



ACCADEMIA  
EUROPEA  
DI FIRENZE

# FREQUENTLY ASKED QUESTIONS FOR AeF PARTICIPANTS

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Dear participant, this guide aims at providing you with answers to some of the possible questions or doubts you might have.



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First of all we'll explain about Accademia europea di Firenze (AeF) services and its role.

**Accademia europea di Firenze** (active in mobility since 1992) is the agency hired by mobility project promoters from other countries to be their intermediary partner in Florence.

The **main service** that we provide is called “**tutoring and management**”.

It includes:

- ✓ Research of a company available for your work placement;
- ✓ Burocracy aspects (insurance, local and international agreements for your work placement, certificates and reports);
- ✓ Supervision.



Other **optional services** that we offer to our international partners or individuals upon request are **Italian Language Courses** and **Accommodation Service**.



The **Language Course** needs a minimum of 4 students and can be requested either by the international partners or by the participants themselves once they have arrived in Firenze.



As for the **Accommodation Service**, AeF does not own apartments or residences for participants. The AeF accommodation manager researches apartments within the entire city area and takes care of arrangements with landlords for arrivals and departures, deposit and rent payments.



The accommodation that we offer is self-catering, single or double rooms.

The price includes expenses (water, gas, electricity, rubbish, taxes on contracts), AeF intermediation for booking and management, sheets and towels. Washing machine and WIFI connection are included too.

We hope everything is clear and we will try in the following pages to cover all possible doubts or questions about your time here with us.

If you have further questions do not hesitate to ask your tutor in your first meeting after your arrival.



## ARRIVAL



### ***Should I contact my landlady/landlord before leaving from my country?***

No, you do not need to. In fact, they are aware of your arrival time and will be home waiting for you.

### ***What if my flight is late? Who should I call?***

You should call our offices in Florence first of all: Donatella, the AeF accommodation manager. If you can't manage to reach her, then call your landlady/landlord. Both contacts are on the accommodations list.

### ***Is there somebody waiting for us when my group and I will arrive?***

If a welcome service is included for your group, your workplacement supervisor will be waiting for you bearing an "Accademia europea di Firenze" sign. If you arrive on a weekend there will be a member of AeF staff if your promoter decided to book AeF extra service for weekend arrivals.

### ***Which is the meeting point when I will arrive?***

Firenze Airport: Arrivals lobby  
Firenze Santa Maria Novella Station: Pharmacy inside the train station (under the big green cross).

### ***What if I can't see AeF supervisor when I will arrive?***

Please wait at the information desk in the arrivals lobby (do not exit the airport!), or under the green cross light of the Pharmacy if you arrive at the train station (do not leave the train station!).

### ***Which address should I give if my baggage is lost?***

As you could not be home in the days following your arrival, we suggest that you give the AeF address to the Lost&Found office at the airport, and we will inform you as soon as your baggage is delivered.

## WORK PLACEMENT



### ***Should I get in touch with the company where I will work?***

No, you don't have to. In fact your AeF work placement supervisor will prepare your interview with the company tutor and you only have to prepare an introduction about yourself, that will be sufficient.

### ***Should I bring a laptop computer?***

Yes, if your work placement is about photos, videos, design and/or graphics of any type you should bring a laptop with the softwares that you normally use.

### ***Is there a dress code for the work placement interview?***

A casual look is fine, but it's recommendable to dress formally for the interview.

### ***When will I be introduced to my hosting company?***

The interview will be organized on the 1<sup>st</sup> working day after your arrival

### ***When will I start my work placement?***

Your work placement will start on the 1<sup>st</sup> working day after you arrive, following the interview with the company.

### ***What will the interview be like?***

Your interview will basically be an introduction. The company will make a short presentation and probably tell you about any previous experiences they've had (if they've had any). They will show you what they do and tell you what they expect from you and what you could do with them. You are expected to give a brief presentation of yourself, in Italian, possibly letting them understand what your technical skills are. In case of a poor interview it is also possible that a company will decide to retreat its availability. During the interview your supervisor will discuss your working timetable with the company tutor. You are expected to adapt to the company's needs.

### ***Should I bring with me my work clothes and shoes?***

If your job requires a uniform / overalls / safety shoes, yes indeed you should bring them and not expect the company to provide them. However, in case your hosting company offers to provide them for you, you will find this detail in the work placements list that your group will receive before leaving.

### ***Is the lunch break included in my working time?***

No, it is not included. Hours are counted excluding lunch time.

### ***What is my working time?***

Your working time will be discussed during the first interview. Be flexible and do your best to meet the company expectations and adapt to their needs. They open their door to you and you're expected to be thankful to them for giving you the opportunity without knowing you.

### ***How many hours am I expected to work?***

Your AeF supervisor will discuss the total amount of hours with your company tutor. You are expected to work a maximum of 35 hours per week.

### ***Are we all going to work the same amount of hours?***

Of course not. The maximum is the same for every participant, but companies or company tutors are different and have different needs at different times, so don't expect to work the same amount of hours or daily times as the other participants.

### ***Am I expected to work on weekends?***

Possibly YES. It depends on your sector. For example, in sectors like tourism or catering, or services such as beauty shops or hairdressers it is definitely possible to work on weekends.

### ***Am I expected to work at night?***

It is possible. Some sectors or companies include the possibility of working in the evenings or nights. Your insurance covers any time you work, including nights.

### ***Can I ask for a day off?***

Companies aren't obliged to allow you days off, however if your behaviour has been correct you can try to ask your company tutor for a day off, volunteering to recuperate the hours during other days.

### ***What should I do if I have a problem at work?***

In case of any kind of problem at work we invite you to talk about it with your AeF supervisor and your company tutor.

### ***What does the company expect from me?***

Remember that the first 2 weeks will be a probationary period, and your behavior will be "observed" for the company to decide if the work placement will continue or not. What you are asked to prove is commitment, punctuality, responsibility and Italian language improvement.

### ***Am I guaranteed by AeF about which tasks I will carry out?***

No, you aren't. AeF guarantees the sector, NOT the tasks. The work placement will be in the sector you chose, but the specific tasks you carry out will depend on the skills you show. For example, your level of Italian language and "soft skills" such as initiative, teamwork, observation, adaptation, flexibility, pro-activity, time management, and organization.

## DANGER

### *Is it possible to lose the grant?*

Yes indeed.

A grant is a prize, not a right.  
So it's important to constantly prove you deserve it, by behaving as expected.



The reasons for an expulsion are:

- ⤴ Low motivation at work
- ⤴ Unrespectful behaviours towards the company/workmates/customers
- ⤴ Unjustified absences and delays
- ⤴ Use of drugs and abuse of alcohol

Improper behaviour can also lead to the loss of your accommodation.

For example, in case of noise, use of drugs, or other people sleeping at your place (you're the only person allowed to sleep in the room that we rent for you).

In these cases you can be expelled.

Losing the accommodation means expulsion from the project.

## ACCOMMODATION



### **Who will be waiting for me when I will arrive home?**

Your landlord/landlady/handyman will be informed about your arrival time, and will wait for you at home. So please go straight home as soon as you arrive.

### **What if my landlord/landlady isn't home when I will arrive?**

Unexpected events can always happen (traffic, for example), so in case your landlord is late just try to call him and wait near the entrance door. Otherwise, call the Accommodation Manager (number on your accommodation pack) for her to call the landlord.

### **What should I do if I break something at home?**

You should talk directly to your landlord as soon as possible and also inform the Accommodation Manager at AeF. Depending on the damage your landlord might want to use your deposit to pay it back.

### **How do I check out before leaving?**

You are asked to arrange a meeting with your landlord, for him to check the apartment and allow AeF Accommodation Manager to give you your deposit back. AeF will need the authorization from the landlord/landlady to give you the money back.

### **When will I get my deposit money back?**

You will have the money back in AeF office in your last meeting. Please keep in mind that for that day it's your responsibility to arrange a visit with your landlord for him/her to check if the accommodation is fine and allow AeF to give you the deposit back.

### **Are accommodations close to the work placements?**

Not necessarily and probably not. The flats that AeF rents are located in the whole city area, and when AeF Accommodation Manager assigns them the priority is given to participants who will work in companies located out of Firenze or to the ones who will work at night or early in the morning.

Also, consider that the concepts of "far" or "close" also depend on what you're used to. Firenze is a big city, most people are used to commuting and normally spend 30-60 minutes to reach their work place.

### **Is it possible to change accommodation?**

A change of accommodation is possible ONLY in case of serious problems of hygiene and safety.

Please request a change of accommodation only to your accommodation manager and only if you think that your situation meets the above mentioned conditions.

### **Is it possible to change accommodation if I don't get along with my roommate or house-mate?**

As previously stated, a change of accommodation is possible ONLY in case of serious problems of hygiene and safety.

The rent of your apartment is regulated by a contract that can be broken only in case of serious problems. So please do your best to build a friendly environment at home because AeF will not be able to help you in case of problems of co-habitation.

Apart from that, living together sharing common places is also a key aspect of your grant, as well as the work placement.

### **Can I have people sleeping over in my house?**

No, it is not allowed and it can lead to expulsion from the house and from the project.

In fact, AeF rents your room in AeF's name, not in your name, so we are responsible for your rent towards the landlord/landlady. We are not responsible for any other person that could be with you, whether they are your friends, family or just acquaintances.

Any visitor you might receive is not allowed to sleep at your place.



## THE 10th GOLD RULES FOR A GOOD WORKPLACEMENT

1. GREET always when you arrive at work: Buongiorno / Buonasera and when you go: Arrivederci / A domani – **POLITENESS**
2. Welcome always clients, colleagues FIRST.... - **GOOD ATTITUDE**
3. SMILING!!!! :) - **POSITIVE THINKING**
4. DON'T use mobile phone during working time – **GOOD MANNERS**
5. FOLLOW the time for your arrival/exit/lunch break / coffee break – **PUNCTUALITY**
6. INFORM always with a call your company tutor if you are in late or sick – **RESPONSIBILITY / ADULT HOOD**
7. Make questions, show CURIOSITY for the job – **INTEREST / DESIRE to do**
8. Completed an assigned activity/task, please ask to your company tutor if you can do SOMETHING MORE, and OFFER your help to colleagues with their tasks/activities (even if it is not what you studied!) - **AVAILABILITY / CANDIDATE YOURSELF for tasks**
9. Ask, with courtesy and 10 DAYS BEFORE, for a work permit or a day off and PLANNING with your company tutor to recuperate the hours during other days – **RESPONSABILITY**
10. DON'T isolate, hide yourself from colleagues or during work time, DON'T snort with company tutor, DON'T answer in a bad manner, DON'T be ill-mannered, DON'T steal, DON'T show indifference, apathy for the work!!!!!!  
**DANGER: WORKPLACEMENT AND ERASMUS+ GRANT LOSS!!!!**

We hope we covered all your possible doubts, however there's no better way to clear them out than living the experience! We are waiting for you and look forward to having you with us.

We wish you good luck  
in Italian...

and see you soon!

