

Warwick Venice Centre
Student Code of Conduct and Pastoral Care Guidance

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1 – Overview

The purpose of the Warwick Venice Centre Student Code of Conduct and Pastoral Care Guidance is to provide you with information about the support you can expect during your learning experience at the Warwick Venice Centre (WVC), and to set out what we expect from you. The teaching space for these modules (when not participating in an onsite field-based activity) will be at the Warwick Venice Centre, located on the second floor of the [Palazzo Giustinian Lolin, San Marco 2893, 30124, Venice, Italy](#).

The information in this Code of Conduct and Guidance is from existing regulations and policies at the University of Warwick such as those published in the Academic Manual, and on the pages of Wellbeing Support Services, Health and Safety Services, and the Dean of Students office which can be accessed here: [Safety and Support](#)

You are encouraged to familiarise yourself with the University's and your department's policies as described in your department's relevant Undergraduate Handbook before arriving for residential teaching and learning in Venice. You are also encouraged to familiarise yourself with Warwick's Values, the University's Behaviour Misconduct Policy including sexual misconduct and harassment, the University's Dignity Principles Policy, the University's Trans inclusion code of practice, and University Regulation 23 – Student Disciplinary Regulations. This document is also aligned with the Study Abroad Personal Tutor Toolkit, which is available at: <https://warwick.ac.uk/services/dean-of-students-office/personaltutors/studyabroad/>.

Please note that in case of any conflict, regulations and policies of the University as contained in the University Calendar, Education Policy and Quality, Wellbeing Support Services, Health and Safety Services, and Dean of Students office take precedence over information found in this document.

Please ensure that you have the most up-to-date version of the document by checking the version at the footer of the page. If you are unsure, please email venice@warwick.ac.uk.

All students already sign up to the University's regulations and policies at enrolment. To ensure that all students have read this code of conduct and guidance, departments are encouraged to verify that students have received and read the document, with the following suggested declaration. Submission of this declaration can be managed however the department chooses and they will be responsible for providing submission instructions to students (if so desired).

Declaration:

[X] – I have read the information presented in this Code of Conduct and Pastoral Care Guide and agree to adhere to the rules and regulations therein. I also agree to adhere to any additional rules and regulations provided to me before or during the period spent overseas. I understand that the same expectations of student behaviour that apply on campus also apply here in Venice. Failure to comply with behavioural expectations may result in my being withdrawn from the programme and/or action taken under the University's Disciplinary Regulations. If I am withdrawn from the programme for these reasons, I agree that I will be responsible for bearing any additional costs and linked financial consequences (for example the cost of new flights home, loss of deposit/entire rent on a flat, etc..).

2 – Venice Student Code of Conduct

This Code of Conduct applies to students undertaking programmes of study at the Warwick Venice Centre.

2.1 – Community Values and Expectations

All students at the Warwick Venice Centre (WVC) are expected to abide by Warwick's Core Values to create a supportive, accessible and inclusive environment within which all members of our community can successfully learn, work, live and socialise with dignity. The University actively encourages all its students to take advantage of opportunities to study and work internationally, to gain a broader international experience during their course of study. It recognises students as responsible adult learners and as such, expects standards of behaviour appropriate to representatives of the University.

The University will also do its best to provide support services, advice and guidance on matters related to health, safety, security, travel, work, study and living internationally. The Warwick Venice Centre upholds the importance not only of freedom of thought and expression, but also the significance of academic and personal integrity, equality and diversity, and mutual respect and consideration for the rights, safety, and dignity of all. Any form of violence, harassment, or discrimination (including student harassment and sexual misconduct) will not be tolerated and will be treated in accordance with university [Behaviour Misconduct policies](#). This Code of Conduct has been introduced to help ensure that all students have an enjoyable, enriching, and safe experience during their time abroad.

2.2 – Responsibilities

The only official line of communication between you and the university will be your Warwick email. **You are expected to check your Warwick email daily and it is your responsibility to do so. We encourage you to set up your [Warwick email on your mobile device](#).** In emergency situations only (such as extremely high tide, power cuts, etc...), the University may contact you via telephone, but this will only be in unusual and extreme circumstances.

Both during travel to/from Venice and during your time at the Warwick Venice Centre you are responsible for your conduct as a representative and ambassador of the University. [Regulation 23: Student Disciplinary Offences](#) applies to all students, both in respect of their studies and their conduct, both on and off campus, whilst an enrolled student.

As such, the University expects all to recognise their responsibilities, and at all times to:

- behave in a way that respects the rights and dignity of others, the local culture diversity, customs, and laws;
- use each social interaction to display courtesy and good manners;
- work and study on a co-operative basis;
- attend all prescribed training and preparatory courses and briefings;
- adhere to appropriate health and safety guidelines and advice given (whether provided prior to travel or during the course of your programme) and to take appropriate and sensible precautions;
- behave in a way that will not jeopardise the future of your programme or other students' ability to experience educational opportunities in Venice;
- behave in a way that will not compromise your personal safety and security or that of others which may arise, for example, through consumption of alcohol or use of drugs.

If you are over 18 then in Italy you can legally drink alcohol. You should be respectful of other students who choose not to drink alcohol and mindful not to disturb flatmates or neighbours both on campus and in the local community. Please note that you are not permitted to bring your own alcohol into the Warwick Venice Centre. We recognise that moderate use of alcohol plays an important and enjoyable role in the social lives of many students. Abuse of alcohol by a minority can, however, be damaging both to those students themselves and to those who live, study and work alongside them. While in Venice, you should treat the city with the same respect and care you would treat your campus, hometown, or neighbourhood. As Warwick students you are encouraged to be respectful of

Venetian residents and keep your voices down when you are out in the evening or passing through residential neighbourhoods (remember that sound often carries in Venice).

Antisocial drunken behaviour may lead to fines from the Italian authorities, legal penalties, and/or disciplinary action. Incidents of antisocial behaviour due to alcohol consumption may result in higher penalties or if the incident is severe, there may also be a precautionary action put in place under [section 4 of Regulation 23](#): Student Disciplinary Offences, which may result in more serious measures which may include a requirement to return to the UK and removal from your programme of study in Venice. Major offences against the University's Disciplinary Regulations, such as assault, sometimes lead to students being rusticated (excluded from their studies for one year). These offences are often committed under the influence of alcohol. Students should be aware that the University does not regard drunkenness as reducing the gravity of such offences.

It is the University's policy not to tolerate the use of illegal substances in its teaching facilities or in its buildings. If you are found to be using, in possession of, or knowingly allowing any illegal substance, including cannabis, to be used in contravention of this policy, you may face disciplinary or legal action from the local authorities. Such breaches of expected conduct in the Warwick Venice Centre may lead to a ban from the premises and withdrawal from the programme via a precautionary action through Regulation 23 section 4. If this occurs, the university will not be responsible for finding alternative accommodation or making alternative travel or teaching arrangements for you. You may also face legal action by the Italian authorities if you break any Italian laws.

Any form of behaviour that offends others, puts you and/or others at risk or in danger, seriously disrupts or prejudices the work or study of others, or could be deemed to do so is not acceptable. Moreover, Warwick is committed to an environment in which its community feel safe and are respected, and as such, we do not tolerate sexual misconduct. Breaches of expected conduct, as per the list above, may lead to you being withdrawn from your programme, and may result in action taken under the University's Disciplinary Regulations, in particular, [Regulation 23](#). You may also incur additional costs relating to your early departure from the programme which will be borne by you.

It is also important that you respect the accommodation you are staying in. You should be mindful of others – unrelated to your programme of study or work – who may also be sharing that accommodation and refrain from anti-social or disruptive behaviour, for example, excessive noise levels, particularly late at night.

As students remain registered with the university during your learning experience in Venice and all disciplinary regulations and associated procedures apply while in Venice, it is key that you are aware of our single source of information page: [Behaviour Misconduct, Student Harassment, Sexual Misconduct](#).

2.3 – Attendance, Engagement and Preparation

Unless otherwise advised by your module tutors, punctual attendance at all scheduled teaching sessions is mandatory. For intensive modules, each day you miss is the equivalent of at least a missed weekly session during term time (if not more). A combination of non-engagement and missing two consecutive sessions may trigger the [missing student protocol](#). You are expected to attend regularly and to show up to classes ready to learn and actively participate. During field-based sessions, you are expected to show up at the time and location provided by your module tutors. Please be punctual as module tutors will not wait around for late arrivals. Preparation for all scheduled teaching sessions and active participation are critical. Preparation for class equally means arriving with an open mind and a willingness to engage and collaborate with others, ready to take notes, work together, and to contribute to group discussions. If you cannot make a class or a site visit, please let your module tutor know via email.

3 – Pastoral Care, Support, and Welfare

If things go wrong and you are a victim, the University can also help. Students studying in Venice can access Warwick's support services for any help and advice they might need. As well as Wellbeing Services, Report and Support is available of you experiences any type of unacceptable behaviour. Visit the Report and Support platform for support and advice. The platform and process are designed so that you only need to relate the details once and can be put in touch with the relevant support team where desired.

The University of Warwick's **Report + Support** is a reporter-led service which provides a safe, confidential, and trauma-informed space for students to access support and information if they have experienced or witnessed bullying, harassment, discrimination, hate incidents, sexual misconduct, or relationship abuse. The service offers practical guidance, emotional support, and information about the options available, both within the University and externally. Students will be offered the opportunity to speak to liaison officer within two university working days. Support is available regardless of when an incident occurred, and students can access the service either by submitting a disclosure through the online Report + Support platform or by contacting the team directly via

reportandsupport@warwick.ac.uk. More information on the Report and Support Service is available here: <https://reportandsupport.warwick.ac.uk>.

3.1 – Emergency Support Available

Please note that module tutors and personal tutors cannot provide emergency assistance and will not be available outside of normal working hours.

If you are staying in a hotel or a residence with 24/hour front–desk assistance, you are advised to contact the reception staff at the front desk who will be able to assist and contact emergency services if appropriate.

If you are staying in a private rented apartment, you should contact emergency services.

If the event happens off the grounds of your accommodation, you should contact the numbers below as appropriate (you may need to dial +39 as a prefix depending on your carrier):

- For immediate Police, Ambulance, or Fire Assistance: **112**
- For emergency medical assistance (to call an ambulance directly): **118**
- You may also wish to call the Warwick Gatehouse who can provide 24 hour advice and support: +44 (0) 24 207652 202083

You should save these numbers in your phone immediately.

If you have a medical emergency, but do not require an ambulance, the nearest hospital is **Ospedale SS. Giovanni e Paolo (also known as San Zanipolo)**. The pedestrian entrance is open 24 hours and is on Campo SS. Giovanni e Paolo (north of Piazza San Marco, near Fondamente Nove).

You can see the hospital on a map [here](#).

3.2 – Informing Module Tutors of Emergencies

If you are comfortable in doing so, you are strongly encouraged to inform your module tutors in Venice of any emergency situation (health, crime, otherwise) that you've encountered at the earliest available opportunity either via email or in person, in order

that they can provide the necessary support during working hours.

All departments will appoint a designated trip lead who can provide assistance and necessary support during regular working hours. Departments should communicate this information to students. If you are unclear who the designated trip lead for your department is and when they are available during working hours, please ask your module tutor.

Departments will complete a risk assessment for all activities which will indicate the name of the trip lead, the start/end dates of the trip, and the names of all students from the department who are studying in Venice. This will be held and managed at departmental level.

3.3 – Personal Tutoring

You will continue to have a personal tutor while you are in Venice. They will be available to you via email and Microsoft Teams during normal office hours (please note the time zone difference: the UK is one hour behind Italy). **You are expected to check your Warwick email regularly and it is your responsibility to do so.** As the modules may be outside of term time, there may be a slightly longer delay for your personal tutor to get back to you. **You should inform your personal tutor that you will be participating in a Venice module and the dates when it will be running. You should check with them whether there are any anticipated periods of annual leave and who you can contact in their absence (e.g. Senior Tutor, etc..).**

Your personal tutor is available to discuss any issues or queries which you may have about your academic, social or personal life and will, in most cases, be your first point of contact in the event that you ‘need to talk’. You are encouraged to email them with any concerns and they will usually get back to you within one working day. Your module tutor is also available to speak with you after any timetabled teaching sessions if you would rather chat with them or share any concerns in person.

The main functions of the Personal Tutor (as per the [Personal Tutor Code of Practice](#) – last updated March 2026) are:

- To be an accessible and approachable departmental point of contact discharging all University and Departmental requirements of personal tutors including acting as a possible referee.

- To provide responsive academic and routine wellbeing support and guidance that facilitates tutees' learning development and experience – keeping brief and factual records of discussions and agreed actions.
- To maintain awareness of relevant University regulations and policies, departmental and University support and development opportunities, to signpost and refer students as required.
- To undertake personal tutor training as required

Personal Tutors are not:

- Normally available outside of regular office hours (Monday – Friday, 9am–5pm, GMT)
- Trained to provide mental health advice, counselling, or treatment. Support for such issues can be found via Wellbeing Support Services (see information below)
- Able to provide logistical help (travel arrangements, accommodation issues, restaurant recommendations, etc...)
- Trained to assist in the event of an emergency or a crisis. **In an emergency, you should contact emergency services.** Please refer to the guidance below that follows. It is strongly recommended that you store all emergency contact numbers below on your mobile phones upon receipt of this guidance.

3.4 – Wellbeing Support Services

Wellbeing Support Services provides a range of support for students. More information about the full range of support available can be found on their website: [Wellbeing & Student Support | The University of Warwick](#). If there is something troubling you, or hindering you from focusing on your studies, you are encouraged to contact them. The issues may be:

- Emotion e.g., homesickness, family difficulties, anxiety, depression, or anything else that is related to mental health,
- Wellbeing related e.g., concerns about your wellbeing and how you can better manage it or that of another of the University community.
- For emergency support, please see §3.1 above.

The best way to access wellbeing support services remotely is to log onto the wellbeing portal and submit an enquiry to speak to a wellbeing adviser via a brief consultation (available Mon – Fri, 10:00–15:00 GMT; remember, Venice is one hour ahead of the UK so the hours will be 11:00–16:00 Italian time). If you have any queries about how to access the portal or need any further guidance about wellbeing services, you can telephone Wellbeing Support Services on +44 2476575570 Mon to Thurs 08:30–17:00 GMT and 08:30–16:00 GMT on Friday).

3.5 – Reasonable Adjustments and Mental Health

If you wish to disclose any mental health or learning difficulties, you are encouraged to do so prior to your arrival in Venice. Any students who struggle with their mental health are advised to make robust preparations before going abroad. If you are currently seeking support from any medical or wellbeing professional, you are advised to discuss and create a support plan with that professional prior to travel. If you currently have reasonable adjustments in place, you are advised to communicate these to the module tutors. If you have a specific learning difficulty but do not have a reasonable adjustments plan in place, you should contact Disability Services at Warwick to put in place a reasonable adjustments plan before the module begins.

4 – Travel Considerations

4.1 – Overseas Travel Declaration

As long as Italy remains a “Green” country according to Solace Secure (or similar) any student studying in Venice is required to complete their department’s Overseas Travel Declaration Form or Travel Risk assessment form.

If your department does not have such a form, please contact your departmental administrator for more details. This needs to be completed as soon as possible prior to your arrival in Venice, along with the Code of Conduct. Departments are responsible for keeping track of all forms that are submitted and ensuring that all staff and students submit such forms prior to travel.

More details on the University’s Overseas Travel Insurance can be found here:

<https://warwick.ac.uk/services/legalandcomplianceservices/insurance/keypolicies/traveloverseas/>.

4.2 – Travel Regulations

Please check the UK Government’s foreign travel advice site regularly as circumstances can change (www.gov.uk/foreign-travel-advice/italy). Please ensure that you have the documentation required. Please pay particular attention to the entry requirements.

All travellers will require an ETIAS (link here: <https://travel-europe.europa.eu/etias>) for travel to Europe as of October 2026. You should also plan to allow some time upon arrival in the EU for the new EES entry-exit system (this is particularly relevant if you have a short connection).

It is **your responsibility** to obtain any visas or travel authorisations prior to your trip, and you should do so **well in advance** of your planned departure date.

To find out whether you require a visa to travel to Italy, you may wish to consult the information on the Italian Government's website: <https://vistoperitalia.esteri.it>

If you require a visa to travel to Italy, you may require an appointment at the Italian embassy/consulate. You should make this appointment as early as you are able to do so. If you require a letter to confirm your registration on the module, please speak to your module tutor and the WVC director who can provide you with such documentation (do be advised that it can take a few weeks to issue such letters).

For more information on visas and how to book an appointment, please consult the Consulate General of Italy in London's general information page for visas, here: <https://conslondra.esteri.it/en/servizi-consolari-e-visti/servizi-per-il-cittadino-straniero/visti/>

If you do not require a visa to enter the Schengen area, you should still be aware that even if you have visa-free travel, if you do not hold an EU passport, you can only spend 90 days in any 180-day period in the Schengen Area. Any days you spend in the Schengen Area before the start of your course count towards the 90-day total.

Given the short duration of your study in Italy, you are ineligible for a study visa from the Italian government.

4.3 – Travel and Health Insurance

Details of the University's Business Travel Insurance Policy can be found [here](#). NB The University requires you to download the Solace Secure mobile app or equivalent via your app store. To register, please go to the Solace Secure webpage and use your Warwick email address and the University insurance policy number. You can find the most recent policy number [here](#).

As a reminder, the University's travel insurance covers emergency medical treatment ONLY. The policy does not provide cover for routine matters like minor medical issues, but is available in the event of serious accident, serious illness or other eventuality where emergency (medical) repatriation may be required etc. You are expected to

consider taking out private medical insurance for routine medical needs while in Venice.

Please note that the University's insurance policy does not cover you if:

- a) You are under the influence of alcohol.
- b) You are under the influence of drugs.
- c) You are committing an activity that is in violation of local laws.

If you do undergo emergency medical treatment, keep all receipts and documents given to you and contact the University's insurance services to submit a claim: insuranceservices@warwick.ac.uk. If you have an existing condition that requires medication, please ensure that you bring enough medication to last until the end of your course in Venice.

4.4 – Accommodation in Venice

Please note that students are responsible for identifying and booking their own accommodation. Students are advised to consider the varying facilities, including security and reception facilities provided at different accommodations.

Students on the Venice Term should liaise with their department and with the Warwick Venice Centre administrator who will be able to help them arrange term-length accommodation via trusted real estate agents in the city.

Students on short courses in Venice should liaise with their module tutor who may be able to provide some suggestions for accommodation.