

# CHARTER OF SERVICES

## PREMISE

The Charter of Services is the instrument by which the Florence Institute intends to make the community aware of its own way of working, with particular attention to the quality of its service given.

This Charter of Services is therefore a commitment the organization takes with regards to respecting fundamental quality standards towards its Customers.

## PRESENTATION

The *Florence Institute* is an international Italian design school offering a wide range of academic and master courses. Specializing in Graphic Design, Interior Design and Architecture, the institute hosts students from all over Europe and the rest of the world. The classes, aimed at modern international students, are all held in English. Our staff is renowned for the dynamism of teaching methods, interesting and motivating courses, as well as interactive learning techniques.

The *Florence Institute's* courses deal with the foundations of Italian design by combining the most modern technologies with the fantasy so typical of the Italian culture. Tradition, theory and technology are part of a study program that will allow you to acquire a detailed understanding of the Italian creative process. Students learn about the most modern design software, which are then used in stimulating sessions that encourage creative thinking.

## MAIN COLLABORATIONS

Over the years, the Company has started and consolidated important collaborations with prestigious foreign institutes and universities for the implementation of teaching courses. Among these collaborations is the one with the University of Chester who has validated the "BA (hons) Design" degree program awarded by the Florence Institute and recognized as valid for the achievement of the English Degree.

The Institute is accredited by the Region of Tuscany and recognized by MIUR as a foreign school.

## ACCESS

Located in the heart of Florence, this private institute is the ideal place for anyone who wants to study abroad, surrounded by fine Italian design. The high level of the courses offered is not only due to the excellent economic resources and personalized education, but above all to the great professionalism and competence of our staff, able to respond to the interests of the students and to address them according to their academic needs. True to its philosophy, the Florence Institute always offers the best in both course and resource quality.

The administration is open from 09:00 to 16:30 from Monday to Friday.

## MISSION

Contribute to the development of the potential that is in individuals and therefore in organizations, to participate in the economic development and the achievement of the cultural and working life of the individual.

The corporate mission ensures that the Company's activities, even in economic terms, materialize in continuous investments in the various aspects of professional training:

- educational venues, classrooms, laboratories, equipment, didactic tools, training methodologies;
- basic and specialist educational services following the analysis of educational needs;
- training of staff and collaborators to ensure service experience and professionalism.

## QUALITY POLICY

The Florence Institute of Design International, an ISO 9001 certified company, identifies the adoption of a QUALITY MANAGEMENT SYSTEM, in accordance with ISO 9001:2015, a useful tool for pursuing a policy to consolidate a positive relationship between the user and the organization, focusing on the continuous improvement of the quality of the services offered and the satisfaction of the recipients of these services.

The basic strategic line of the organization in terms of quality is articulated in the following values:

- Continuous contact with the customer to understand their needs and help them achieve their primary goals;
- Continuous attention to the evolution of the labor market, to technical evolution and to changes in the demand of final consumers for services and products in the fields of design and architecture to adapt educational objectives to external inputs;
- Continuous attention to the regulatory developments in the architectural and design sectors to conform the educational objectives to the mandatory requirements;
- Continuously improve the quality of its services by periodically reviewing the structure's compliance with quality policy.

## FUNDAMENTAL PRINCIPLES

- **Impartiality and Equality:** In providing the Service, the organization guarantees full equality of customer rights. All customers are assured of objective and equitable behavior by all staff involved in the process of providing the service.
- **Reception and Integration:** the organization commits itself, with appropriate attitudes and actions by all service providers, to favor customer acceptance, insertion and integration, with particular regard to the phase of educational orientation and access to the courses. In the carrying out of his activity, each operator fully respects the client's rights and interests.
- **Continuity:** The organization guarantees the most continuous and regular service possible, taking care of informing customers promptly of any issues of force majeure to avoid any inconvenience due to any disruption or irregularity of the delivery of the service.
- **Participation and Transparency:** All staff of the structure and customers / users are protagonists and responsible for the implementation of the "Charter" and their behaviors must favor the realization of the general service standards. The organization, in order to promote any form of participation, guarantees maximum simplification of procedures, as well as complete and transparent information. The Customer is entitled to request information regarding its supply, may make proposals or suggestions, forward complaints, communicate his satisfaction.
- **Efficiency and Effectiveness:** The organization is committed to continuously pursuing the improvement and rationalization of the service delivered through the search for innovative technologies and solutions, that make the service be more and more in accordance with the expectations of its customers.

## PROFESSIONAL AND LOGISTICAL/INSTRUMENTAL RESOURCES

The stable professional resources are those defined in the organizational chart. The organization also employs consultants, professionals, experts from companies, coordinators, professors and external tutors in relation to specific needs, based on the procedures defined and chosen as needed.

In addition to normal classrooms for ordinary teaching, the headquarters also has multimedia classrooms with appropriate instrumentation and local network intranet and internet connections, the didactic / administrative secretariat.

With regards to the safety of students, operators and visitors within the facility, a safety plan has been implemented for the identification, analysis, risk assessment and the definition and implementation of the resulting procedures to ensure the respect of the rules for accident prevention and health protection.

## SERVICES OFFERED

The Florence Institute is an international Italian design school offering a wide range of academic and master courses. Specializing in Graphic Design, Interior Design and Architecture, the institute hosts students from all over Europe and the rest of the world. Courses in Interior, Graphic and Furniture Design of a duration varying from 1 year to 3 years, as well as 4 weeks courses in Furniture Design, Architecture and Graphic Design.

## SERVICE QUALITY STANDARD

The scope of activities, designed and managed, for which the school applies its Quality Management System is as follows:

- Direction
- Coordination
- Analysis of Educational Needs
- Design
- Monitoring and evaluation
- Administrative activity

The general and specific standards are defined by the supplier on the basis of quality factors of the services provided.

In particular

Type of Course	Process	Indicator	Parameter
All	Transversal	Non-Compliance/Complaints	Number of Non-compliance/Complaints for educational service
Financed/recognized Courses	Delivery (Delivery of the course)	Level of educational success	Number of formed students / Number of students present on the first day <sup>1</sup> (The value of the ratio between the number of formed participants - including those who did not finish the course because: i) they returned to the school system; ii) they found employment - and the number of participants who started the activity must be equal to or greater than 0,70. Limited to continuous training: the value of the ratio between the number of formed participants - including those who did not finish the course because: i) they returned to the school system; ii) they found employment - and the number of participants who started the activity must be equal to or greater than 0.50.)
Financed Courses	Administration	Level of expense	Reported Amounts / Approved Amounts (The value of the ratio between the total amount reported and revised and the total approved amount (or last approved variation) for the average of all activities financed by public resources carried out by the organization must be equal to or greater than 0.85.)
All	Transversal	Level of Satisfaction	Customer satisfaction assessment results
Financed/recognized Courses	Delivery (Delivery of the course)	Level of Withdrawal	Number of students at the end of the course <sup>2</sup> / Number of students present on the first day (The value of the ratio between the number of participants who are at the end of the activity (including those who did not finish the course because: a) they returned to the school system, b) found employment) and

<sup>1</sup> (including those who did not finish the course because: a) they returned to the school system, b) they found employment)

<sup>2</sup> (including those who did not finish the course because: a) they returned to the school system, b) they found employment)

			the number of participants who started the activity (see definition), must be equal to or greater than 0.70. Limited to continuous training: the value of the ratio between the number of participants who are at the end of the activity (including those who did not finish the course because: a) they returned to the school system; b) they found employment) and the number of participants who started the activity (see definition) must be equal to or greater than 0.50.)
Financed Courses aimed employment	Delivery	Level of employment – returns to the school system	Number of students employed or reinserted / Number of students at the end of the course

## DETECTION OF SATISFACTION

The Florence Institute has set up different forms to bring in your opinions and your judgement about the organization's work:

- User satisfaction surveys: every year, at least one survey will be conducted to verify customer satisfaction.
- Analysis of all reports and complaints and opinions that have reached the organization.

The organization therefore commits to activate all the most appropriate channels of communication with Customers and to facilitate the expressions of their liking of the services provided. It also commits to monitor continuously and effectively the evaluations received and to define the goals of service improvement based on these evaluations.

## TERMS OF PAYMENT

Enrollment fee – by way of deposit –

- Euro 780.00 per one-, two- or three-year courses - the enrollment fee is annual;
- Euro 350,00 for short (summer) courses;

Balance: within 60 days of the beginning of the course.

It is possible to request payment in installments. In this case, an extra fee of € 150.00 is charged.

Payments can be made in cash, bank transfer or credit card.

## TERMS OF WITHDRAWAL

Participants who decide to withdraw from their participation in the course must send written communication (fax, registered mail, e-mail) directly to the School

In the case of a withdrawal – received according to the above mentioned terms – within the 14th day from the application, the withdrawing participant shall be entitled to the reimbursement of the enrollment fee. For withdrawals communicated after this deadline, the full enrollment and tuition fees will be charged; as an alternative to the withdrawal, the participant is entitled to request access to the same course scheduled for the following year.

In case the course is not activated, the full amount will be refunded.

## TERMS OF DIFFUSION AND REVISION

This Charter of Services will be diffused in the following ways:

- displaying on noticeboards at the headquarters of the body;
- publication on the website;
- direct delivery of a copy of the Charter to the enrolled students;
- delivery of a copy to the teaching and non-teaching staff of the implemented courses.

In order to constantly improve the guaranteed standards of effectiveness and efficiency, the Charter of Services is periodically reviewed, usually once a year, to ensure the continued adequacy with customer needs and the internal rules of the organization.

The Direction

Firenze, 9.01.2017