframes for assessing applications to be included in the Register:

- **from the date of publication of the Call to 16 September 2026 included**: closing date for applications for **first semester**;
- **from 17 September 2026 to 22 February 2027 included**: closing date for applications for **second semester**.

Art.6 – How Tutoring Service jobs are assigned to Student Tutors

On the closing date of each application window referred to in Art. 11, a specific Committee will evaluate the requests for tutoring and support submitted by students with disabilities / SpLD / SEN (art.2).

The Committee is composed as follows:

- the Academic Advisor for the Integration of People with Disabilities/ SpLD,
- a member of the Diversity Committee (STUDI Department),
- a member of the Student Careers and Right to Education Division (STUDI Department).

For the assessment of specific cases, the Committee may also seek the opinion of the Professional People & Diversity Management or of other PoliTo staff members with expertise in the field of disabilities, SpLD and SEN.

The Committee identifies the match between a Tutor enrolled in the Register of Student Tutors and the student requesting the service, taking into account both the compatibility of their profiles and the following requirements:

- The Student Tutor attends the same degree programme as the Beneficiary, or alternatively, the Tutor is a Ph.D. candidate from the same disciplinary field;
- The Student Tutor's passing grade in a specific exam. If the Student Tutor passed the exam at another university, he/she must specify the grade and submit the course syllabus so that it can be checked that the two programmes are aligned. Students with a higher passing grade will be given priority.

If more than one suitable candidate is available for the same position, priority will be given to the students who accept the position first by replying to the ticket.

In order to offer the grant and verify the availability, the Student Tutors will be contacted by the SAFE Hub, primarily through the Ticketing Support System, or exceptionally to the mobile phone number provided.
The Student Tutor must accept the job exclusively by answering the ticket within three days of receiving the proposal by Politecnico di Torino.
After a Student Tutor accepts the job, the staff of the SAFE Hub will arrange an introductory meeting – in person or remotely – between the Student Tutor, the Beneficiary and the University staff.
The meeting is intended to allow the Tutor and the Beneficiary to get to know each other, agree on how the tutoring service will be provided, and plan the days and times of the meetings based on their mutual availability. During the meeting, SAFE staff will also provide all the information and administrative guidance needed to start the collaboration and manage it.
If the meeting outcome is positive, Politecnico will initiate the administrative process for the activation of the tutoring grant.
The Student Tutor is required to formally accept the job from his/her personal page of the Teaching Portal – “Opportunities” section – “Part-time on-campus jobs” portlet – “Active competitions” – “Tutoring and Support Services for Students with Disabilities / SpLD / SEN – a.y. 2026/27” by flagging the “Accept” button.
During the tutoring activity, the Student Tutor must record the hours actually worked using a specific timesheet, which must be signed by both the Student Tutor and the student who receives his/her support.
At the end of the service, the Student Tutor must submit a ticket requesting the closure of the grant and attach the duly completed and countersigned timesheet. The same procedure must also be followed after graduation (bachelor /master degree) and/or upon interruption of studies.

Art. 7 – Training

Student Tutors must complete an in-person training course lasting one hour, conducted by the pedagogues who work for the Special Needs Counselling Service of Politecnico.

During their activities, Student Tutors may also receive:

- support from the staff of the SAFE Hub for administrative matters related to the tutoring grant;
- support from the pedagogues of the Special Needs Counselling Service for operational issues, relational matters or related to peer to peer activities

Art. 8 – Personal Data

In accordance with the General Data Protection Regulation (EU Regulation 2016/679) and the Italian Personal Data Protection Code (Legislative Decree No. 196 of 30 June 2003, as amended), Politecnico di Torino processes candidates' personal data exclusively for institutional purposes and to ensure compliance with transparency obligations under the law. Such processing is carried out according to the principles of fairness, lawfulness, and relevance for these purposes.

The full information regarding the processing of personal data and the rights of data subjects is available at the following link:

https://www.polito.it/privacy

Art. 9 – Communications

Politecnico di Torino will normally communicate with Student Tutors through the Ticketing Support System, or alternatively via their mobile phone number.

SECTION II – How Students with Disabilities / SpLD / SEN (Beneficiaries) can request the Tutoring and Support Services

Art.10 – Beneficiaries of the service

The Beneficiaries of the Tutoring and Support Service are the students who are formally registered with the SAFE Hub.

The Peer Tutoring and Support with Getting Around Campus Service for students with disabilities who have a valid certificate is always guaranteed to:

- Bachelor's students: during the first four years of enrolment at Politecnico;
- Master's students: during the first three years of enrolment at Politecnico.

If the student has been in charge of the Safe Hub for more years, the service will be subject to the evaluation of the Committee referred to in Art. 6.

The same services can also be provided to students with SpLD/SEN in subordinate to the requests coming from students with disabilities mentioned above and based on the following criteria:

a) availability of funds within the budget allocated to the project, as specified in Art. 3;

b) priority for new assignments of Student Tutors over renewals of collaborations which have begun in first semester;

c) priority for students who have not yet used the service.

Art. 11 – How to request the Tutoring and Support Services

Beneficiaries may submit a request to receive Tutoring and Support Services with getting around campus at the beginning of each semester according to

the following schedule:

a) First-year students (newly enrolled):

- **21 September 2026 – 19 October 2026**: for requests for services starting in the first semester;
- **1 March 2027 – 12 March 2027:** for requests for services starting in the second semester.

b) Continuing Students (enrolled in year 2 or beyond):

- **21 September 2026 – 7 October 2026**: for requests for services starting in the first semester;
- **1 March 2027 – 12 March 2027**: for requests for services starting in the second semester.

Requests submitted outside the periods indicated above will not be accepted. Beneficiaries must submit their requests exclusively through the Ticketing Support System (ticket subject: Disabilities/ SpLD/SEN).

Each request must specify:

- **the type of service requested**, as described in Art. 2 (peer tutoring and/or support with getting around campus);
- for tutoring requests related to a specific subject/exam: **the exact name of the course, its code and the name of the teaching staff.**

Normally, each Beneficiary may request support for only one course per semester. Possible additional requests will be evaluated by the Committee referred to in Art. 6, taking into account available funds and the reasons provided.

Art. 12 – Service Activation

After the closing date of each application window, the Committee will review the requests received by the Beneficiaries and will select (from amongst

those registered on the Register who meet the specified requirements) the Tutors who match the Beneficiaries' specific requirements in order to foster the most effective matches.
Following acceptance by the Tutor selected by the Committee, SAFE Hub staff will arrange a remote introductory meeting involving the Tutor, the Beneficiary and the SAFE Hub staff. The purpose of the meeting is to introduce each other, explain how the service works and plan the days and times of future meetings, based on the availability of both parties. During the meeting the SAFE staff will provide all the information necessary to start and carry on the collaboration.
If the meeting has a positive outcome, the administrative process for activating the service will begin.
During the tutoring activity, the Tutor must record the hours actually carried out using a specific timesheet, which must be signed both by the Tutor and by the Beneficiary.

Art. 13 – How to request an Extension/Renewal of the Service

Beneficiaries who want to request an extension/renewal of the Tutoring and Support Service must submit their requests through the Ticketing Support System (ticket topic: Disability/SpLD/SEN), providing detailed reasons in support of the request.
Requests must be submitted at least 10 days before the expected completion date of the service, in order to allow the necessary checks and to proceed with a possible formal renewal. For requests submitted with shorter notice, continuity of the service cannot be guaranteed.
The extension/renewal must be approved by the staff of the SAFE Hub, subject to verification of the Tutor's availability and of the resources referred to in Art. 3.

Any additional hours must be entered in the same timesheet already available to the Tutor. The timesheet must be sent to the SAFE Hub only at the end of the collaboration.

Art. 14 – How to request a Tutor replacement

If the Beneficiary wishes to end the collaboration with the Tutor before completing the assigned number of hours but still requires the service, he/she can request a replacement Tutor.

To do so, the Beneficiary must:

- provide the reason for the request by submitting a communication through the Ticketing Support System;
- request the activation of a new support service.

A tutor replacement can be requested a maximum of **three times** per academic year. The request will be granted subject to verification by SAFE Hub staff that another person is available in the Register of Tutors.

Art. 15 – End of the Service

In agreement with the Beneficiary, the Tutor is responsible for notifying the SAFE Hub of the end of the service through the Ticketing Support System. The ticket must include the timesheet showing the hours completed and the full signatures of both the Beneficiary and the Tutor (in one PDF file).