

## **STATUTO**

1. Le funzioni primarie e imprescindibili dell'Università: didattica, ricerca e impegno sociale
2. Il Rettore /La Rettrice: elezione e funzioni
3. Il Senato accademico: composizione e funzioni
4. Il Consiglio di amministrazione: composizione e funzioni
5. Il Direttore / La Direttrice generale: nomina e funzioni
6. Il Nucleo di valutazione: composizione e funzioni
7. La rappresentanza studentesca elettiva
8. I Dipartimenti: struttura e funzioni
9. Lo Statuto di autonomia dell'Università
10. Rettore e Direttore Generale, quali sono le competenze e le differenze
11. La squadra del Rettore: il Prorettore Vicario e i delegati

## **REGOLE GENERALI DEL PROCEDIMENTO AMMINISTRATIVO**

1. Com'è strutturato un provvedimento amministrativo?
2. Chi può avere accesso ad un atto pubblico?
3. Quali sono le differenze tra provvedimento e procedimento?
4. Chi è il responsabile del procedimento?
5. Cosa si intende per trasparenza amministrativa?
6. I principi di imparzialità e buon andamento dell'attività amministrativa
7. Come e perché un provvedimento amministrativo deve essere motivato?
8. Cosa si intende per conflitto di interessi nello svolgimento dell'attività amministrativa?
9. Ci sono e quali sono le regole per effettuare degli acquisti nell'ambito della Pubblica Amministrazione?

10. Come si accede al pubblico impiego e quali sono le regole principali?

11. Quali sono le regole generali di comportamento di un dipendente pubblico nello svolgimento delle proprie attività?

# University response to recent events in Israel, Gaza and the Middle East

We recognise that many of our staff and students have family and friends who are directly affected. Many others in our community share the pain of those who are suffering. We hope for an immediate ceasefire, the release of the remaining hostages, the delivery of vital aid and a peaceful resolution to the conflict.

Senior University leaders and college heads are meeting regularly with staff, students and societies. The University is also meeting with local community leaders across the city of Oxford. We are listening to concerns and will continue to do everything we can to support our members. It is imperative that we keep our community together at this challenging time.

In a vibrant academic institution such as ours, it is inevitable that our staff and students will hold a range of views about the conflict. The University must remain a place where all members of our community are supported and welcomed, and where diverse voices and perspectives are tolerated and respected. We uphold (TO UPHOLD = sostenere) the right to freedom of speech, and for colleagues to openly express their views and opinions, within the limits of the law. We ask that all of our members engage (TO ENGAGE= impegnarsi) each other with respect and courtesy.

However, it has become regrettably clear that some of our students and staff have experienced or witnessed discriminatory behaviour within Oxford. As a university, we will not tolerate any form of discrimination or harassment (HARASSMENT = molestie). Advice for staff and students who have experienced harassment, including how to make a complaint, can be found on [our main crisis response page](#). We stress that there is no place for antisemitism, Islamophobia, anti-Palestinian discrimination, or hate directed towards any faith, race, nationality or ethnic group at the University of Oxford.



# PROPOSAL TO EXPAND CURRENT SALON SPACE



## Executive Summary

### A BUSINESS OPPORTUNITY IN AN UNDERSERVED POPULATION

The diversity of our community is increasing every year. Our largest minority population is Arab. This group is having an impact in our schools, neighborhoods, and also in the central business district by bringing in new cultural traditions. There is now a small mosque, and just last month a bakery that sells Middle Eastern breads and cakes opened on Main Street. This market represents an attractive business opportunity.



For Arabs, weddings are significant occasions because they unite two families. A family may save for twenty years for a wedding, which can last for several days. The wedding consists of several separate events, one of which is the henna party. At the henna party, the bride gathers all of her female friends and women from both families for an evening of music, dancing, and henna painting. Henna, a plant native to North Africa, produces a special dye which stains the skin. On important occasions like weddings, henna artists paint beautiful and elaborate henna designs on the women's hands, arms, and feet.

Currently, there is no location nearby where Arab women can host their henna parties. These parties are an important part of the Arabic tradition, and providing a comfortable and convenient place for these events is part of this community's responsibility.

### A LOCAL SOLUTION

As the owner of a beauty salon on Main Street, I am in a good position to serve this population. I have studied and practiced the art of henna painting and I am confident that I can provide a high quality service. However, I will need to expand my salon to accommodate this new service. The shop next to mine has been vacant for a year and a half. The owner is willing to sell it on very favorable terms. The loan I am seeking will cover the purchase of the shop as well as some renovation. When this new space is not being used for henna parties, I will rent it out for other occasions, reducing any financial risk.

### THE TARGET MARKET

A market research study, which was conducted through Facebook, demonstrated great interest from the Arab community. Those who responded indicated they would use this service, not just for weddings but for other important occasions too. In addition, henna wedding parties are not limited to the Arab community. They are also popular among South Asians, another growing population in the area. Furthermore, henna designs have become very trendy among young local women. For these people, the designs are not just for special occasions; they are a part of fashion, like jewelry or tattoos. There is no competition for this service within 30 miles of my downtown location. It seems clear that there is an unfulfilled need for this service in our area.

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:: I would like to make a complaint about your airline.

:: We traveled from Calgary to New York yesterday, and there were several problems.

:: First, the flight was delayed, but there was a lack of information from your ground staff.

:: Second, we were very disappointed with your service, as there was no meal served on the plane.

:: Then, when we arrived in New York, my wife's bag was missing.

:: We tried to talk to your airline's staff about the missing bag, but they were very rude.

:: To conclude, I must ask that you offer a full refund of our tickets.

:: Sincerely,

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Yesterday I had dinner with two friends of mine at your restaurant. We decided to reserve one of the outdoor tables to enjoy the wonderful lake view. The weather was overcast when we sat at the table and after half an hour it started drizzling (DRIZZLING= pioggia). Abruptly, a gale (GALE= burrasca) began and we were forced to move inside.

We are deeply disappointed with your staff response to the sudden weather change. Firstly, they didn't notice that the sun umbrellas above the tables were shaken by the increasing wind and that customers were in danger of being hurt. Secondly, they all panicked when the gale began and were unable to support customers properly. We all ran under the patio and some guests pushed themselves to access the inner room; we stood there for more than ten minutes before being assigned a table inside: actually, the staff took care of chairs, tablecloths and glasses instead of us!

Their behaviour appears unacceptable to me, hence there was a lack of skills and customer care. In my opinion, staff working in a restaurant along the lake shores are expected to be trained in managing such a tricky situations determined by weather changing briskly. Furthermore, they must give priority to customer care than to save items!

To conclude, my friends and I are really disappointed after the bad experience and we ask you for partially refunding the dinner cost.

We are waiting for your prompt answer.