

Master in Public Policies and Administration



At a glance

Italian degree class: LM-63
ECTS credits: 120
Duration of the course: 2 years
Courses will be taught in: Italian,
German and English (trilingual)
Places available: 50 EU + 5 non-EU
Campus: Bozen-Bolzano
Tuition fees: € 748.50 per year

Course description

This master educates and trains future **managers and professionals of public institutions**, chambers of commerce, publicly-owned companies or charities, as well as of **private enterprises that have business relationships with public entities**. These professionals have to face an everyday reality that is getting increasingly complex and that requires a diverse set of skills. This course provides you with the legal, statistical-economic and management tools you need to do so.

Structure of the course

The modules offered in this Master include disciplines from the legal, economic, organisational-managerial and data analysis fields.

After a common first year, the course consists of two streams:

- **Public Policies** – focused on the analysis of the motivations and instruments of public policies and on the economic-quantitative techniques used to evaluate their effects;
- **Public Administration** – focused on the implementation of public policies from a legal-administrative and managerial point of view.

The **multidisciplinary perspective** is evident in the choice of subjects from which you can choose, including: Public Sector Economics, Public Sector Management and Organisation, Public and Administrative Law, Public Sector Statistics.

These short videos show some of the issues dealt with during the courses.

Courses include workshops, group work, case studies, guest lectures and study trips (e.g. to the European Parliament in Strasbourg and to the Constitutional Court in Rome) to sharpen students' problem-solving and team-work skills and put them in touch with the concrete issues that public sector managers are called upon to address in their daily work.

Study Plan - Master in Public Policies and Administration

1st Year - same for all curricula

- 6 CP Economics of the Public Sector
- 6 CP Economic Policy
- 6 CP Management and Organization in the Public Sector
- 6 CP Human Resource Management in the Public Sector
- 6 CP Accounting for the Public Sector
- 12 CP Statistics for the Public Sector
 - 6 CP M-1 Introduction to Statistical Methods
 - 6 CP M-2 Economic Statistics
- 12 CP Public and Administrative Law
 - 6 CP M-1 Theory and Laboratory of Public Law and Sources of Law
 - 6 CP M-2 Theory and Laboratory of Italian Administrative Law
- 3+3 CP Italian/German/English: Advanced Specialized Language Course*

2nd Year - same for all curricula

- 3 CP Management Information Systems in the Public Sector
- 12 CP Free Choice Courses**
- 6 CP Complementary Subjects - students have to choose one of the following subjects:
 - 6 CP Topics in Public Economics
 - 6 CP European Union Law and Policies
 - 6 CP Management and Organisation of Non-profits
 - 6 CP Sociology of the Territory
 - 6 CP Finance of Regional and Local Administrations (Project Financing)
- 4 CP Internship
- 15 CP Final thesis

Curriculum "Public Policy"

- 8 CP Comparative Public Policy
- 12 CP Complementary Subjects - students have to choose two of the following subjects:
 - 6 CP Management and Organization of Public Services
 - 6 CP Methods for Public Policies Evaluation
 - 6 CP Economics of Public Services
 - 6 CP Data Management

Curriculum "Public Administration"

- 8 CP Institutional Communication and Public Project Management
- 12 CP Complementary Subjects - students choose two of the following subjects:
 - 6 CP Advanced Accounting for Public Sector
 - 6 CP Advanced Topics in Law for the Administration
 - 6 CP European Administrative Law
 - 6 CP Law of Regions and Autonomies

* English, German, Italian Advanced Specialized Language Course

Students cannot sit these exams in the language in which they sat their final exam at secondary school.

Students who graduated in a Ladin school in South Tyrol have to sit the English language exams and can choose between German or Italian for the others. They have to communicate their option to the Faculty Secretariat.

Students who graduated in a language different from the three unibz official teaching languages must choose the two languages in which they intend to sit the language exams. They have to communicate their option to the Faculty Secretariat.

** Free Choice Courses

Students can choose free choice courses during their 2nd year. Every year the Faculty publishes the list of free choice courses offered.

Exchange programmes and internships

We currently offer more than 50 exchange programmes with partner universities around the world and cooperate with an extensive network of companies for internships in Italy or abroad. Attendance in Bozen-Bolzano can be combined with an exchange with a foreign university, in Europe or elsewhere.

During the two years of the programme, you will also complete **an internship of at least 150 hours** in the local administrations, in the Chambers of Commerce, in public companies (e.g. health, transport, school), in non-profit organizations or in European or international organizations, depending on the availability of places and your preferences.

Career opportunities

Our graduates are working in management positions in government organisations - local, national and international - in state-run companies, charities and private companies that provide services and products to government organisations.

If you already have a job, you can strengthen and widen your knowledge and skills in order to progress further in your career. If you are interested in postgraduate education, you can apply for a PhD after finishing this programme.

You will be well prepared and ready for the job market. On the website of AlmaLaurea you can check statistical data about graduates' satisfaction and their employability.



Master in Public Policies and Administration

Application and Admission

You can find all you need to know in order to apply and gain admission to this study programme by browsing through the information below.

Deadlines

Early Bird Application

Application: 01/03 - 28/04/2021 (by noon local time)

Language exams: 15 - 21/04/2021

Admission procedure and publication of ranking lists: by 17/05/2021

Payment of the 1st instalment of the tuition fees: by 27/05/2021 (by noon local time)

Enrolment: 14/07 - 15/10/2021 (by noon local time)

Late Application

Application: 19/05 - 08/07/2021 (by noon local time)

Language exams: 28/06 - 03/07/2021

Admission procedure and publication of ranking lists: by 28/07/2021

Payment of the 1st instalment of the tuition fees: by 05/08/2021 (by noon local time)

Enrolment: 29/07 - 15/10/2021 (by noon local time)

Preparatory courses and Freshers Days

Mathematics pre-course: 23/08 - 03/09/2021

Intensive language courses: 06 - 24/09/2021 (Monday to Friday, 8 h/day)

Freshers Days: 27 - 28/09/2021

1st semester

Classes: 27/09 - 23/12/2021

Exams (extraordinary session): 13 - 23/12/2021

Holidays: 24/12/2021 - 09/01/2022

Classes: 10/01 - 22/01/2022

Exams: 24/01 - 19/02/2022

2nd semester

Classes: 28/02 - 14/04/2022

Holidays: 15/04 - 18/04/2022

Classes: 19/04 - 11/06/2022

Exams (extraordinary session): 16 - 28/05/2022

Exams: 13/06 - 09/07/2022

Autumn session

Exams: 22/08 - 24/09/2022

Available places

EU citizens and citizens given parity of treatment

Early Bird Application: 40

Late Application: 10

Non-EU citizens (living abroad)

Early Bird Application: 5

The programme will only be offered if a minimum of 15 newly enrolled students is reached.

Entry requirements

In order to gain admission to this programme you need one of the following qualifications:

1.a university degree (*) in one of the following Italian degree classes or an equivalent qualification gained abroad:

- D. 270/04: Bachelor in the classes
 - L-14 Law Service Sciences
 - L-16 Administration and Organisation Sciences
 - L-18 Economics and Business Administration
 - L-20 Communication Sciences
 - L-33 Economics
 - L-36 Political Science and International Relations
 - L-37 Social Sciences for Cooperation, Development and Peace
 - L-40 Sociology
- D. 509/99: Bachelor in the classes
 - 02 Law Service Sciences
 - 14 Communication Sciences
 - 15 Political Science and International Relations
 - 17 Economics and Business Administration
 - 19 Administration sciences
 - 28 Economics
 - 31 Law Sciences
 - 35 Social Sciences for Cooperation, Development and Peace
 - 36 Sociology
- D. 270/04: Master in the classes
 - LM-56 Economic Sciences
 - LM-77 Economics and Business Sciences
 - LMG-01 Law
- D. 509/99: Master in the classes
 - 64/S Economic Sciences

84/S Economics and Business Sciences

22/S Law

- A final degree or university certificate from an Italian School of Law, Economics, Political Sciences or Sociology according to the regulation in force before M.D. 509/99.

[*] Italian citizens who have obtained their degree abroad must also have a secondary school leaving qualification.

or

2. a university degree in a different class to the ones listed above or an equivalent qualification gained abroad. **At least 6 credit points** must have been acquired in the law subject area and/or in the economic/entrepreneurial subject area.

Credit points from the following scientific-disciplinary areas are recognised:

Law

IUS/01 - Private Law

IUS/02 - Comparative private law

IUS/03 - Agricultural law

IUS/04 - Commercial law

IUS/05 - Economic law

IUS/06 - Navigation law

IUS/07 - Labour law

IUS/08 - Constitutional law

IUS/09 - Institutions of public law

IUS/10 - Administrative law

IUS/11 - Canonical and ecclesiastical law

IUS/12 - Taxation law

IUS/13 - International law

IUS/14 - eu law

IUS/15 - Civil procedural law

IUS/16 - Criminal procedural law

IUS/17 - Criminal law

IUS/18 - Roman law and antique law

IUS/19 - History of medieval and modern law

IUS/20 - Philosophy of law

IUS/21 - Comparative public law

Economics and Statistics

SECS-P/01 - Economics

SECS-P/02 - Economic policy

SECS-P/03 - Financial sciences

SECS-P/04 - History of economic thought

SECS-P/05 - Econometrics

SECS-P/06 - Applied economy

SECS-P/07 - Business administration

SECS-P/08 - Economics and business management

SECS-P/09 - Business finance

SECS-P/10 - Business organisation

SECS-P/11 - Economics of financial intermediaries
SECS-P/12 - Economic history
SECS-P/13 - Merchandise sciences
SECS-S/01 - Statistics
SECS-S/02 - Statistics for experimental and technological research
SECS-S/03 - Economic statistics
SECS-S/04 - Demography
SECS-S/05 - Social statistics
SECS-S/06 - Mathematics for economics
ING-IND/35 - Economics managerial engineering

If you have not yet graduated at the time of application:

You can apply if you have acquired at least 140 credit points (ECTS). In this case you will be admitted conditionally, and you will need to submit your diploma by the enrolment deadline.

If you graduate after the enrolment deadline:

You cannot enrol and you will lose your place, which will be offered to the subsequent applicant in the ranking list. In this case you should not pay the tuition fees to secure your admission. You will be able to submit a late enrolment request and, only if there still are available places, you will be allowed to enrol by 18 December 2020.

To be admitted, you must fulfil the language requirements indicated in the section “Language requirements”.

Concurrent enrolment at several universities or in several study programmes at the same university is not allowed.

Language requirements

The official teaching languages are German, Italian and English. Therefore, the following language requirements apply, otherwise you will be excluded from the admission procedure:

Entry level (to gain admission)

1st language: C1
2nd language: B2
3rd language: no level required

Exit level (to graduate)

1st language: C1
2nd language: C1
3rd language: B1

The levels of the Common European Framework of Reference apply.

Your first language is the language in which you have the highest level of proficiency (C1). Your third language is instead the language in which you are weaker (or in which you are an absolute beginner).

You can demonstrate your language proficiency in the application portal (in the section “upload language certificates” and/or “enrol for language exams”) after you have created an application in the section “create/manage applications”. The certification is mandatory for the

first and second language, for the third language it is recommended (from B1 onwards).

- In case your final certificate has been awarded by an **Italian** public institution, you need to submit a self-declaration.
- In case your final certificate has been awarded by a **foreign** public institution, you need to upload diploma scanned copy of the original.

You can demonstrate language proficiency through:

1. **the main teaching language in your final high school year** if German, Italian or English (recognised as C1) (Latin upper secondary schools: recognised as B2 in German and Italian).
2. **a bachelor or master degree** in Italian, German or English (recognised as C1). unibz graduates must upload the language certificates obtained and/or declare that they have passed language exams at the unibz Language Centre (B2, B2+ or C1)
3. **a recognised language certificate** (see the list of recognised certificates: <https://www.unibz.it/en/services/language-centre/study-in-three-languages/>) If you cannot upload the certificates, you can send them by e-mail as PDF files or deliver them in person to the Language Centre by the application deadline (see "Deadlines" section).
4. **language exams organised by the unibz Language Centre**. You can register for these exams online through the application portal (in the section "enrol for language exams") after you have filled out your application in the section "create/manage applications". The registration periods are indicated in the "Deadlines" section. If you start your application outside a language exams registration period, you must return to the portal during one of the periods indicated above in order to register for an exam.

Information regarding the structure of the language proficiency exams, their duration, their administration, and typical processing time for the publication of the results can be found on the following webpage: <https://www.unibz.it/en/services/language-centre/language-exams/>.

Secondary schools in a foreign country/Bi- or multilingual schools

If the foreign language proficiency levels (for German, Italian, or English) are explicitly indicated on the diploma of graduation according to the Common European Framework of Reference (i.e., B1, B2 or C1), and if all four language abilities (reading, listening, speaking, writing) have been assessed, then the indicated levels will be accepted as a proof of proficiency for the second and/or third language.

Please upload your school-leaving certificate to the application portal in the section "upload language certificates" under the respective language. The Language Centre will decide on its recognition.

Third language/Intensive language courses in September

If you have already acquired a language certificate in the third teaching language, please upload it to the portal. If you are not able to certify your language competence in the third language and you are admitted to unibz, you will have to take a placement test. You will receive further information about the test by e-mail. Based on the result of the placement test, you will be assigned to a certain learning path so that you will be able to reach level B1 as soon as possible.

If you are an absolute beginner in the third language, or if you have a level below B1, you may attend a three-week intensive language course during the pre-semester session in September in order to start the learning path.

The dates of the extensive courses are indicated in the “Deadlines” section. Beginner courses (A1) will be offered exclusively during the pre-semester intensive course session in September will no longer be offered during the academic year. Therefore, absolute beginners should start their learning path for the third language by attending the intensive courses in September.

There will be extensive courses (4 hours per week) during the semesters and intensive courses (8 hours per week) during the time between semesters.

The language courses offered by the Language Centre are **free of charge** and aim to help the students reach the level B1 in the third language after the first study year.

Online Application

Your application must be submitted online through the Application Portal. The deadlines are indicated in the “Deadlines” section.

- You need to create an account;
- Then fill in the form online and check if the required information is complete;
- Upload the required attachments for every selected study programme in the portal and submit the application by the deadline. Once the application has been sent, it cannot be modified. Filled-in forms which have not been sent correctly will not be taken into consideration.

Please note: Mendacious declarations will be criminally prosecuted and will result in the automatic exclusion from the ranking list.

You have to upload:

- a passport-size colour photo;
- a photocopy of a valid identity card or passport (front/back). Please note: if your document is invalid, incomplete or unreadable, you will be excluded from the admission procedure;
- the attachments listed under “Admission procedure”.

If you gained your qualification abroad, you must also upload:

- the diploma of your qualification: if you are not yet in possession of the diploma, you can upload it upon enrolment at the very latest - until you have not uploaded your diploma, you can only gain conditional admission;
- an official translation of the qualification into Italian (not necessary for qualifications in German or English);
- the Diploma supplement, where it must be indicated: that the student has achieved at least 180 credit points (ECTS) and that the study title gives access to a master programme.

In case of doubt, unibz reserves the right to request further documents (e.g. declaration of equivalent value).

- the declaration of equivalent value of your qualification: if you are not yet in possession of

- the declaration, you can upload it upon enrolment at the very latest (see next paragraph);
- the valid permit to stay for Italy (only for non-EU citizens legally resident in Italy) - see below chapter "EU-citizens and equivalent" point 2.

The declaration of equivalent value (not necessary for qualifications gained in Austria or Germany, but unibz reserves the right to request it in case of doubt)

If you have a foreign qualification, you must certify that your qualification would grant you admission to a similar study programme in the country where you gained this qualification. For this reason, you must:

- apply for the "dichiarazione di valore" (declaration of equivalent value) at an Italian consulate or embassy abroad (please apply for the declaration as soon as possible since processing times might be long);
- upload the declaration upon enrolment at the very latest, together with the other relevant documents.

EU-Citizens and equivalent

You might apply for more than one study programme. If you are excluded in the first session, you might apply again in the second one.

Considered as equivalent are:

1. Citizens from Norway, Iceland, Liechtenstein, Switzerland, San Marino and the Vatican City State;
2. Non-EU citizens with a valid permit to stay in Italy (see article 39, paragraph 5 of decree no. 286 of 25.07.1998: "**permesso di soggiorno**" (residence permit) for work, family reasons, political or humanitarian asylum, religious reasons). In this case, you apply directly to the University as described above and must submit a copy of your valid permit to stay. A permit to stay for study reasons or a visa for tourism is **not** If the permit has expired, you must attach a renewal request. **Please note** that if you do not provide the permit, you will be automatically considered a non-EU citizen living abroad and therefore subject to the admission procedure through the Italian authorities in your country of origin.

Non-EU-Citizens (living outside of Italy)

Only one application period is offered. After the deadline it is not possible to apply anymore. Application fee: € 30.

As a non-EU citizen living abroad, you will also have to **apply at the Italian authorities** (consulate or embassy) in your country. The deadlines set by the Italian Ministry of Education, Universities and Research (<http://www.studiare-in-italia.it/studentistranieri/>) must be met. At the Italian authorities, you can apply for one study programme only. Should you not follow this procedure with the local Italian authorities, your direct online application to unibz will be declared null and void.

Admission procedure

The admission procedure is based on the following criteria:

1. Grade average (max. 70 points)

- If you have already graduated: Final grade, given in xx/30
- If you have not graduated yet: The grade average of the passed university exams given in xx/30

In case of a bachelor concluded with the highest grade and the mention "summa cum laude", 2 additional points will be awarded.

2. Further language proficiency

You will receive 10 points if you demonstrate a B2 level in the third language.

For details, please see the paragraph "Language requirements for admission".

3. Prior knowledge

You will receive an additional maximum of 20 points if you have completed or are in the process of completing one of the following degree classes, or if you have another recognised degree awarded abroad:

D.M. 270/04: Bachelor in the classes

- L-14 Law Service Sciences
- L-16 Administration and Organisation Sciences
- L-18 Economics and Business Administration
- L-33 Economics

D.M. 509/99: Bachelor in the classes

- n° 02 Law Service Sciences
- n° 17 Economics and Business Administration
- n° 19 Administration Sciences
- n° 28 Economics
- n° 31 Law Sciences

M.D. 270/04: Master in the classes

- LM-56 Economic Sciences
- LM-77 Economics and Business Sciences
- LMG/01 Law

M.D. 509/99: Master in the classes

- 64/S Economic Sciences
- 84/S Economics and Business Sciences
- 22/S Law

Or if you have obtained a degree or a university certificate according to the former study regulations (before M.D. 509/1999), considered equivalent to one of the classes listed above.

As an alternative, you will receive up to a maximum of 5 points if you have successfully attended one or more courses in the subjects taught in this master programme (also at other

universities). The 6 credit points required for admission to the master will not be considered.

In the event of equal scores, priority will be given to the applicant who has obtained the highest score for the first criterion. If scores are still equal, the younger applicant will have priority.

Courses included in the programme of the Master in Public Policies and Administration are not valid for the acquisition of the 6CPs required for admission.

Courses that have been taken into consideration in order to achieve the 6 CPs necessary to gain admission to the master programme cannot be recognised for a possible career abbreviation.

If you still need to graduate and/or certify the remaining exams you must sit, you are provisionally admitted in the ranking lists.

In the application portal, you shall upload:

1. Qualification:

- **if graduated in Italy:** diploma supplement or self-declaration (following the Italian D.P.R. no. 445/2000) of the degree awarded with the exams passed (if graduated) or with the exams passed (if not graduated yet);
- **if graduated abroad:** diploma supplement or final degree certificate with exams passed (if graduated) or transcript of records (if not graduated yet) in Italian, German or English.

The above must contain the following information: final grade, exams passed with grade and date of passing, credit points, scientific fields (the latter only for Italian titles).

For qualifications obtained abroad, also: scale of grades awarded by the university of provenance (with a minimum final grade to obtain the qualification and a maximum final grade achievable).

The Faculty reserves the right to request a description of the contents of the courses and/or teaching hours where necessary.

2. Excel file: If you have not graduated yet, you must confirm that you have acquired at least 140 credit points (ECTS) in your course of origin. Please use the excel file available in the application portal.

3. Optional language certificates (see point 2 - Further language knowledge).

Please note that mendacious declarations will be sanctioned by criminal law and will result in your automatic exclusion.

Ranking lists

The Admission Committee will only evaluate the documents uploaded in the portal by the application deadline. The ranking lists will be published here and are only valid for the respective academic year.

Secure your admission and enrolment

If you have been admitted to more than one study programme, you can only secure your admission in one of them. Doing so you refrain from the admission to other programmes.

1. Choose the study programme and pay the fees (to secure your admission) in the application portal.

The deadlines are indicated in the “Deadlines” section.

If you do not meet this deadline, you will automatically be excluded and the next applicant in the ranking list will be admitted.

For EU citizens and citizens given parity of treatment only: any remaining places of the early bird application, will be offered in the late application.

Please note that you do not gain full student status by only paying the tuition fees. This status will only be acquired upon enrolment. If you have secured your admission, there will be no refund of the tuition fees unless you do not pass your secondary school final exam or, in the event of non-EU applicants living abroad, you do not receive the documents necessary for enrolment from the Italian authorities in your country.

2. Enrol online in the application portal.

The deadlines are indicated in the “Deadlines” section.

Enrolment is recommended as early as possible, so you have the possibility to upload incomplete documents before the deadline.

If you do not meet the enrolment deadline, you will be excluded and the next applicant in the ranking list will be admitted.

Admission with reservation:

If you do not have the required academic qualification, you will be given a conditional offer for a study place and you must submit your qualification upon enrolment. If you achieve your qualification after the enrolment deadline, you cannot enrol, and you will lose your place which will be offered to the subsequent applicant in the ranking list. **Advice:** If you achieve your qualification after the enrolment deadline, you should not pay the tuition fees to confirm the study place. You will be able to submit a late enrolment request and, only if there are study places still available, you can enrol by 18 December 2020.

If you have gained your qualification abroad, you must upload (if not uploaded upon application):

- diploma of your qualification
- official translation of your diploma into Italian (translation is not necessary if it has been issued in German or English)
- the Diploma supplement, where it must be indicated: that you have achieved at least 180 credit points (ECTS) and that the study title gives access to a Master course. In case of doubt, unibz reserves the right to request further documents (e.g. declaration of equivalent value).
- the declaration of equivalent value of your qualification, in the case the Diploma supplement is missing.

At the beginning of the academic year you must submit **the originals** of the above-mentioned documents to the Student Secretariat.

Please note that if you do not possess a valid admission qualification, you could be excluded

with Rector's decree even after enrolment.

If you are a non-EU citizen living abroad:

If you are eligible for admission (check the ranking lists), the Italian Authorities in your own country will issue you the entry visa for studies/university.

This will allow you to arrive in Italy to enrol for the study programme that you have applied for, after passing the admission procedure.

According to Italian law, within 8 working days of your arrival in Italy, you must have applied for the residence permit: as soon as you arrive, get in touch with the Advisory Service and you will be given the necessary information for starting the procedure.

Once you will obtain your residence permit (permesso di soggiorno), you have to hand it in at the Student Secretariat personally or via e-mail.

Students intending to transfer from another Italian University to unibz must submit to the Student Secretariat - at the beginning of the academic year - a copy of the transfer application presented at the university of provenance.

Tuition Fees

Fees amount to **€ 748.50**.

- **1st instalment (€ 448.50)***: includes the provincial tax for the right to study of € 148.50 and a revenue stamp of € 16.
- **2nd instalment (€ 300)**: must be paid by 31 March 2022.

Delayed payment of the second instalment will result in a fine being levied. If you have not paid the tuition fees, you will be unable to take exams and will not be able to transfer to other universities or other study programmes.

If you drop out of a programme, interrupt your studies or are excluded from studies, you are not entitled to reimbursement of the fees.

Exemption from the tuition fees (and the provincial tax) is granted to:

- Students with a disability recognized under article 3, paragraph 1, of Law No 104/1992, or with a disability up to or exceeding 66%: the disability certificate, issued by the health authorities, must be handed in at the beginning of the academic year.
- Foreign students who have been granted a scholarship from the Italian government.

Students who benefit from a scholarship granted by the Autonomous Province of Bozen-Bolzano are entitled to receive a refund of the tuition fees.

Recognition of credit points from previous studies

Credit points from previous university studies can only be recognised after enrolment if the exams taken at the university of provenance are equivalent in content to those offered at unibz. You can fill out the application after enrolment at your Faculty Secretariat.

The Advisory Service provides support regarding your choice of study. In many cases a simple call or a short request is enough to get the relevant information (Tel. +39 0471 012100).

Advisory Service

Universitätsplatz 1 - piazza
Università, 1
Italy - 39100, Bozen-Bolzano
Tel +39 0471 012100
Fax +39 0471 012109
apply@unibz.it

Opening Hours

At present only via telephone
Monday through Thursday:
08:30-12:30 and 14:00-17:00
Friday: 08:30-12:30

Alternatively, you may book an online
appointment