U-GOV CLA - COURSE AREA GUIDE

Purpose of the Guide

This guide will help you navigate **U-GOV CLA**, the web-based platform of the University of Trento's Language Centre (CLA) for managing language courses and language tests.

U-GOV CLA is accessible via browser, with no installation required, and offers two main areas:

- **Course Catalogue** – a public area (available from 1st September 2025) where you can view available courses and enrol directly.

- **Student Dashboard** – your personal area (login required), where you can track your course enrolments and, if you are a UniTrento student, enrol in the language tests included in your study plan.

This guide provides step-by-step instructions on how to browse the catalogue, enrol in language courses, and monitor your progress at the CLA.

Note: *This guide refers to access via web browser. Some features and views may not be available or may differ on smartphones and tablets.*

Accessing Your Personal Area

Who can access

You can access U-GOV CLA using your **University credentials** if you are:

- **a UniTrento student** (Bachelor's, Master's, PhD, international exchange, or single-course student);
- **University staff** (technical/administrative staff, scholarship holders, researchers, lecturers etc.).

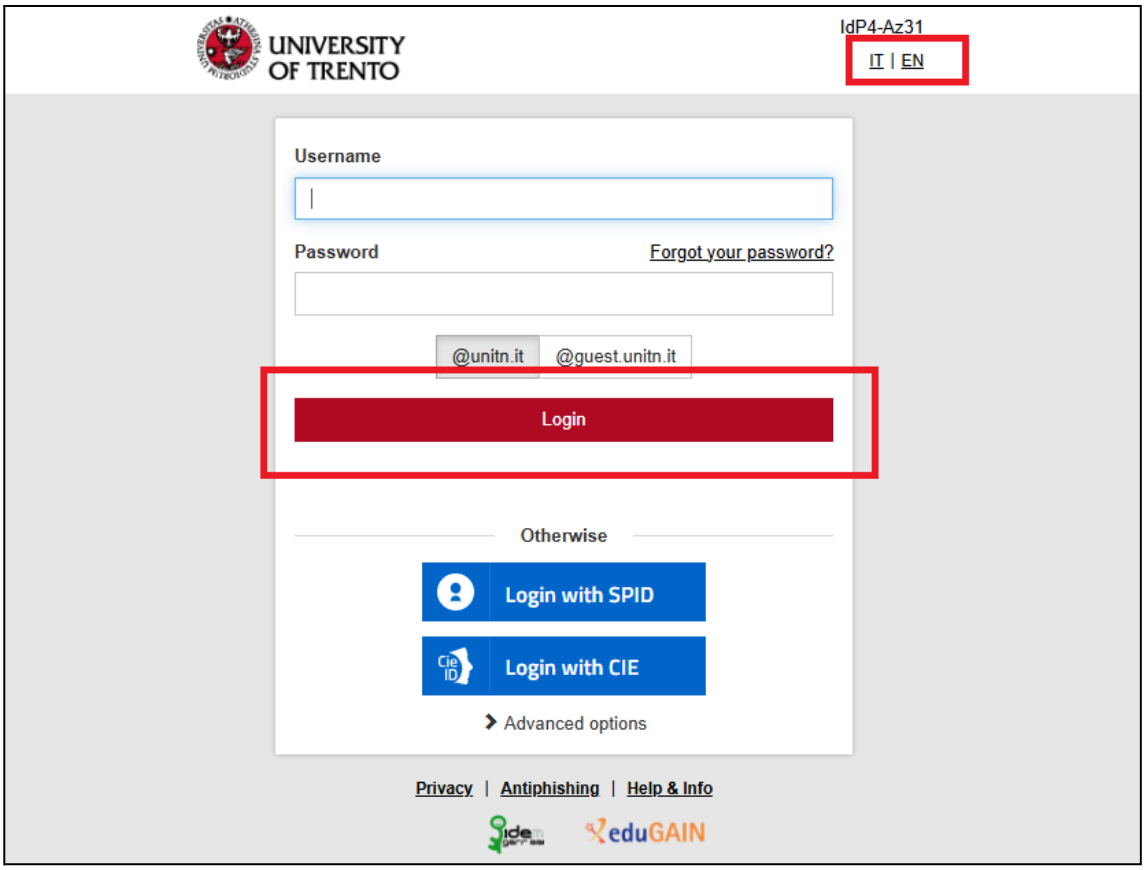
If you are an external user or affiliated with UniTrento, you must first request the creation of a CLA account. Instructions are available here: Course enrolments | Language Centre - CLA .

How to access and switch to English navigation

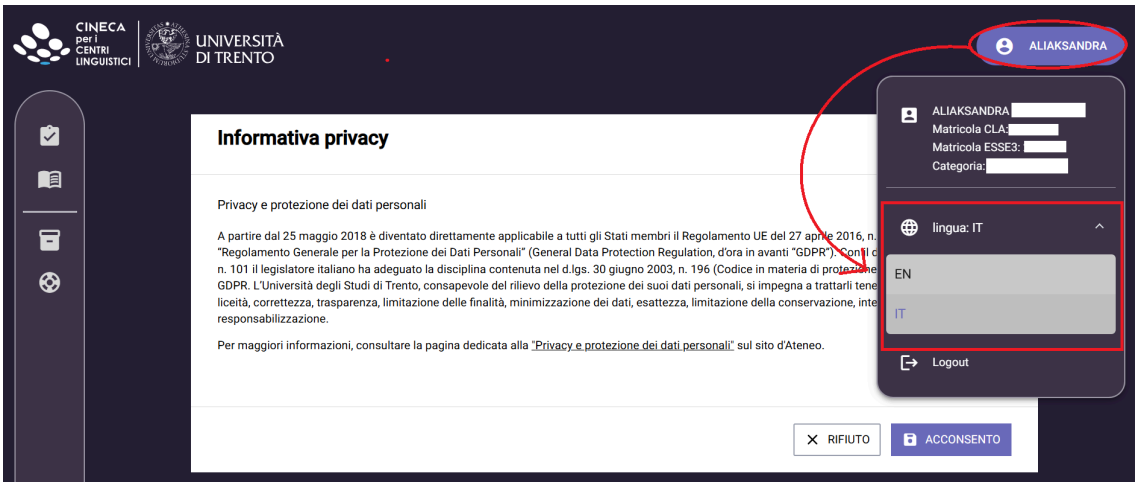
1. Go to: https://unitn.cla.cineca.it/dashboard
2. Click on "**Accedi**" ("Login") in the top right-hand corner

3. Click on **"EN"** (also top right) to switch to English

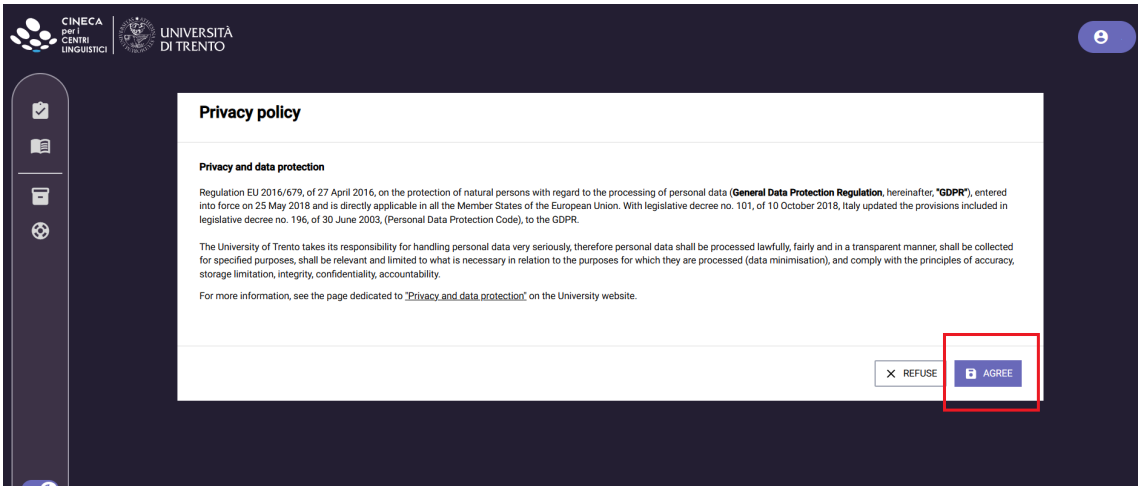
4. Enter your username and password, then click **"Login"**



5. Once the application opens, to switch to English navigation, **click on your name in the top right corner, then select "EN" in the language box.**



6. (Only upon first access) **accept the privacy policy.**

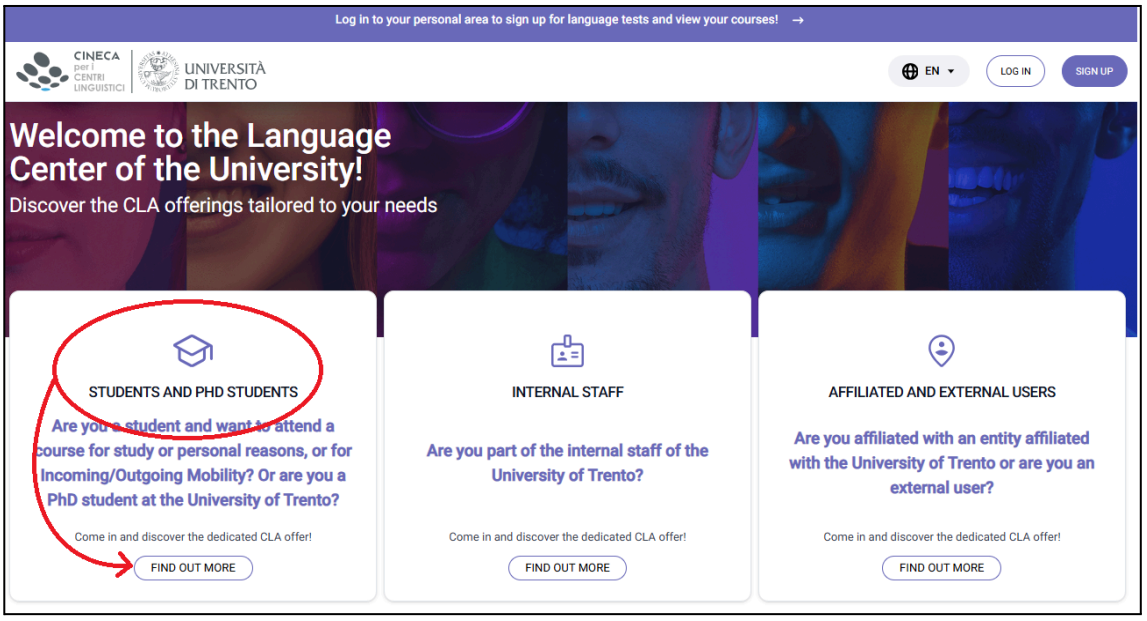


CLA Course Catalog

The language course catalogue is available without logging in. However, to view complete course details, see your personalised fees, and proceed with enrolment, **we recommend logging in with your UniTrento credentials before you begin browsing.**

To browse the course catalogue:

7. In your browser, go to: https://unitn.cla.cineca.it/home
8. To switch to English navigation, select "EN" in the language box in the top right corner
9. Find your user category and click **"Find out more"** to start exploring the catalogue



Before Enrolling in CLA Courses

Haven’t completed your study plan yet? Booklet Anticipation

If you are a **UniTrento student**, you must complete **your study plan in Esse3** before enrolling in language courses. If your degree programme includes language tests, make sure these have been added to your study plan in Esse3.

UniTrento students are entitled to enrol in one **free course** per language and level, up to the level required by the language test included in their study plan.

If you have not yet completed your study plan and the editing windows are currently closed, you can use the **“Anticipation Booklet”** function to manually add to your CLA student record the languages and levels of the tests you intend to include in your official study plan.

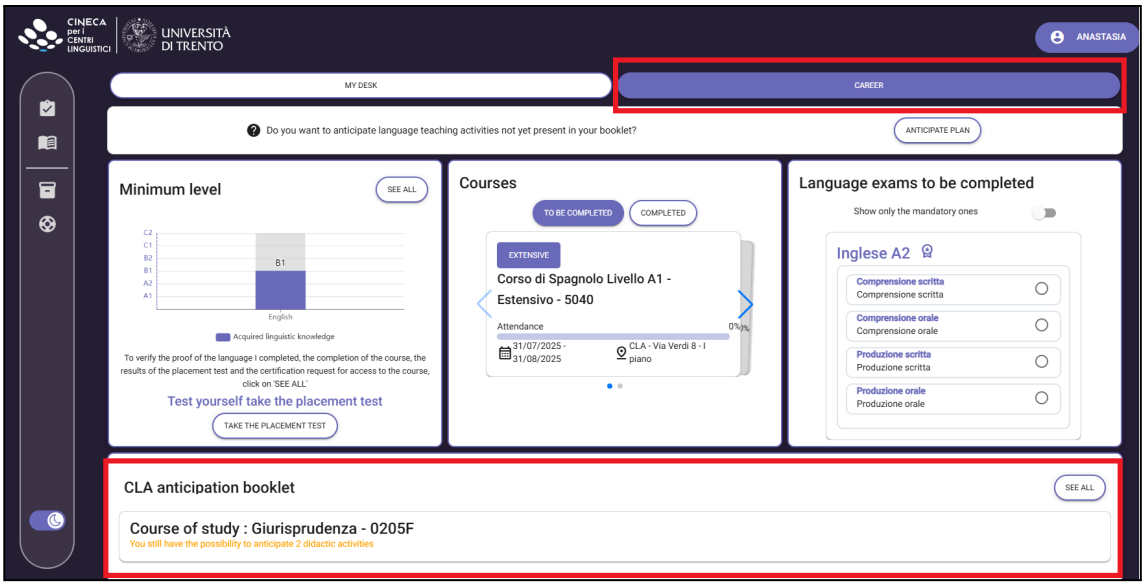
Please note:

- **The “Anticipation Booklet” only allows you to enrol in CLA courses at the UniTrento student fee.**
- **This function is only available for selected degree programmes.**
  To take the official language tests, the tests must already be included in your study plan in Esse3. It is not enough to add them using the “Anticipation Booklet” function in U-GOV CLA.

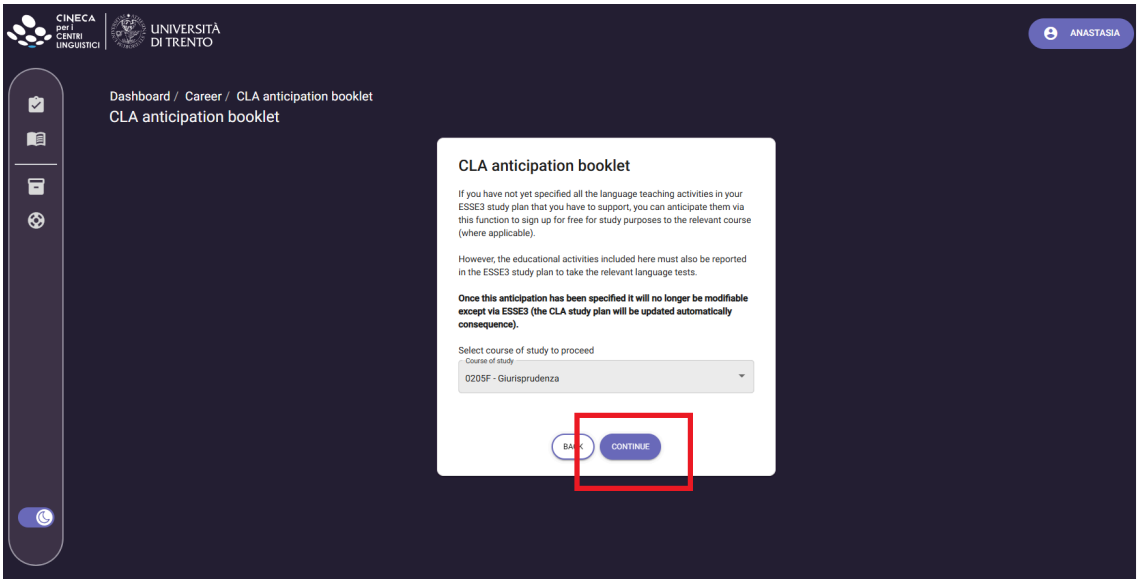
How to anticipate learning activities in your CLA booklet:

1. Access your personal area
2. Click the **“Career”** tab

3. Scroll down to the **“CLA Anticipation Booklet”** section and click **“View all”**



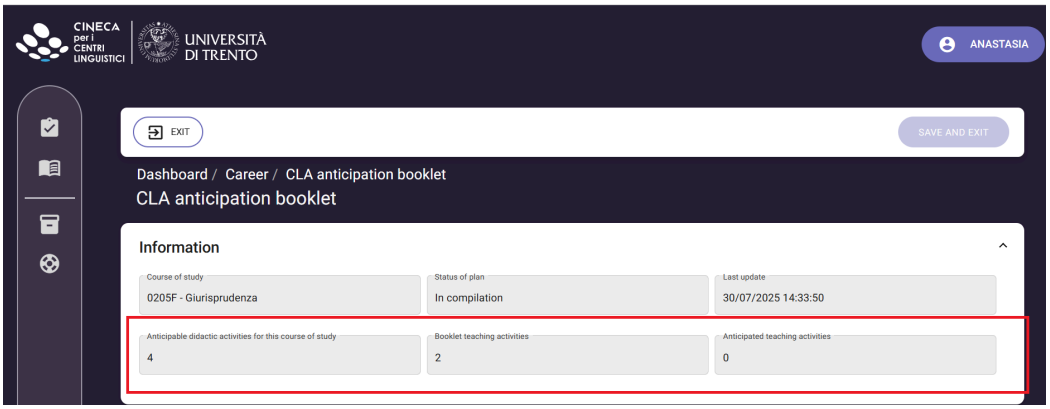
4. If you have more than one career, select the correct programme and click **“Continue”**.



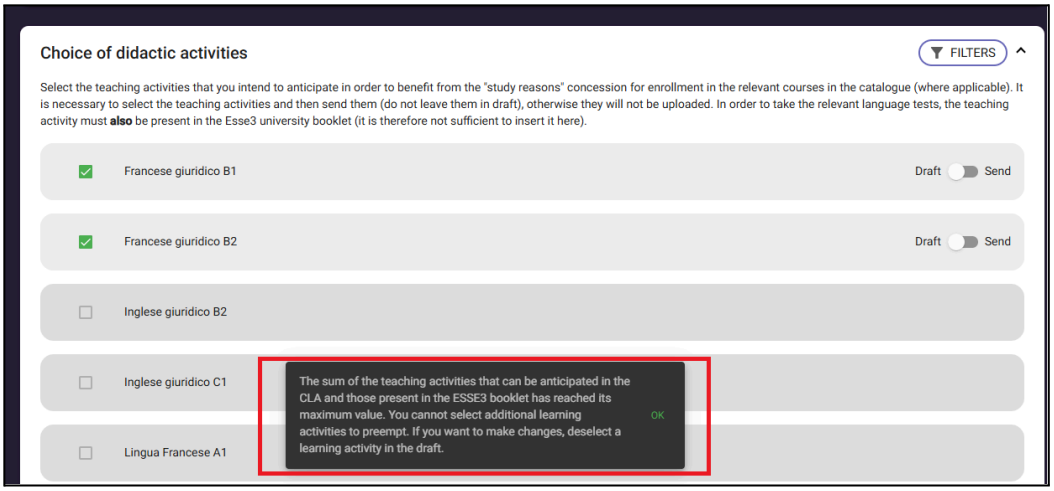
5. In the **“Information”** table, you will find:

   a. “**Anticipatable didactic activities for this course of studies":** the maximum number of language tests you can add to the CLA Anticipation Booklet for your degree programme.
   b. **“Booklet teaching activities”**: the number of language tests already present in your Esse3 study plan.

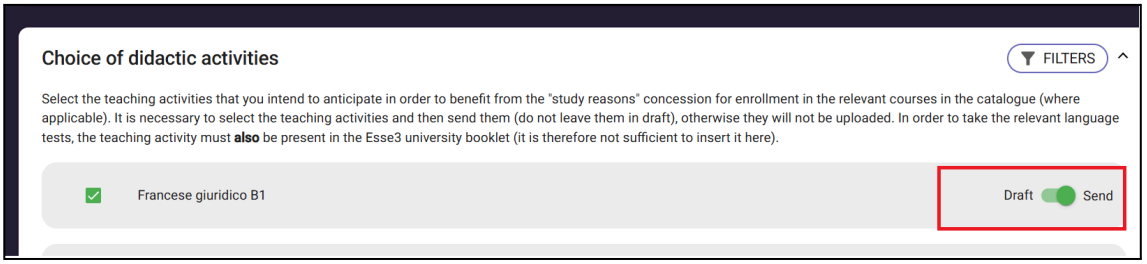
c. “**Anticipated teaching activities”:** the number of tests you have already added to your CLA Anticipation Booklet.



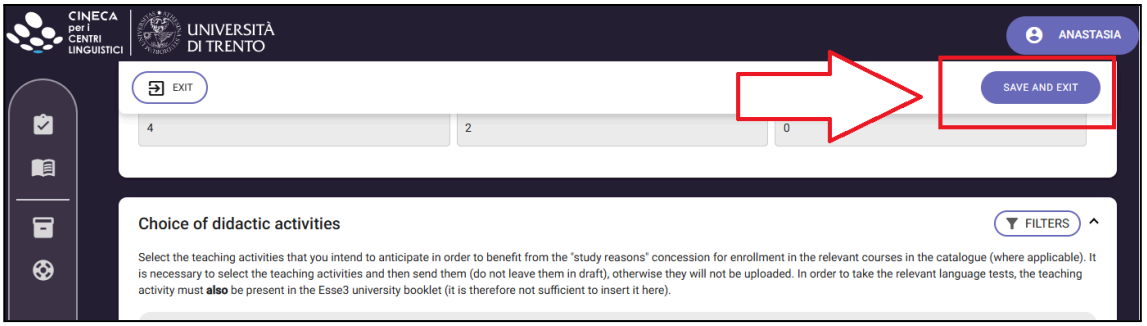
6. If you still have room to add activities:
   a. Scroll down and **select the tests you wish to “anticipate”**
   b. **Once the maximum number is reached, a warning message will appear and no further activities can be selected**



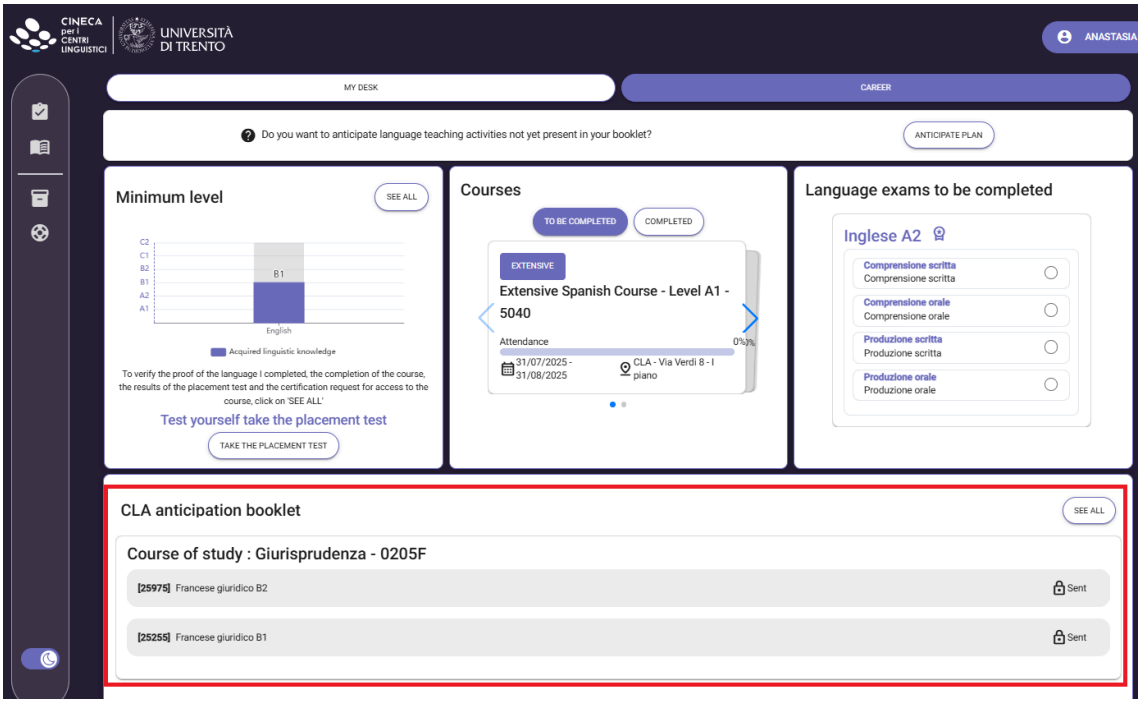
7. Change the status of each selected activity from **“Draft”** to **“Send”**



8. Click **“Save and Exit”** at the top of the page



9. You will now see the anticipated activities listed in the **“CLA Anticipation Booklet”** section of the “**Career”** tab.



Verify Your Level

Please note: To enroll in courses, you must demonstrate that you have the minimum level required for the course you wish to enroll in. Only for A1a/A1 courses, intended for absolute beginners, no access level is required.

The following are valid for attesting your language level:

- **Passing a CLA course** of the immediately lower level than the one you wish to enroll in (the course must have been completed no more than one year ago);
- **Passing a language test taken at the CLA** (the result of which must already be registered in Esse3);
- **Possession of an internationally recognized language certificate** (consult the list of accepted certificates). If the certificate has not already been uploaded to Esse3, to access the courses, you must send the certificate to the CLA Secretariat by accessing your personal area and opening a Support request (lifesaver icon). To verify the results of certification recognition requests for course access, click the "**SEE ALL**" button in the "Minimum Level" tab in the "Career" area. **Attention: This procedure is only for enrollment in CLA language courses**. If, however, you wish to submit a certificate to request credit recognition, contact the Student Support of your Department or visit your degree program's portal, where you will find the procedures to follow to request certificate recognition.

In the absence of one of these certifications, before enrolling in courses, you must take the CLA online placement test.

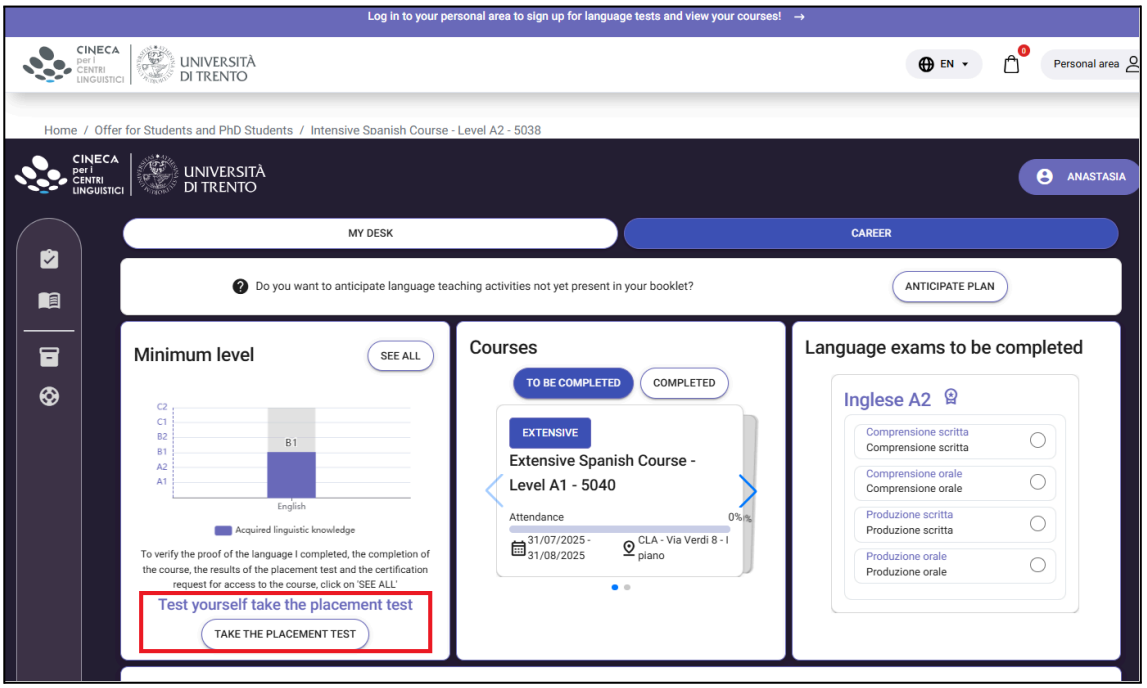
Online Placement Test

The test helps determine your current language level to guide you to the most suitable course. It is an online test, consisting of multiple-choice questions. The test must be completed without the aid of books, grammar guides, or other people. The goal is to assess your actual skills.

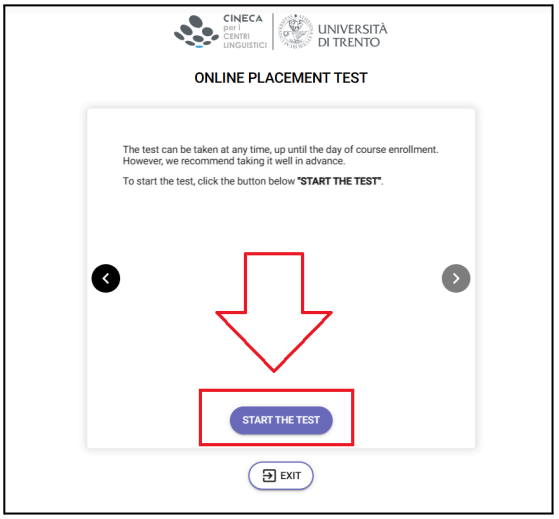
How to take the Placement test

1. Access your personal area

2. In the “**CAREER**” tab, under the "**Minimum Level**” section, click on "**TAKE THE PLACEMENT TEST**”.

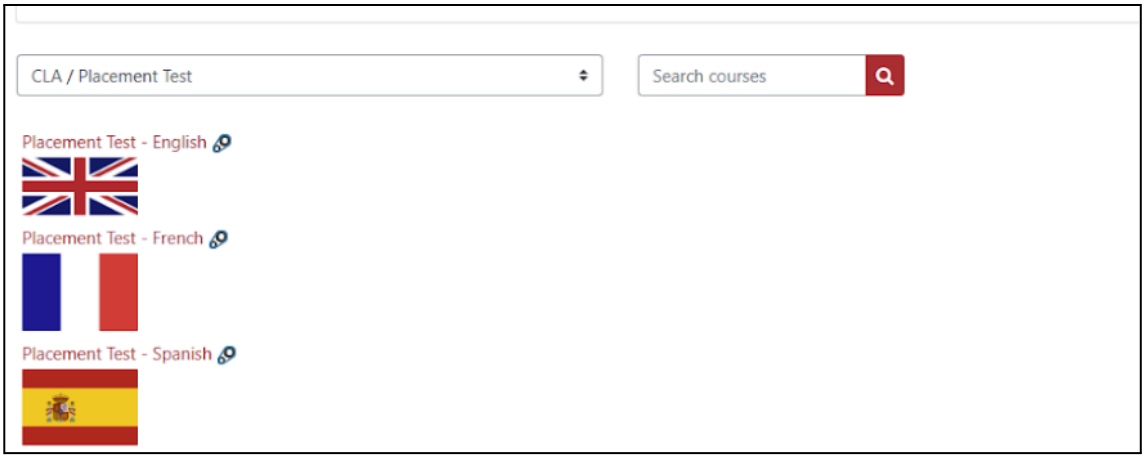


3. Scroll through the tabs and read the on-screen instructions. On the last one, click "**START THE TEST**”.

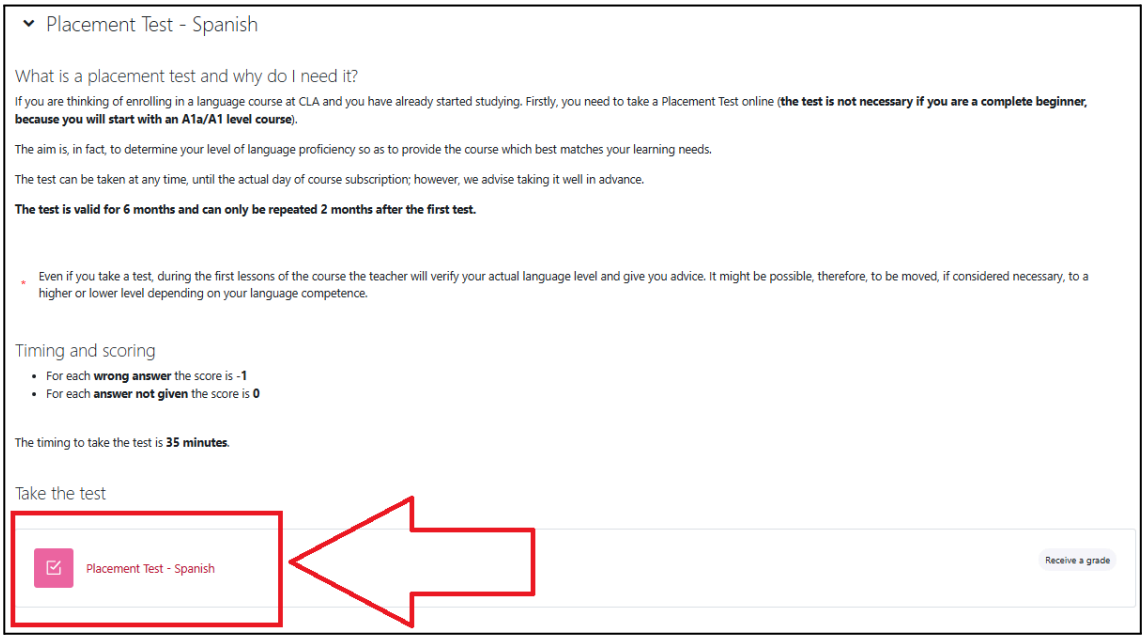


4. **Log in again with UniTrento credentials**

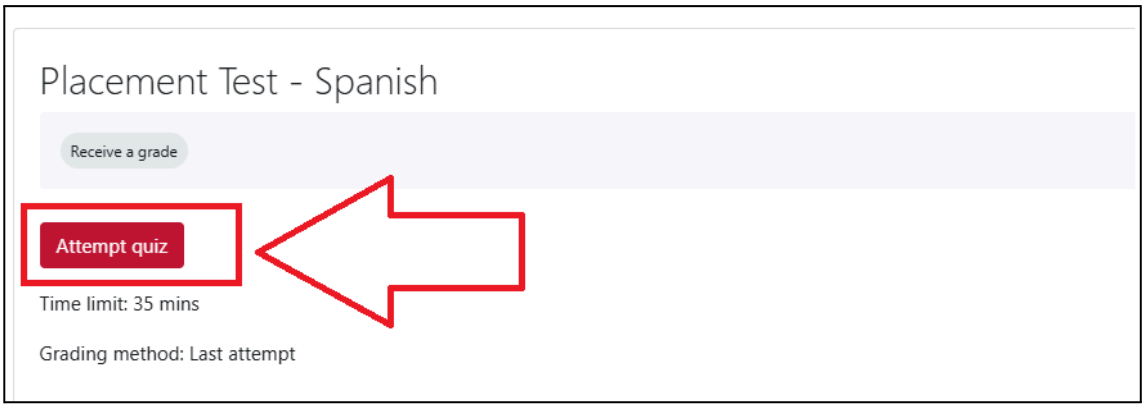
5. **Select the language** from the list.



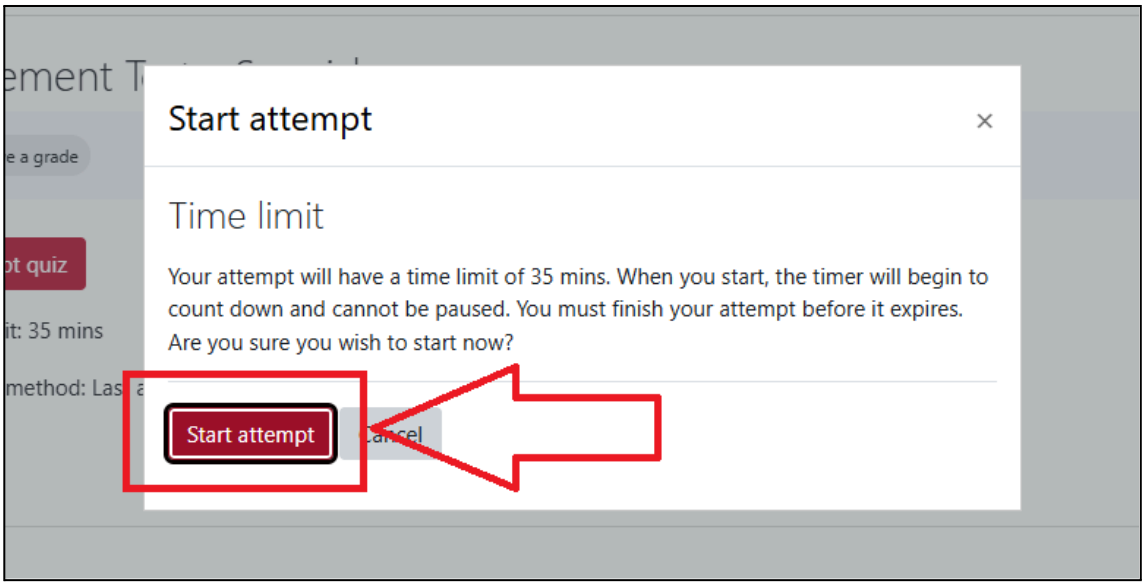
6. Scroll to the bottom of the page and **click on the test link**.



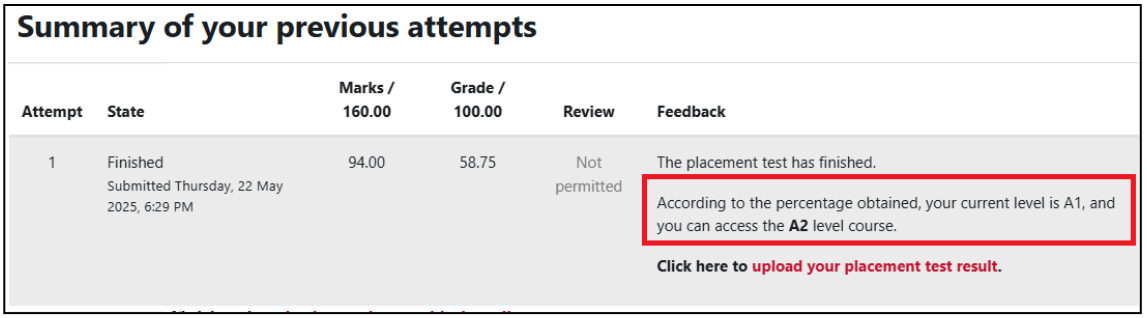
7. Click on "**Attempt quiz**"



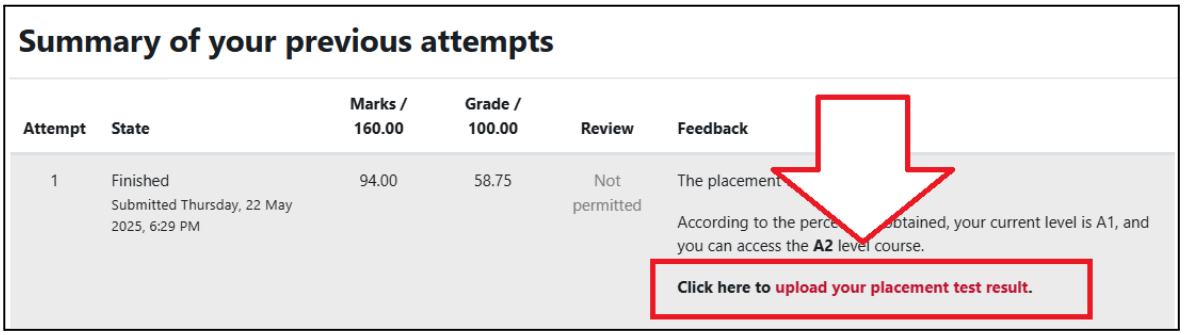
8. Click on "**Start attempt**"



9. **Once you complete the test, you will immediately see which course level you can enroll in.** The message will display both your current level and the course level you can access.



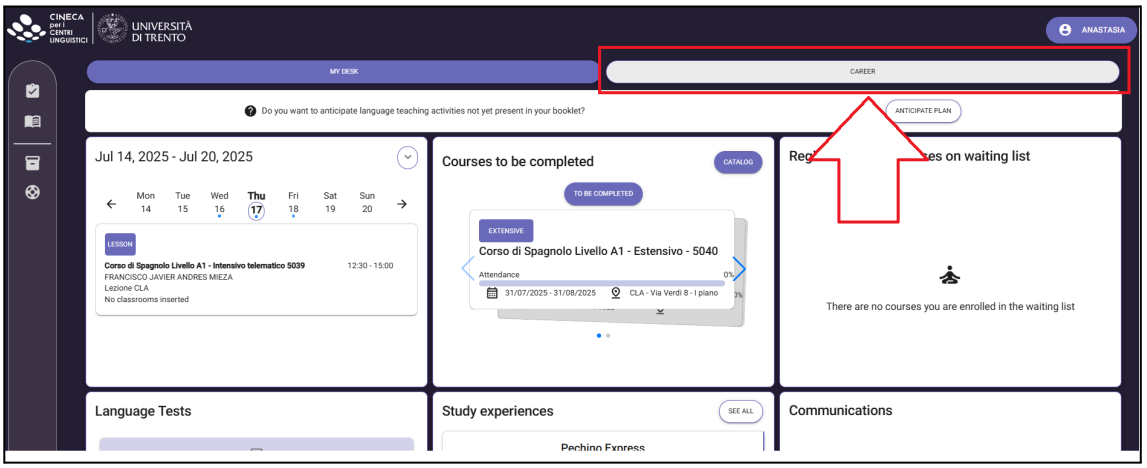
10. **Important**: Remember to click on the red link at the end of the test to upload the result to the system and thus enable online enrollment for CLA language courses.



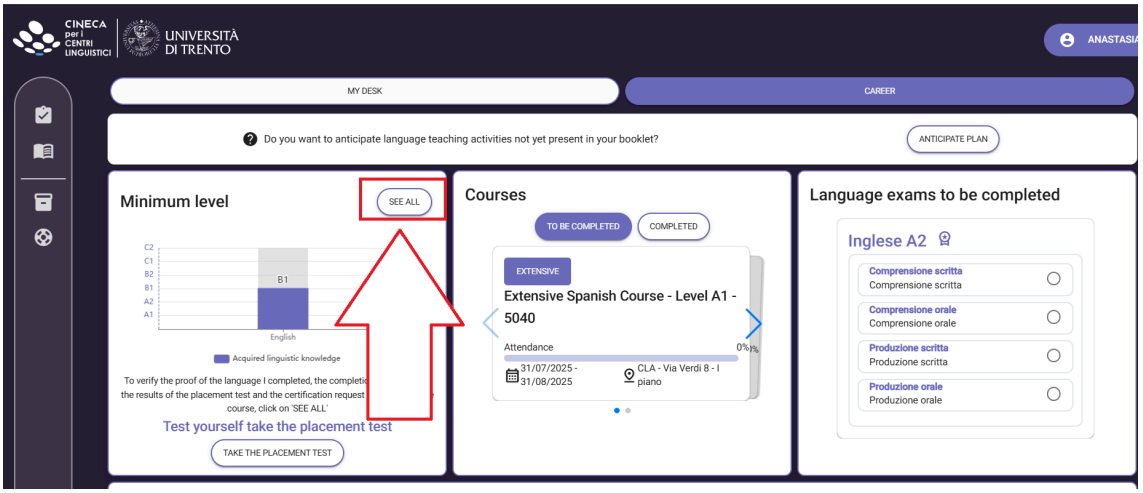
Placement Test results and Certification recognition for course access

To check the results of placement tests taken and/or certification recognition requests for course access:

1. Access your personal area and click the **“Career”** tab

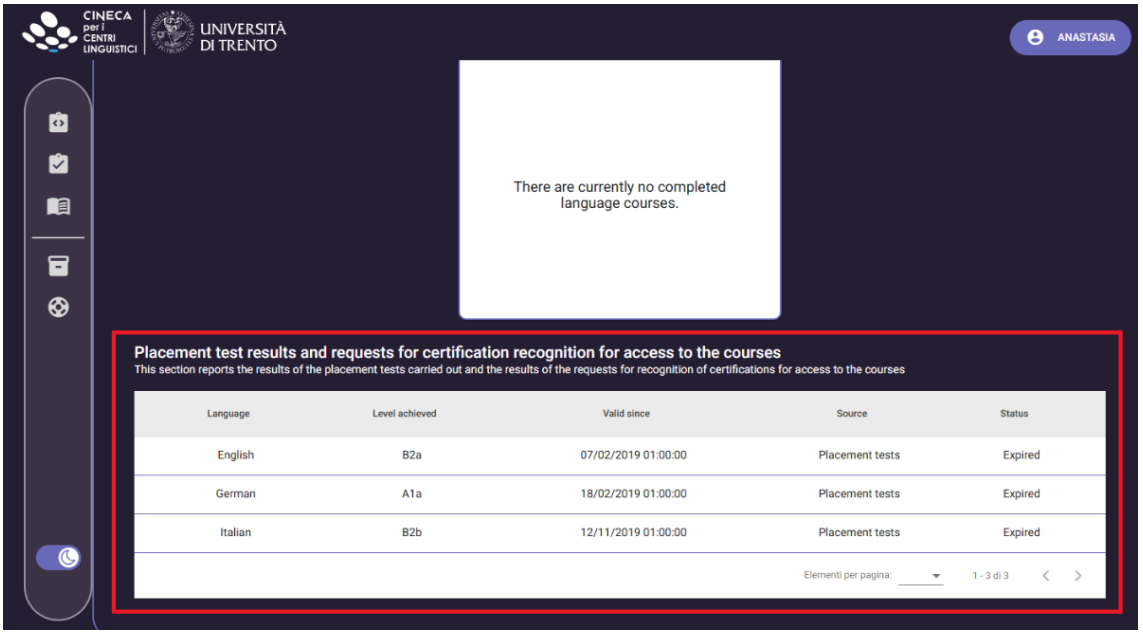


2. Click on “**SEE ALL**” button in the **"Minimum Level”** tab



3. Scroll down to the **"Placement test results and certification recognition requests for course access”** section. You will see the tests taken and whether

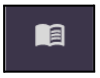
their results are still valid.

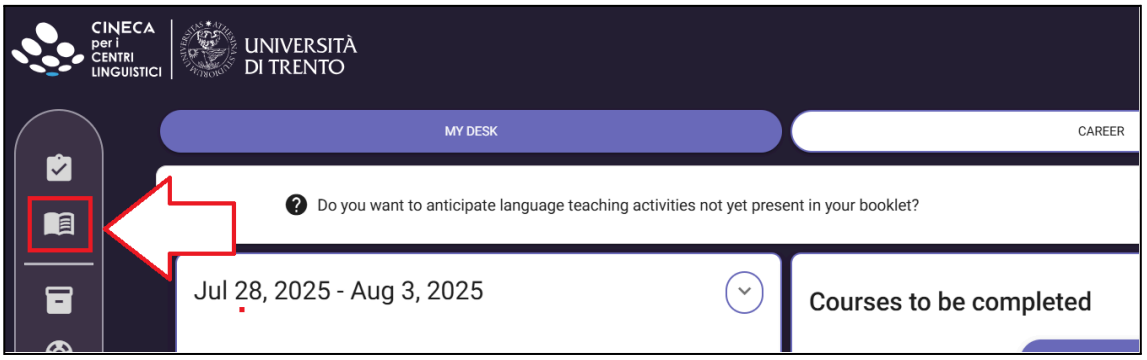


Enrolling in a CLA Course

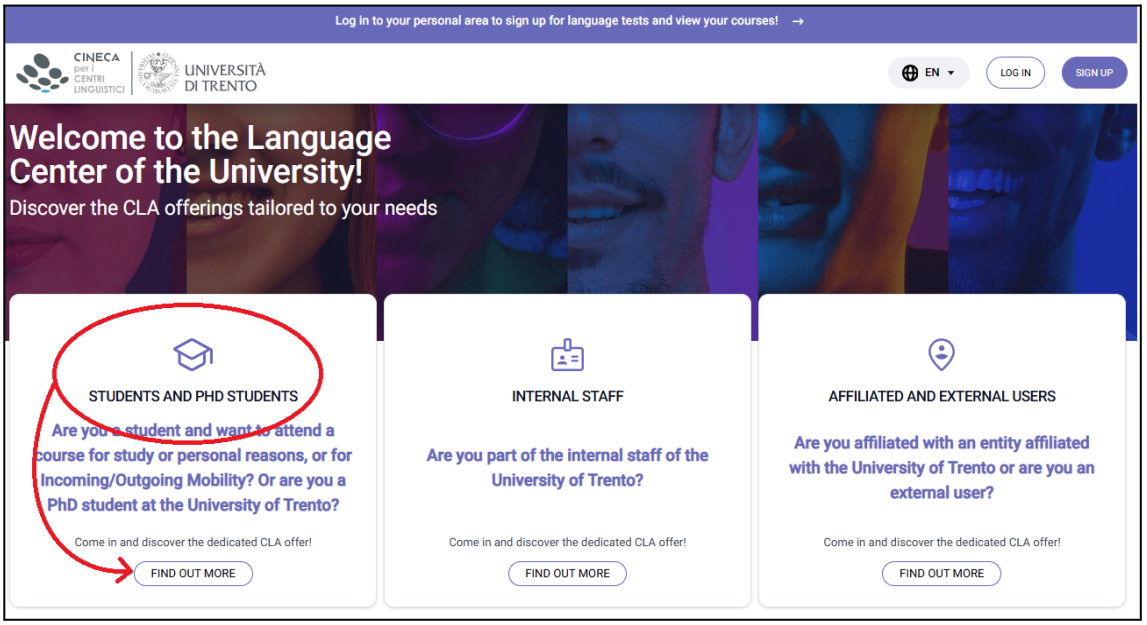
Tip: If you are a UniTrento student, fill in your study plan before enrolling in CLA courses. If you haven't been able to do so yet, use the "Anticipation Booklet" function.

To Enroll in a CLA Language Course

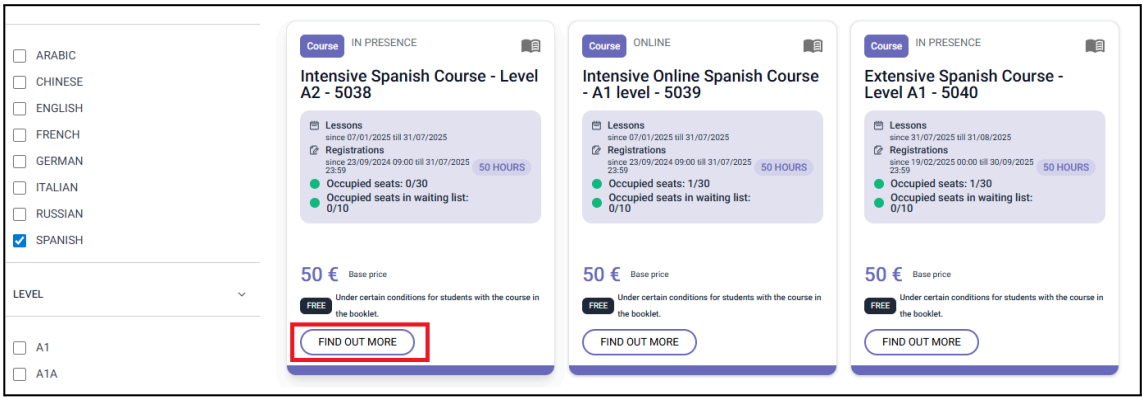
1. Access your personal area
2. Click on the **open book icon**  in the left menu.



3. Find your user category and click the "**FIND OUT MORE**" button to access the catalog.



4. Courses are presented in summary cards. You can use filters to refine your search. Once you have found the course of interest, click the "**FIND OUT MORE**" button.



5. After clicking **"Find out more"** you will access the screen with all course information: location, period, hours, teacher, mode (in-person/online), number of available spots, and your dedicated fee.
   Check if:

   a. You meet the **required enrollment prerequisites**;
   b. There are still **spots available** (if spots are exhausted, you might find the option to enroll in the waiting list);
   c. Enrollments are open.

If all required parameters are met, you can enroll immediately!

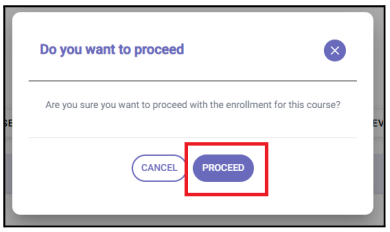
Free Enrollment

If you are entitled to free enrollment, you will see the “ENROLL” button in “**The offer for you**” **box.**

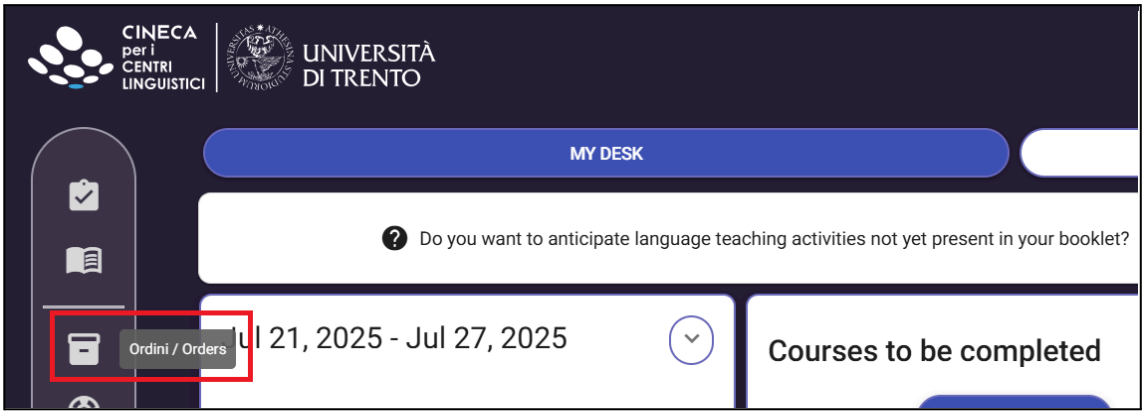
To enroll:

1. Click “**SUBSCRIBE**”

2. Click “**PROCEED**” to confirm your intention to enroll.



3. You will see a confirmation message, but you can also [check the status of your enrollments] later by accessing your reserved area and clicking the "Orders" button in the side menu.



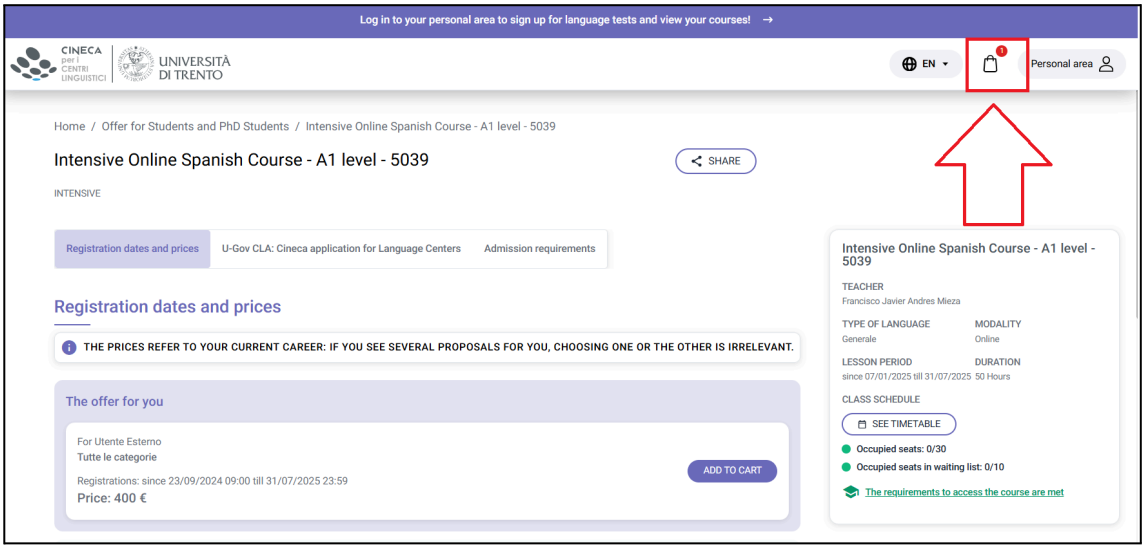
Paid Enrollment

If you are enrolling for a fee, instead of "subscribe" you will see the “**ADD TO CART**”. Click this button to proceed with enrollment..

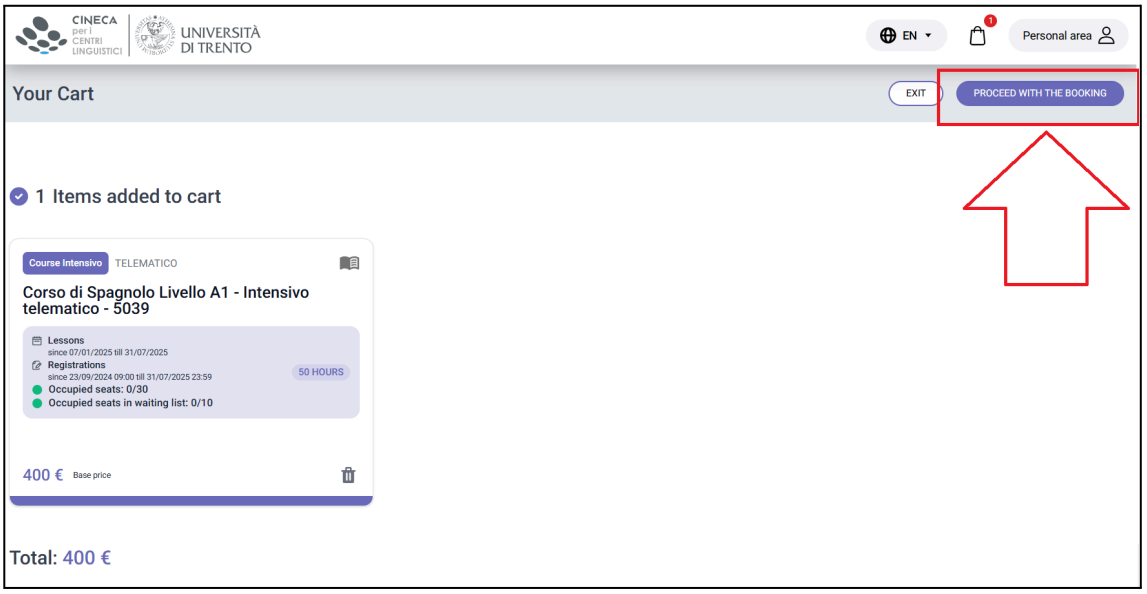
Attention: Adding a course to the cart **DOES NOT reserve the spot.** Spot reservation is effective only after clicking "Confirm your reservation" in the subsequent steps..
The actual enrollment is confirmed only after payment. You have until 12:00 PM on the day following enrollment (or the following Monday for Friday enrollments) to complete the payment. Otherwise, your enrollment will be automatically canceled.

To Complete Paid Enrollment:

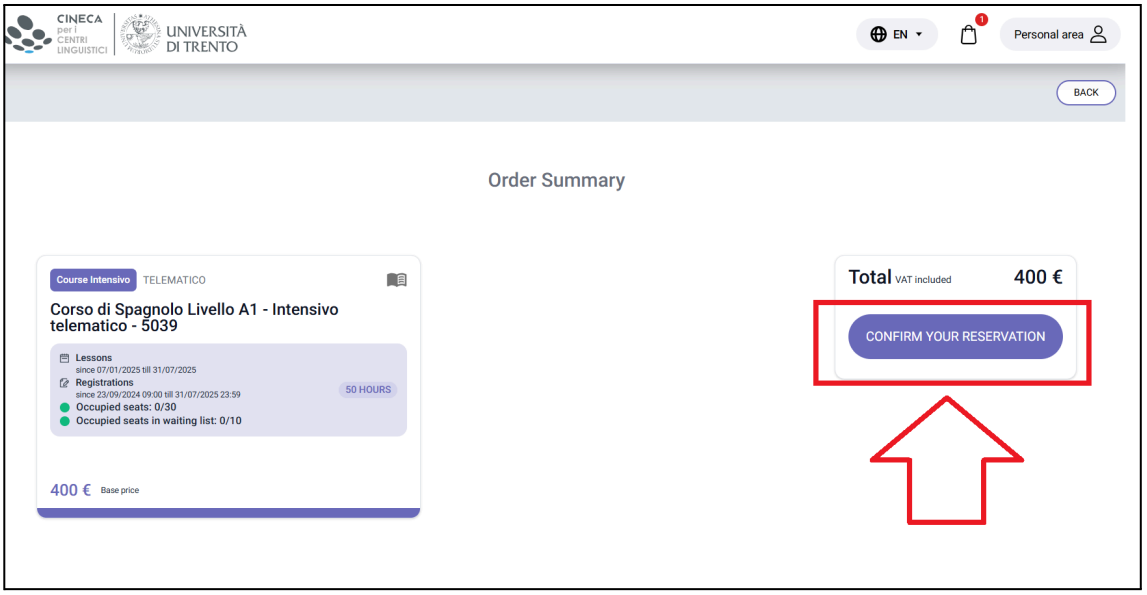
1. **Access the cart** by clicking on the shopping bag icon  in the top right corner.



2. Click "**PROCEED WITH THE BOOKING**"



3. Click “**CONFIRM YOUR RESERVATION**”



After confirming your reservation, your spot in the course is reserved. The system will direct you to **PagoAtenei/PagoPA** for payment.

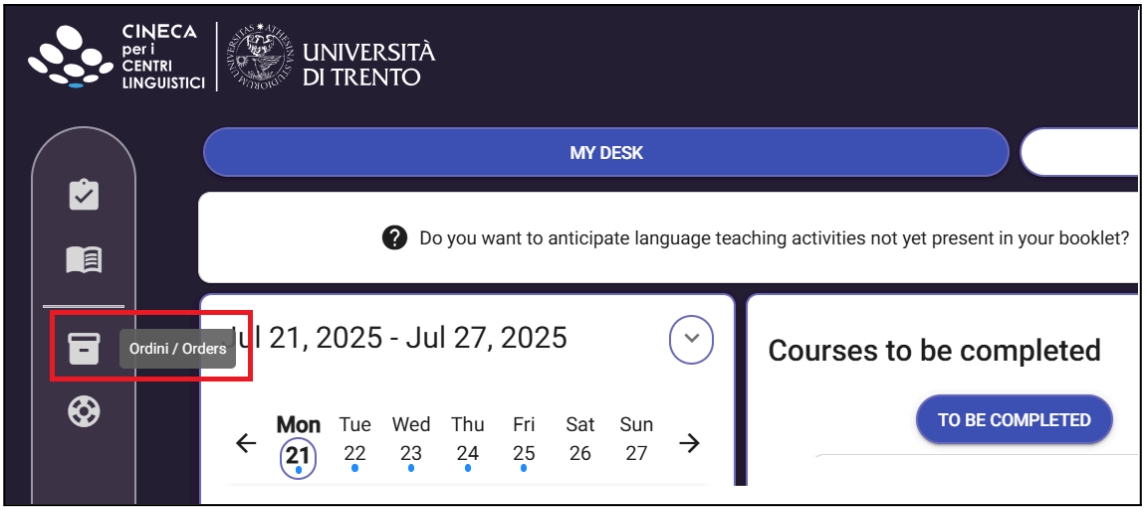
You can choose whether to:

- **Pay immediately, with online procedure:** Follow the instructions on the platform to proceed with electronic payment (by clicking "Immediate payment”).
- **Generate the payment notice (PagoPA):** Download the notice (by clicking “Payment notice”) and follow the instructions to pay online or in person through authorized channels (bank, tobacconists, post offices).

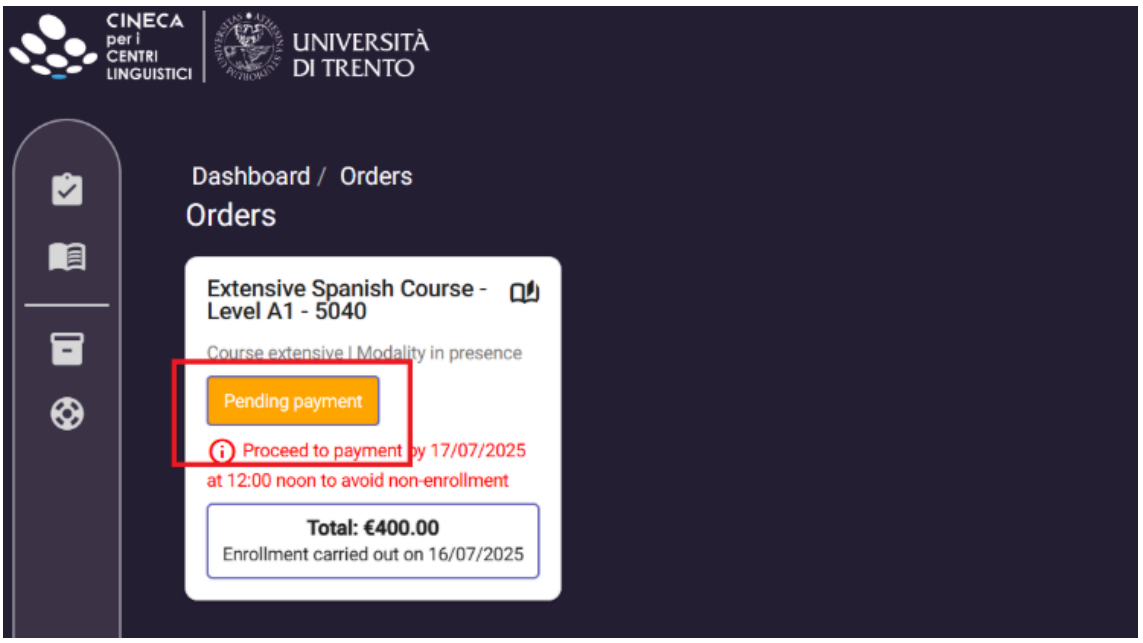
If you do not want to pay immediately, you can retrieve the payment notice later:

a. **By downloading the attachment that will be sent to you via email;**

b. *or* from the "**Orders**" section in your reserved area.



Here you will find your order history and any courses still to be paid for. To proceed with payment, click on the **"Pending payment"** button and **follow the guided procedure**.



Waitlist Enrollment

If you found a course of interest but all available spots are taken, you can enroll in the **waiting list.**

What does "waiting list" mean? It means that even if the course is currently full, you can express your interest. If a spot becomes available (for example, if someone withdraws), you will be contacted to fill it.

Attention:

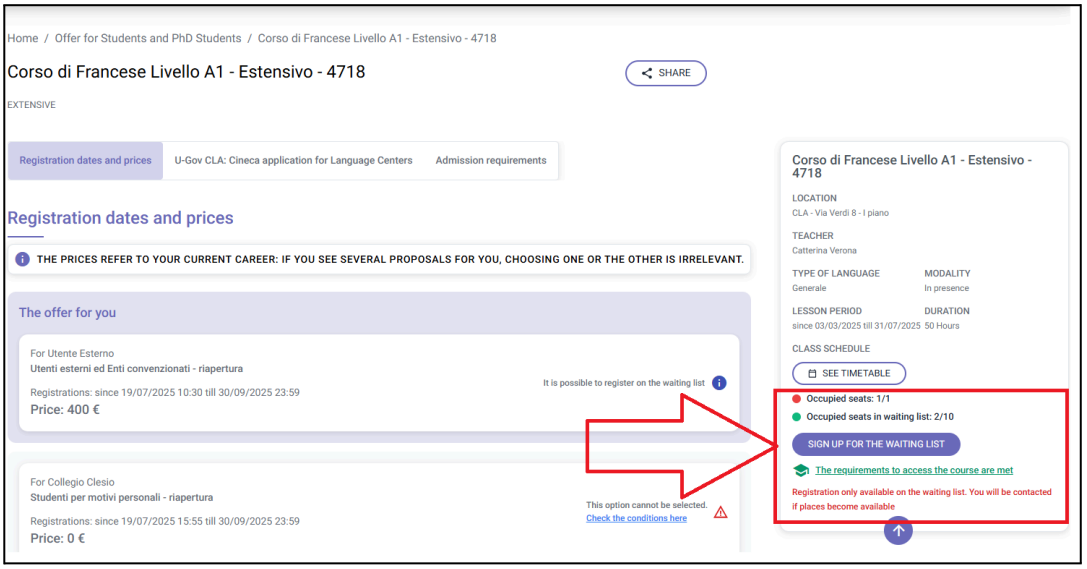
- The waitlist also **has a limited number of spots**.
- Even to join the waitlist, **the course admission requirements must be met**.

If these parameters are met, on the course detail card, you will find the "Sign up for the waiting list" button active.

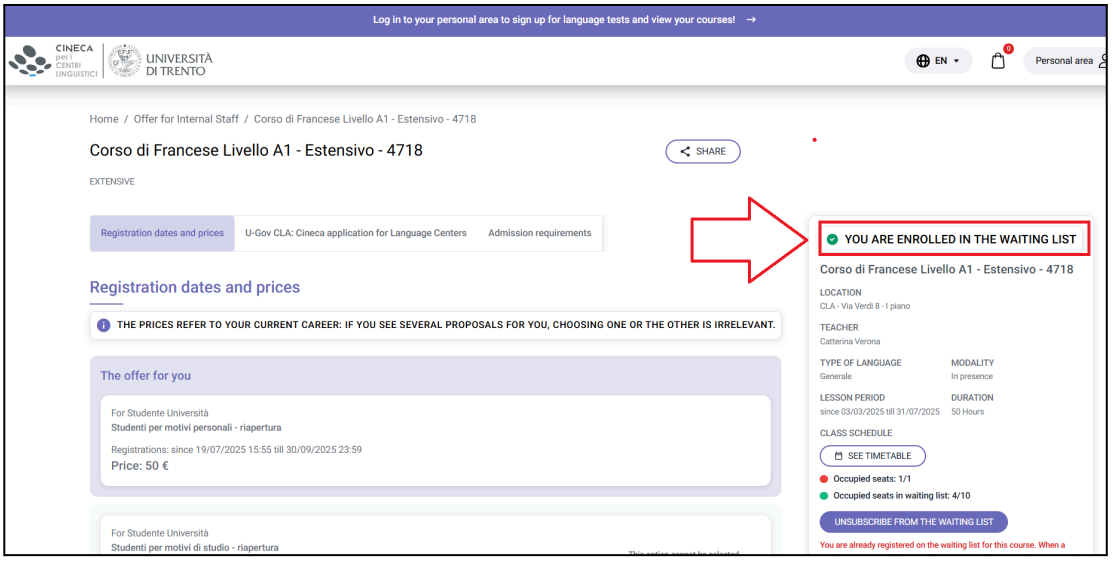
How to Read the Information in the Example Image:

- **Occupied seats: 31/31**:This indicates that all available spots for the course are currently occupied.
- **Occupied seats in waiting list: 2/10**: This means there are already 2 people ahead of you on the waitlist and that the list can hold a maximum of 10 people.

- **Sign up for the waiting list**: This is the button you need to click to add your name to the list.



- Once you click the button, the message "**You are already on the waitlist**" will appear.



What happens after waitlist enrollment?

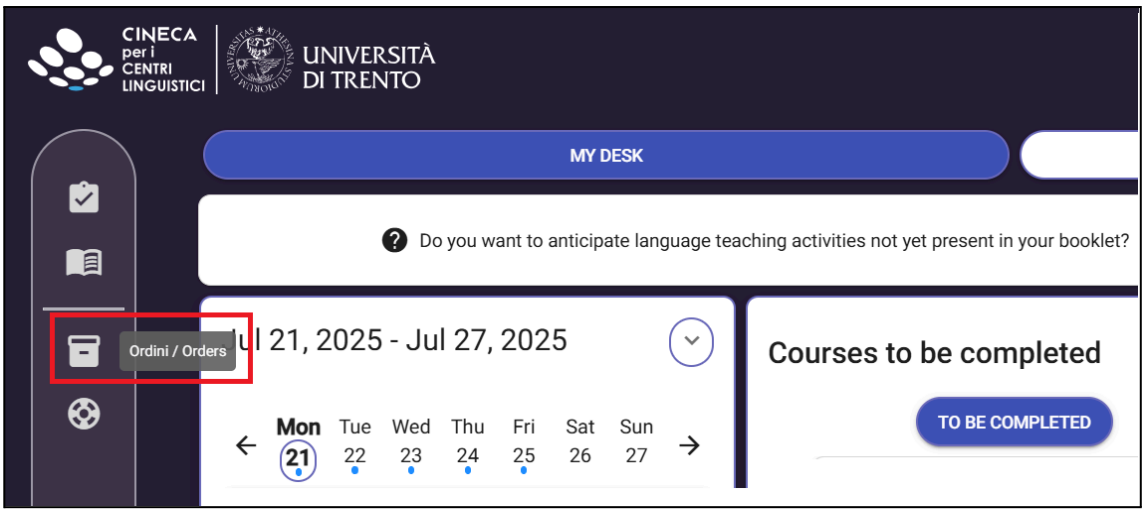
Your enrollment is only valid for the waitlist, so **you are not yet enrolled in the course.**

We will contact you directly via email if a spot becomes available with instructions on how to enroll. **Check your university email inbox frequently** so you don't miss our notification: **you will have 24 hours to complete the actual enrollment.**

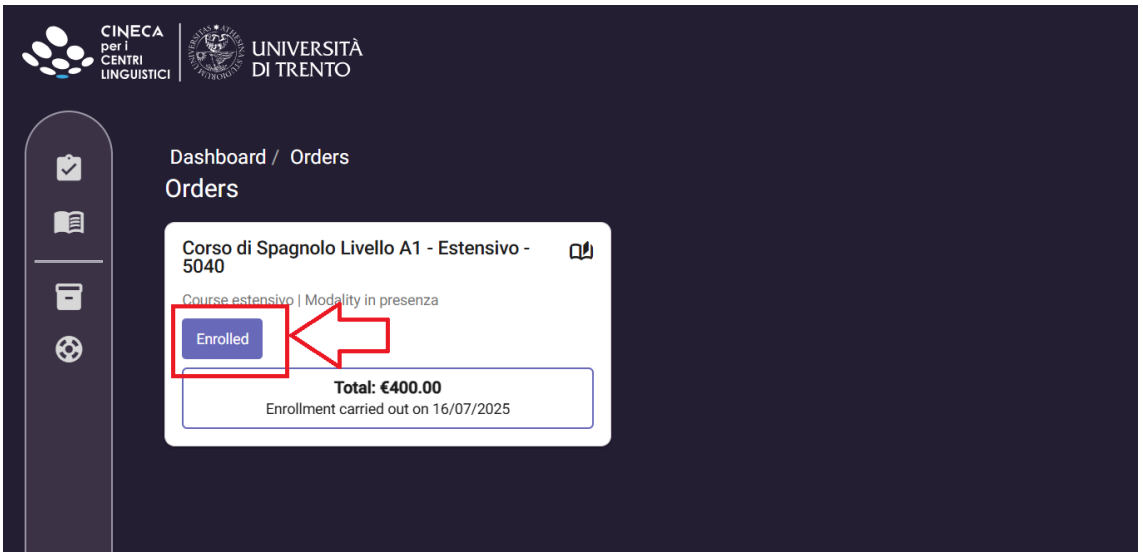
Verifying Your Course Enrollment

1. Access your personal area

2. Click the “**Orders**” button  in the left menu



3. You will see one or more cards, depending on your history, and if the enrollment procedure was successful, you will see the "**ENROLLED**" label

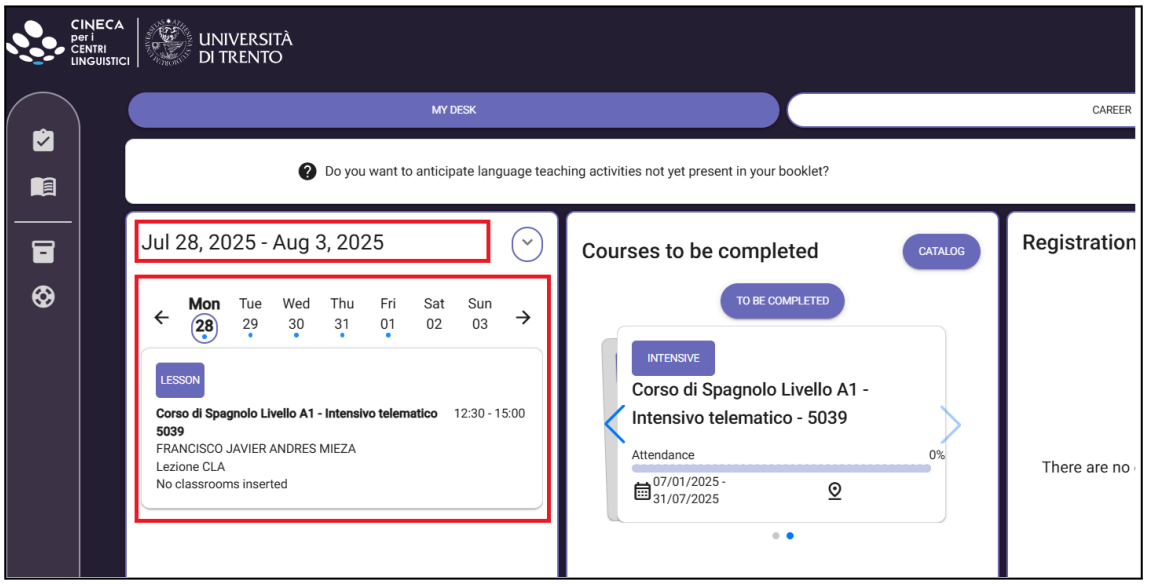


4. Additionally, in the **Dashboard** area:
    a. The course also appears in the "**Courses to be completed**" tab.
    b. Scrolling through the **calendar** will show your scheduled lessons.

After Enrolling

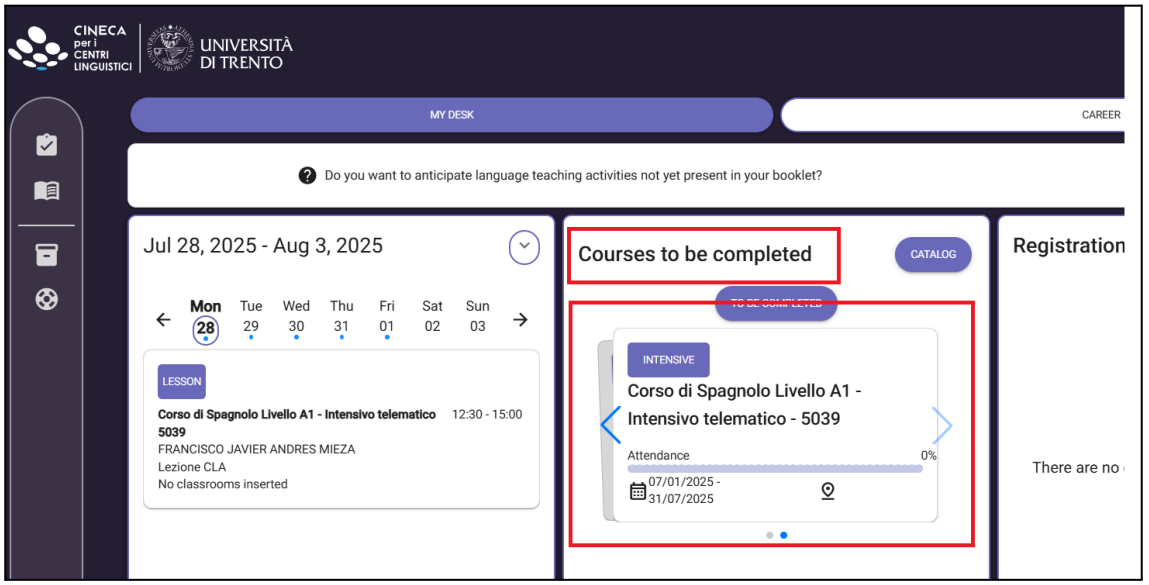
Calendar

Once you enroll, the calendar on your Dashboard (set to the current week) will automatically populate, showing the scheduled lessons for your course.



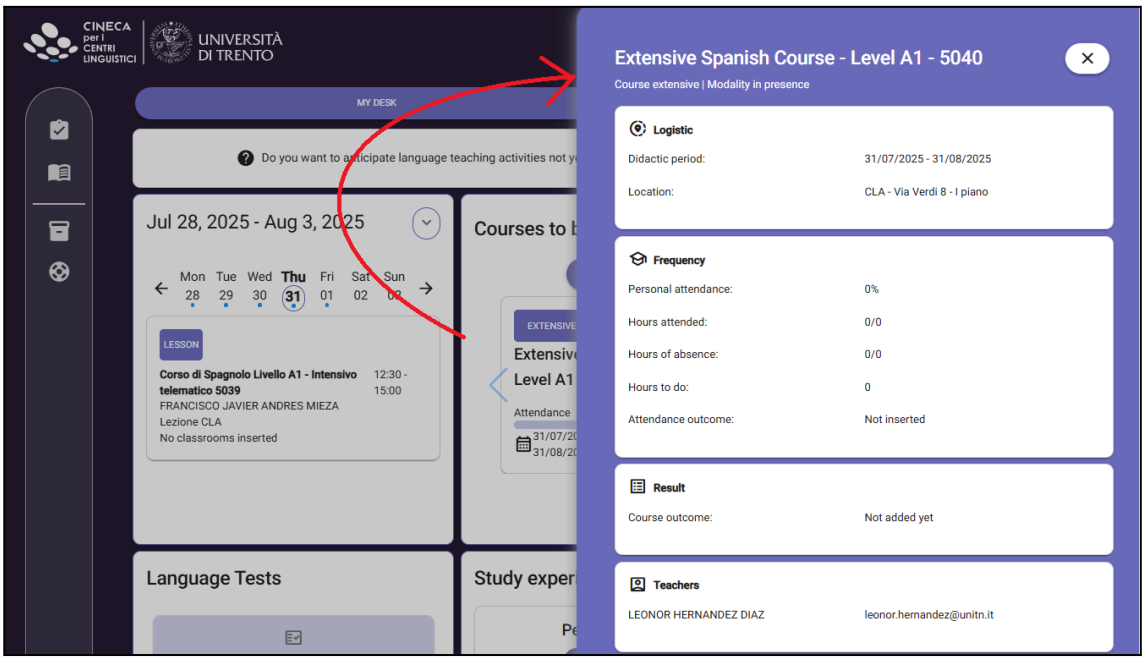
Courses to be completed

After enrolling in the course, the **"Courses to be completed"** tab on the Dashboard will show the courses you are enrolled in.



By clicking on the course card, you can view details:

- Period and location of delivery.
- Attendance percentage.
- Course instructor.
- The outcome (passing or failing the course) at the end of the lessons.



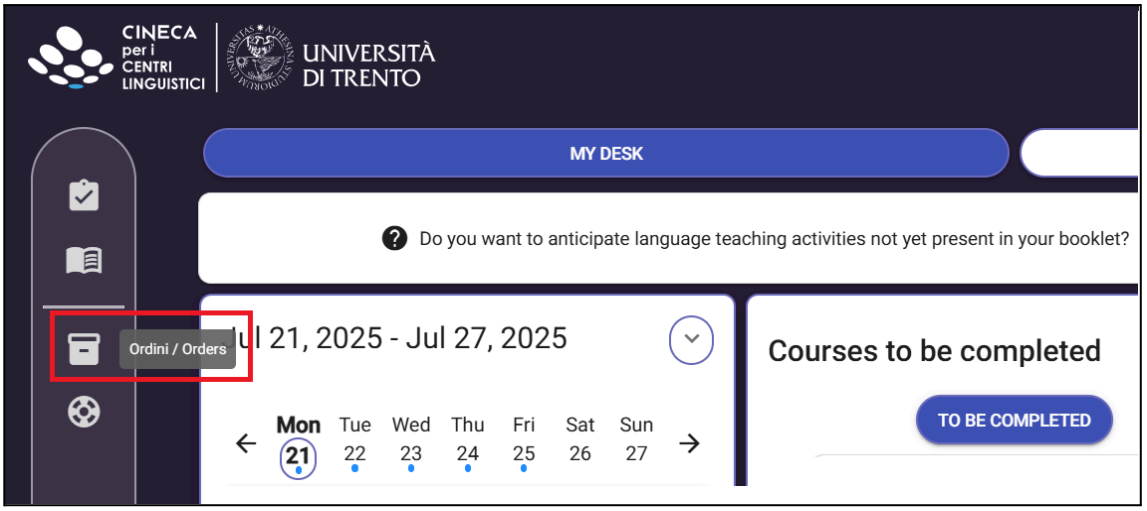
Unenrolling from a Course

When can you cancel your enrollment?

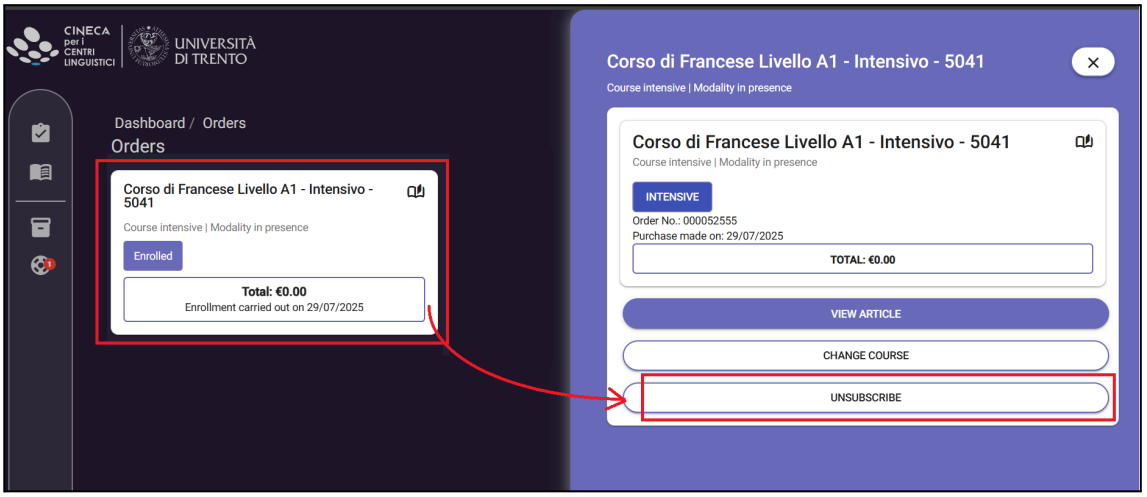
Once enrolled, you can cancel your enrollment **within the terms specified on the University Language Center website**. You can find the exact dates on the "Course Enrollment" page, by selecting the language and course of your interest, then "course periods and enrollment dates" and finally "enrollment dates and costs".

Unenrolling from a Free Course

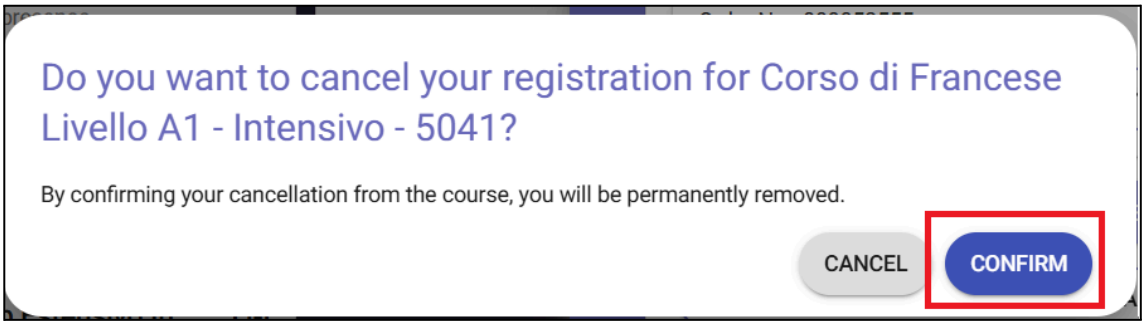
1. Access your personal area
2. Click the "**Orders**" button  in the left menu



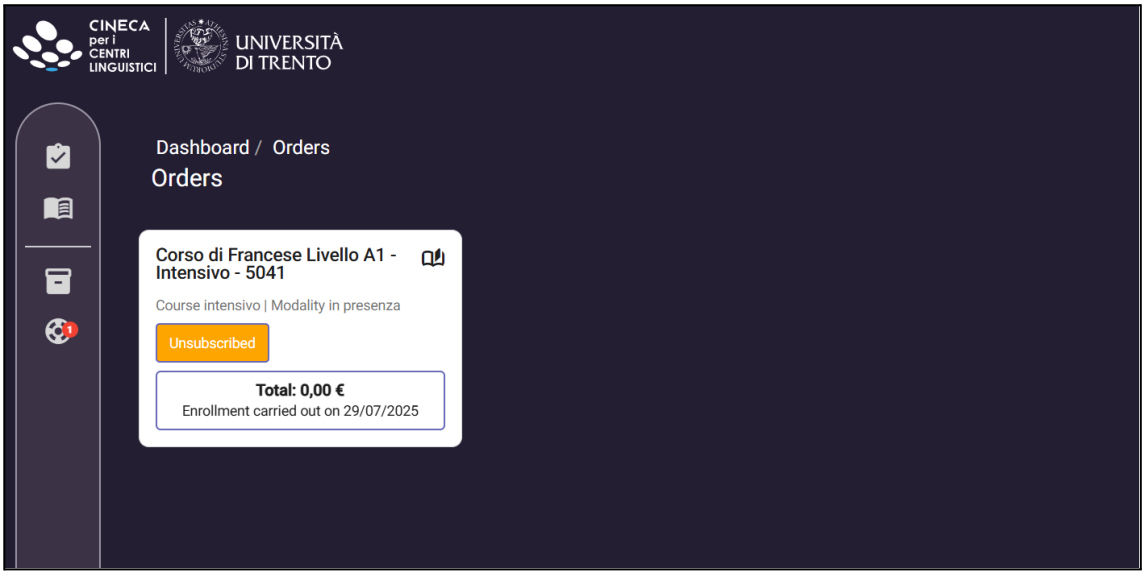
3. Click on the card of the course you wish to unenroll from, and then click the "**UNSUBSCRIBE**" button in the detail window that opens.



4. Click "**CONFIRM**"



5. On the course card, you will see "**Unsubscribed**"



Unenrolling from a paid course

If you have enrolled in a course and paid a fee, you can request a refund if you decide to cancel your enrollment.

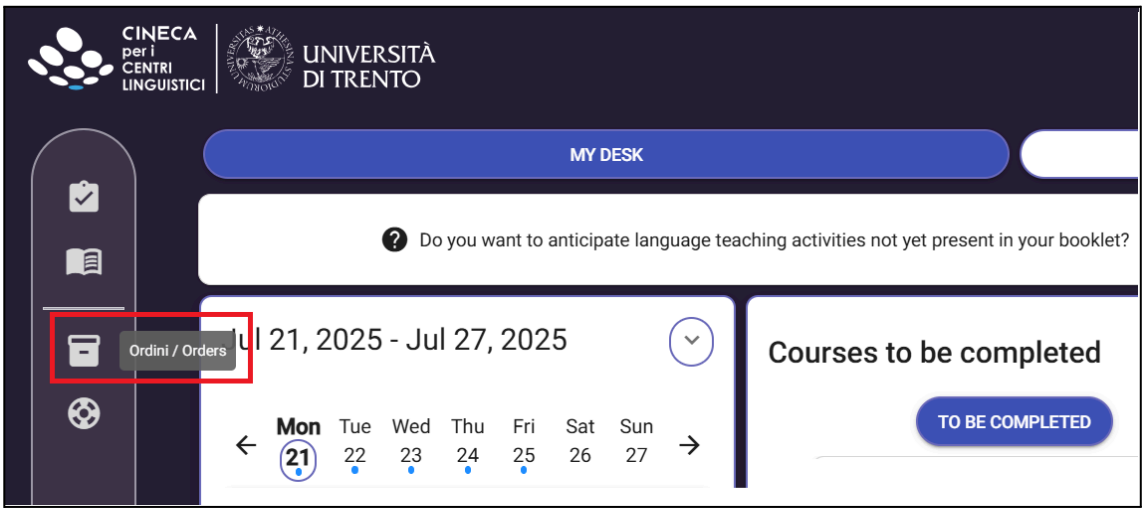
Conditions for refund

Attention! A refund of the paid fee is only possible if you have attended a maximum of one lesson of the course.

How to cancel enrollment and request a refund

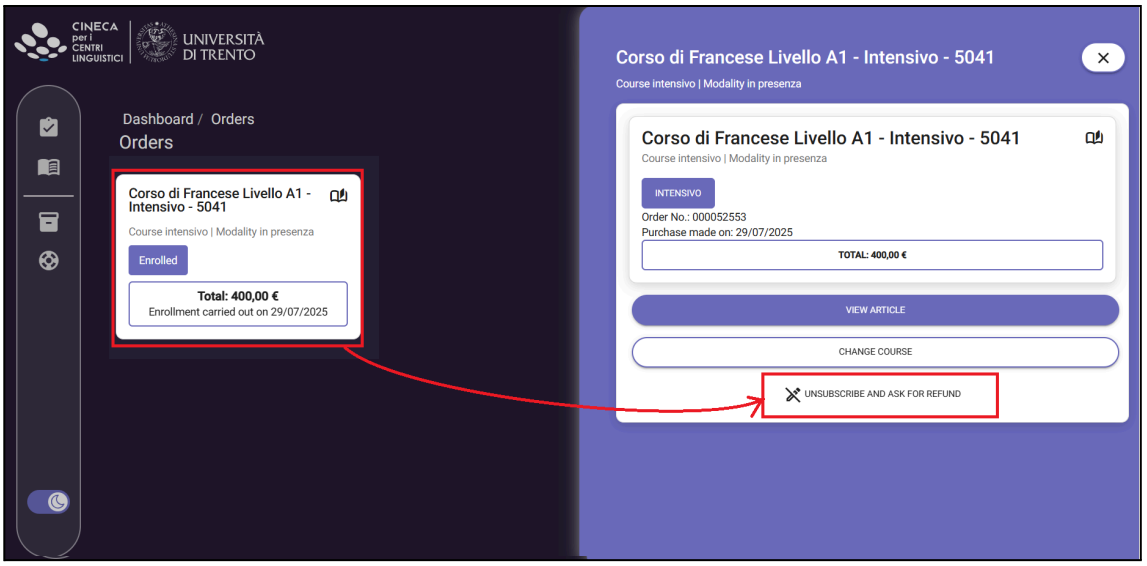
To proceed with canceling your enrollment and initiating a refund request, it is essential that you consult the specific terms indicated on the University Language Center website.

1. Access your personal area
2. Click the "**Orders**" button  in the left menu

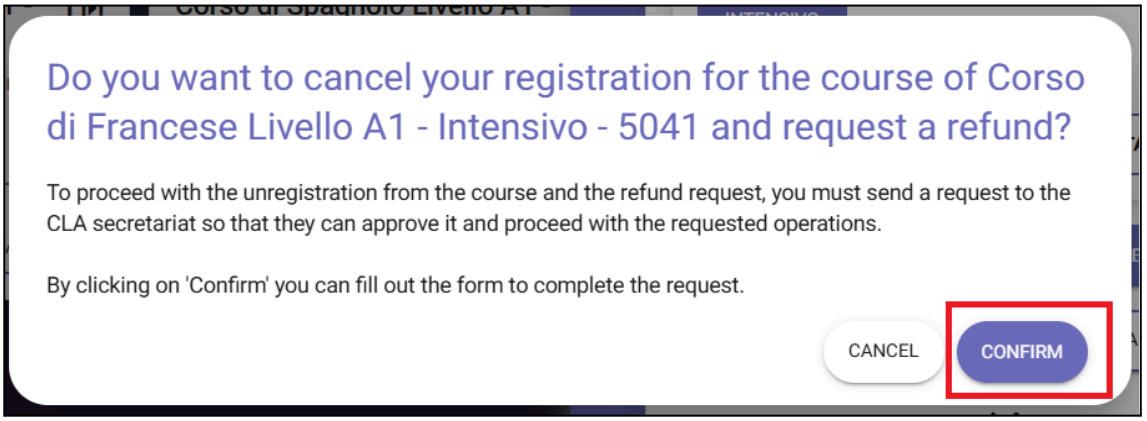


3. Click on the card of the course you wish to unenroll from, and then click the "**UNSUBSCRIBE AND REQUEST REFUND**" button in the detail window that

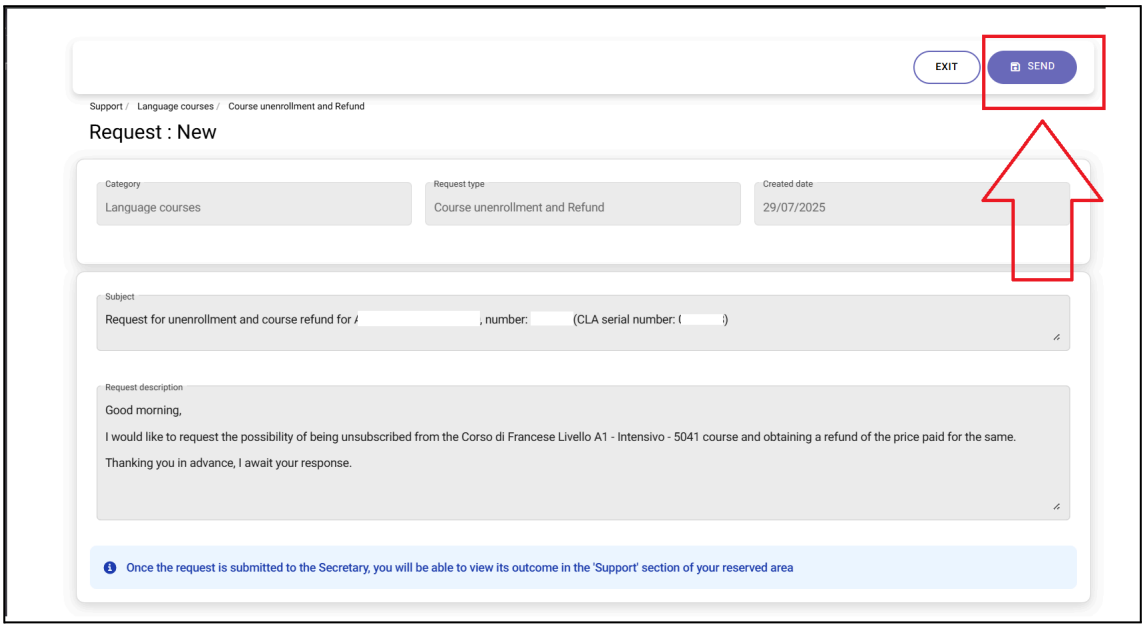
opens.



4. Click "**CONFIRM**"



5. Your request will be automatically filled with your data and the data of the course you selected in the previous steps. To definitively send the request, click “**SEND**”



6. Once the request has been sent to the Secretariat, you can see its outcome in the '**Support**' **section of your reserved area**

Course Change

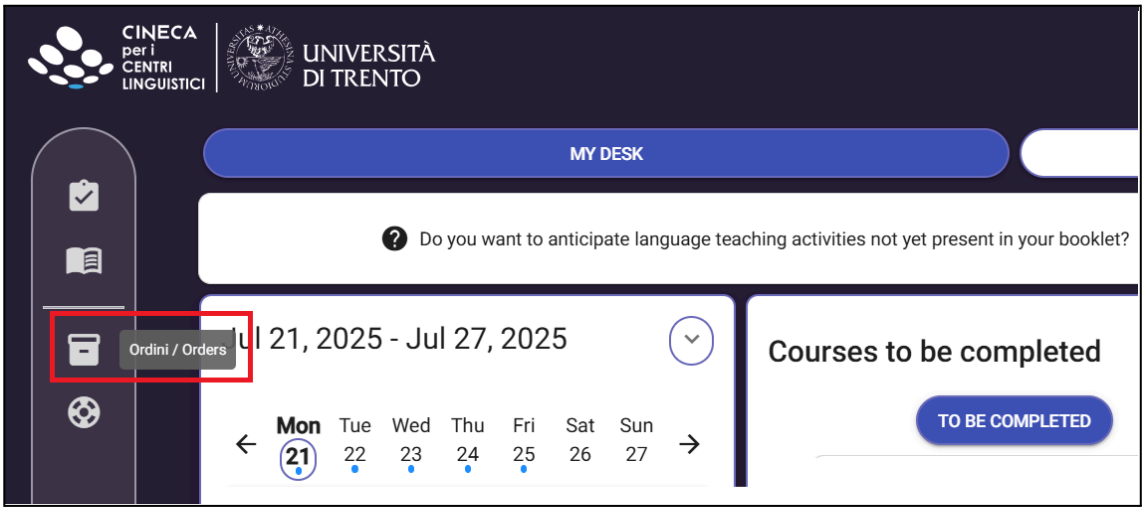
General Conditions for Course Change

You can change courses only within the third lesson of the course you intend to leave, and only if there are available spots in the new desired course.

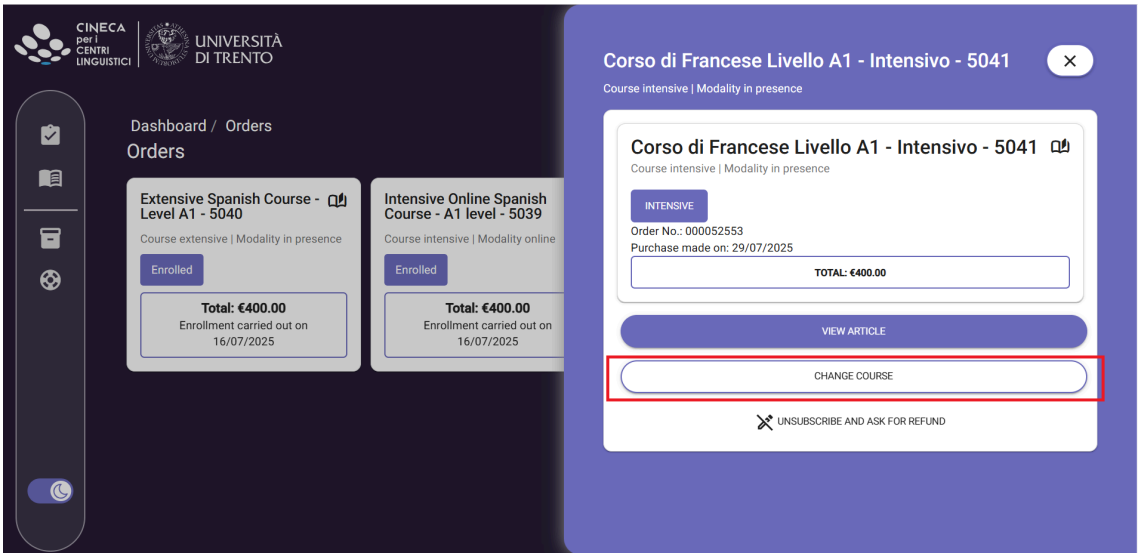
COURSE CHANGE - SAME LEVEL

If you are still within the terms (i.e., within the third lesson) and wish to change courses while maintaining the same level, you can request the change directly online:

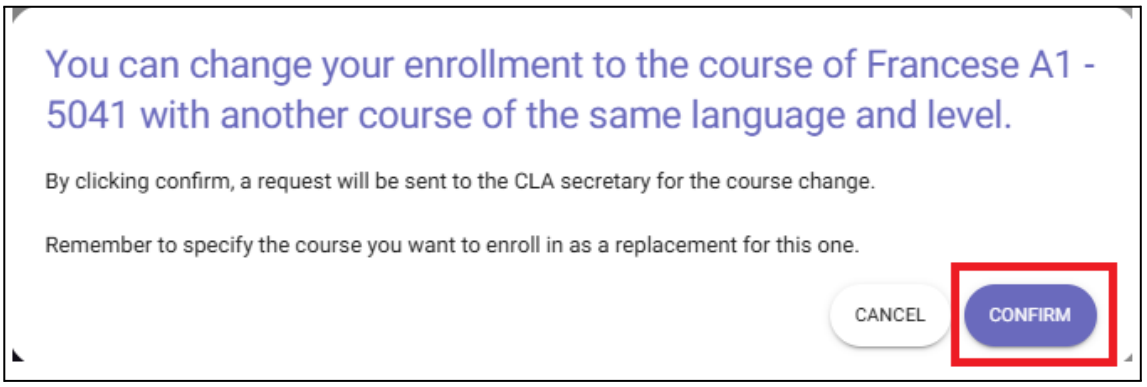
1. Access your personal area
2. Click the "**Orders**" button  in the left menu



7. Click on the card of the course for which you want to request the change, and then click “**CHANGE COURSE**”

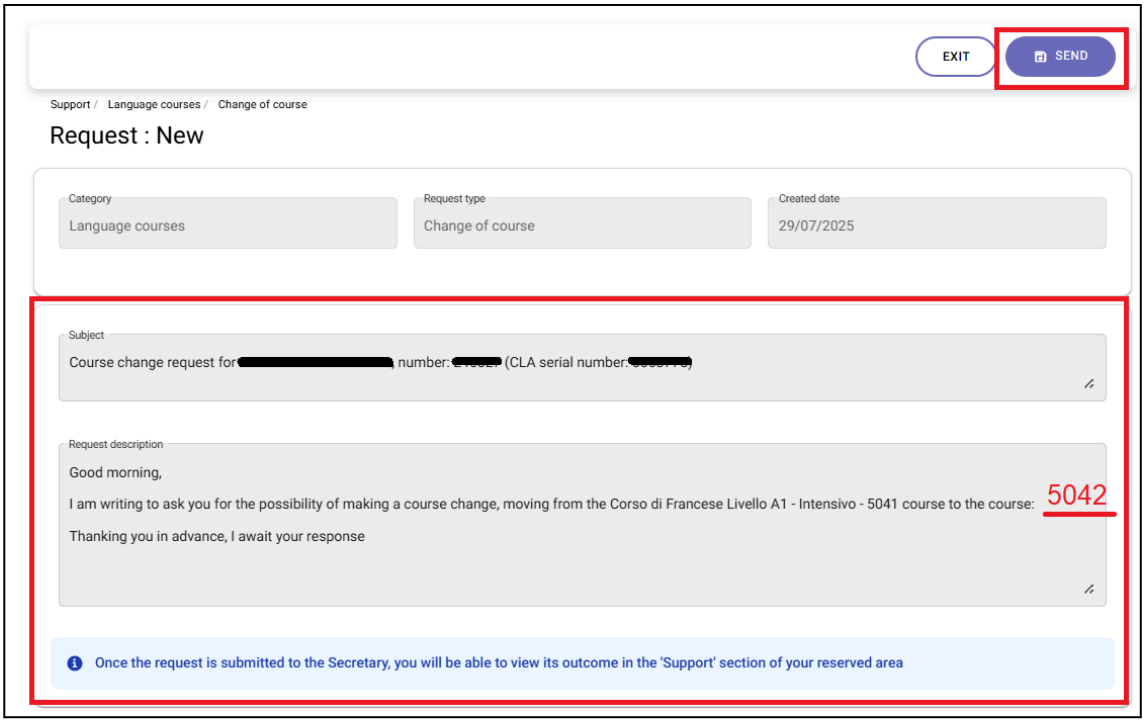


8. Click “**Confirm**”



9. A request will be sent to the CLA Secretariat to process your course change. **Remember to enter the code and name of the course you wish to request as a replacement**. After filling in the details, click the "**Send**" button and await a

response from the CLA Secretariat.



Once the request has been sent to the Secretariat, you can see its outcome in the "Support" section of your reserved area

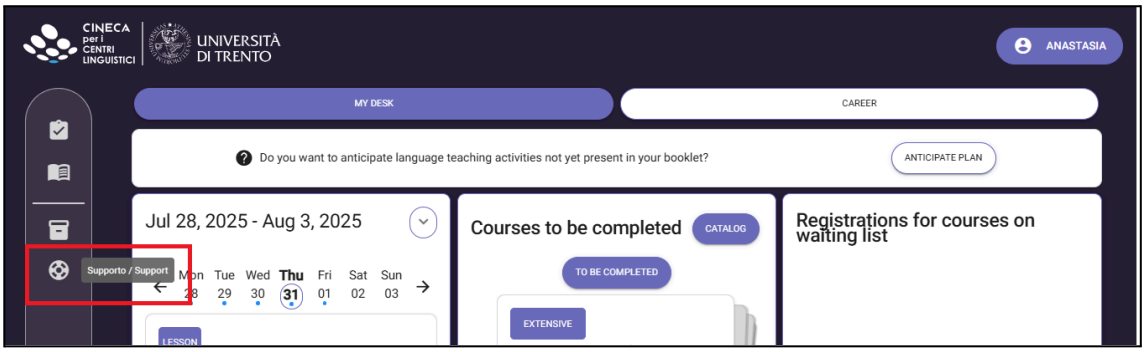
COURSE CHANGE - REQUEST TO SWITCH TO A HIGHER LEVEL COURSE

Switching to a higher-level course is only possible with written authorization from the instructor, who must contact the CLA secretariat via email.

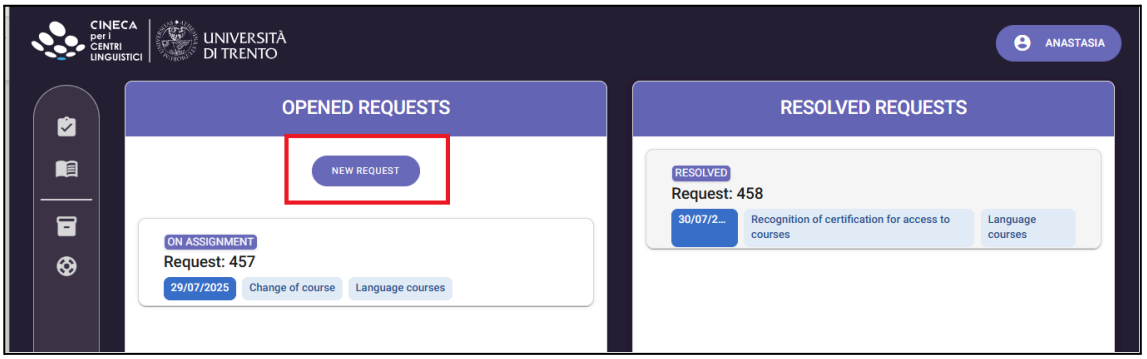
Technical Support and Useful Contacts

To open a support request to the Language Center staff.

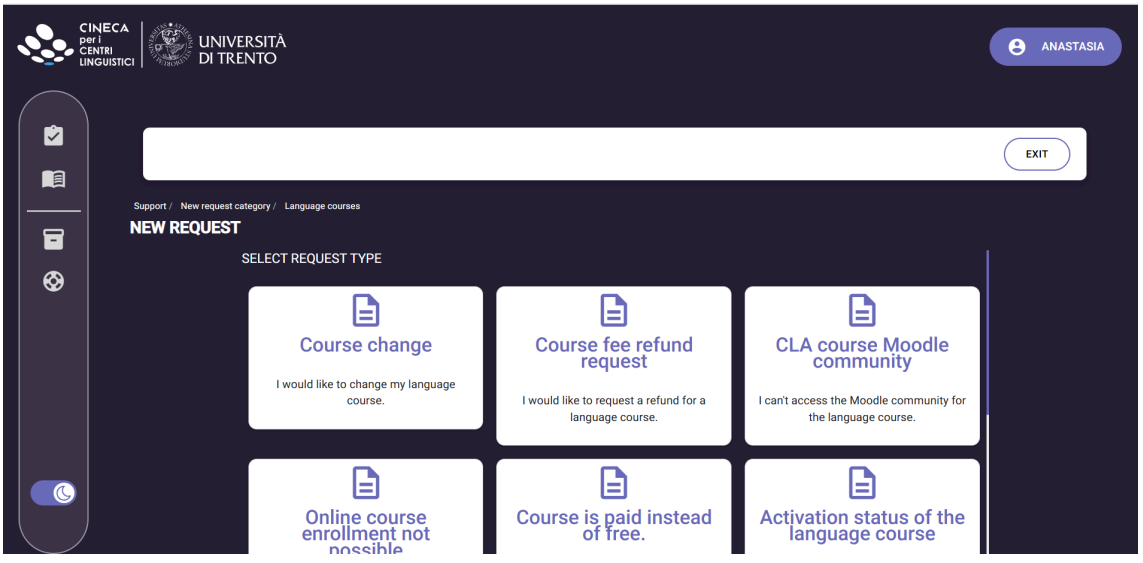
1. Access your personal area
2. Click the “**Support**” button  in the left menu



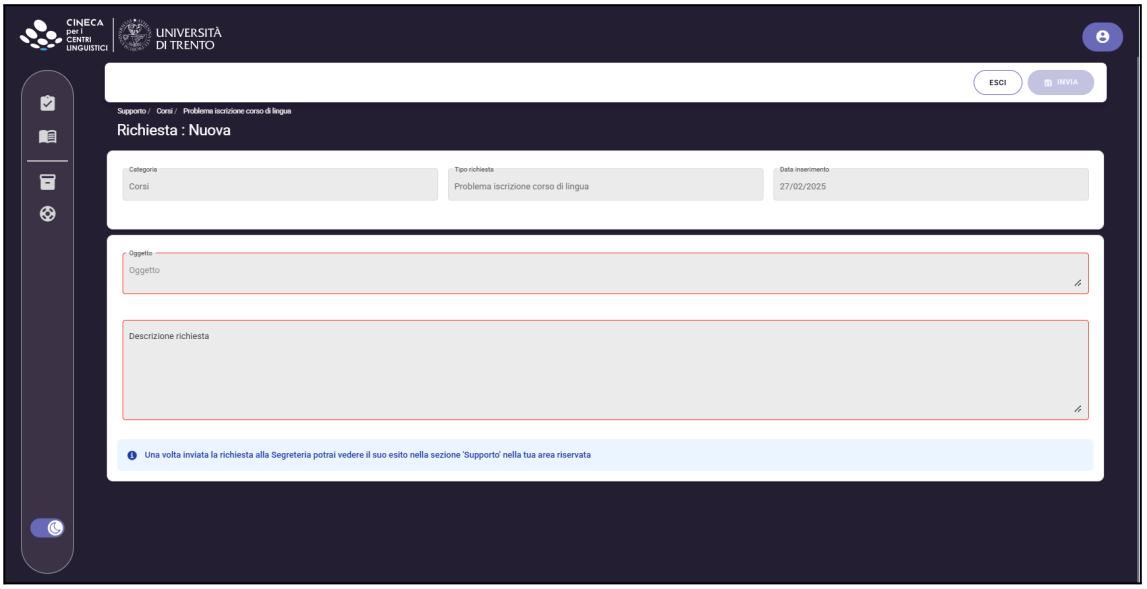
3. Click on “**NEW REQUEST**” in the "**Open Requests**" tab.



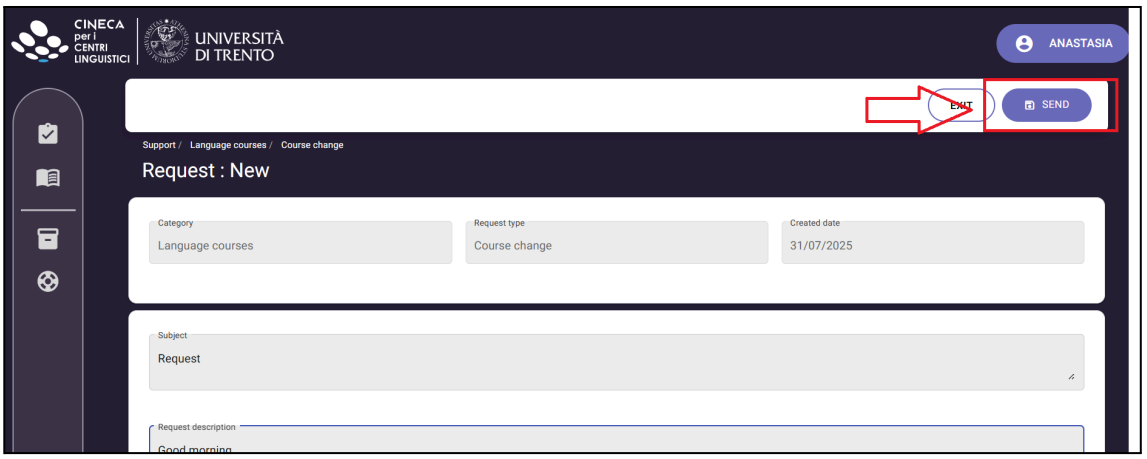
4. **Select one of the available templates** to submit your support request.



5. Fill in the **subject of your request** and add a **description of the problem** encountered.



6. Once the support request is completed, click the "**SEND**" button in the top right corner.



7. Once the request has been sent to the Secretariat, you can see its outcome in the '**Support**' section of your reserved area. When the request is processed, it moves

to the "**RESOLVED REQUESTS**" tab.