



## Comune di Venezia

Direzione Sviluppo Organizzativo e Strumentale

Settore Servizi educativi

Direzione Coesione Sociale, Servizi alla Persona e Benessere di Comunità

Settore Servizi per la Coesione Sociale

Servizio Immigrazione e Promozione dei Diritti di Cittadinanza e dell'Asilo

# SCHOOL SERVICES INFORMATION FOR FAMILIES

## 1) SCHOOL ENROLEMENT

### 6-16 YEARS – COMPULSORY EDUCATION

All children who turn 6 by December 31st of each year and up to the age of 16 have the right and duty to enrol in school, in the class corresponding to their age. Registration to public school is free and takes place **from January 7th to January 31st** for the school year (starting in September and ending in June) exclusively online: <http://www.iscrizioni.istruzione.it/>

At any time of the year, students arriving in Italy **from abroad** have the possibility to register directly at the nearest school secretary's office.

Usually, at the beginning of the school year, schools request the payment of an annual **voluntary** contribution for school expenses and the payment of a school insurance.

### 3-6 YEARS - KINDERGARTEN

Children aged 3 to 6 years, in the same period (from January 7th to January 31st), can enrol in the **public** kindergarten in the same way described above (as for children aged 6-16 years).

They can enrol in the **municipal** nursery school applying **exclusively online** at the link <https://www.comune.venezia.it/portaleScuole> and using the Digital Identity Public System (SPID).

All information about where and how to apply for SPID credentials is available at [spid.gov.it/richiedi-spid](http://spid.gov.it/richiedi-spid) - read **Appendix B**.

## 2) HOW TO TRANSFER FROM ONE SCHOOL TO ANOTHER

### CHANGE OF RESIDENCE

In case of school transfer because of a change of residence, it is necessary to get the **authorization** from the school of registration and to communicate the name of the new school, after checking the actual availability.

## TRANSFER ABROAD

In case of transfer abroad, **temporary** or **definitive**, secretary's office **must** be warned with a **written** notice, that indicates duration and date of return or final transfer, **in order to avoid penalties for failure to discharge compulsory education**.

## TRANSFERS BETWEEN KINDERGARTENS

When transferring from a municipal kindergarten to another and from public kindergarten to a municipal one, contact the offices of the Educational Services of Venice Historical Centre and Islands and those of the Mainland, whose addresses are subsequently indicated (see page 7).

## 3) SCHOOL CANTEEN

All children who enrol in kindergarten or primary school in a part-time or full-time class, that means with classes in the afternoon, can pay for the school canteen.

### REGISTRATION TO THE CANTEEN SERVICE

You can apply to the canteen service only with online procedures at <https://portale.pastel.it/>, which implies the automation of service booking and payment by parents.

The following years, the parents already registered, accessing the personal area with the credentials in their possession, will have to confirm the subscription to the service for the new school year.

**Important:** applying for the canteen service is mandatory for those who eat the school catering meal, even when requesting the exemption from the service.

Read **Appendix A** for the registration procedure to the canteen service and for the communication of non-attendances (see page 9).

### SPECIAL DIETS

- It is possible to request a specific diet for health or ethical-religious reasons by delivering to the municipal office the form downloadable from the website <https://www.comune.venezia.it/it/content/richieste-diete-speciali>.
- The request must be made at the **beginning** of the school year of each school cycle (kindergarten, primary, secondary) and remains valid until the end of the cycle or school change.
- Users wishing to register for the **first time** at the **municipal kindergarten**, in the registration form available in the website <https://www.comune.venezia.it/portaleScuole>, can declare if they intend to use the canteen service and request at the same time also a special diet for ethical-religious or sanitary reasons (in the latter case they will have to attach due certification).

## CANTEEN SERVICE PAYMENT

- The cost of the meal voucher at **kindergarten** is 4.00 euros.
- The cost for **primary** and **lower secondary schools** is 4.25 euros.
- The service must be paid in advance.
- Payments can be made:
  1. in municipal chemist's shops;
  2. on the site [www.amesvenezia.it](http://www.amesvenezia.it) you will find a list of shops or supermarkets for the payment of canteen service;
  3. by bank transfer to AMES SPA, IBAN code: IT51H0103002005000002362932, Banca Monte dei Paschi di Siena (reason for payment: write your telephone number, the one indicated at the moment of registration).

## EXEMPTION FROM THE PAYMENT OF THE CANTEEN

Citizens residing in the Municipality of Venice, with an updated **ISEE** form indicating a value under **7,795.44** euros, may apply, **within September 30th** of every year, for the total exemption from payment of the canteen service.

For amounts exceeding this value (updated every year based on the changes in the ISTAT index), and up to the value of **15,832.12** euros, those requesting for exemption for several children will be entitled to partial exemption.

The request for exemption must be made exclusively online from the website of the City of Venice <https://www.comune.venezia.it/portaleScuole>.

The user interested in submitting a request must be in possession of a digital SPID identity. All information on where and how to apply for SPID credentials are available at [spid.gov.it/richiedi-spid](http://spid.gov.it/richiedi-spid) – read also **Appendix B**.

## 4) SCHOOL TRASPORTATION

### REGISTRATION TO SCHOOL TRANSPORT SERVICE

By February 28th, children must be enrolled in the school transportation service for the following school year. Registration can only be made online using the link <https://portale.comune.venezia.it/registra/trasporti-scolastici>

The user interested in submitting a request must be in possession of a digital SPID identity. All information on where and how to apply for SPID credentials is available at [spid.gov.it/richiedi-spid](http://spid.gov.it/richiedi-spid) - see also **Appendix B**.

### PAYMENT OF TRANSPORTATION

The monthly contribution requested to each user is **23.33** euros and must be paid entirely even if the service is used only partially. It is paid in a single solution or in three annual instalments.

The payment must be entered in the account of: *Comune di Venezia - Trasporti scolastici Servizio Tesoreria*, and can be made with a Postal Account slip on the account no. 11220308, or by bank transfer to IBAN IT08-A076-0102-0000-0001-12-20-308.

## EXEMPTION FROM PAYMENT

Citizens residing in the Municipality of Venice, with an updated **ISEE** form indicating a value under **7,795.44** euros, may apply, **within September 30th** of every year, for a total exemption from payment of school transportation service through an online procedure at the site of the City of Venice <https://www.comune.venezia.it/portaleScuole>

The user interested in submitting an application must have a digital **SPID** identity. All information on where and how to request the SPID credentials is available on [spid.gov.it/richiedi-spid](https://spid.gov.it/richiedi-spid) - see also **Appendix B**.

## 5) SCHOOL BOOKS

### PRIMARY SCHOOL

School books for primary school are free for citizens residing in the Municipality of Venice. The families order them at the bookstores autonomously before the beginning of the school year.

In June, each educational institution publishes on the school website and in the secretary's register, the list of books according for each class and section that every student is going to attend. At the beginning of the school year, school will provide families with a coupon that they have to deliver to the bookstore that has provided the books and that will put a seal on it. The sealed coupon must be returned to the school promptly.

### SECONDARY SCHOOL

The school books for 1st and 2nd grade of secondary school are charged to the families who will order them at the bookstores autonomously before the beginning of the school year. In June, each educational institution publishes on the school website and in the secretary's register, the list of books according for each class and section that every student is going to attend.

**Free loan books:** each school has the possibility to provide the students who need it with a certain number of books (in some cases upon presentation of updated ISEE form). It is possible to apply at the secretary's office of your school, according to the time and method required.

**Second hand books "Book vs book":** in the first week of September of every year, students can bring second hand books to exchange them or to find the required ones. In the two offices of Mestre and Venice there will always be operators and educators ready to offer guidance and assistance to students and parents.

For information: Ufficio Programmazione Sanitaria, via Costa, Mestre (Venice), tel. 0412749658; you can call or send a text message to 3483901439 or 3297508277, email [attivazione.risorse@comune.venezia.it](mailto:attivazione.risorse@comune.venezia.it)

**Book Regional Coupon:** citizens residing in the Municipality of Venice with an updated ISEE form can present, usually from September 15th to October 15th, an

application for the contribution "Buono Libri e Contenuti Didattici Alternativi" exclusively online: <http://www.regione.veneto.it/istruzione/buonolibriweb>  
The delivery of the required documentation can be made to the offices of the Educational Services of Venice Historical Centre and Islands and those of the Mainland, sent by PEC email to [servizieducativi@pec.comune.venezia.it](mailto:servizieducativi@pec.comune.venezia.it), or by registered mail to: Comune di Venezia - Direzione Sviluppo Organizzativo e Strumentale, Settore Servizi Educativi – Viale San Marco, 154 - 30172 Mestre-Venezia.

## **6) SUMMER CAMPS**

From June to September, several educational and sporting spaces in town are available for children and teenagers, who can register for a week or two at a time.

For information on the various city offers and how to register, check: <https://www.comune.venezia.it/it/content/centri-estivi>

## **7) MUNICIPAL SCHOOL DESK**

Below are listed the offices where you can submit applications for municipal school services or request information to complete the forms:

- San Marco 4084 (Calle Cavalli) Venezia, Tuesday and Thursday 9.00am-1.00pm; Wednesday 2.45pm - 4.45pm, tel. 0412748789/8921;
- Via S. Gallo 32 / A - Lido di Venezia, Monday and Wednesday 9.00am-1.00pm; Thursday 15.00 -17.00, tel. 0412720501/0514;
- Viale San Marco, 154 - Mestre, Monday, Tuesday and Thursday 9.00am-1.00pm; Thursday 2.30pm - 4.30pm tel. 0412749041;
- Via Rio Cimetto 32 - Chirignago, Monday 9.00am-12.45am and 2.45pm-4.45pm; Tuesday and Thursday 9.00am-1.00pm, tel. 0412749944/9964;
- Piazza Pastrello 1- Favaro Veneto, Monday 9.00am-11.30am; Wednesday 10.00am-1.30pm; Thursday 9.00am-12.00am, tel. 0412746657;
- Piazza Mercato n. 54 - Marghera, Wednesday and Thursday 9.00am-1.00pm; Thursday 3.00am–5.00pm, tel. 0412746323/6324

For information you can contact the offices by email:  
[servizieducativi.terraferma@comune.venezia.it](mailto:servizieducativi.terraferma@comune.venezia.it)  
[servizieducativi.csi@comune.venezia.it](mailto:servizieducativi.csi@comune.venezia.it)

## **APPENDIX A: HOW TO APPLY FOR THE CANTEEN SERVICE AND HOW TO COMMUNICATE A NON-ATTENDANCE**

### FIRST REGISTRATION

**Registrations** can only be made online at [www.amesvenezia.it](http://www.amesvenezia.it), clicking on REGISTRATI, where parents will have to write their data.

It is necessary to have a mobile phone to send/receive SMS.

It is also required to provide phone numbers (no more than 4) that will be used to give or receive communications about the service (for example, communication of non-attendance).

*HINT: write down the phone numbers of mum and dad who can read and write in Italian.*

When parents get registered, they must write the email address and a password.

If you lose it, send a text message with the letter "W" to 338 2154951.

After registration, continue with the **enrolment** of each child.

**If you do not have an internet connection at home** for the registration, every parent can call Ames offices at 0412967220 from 9am to 12pm and fix an appointment. And after this he will be able to register his child.

**The registration, including parent's data, must be done only once and will be valid also for subsequent years or to the registration of other children.**

After applying for the canteen service, meals will be automatically booked, according to the school calendar and the full time days of the attended class.

### CONFIRMATION OF REGISTRATION TO THE SUBSEQUENT YEARS

**At the beginning of each school year** parents must confirm the registration to the canteen service by entering with their credentials (email address and password) on the site [www.amesvenezia.it](http://www.amesvenezia.it) and update the class attended by their children and possible changes of school premises (for example, the transition from kindergarten to primary school). The annual registration confirmation ensures the reservation of the meal and, especially if required, the special diet.

Any update or change of data (new phone numbers or change of address or school) can be made through the website (using credentials) [www.scuole.pastel.it](http://www.scuole.pastel.it) or communicated to:

**tel.:** 049 7968866

**fax:** 049 9080612

**sms:** 338 2154951

**email:** [scuole@pastel.it](mailto:scuole@pastel.it)

### IN CASE OF NON-ATTENDANCE OF THE CHILD, HOW TO COMMUNICATE WITH THE SCHOOL CANTEEN

**If the child is absent for family reasons or illness, family must communicate the non-attendance** with a phone call made by one of the numbers communicated during the canteen registration.

ALL THE CALLS MUST BE MADE FROM 6.00 PM OF THE DAY BEFORE, TILL 9.00 AM OF THE SAME DAY.

**IMPORTANT: if parents don't call to warn for the non-attendance, they will have to pay for the meal.**

When parents call to warn that their child won't eat at school, no voice will answer. Stay connected until you'll hear the busy signal that means that the call has been recorded, then the meal is cancelled.

After this call you'll receive an SMS confirming the suspension of the service.

#### NON-ATTENDANCE FOR A DAY

If the child is absent for one day only, parents **must phone, from one of the phones indicated at the moment of registration, to this free phone number: 049.9985161.**

**For parents with more than one child eating at school:**

during registration children are enrolled according to their age (from the elder to the younger) and each of them corresponds to a phone number to be used in case of non-attendance

first child: 049.9985161

second child: 049.9985162

third child: 049.9985163

fourth child: 049.9985195

#### NON-ATTENDANCE FOR MORE DAYS

If the child is absent for several days, parents **must phone, from one of the phones indicated at the moment of registration, to this free phone number: 049.9985164.**

**For parents with more than one child eating at school** they must call the number corresponding to their child (from the elder to the younger):

first child: 049.9985164

second child: 049.9985165

third child: 049.9985166

fourth child: 049.9985196

#### NOTICE OF RETURN AFTER A LONG ABSENCE

When the child goes back to school, it is necessary to call the same number used to notify the non-attendance **from 6.00 pm of the day before until 9.00 am of the day of return.**

#### KINDERGARTEN FIRST YEAR

**For children who attend the first year of kindergarten** and who do not eat at school for the first period, parents must phone and notify an absence of several days. When the child starts eating at school then they calls to notify.

WARNING!

- **It will not be considered valid a call at different times** than those indicated **or by phone numbers not registered.**
- **If the non-attendance is not notified, the meal must still be paid** and will be charged on the account.
- **Even the parents of children who do not pay food coupons MUST notify the non-attendance,** to avoid that meal will be wasted. Controls can be made and in case of failure to notify, the payment of non consumed meals will be charged.

DEDUCTION IN THE INCOME TAX RETURN

**From 2016 you can deduct from the income tax return what you paid from 01.01.2015 to 31.12.2015 for the school canteen** for children attending kindergarten and the first cycle of education, within a maximum annual of 400 euros for each pupil (art. 15 TUIR, letter e-bis).

The expense receipt can be downloaded directly by accessing the reserved area with your own credentials.

*Important* - The receipt will show the indications referring to the period January-December, the total amount paid by the user and the number of meals actually consumed with the relative amount.



## **APPENDIX B: HOW TO APPLY FOR THE SPID-DIGITAL IDENTITY**

To register and request exemption of costs from school services and to access to additional public services, it is necessary to register to SPID–Identità digitale.

To request and obtain your SPID credentials, the Public Identity System Digital, you must be of age.

### **You need:**

- an e-mail address;
- the phone number of the mobile phone you normally use;
- a valid identity document (identity card, passport, driving license or residence permit); during registration you may need to photograph them and attach them to the form you will fill out;
- your health card with the tax code; during registration you may need to photograph it and attach it to the form you fill in.

### **You have to:**

start by registering at one of the following sites: Poste Italiane, Aruba, InfoCert, Namirial, Register.it, Sielte and TIM.

Identity Providers (IdP) offer you different ways to request and obtain SPID. For example, if you register on the Poste site, you will then be identified in person and certified with your mobile phone, and you'll be able to contact any Post Office.

All information on where and how to apply for SPID credentials are available at [spid.gov.it/richiedi-spid](http://spid.gov.it/richiedi-spid)

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