

INFORMATION GUIDE INCOMING EXCHANGE STUDENTS



This is a publication of:

Hogeschool van Amsterdam

Amsterdam University of Applied Sciences

School of Economics and Management

International Centre

July 2012

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WELCOME TO THE AMSTERDAM UNIVERSITY OF APPLIED SCIENCES

Amsterdam University of Applied Sciences (AUAS/HvA) is a university of applied sciences with several locations across the city of Amsterdam. The university has 7 schools, offering academic programmes to a total of 40,000 students. The AUAS/HvA is one of the largest comprehensive universities of applied sciences in the Netherlands. One of its largest schools is the School of Economics and Management (SEM). The SEM offers a wide variety of programmes in economics, business studies and related disciplines.

Founded in 1867, the School of Economics and Management has approximately 14,000 students, making it one of the largest institutions of its kind in the Netherlands. It prides itself on a long history of first-rate business education. The international department houses approximately 2,600 students. In October

2004, the former HES merged with the Hogeschool van Amsterdam, and the School of Economics and Management became the largest school in this multidisciplinary Amsterdam University of Applied Sciences. Unlike traditional universities, the AUAS/HvA has always emphasised the practical application of theoretical knowledge. At SEM, students are trained to take up middle and upper-management positions in organisations in both the private and public sectors. Graduates earn a Bachelor of Business Administration degree. In acknowledgement of the growing importance of the globalisation of markets, our school is constantly adapting and developing its business courses to suit new international dimensions and demands.

The school is located in the business area of Amsterdam in a modern building next to the Ajax football (soccer) stadium, Amsterdam ArenA. Living and studying in Amsterdam is a





unique experience. The city is a colourful centre of culture and entertainment, with some 800,000 inhabitants of many different origins and cultural backgrounds. Amsterdam is famous not only for the beauty of its architecture, but also for the relaxed and friendly atmosphere among its population. Amsterdam is a true student city, with over 110,000 students.

Amsterdam is a city with many faces. It is a unique historical city, with impressive buildings along the ancient canals and world-famous cultural attractions, such as the Rijksmuseum and the Van Gogh Museum. Amsterdam feels like a metropolis, but in fact everything can easily be reached by bike. Amsterdam's central location, with easy access to Schiphol Airport and the Port of Amsterdam, makes it the ideal gateway to Europe. Brussels, Paris, Madrid, London and Berlin can all be reached within a matter of hours. Many large companies have their headquarters in Amsterdam, including ABN Amro, Heineken, TomTom and Philips.

The international exchange students will benefit from the multicultural environment, both within our institute and in

the broader context of the city of Amsterdam. This information guide will inform you of the most important facts and procedures regarding enrolment as an exchange student and information about living in the Netherlands. This ensures that you can make the most of your stay.

We hope that this guide will answer all your questions. If not, please do not hesitate to contact us.

We hope you will enjoy your time at the School of Economics and Management. We will do our best to make your stay here as rewarding and as pleasant as possible.

Kind regards,

International Centre
Hogeschool van Amsterdam (HvA)
Amsterdam University of Applied Sciences
School of Economics and Management



THE NETHERLANDS

The history of the Netherlands as an independent nation began in 1568, when the province of Holland led the country into a war of independence against the Spanish empire, in defence of religious and economic freedom. Independence was declared in 1581, and in 1648, the nation gained international recognition as the Republic of the United Provinces of the Netherlands. In 1813, after the French occupation, the Netherlands became a unified state and a constitutional monarchy under King Willem I of Orange.

The royal family

When the Netherlands became a monarchy in 1813, it was ruled by the House of Orange. Today, the reigning head of state is Queen Beatrix. Her eldest son, Prince Willem-Alexander, is heir to the throne. The Dutch constitution states that the monarch has immunity and that the ministers are responsible for governing the country.

Geography

The Netherlands has a population of about 16 million people, making it the most densely populated country in Europe. The country is situated in the northern part of Western Europe, bordered by Belgium, Germany and the North Sea. By car, it would only take you four hours to drive from north to south. Amsterdam is the capital, although the seat of government is in The Hague (Den Haag).

Wet feet

The western and northern parts of the country are between one and six meters below sea level. The soil here is mostly peat and clay dissected by canals, rivers and estuaries. Most of the land is used for farming or grazing. The territories below sea level used to be lakes or part of the sea. Pumping stations and mills have drained them dry. The stations are always running to prevent flooding, while the coastal areas are protected by natural dunes as well as man-made dikes. The Flevopolder and the Noordoostpolder are the

two polders most recently reclaimed from the sea. These regions were reclaimed as part of the country's never-ending battle against the sea. After reclamation, the land was divided into lots. After 1953, when the province of Zeeland was hit by a disastrous flood, the Delta Works were conducted to straighten and strengthen the shoreline by constructing new dikes, dams, sluices and bridges.

Climate

The Netherlands has a maritime climate with moderate variations in temperature between the four seasons. July and August are at one end of the scale, with average temperatures between 20 and 25 degrees Celsius. The winter months are at the other end of the scale, with some frost and snow.

Dutch society

The Netherlands is traditionally a trading country, and has had a very strong economy for many centuries. Trade, logistics, agriculture, banking and food have been leading drivers of the Dutch economy. The central location of the Netherlands gives it prime access to international markets, and the Port of Rotterdam is the largest port in Europe. The Netherlands is a multicultural society, particularly in the cities. Amsterdam hosts 178 different nationalities, more than any other city in the world! This multi-ethnic mix emerged during the twentieth century, when many people from the former Dutch colonies in Indonesia, the Moluccas, Surinam and the Dutch Antilles came to live in the Netherlands. In the 1950s and 1960s, southern Europeans, Moroccans and Turks came here to ease the shortage of factory workers. Refugees from all over the world, as well as other groups of immigrants, complete this diverse cultural picture.

More information about studying in the Netherlands

To get a better idea what it is like to study in the Netherlands, the film Study in Holland has been developed. You can watch it at www.youtube.com/studyinholland.

CHAPTER 3

INTERNATIONAL CENTRE

3.1 SERVICES

The International Centre of the School of Economics and Management provides a variety of services to our students. The International Services department is divided into an Outgoing Team and an Incoming Team.

The Outgoing Team provides services for SEM students who will be completing one or two semesters abroad at one of our partner schools. They can be contacted for all administrative procedures and advice about practical matters regarding the institutions and countries.

The Incoming Team takes care of, among others, admission, accommodation in Amsterdam, visa and residence permits and introductory activities for our incoming exchange students. If you have any questions during your exchange period in Amsterdam, please contact one of the Incoming Team's International Relations Officers or visit our service desk during opening hours.

3.2 CONTACT DETAILS

Room: 4.109 (office) and 4.093 (service desk)

Service desk opening hours:

Monday to Friday from 09:00 - 13:00 hrs

Incoming Team email address: incoming.sem@hva.nl

Outgoing Team email address: outgoing.sem@hva.nl

Website: www.international.hva.nl

Visiting address

International Centre

Room 4.109

Fraijlemaborg 133

1102 CV Amsterdam Zuidoost

The Netherlands

Postal address

P.O. Box 22575

1100 DB Amsterdam Zuidoost

The Netherlands

Tel: +31 (0)20 523 69 60

Fax: +31 (0)20 620 68 01



EXCHANGE PROGRAMMES AT THE SCHOOL OF ECONOMICS AND MANAGEMENT

Exchange students can opt for the Fall semester, the Spring semester, or the full academic year. The academic year runs from August to July. The Fall semester runs from the end of August to the third week in December, and the Spring semester runs from the end of January to mid-July. Exams for the Fall semester are held before Christmas in order to allow students to travel home in time (resit exams are held in January).

4.1 EXCHANGE STUDENTS

An exchange student is a student who studies for one or two semesters in the third year of their studies, generally under the terms of a bilateral agreement between the SEM and the student's home institute. Most of them stay for only one semester. The same lecture programme is offered in both semesters (with some exceptions). The semester-based, module-structured courses seek to offer foreign students a challenging learning experience, with a mixture of business courses, role plays, language training and courses dealing with European integration.

4.2 ADMISSION REQUIREMENTS

Exchange students must obtain approval from their home institute for the exchange at SEM. For the application procedure, all exchange students must fill in the application form, which can be found on our website at

www.hva.nl/sem-exchange.

Be sure to include:

1. A clear copy of your valid passport (the pages with your photograph, your name, nationality, signature, date of issue and date of expiration of the passport).
2. A transcript of records of your home institute.
3. A photocopy of your international medical insurance certificate.

DEADLINES FOR APPLICATION

Fall semester:

1 May

Spring semester:

1 November

Please send your completed application form and other required documents to:

Hogeschool van Amsterdam
School of Economics and Management
International Centre, Room 4.109

INCOMING TEAM

Fraijlemaborg 133

1102 CV Amsterdam

The Netherlands

4.3 VISA AND RESIDENCE PERMIT

The immigration officer from the central International Office handles visa and residence-permit applications. Upon acceptance, the immigration officer will contact the exchange students directly about the procedures.

Visa (MVV) application

Whether you will need an MVV or not depends on your nationality:

You need an MVV if you are not a citizen of one of the EU/EER countries, Switzerland, Liechtenstein, Monaco, Iceland, Norway, Sweden, the USA, Canada, Australia, New Zealand, South Korea or Japan. If you are still uncertain about the status of your nationality in this respect, feel free to contact the International Centre.

Residence permit

All students entering the Netherlands with an MVV will need to apply for a residence permit. Students from the USA, Canada, Japan, New Zealand, South Korea and Australia do not need an entry visa, but must still apply for a residence permit before arrival.

IMPORTANT NOTE FOR STUDENTS WITH THE CHINESE NATIONALITY

All students with the Chinese nationality must comply with a number of extra requirements before their visa application is approved. This measure has been taken by the Dutch Embassy. Nuffic will carry out the extra inspection. The inspection will consist of two parts: verification of the student's diplomas & validity of the student's IELTS test/TOEFL IB test.

Chinese students are required to take the IELTS test or the TOEFL IB test. The minimum score required for the IELTS test is 6.0 (with no scores of below 5.5), and the minimum score for the TOEFL IB-test is 80.

Please note that if you fail to send in the necessary forms or do not meet the requirements, the School of Economics and Management cannot process your application. This could mean that your request for accommodation and/or the MVV visa is put aside until further notice and that your visa may be issued late or not at all.

More information about the MVV and the residence permit can be found on our website: www.hva.nl/sem-visa.

4.4 CREDITS AND GRADING SYSTEM

ECTS credits

ECTS stands for 'European Credit Transfer System', and was developed as part of European Union (EU) programmes

to promote student mobility. It created an internationally recognised standard for describing and weighting courses in order to facilitate student exchanges. The ECTS system is based on the complete workload of the average student, including lecture attendance, practical work, personal study time and exam revision. In the ECTS system, one credit represents a 28-hour working week, and the standard workload for one semester is 30 credits.

Grading system

In the Dutch grading system, which is used at the School of Economics and Management, grades are awarded on a scale from 1 to 10, with 1 representing the worst possible result and 10 representing the best. The minimum passing grade is 5.5. Only round figures will be reported on your grade list. For example, a grade between 6.0 and 6.4 will be rounded down to a 6, while a grade between 6.5 and 6.9 will be rounded up to a 7.

Passing grade: 5.5 – 10

Failing grade: 1 – 5.4

1 = extremely poor	6 = satisfactory
2 = very poor	7 = good
3 = poor	8 = very good
4 = unsatisfactory	9 = excellent
5 = almost satisfactory	10 = outstanding

(NB: 5.5 is the lowest passing grade)



4.5 DUTCH TEACHING SYSTEM

The Dutch teaching system includes more contact hours per week than any other university system. Despite this, students are still expected to spend a significant amount of time on private study, using the library and computer sources.

The amount of time this takes in addition to class attendance can be quite substantial. The majority of lectures are held in classrooms rather than lecture halls, in groups no larger than 35 students. This informal situation gives ample opportunity for interaction between teachers and students, and open discussions are very common.

Students are expected to attend the classes for which they have enrolled. In practical courses (language or computer labs, case studies) requiring active student participation, attendance is mandatory. Team spirit, an open-minded attitude and a certain degree of self-discipline are key to completing the courses successfully.

Modules may include assessed coursework, such as essays, presentations or mid-term exams, but the final examinations carry the highest percentage of the grade. Therefore, students should aim to begin early with their revision for these exams in order to avoid an excessive workload towards the end of the semester.

The modules form self-contained units, each with specific aims and a separate grade and credit points. All subjects in the module-structured programmes are taught either in blocks of seven weeks or over fourteen successive weeks, interrupted by short holidays. Each semester is rounded off with oral and written examinations, usually held over a period of two weeks.

4.6 COURSE REGISTRATION

Incoming students will take courses from our international study programmes. The School of Economics and Management offers four bachelor programmes in English: International Business and Management Studies (IBMS), International Business and Languages (IBL), International Financial Management (IFM) and Trade Management Asia (TMA). The courses which are offered

to the incoming exchange students come from these bachelor programmes and are all part of the third or fourth year of study.¹

We advise students to enrol for courses with a workload of no more than 30 ECTS (maximum: 35) per semester.

Course enrolments and scheduling are carried out simultaneously via the intranet. Students can log in with their AUAS/HvA ID and password, which are sent to the partner institutes and to each individual student by email. After the enrolment deadline, the timetable is fixed: there is no 'add/drop period' once the semester has begun. For this reason, we advise you to consult your study advisor at your home institution before finalising your course enrolment. In the case of urgent changes after the deadline has passed, students will need to consult the International Centre.

An updated version of the Course Book for Incoming Exchange Students for the entire academic year will be published on our website (www.hva.nl/sem-exchange). The majority of the courses are offered in both semesters, unless otherwise indicated. The range of courses offered is subject to change.

Courses are taught in weekly blocks of two or three hours each. Apart from attending lectures, students are expected to spend a considerable amount of time on preparation for classes and exams. Each block of two contact hours requires an equal amount of time of private study.

English requirement:

As all of the courses in the exchange programme are taught in English, we rely on our partner institutes to ensure that students who come to study at our institute have a sufficient level of English (equivalent to IELTS 6.0 or TOEFL IB 80). Students are unlikely to pass their exams, or gain the necessary ECTS credits, if they do not possess this level of English language proficiency. We strongly recommend that all non-native English speaking students enrol in the EX1 English language course during their exchange programme at our institute. This EX1 course has been specially developed for this group of students.

¹ In the Netherlands, bachelor programmes offered by universities of applied sciences last for four years.



4.7 LECTURE SCHEDULE AND ACADEMIC CALENDAR

Lecture Time	Lecture Hour
08.30-09.20	1
09.20-10.10	2
10.10-11.00	3
11.00-11.50	4
11.50-12.40	5
12.40-13.30	6
13.30-14.20	7
14.20-15.10	8
15.10-16.00	9
16.00-16.50	10
16.50-17.40	11
17.40-18.30	12

Lecture schedule

Each year, the current academic calendar is published on our website. Please check the dates when booking your flights. Class or exam schedules can not be adjusted due to a late arrival or an early departure. We do NOT facilitate resit exams abroad.

Fall semester:

End of August – end of January
(resit examinations included)

Spring Semester:

End of January – beginning of July
(resit examinations included)

Please be aware that it is NOT possible to start the study programme two weeks after the start of the lectures.

Introduction period:

Each semester is preceded by an introduction period organised by the International Student Network of Amsterdam in which our incoming exchange students can participate.

Visit our website for the complete academic calendar:

www.hva.nl/sem-exchange

CHAPTER 5

FACILITIES

5.1 COMPUTER FACILITIES

As a student of the School of Economics and Management, you may use the computer facilities provided by our school. You will need your HvA ID and password for this. The AUAS/HvA ID and password will be sent to you after you have been admitted. These will enable you to log into the student network and make use of the intranet and internet. You will have your own personal page on the intranet. If you have any questions related to the computer facilities, you can go to the ICT helpdesk on the ground floor.

The administration staff and lecturers use the intranet for most student communications. On the intranet, you can register for your courses and exams, view your timetable, make timetable alterations, view your exam results and find specific information relating to your courses, as well as study programmes, regulations and other important matters relating to the School of Economics and Management. You will also be informed if any lecturers are absent. As of this academic year, some of this information will also be available for smartphones. Several apps have been developed to keep students informed about the latest timetable changes and absences.

There are several locations in the building (e.g. the library and the project areas on the third and fourth floors) where you can use computers or where you can log in with your laptop. Before you are able to do so, you will need to bring a wireless card to the ICT helpdesk on the ground floor. The programmes used at SEM are Office 2007 and Windows XP (among others).

5.2 BUYING READERS AND STUDY BOOKS

Students at the AUAS/HvA can order study material online at [Océ HvA weblisher](http://Océ.HvA.nl). All the instructions can be found at hva.oce.nl. Readers ordered by students at the Fraijlemaborg location can be collected from the Repro Department, located on the first floor, in room 1.030 (on the corridor behind the bookshop). Study books can be bought at the Study Store on the first floor.

5.3 PAYMENTS INSIDE THE BUILDING

Payments in the school building can be made with a so-called 'Chipknip' card. In the cafe and restaurant you can also pay

with your debit card. It is not possible to pay with cash or credit card! In addition, the copy/scan machine inside the school building only works with Chipknip cards. A Chipknip card is a banking card that contains a special chip, which you will receive automatically when you open a Dutch bank account. You can also buy a disposable chip card at the Study Store, located on the first floor. During the introduction days, the International Centre will be available to help students to open a bank account.

5.4 LIBRARY AND READING ROOM

Room:	0.043 (ground floor + first floor)
Opening hours:	Monday to Thursday 8.30 – 18.00 hrs Friday 8:30 – 17:00 hrs
Email:	bibliotheekfb@hva.nl
Library website:	www.bib.hva.nl
Tel:	+31 (0)20 523 60 46

The library stocks all of the compulsory literature as well as other business and management-related topics. One copy of the compulsory literature is always available in the library, but cannot be borrowed or used outside the library. The majority of the collection can be borrowed, except for newspapers and journals. The available newspapers and journals include the Financial Times, the Wall Street Journal, Handelsblatt, Le Figaro, El País, The Economist, Harvard Business Review, Businessweek and Der Spiegel.

Besides a physical collection, the library also has a digital collection. It includes Business Source Premier and Science Direct (journal article databases), LexisNexis and PressDisplay (newspaper articles), Euromonitor (statistics, country and market information) and two e-book databases: Netlibrary and Safari Books Online.

Facilities available within the library include computer terminals, photocopiers, printers and scanners and a silent study area.

You are always welcome to ask any questions you might have regarding the (digital) library at the library's information desk.



5.5 ADMINISTRATION OFFICES

Student Administration Office

Room: 1.010

Opening hours: Monday to Friday from 10:00 – 14:00 hrs

Email: sa-fmb@hva.nl

For matters regarding changes of address, formal statements of admission etc., please apply to the Student Administration Office in room 1.010. Please let us know if your address in your home country or the Netherlands has changed.

Result Administration Office

Room: 1.008

Opening hours: Monday to Friday from 10:00 – 14:00 hrs

Email: ra-fmb@hva.nl

You can consult this office for information on examination results, the registration of grades and credits, administrative matters regarding your exams, and other practical everyday matters, such as changes in course schedules.

5.6 RESTAURANT AND CAFÉ

Restaurant

Location: First floor, next to the escalators

Opening hours: Monday to Thursday from 09:00 – 15:00 hrs
Friday from 09:00 – 14:00 hrs

The restaurant in the school building serves all kinds of hot and cold food. The entrance to the restaurant is situated on the first floor.

Café

Location: Ground floor, next to the reception desk

Opening hours: Monday to Friday from 08:00 – 16:30 hrs

On the ground floor, to the left of the reception, you will find the café. All kinds of hot and cold drinks and snacks are available here.

5.7 SPORTS AND RECREATION

Students can take part in a number of sports at very reasonable prices at the University Sports Centre.

USC (University Sport Centre)

Science Park 306

1098 XH Amsterdam

Tel: +31 (0)20 523 89 55

For more information, visit www.usc.uva.nl.

5.8 STUDENT ORGANISATIONS

International Student Network (ISN) Amsterdam

ISN Amsterdam is a student-run non-profit organisation for international students of the AUAS/HvA and UvA. It is part of the Erasmus Student Network (ESN), which is a large international organisation of student networks throughout Europe, and was founded in Utrecht (the Netherlands) in 1990. They aim to facilitate the social and cultural integration of international students in Dutch society, and Amsterdam in particular. They organise introduction periods, parties, drinks receptions, weekend trips, excursions and other cultural and sportive activities. For more information, visit www.isn-amsterdam.nl.

Babylonix

Babylonix is the student association for the students of the School of Economics and Management. The board is composed of students studying at our university. Besides social activities, they also organise book fairs. On their website, you can find mock exams to help you prepare for your exams.

For more information, visit www.babylonix.nl.

5.9 STUDENT COUNSELLING, LEGAL COUNSELLING AND SPECIAL NEEDS

During their stay, we support our international students not only with assistance in practical matters such as housing, visas and residence permits, but also by offering counselling to help with their studies and sociocultural affairs.

Student counselling

In case of special needs or problems, please contact the staff at the International Centre. In the event that they cannot help you, you will be referred to the student counsellor who deals with international students.

Student Counsellor (Frajilemaborg Location):

Ms F.A. Peper

Room: 4.067

Consulting hours: Monday, Tuesday, Thursday and Friday
from 10:00 – 11:00 hrs
Other hours by appointment only.

Tel: +31 (0)20 523 64 31

Email: f.a.peper@hva.nl

Special needs

About 6% of the students at AUAS/HvA suffer from a disability or a chronic disease including physical impairments, RSI, asthma, diabetes, and various kinds of learning disabilities such as dyslexia and ADHD.

If your disability or illness is causing you problems when studying, attending classes, or finding accommodation, or if you expect that it will in the future, you should contact your student counsellor, Ms F.A. Peper, for advice or information about possible services. We strongly advise you to contact the student counsellor before enrolling at the AUAS/HvA. In order to have any adjustments made, you need to have a medical report. If you don't have one or if you have any questions about this, please contact Ms F.A. Peper.

Legal counselling

Students can get free legal advice from students studying at the School of Social Work and Law. They run a consultancy service in the James Wattstraat (Europahuis), at no. 77-79, room 2.05. This is very close to Amstel Station. You must make an appointment first by calling + 31 (0)20 595 28 68 (from Monday to Thursday, 09:00-17:00 hrs) or by sending an email to hjs@hva.nl.



CHAPTER 6

ACCOMMODATION

The School of Economics and Management offers housing facilities to its exchange students in Amsterdam for one or two semesters via a contract with two housing corporations in Amsterdam (DUWO and De Key). Rooms are available for one or two semesters at different locations in Amsterdam.

You can either opt for a single room with private facilities (then you have your own bedroom and your own kitchen, bathroom and toilet), or you can rent a single room with shared facilities (then you have your own bedroom and you share the kitchen, bathroom and toilet with 1, 2 or 3 other students). All rooms have an internet connection. The rental prices vary between €350 and €500 p/m. The rent includes internet, electricity, water and heating. It excludes local taxes. Students also need to pay a HVA-housing fee, deposit and administration fee to the housing organisation.

Rooms will be allocated subject to availability. The housing corporations will try to meet students' requirements for either shared or single accommodation when allocating the rooms, but cannot guarantee that everyone's preference will be realised.

Please note that the rental period for the housing is for a fixed period. It is not possible to get a refund if you arrive in Amsterdam later, or if you return to your home country before the end of the rental period. Signing the rental contract shows that the student is in agreement with the rental conditions.

Further details about accommodation can be found on our website (www.hva.nl/sem-accommodation).



CHAPTER 7

ARRIVAL IN AMSTERDAM

7.1 ARRIVAL DAY

An official arrival day is organised for students who rent accommodation via the housing corporations associated with SEM.

Students who arrive during the weekend or outside office hours will need to arrange their own accommodation for the weekend or night. There are several hostels in Amsterdam. For more information about hostels in Amsterdam, you can go to **www.hostelsclub.com** or contact the tourist board in Amsterdam **www.amsterdam.info/accommodation**.

If you are unable to come to the arrival day, please contact the International Centre for further instructions. They can be contacted by email at **incoming.sem@hva.nl** or by phone on +31 (0)20 523 69 60.

7.2 INTRODUCTION DAYS

Students should arrive at least one week before lectures start in order to attend the introduction programme. The introduction programme is organised by the International Centre in co-operation with the International Student Network (ISN) and Babylonix business students network. It will include:

- An explanation of residence permit procedures, registration with the municipality of Amsterdam, opening a bank account and other information sessions
- A general assembly welcome meeting, and separate meetings with International Centre staff
- Tours and social events
- A welcome party

The introduction programme is free of charge and is highly recommended as a way to get to know the School of Economics and Management, Amsterdam and your fellow exchange students.

Information about the International Student Network (ISN) can be found at **www.isn-amsterdam.nl**.

Information about Babylonix can be found at **www.babylonix.com**.

The exact dates of the introduction period and arrival day will be communicated by the International Centre via email.

7.3 REGISTRATION WITH THE MUNICIPAL ADMINISTRATION (GBA)

All students are obliged to register their address details at their local Municipal Administration (GBA). In Amsterdam, the Dienst Basisinformatie (DBI - Personal Records Database) takes care of this registration. For those who are going to study at the School of Economics and Management, an appointment with the DBI Amsterdam will be arranged. Please remember to bring your passport (with registration sticker if you have made your visa application) and your rental contract. If you will be staying in the Netherlands for longer than one year, then you also must bring your birth certificate. This registration in the Municipal Administration also serves as your application for a BSN (Burgerservicenummer - Citizen Service Number). You need this number to work, open a bank account or make use of a healthcare service (for example, a doctor or hospital) in the Netherlands.

7.4 DIRECTIONS

The Netherlands has excellent public transport and below you will find directions for different locations.

How to get to the School of Economics and Management by public transport

You can use the following journey planner to see how to reach your destination by public transport:

www.journeyplanner.9292.nl. The address of the School of Economics and Management is Fraijlemaborg 133, Amsterdam.

Please note: The school building is just between the "Bijlmer ArenA" and "Strandvliet" metro stations. The walking distance to the School of Economics and Management building is the same from both stations.

Train: The School of Economics and Management is within walking distance (approximately 5 minutes) from the Bijlmer ArenA train and metro station.

Metro: Direct metro connections (lines 50 and 54) run regularly between Bijlmer ArenA station, Amstel Station and Centraal Station in Amsterdam. Get off at either Strandvliet or Bijlmer ArenA station. The school building is within walking distance (approximately 5 minutes) from the Bijlmer ArenA train and metro station.

From Bijlmer ArenA train and metro station: At the bottom of the escalator, turn right towards Amsterdamse Poort. Just before the Nieuw Amsterdam office building, turn left and then walk straight ahead. You will then see the school building on your right-hand side.

From Strandvliet metro station: At the bottom of the stairs, turn towards the apartment buildings. This is the Boris Pasternakstraat. Turn right and walk approximately 200 metres until you reach the traffic lights. Across the street, on your left-hand side, you will see the School of Economics and Management building.

How to get to the School of Economics and Management by car

The school building is located in the vicinity of various major motorways, including the A1, A2, A9 and A10. On all of these motorways, simply follow the blue ANWB Transferium signs. Follow the road into the tunnel under the Amsterdam ArenA (do not drive into the P+R Transferium). Turn right at the first road after leaving the tunnel.



PRACTICAL INFORMATION

For practical information, please see the following websites:

Amsterdam University of Applied Sciences (AUAS/HvA): www.international.hva.nl
 Studying in Holland: www.studyinholland.nl or www.nuffic.nl
 Information about Amsterdam: www.iamsterdam.nl

8.1 COST OF LIVING

Experience has shown that students living and studying in Holland for one year spend between €700 and €1,000 a month.

The amounts given below are only intended to give some indication of the expenses of a single student. They may vary widely based on your personal budget and lifestyle.

Food:	approximately €200 per month
Rent:	€400 - 600 per month
Public transport:	approximately €60 per month
Study books and readers:	€400 - €600 per semester
Eating out or going out:	€25 - €50
Cinema:	€10 - €15
Music events:	€25 - €75

8.2 BANK ACCOUNT

Upon arrival in Amsterdam, all exchange students will receive information on how and where to open a bank account in the Netherlands. SEM has made special arrangements for this with a bank in the Netherlands. The bank card also contains a 'Chipknip' chip, which will enable you to pay within the building.

In order to open a bank account, all students need a Social Security Number (known as the burgerservicenummer or BSN). The BSN will be issued by the Municipality of Amsterdam. The International Centre will help foreign students with their registration at the Municipality of Amsterdam. Registration at the Municipality Office of Amsterdam is mandatory for all students who stay longer than 4 months in Amsterdam.

Please bear in mind that it will take a couple of weeks before you will be able to use your Dutch bank account, so be sure that you will have sufficient money with you for your first weeks in Amsterdam.

8.3 FINANCIAL MATTERS

The euro (€)

Since 1 January 2002, the euro has been the official currency in the following countries within the EU: Belgium, Germany, Finland, France, Ireland, Italy, Luxemburg, the Netherlands, Austria, Portugal, Spain, Greece, Slovakia, Slovenia, Cyprus and Malta.

Paying in cash is still common practice, but nowadays debit or credit cards are becoming more widely accepted for anything above €15. NB: Some restaurants do not accept credit cards, however high the bill may be! ATMs can be found throughout the centre, and most of them accept the major credit cards. In addition, there are many small exchange offices in the centre, which will convert your foreign currency or traveller's cheques into euros (for a small fee). Tipping is common in restaurants and in bars. As a rule, a tip of between 5 - 10% should suffice.

Currency exchange offices

Amsterdam has many currency exchange offices. One of the largest companies is GWK. At GWK offices, not only can you exchange foreign currency, but also buy/cash traveller's cheques, arrange travel insurance, cash euro cheques and provide cash-on-card services for practically all credit cards. There are GWK offices at railway stations and at Amsterdam Schiphol Airport. Some GWK offices are open 24 hours a day. Most offices are open seven days a week, from early in the morning to late at night. For more information, visit www.gwk.nl.

Credit cards

All major credit cards are widely accepted, but don't take this for granted. If in doubt, ask in advance. Cash-on-card services are available for selected American Express, Diners Club, MasterCard and Visa cards. All GWK currency exchange outlets and Change Express offices also accept these cards. It is not unusual to be asked for ID when paying with a credit card in shops. You may also need to enter your credit card's PIN number. It is not very common to pay with a credit card when you purchase an inexpensive item.

ATM

You can get money from a cash dispenser with your foreign bank pass, provided your pass has a Cirrus logo, or with your credit card. At some ABN-Amro cash dispensers, the PLUS logo is also accepted. Also check your card and the ATM for EDC, EC and Maestro logos.

8.4 PUBLIC TRANSPORT

The 'OV-chipkaart' (Public Transport Chip Card) is the new means of payment for the public transport system in the Netherlands. The OV-chipkaart can be loaded with credit in euros with which you can travel anywhere within the Netherlands. The card is available at all train stations and on the website. There are different kinds of cards which vary in price and use. Visit the website www.ov-chipkaart.nl for more details.

For more information about public transport (metro, bus, and tram) in Amsterdam, visit www.gvb.nl. For more information about trains in the Netherlands, visit the Nederlandse Spoorwegen (the Dutch railway company) website at www.ns.nl.

Please note: When using public transport facilities, you may be asked to show your ticket by a ticket controller. If you are not in possession of a valid ticket, you risk a fine of approximately €35. Under Dutch law, you are obliged to show your identification document (passport, ID card or drivers license) if asked by police or similar figures of authority. If you cannot show your ID document, the police can issue you with a €60 fine! You should therefore make sure you always have an identification document with you.

8.5 DUTCH LANGUAGE

For European students, it is possible to follow an Erasmus Intensive Language Course (EILC) which is offered by a number of Dutch universities. For more information, please visit the Nuffic website (www.nuffic.nl). It is also possible to take a beginner's Dutch course at the School of Economics and Management as part of their course preparation.

To find out more, you may like to visit the following websites:

www.smartphrase.com/Dutch/du_general_words_phr.shtml
www.dutchlanguage.info/dutch/phrases.asp
www.linguanaut.com/english_dutch.htm

8.6 HEALTH AND INSURANCE

Health care

Students who are enrolled at the School of Economics and Management and who are resident in Amsterdam can register with the university doctors. Registering for this service does not subject you to any obligations: it only ensures that you have access to a general practitioner (GP) in Amsterdam.

Please complete the following form online:

www.hva.nl/sem-gp.

Insurance

All students must arrange their own health insurance before leaving their home country. Please check that repatriation of remains and medical evacuation to the home country are covered by your insurance, and ensure that your insurance has international coverage. The School of Economics and Management is not responsible for students who are not insured!

Insurance for third party liability, accident, theft, household effects

We advise all students to check that their insurance covers theft (including theft from the student accommodation), loss of belongings, and liability (third-party coverage). Please consult your own insurance company at home about this. If you are looking for a good Dutch insurance policy, please visit the website of IPS/Lippmann group (www.ips-lippmann.com/ips) for more details. You can also visit the Aon Student Insurance website at www.students-insurance.eu.

8.7 IMPORTANT TELEPHONE NUMBERS & ADDRESSES

You can find full information about Dutch area codes and a telephone directory at www.detelefoongids.nl – for English, click in the top right-hand corner.

Calling abroad from the Netherlands

00 + (country code) + (area code) + (local subscriber number)

Calling the Netherlands from abroad

(International access code) + 31 + (area code [e.g. 20 for Amsterdam])

+ (local subscriber number)

General emergency numbers for the police, the ambulance service or the fire department

In life-threatening situations	112
When you need the police but when it is not a life-threatening situation (for example to report a crime)	0900 8844
Police Station Amsterdam-Amstelland (regional switchboard)	(020) 559 9111
Website: www.politie-amsterdam-amstelland.nl	

The School of Economics and Management

General number of the School of Economics and Management	(020) 523 6311
Student Administration Office (room 1.010)	(020) 523 6437
International Centre (room 4.093)	(020) 523 6960
Opening hours: Monday to Friday, 09.00 - 13.00 hrs	
Email: incoming.sem@hva.nl	



Accommodation

Stichting DUWO (student housing organisation) (020) 543 1100
Address: Uilenstede 108, 1183 AM Amstelveen
Opening hours: Monday to Friday, 08:30 – 17:00 hrs
Email: shortstayamsterdam@duwo.nl
Website: www.duwo.nl

In case of technical problems or repairs (020) 342 9666

De Key (student housing organisation) (020) 621 4333
Address: Hoogte Kadijk 179, 1018 BK Amsterdam
Opening hours: Monday to Friday, 08:30 – 16:30 hrs
Email: shortstay@dekey.nl
Website: www.shortstay.dekey.nl

Health

Doctor/General Practitioner (GP) (020) 525 2878
UvA/HvA Studentenartsen/Student Health Service
Address: Oude Turfmarkt 151 (near the Munttoren in the city centre)

Emergencies during office hours (020) 525 2889

Emergencies outside office hours and at weekends (088) 003 0600

Please note that before you go to the Student Health Service, you must be registered.

This registration should be done online at www.hva.nl/sem-gp

Hospitals

Sint Lucas Andreas Hospital (020) 510 8911
Address: Jan Tooropstraat 164, Amsterdam

AMC/Academic Medical Centre (close to the school building) (020) 566 9111
Address: Meibergdreef 9, Amsterdam Zuidoost

OLVG (Onze Lieve Vrouwen Gasthuis) Hospital (020) 599 9111
Address: Oosterpark 9, Amsterdam (first-aid near centre of Amsterdam)

Dentist

Academisch Centrum Tandheelkunde Amsterdam (ACTA) (020) 598 0888
Address: Gustav Mahlerlaan 3004, 1081 LA Amsterdam
Email: info@acta.nl
Website: www.acta.nl

GGD

GGD (Municipal Health Service, also for vaccinations) (020) 555 5911
Address: Nieuwe Achtergracht 100, 1018 WT Amsterdam
Fax: 020 - 555 52 77
Email: info@ggd.amsterdam.nl
Website: www.gezond.amsterdam.nl

Lost luggage

Schiphol airport 0900 724 4746

Website: www.schiphol.nl

KLM (Dutch airline) (020) 649 9123

Website: www.klm.nl

Public transport in the Netherlands

General information number for all public transport: 0900 9292

Monday to Friday: 06:00 – 00:00 hrs

Sat/Sun/Public Holidays: 07:00 – 00:00 hrs (€ 0,70 p/m)

Website: www.9292ov.nl

Nederlandse Spoorwegen (Dutch railway company)

Website: www.ns.nl

Public transport in Amsterdam

GVB: Amsterdam Public Transport (bus, tram, metro) (020) 551 4911

GVB Customer Service 0900 8011 (€ 0,10 p/m)

Available daily from 08:00 – 22:00 hrs

Website: www.gvb.nl

Information about bus services in Amsterdam

Website: www.connexxion.nl

Telephone and fax

Information about telephone/fax numbers in the Netherlands 0900 8008

(€ 0.90 per inquiry, plus mobile phone costs if applicable)

Information about telephone/fax numbers abroad (€ 1,15 per inquiry) 0900 8418

NB: Not every telephone network provides this service.

Tourist Office (VVV)

Amsterdam Tourist Office (VVV) 0900 400 4040 (€ 0,40 p/m)

Opening hours: Monday to Friday, 09:00 – 17:00 hrs.

Address: Stationsplein 10, Amsterdam (in front of the main entrance of Amsterdam Central Station)

Website: www.iamsterdam.nl

Municipality

Municipal Administration Amsterdam/ Dienst Basisinformatie (DBI) (020) 624 1111

Address: Amstel 1 (Stadhuis), 1011 PN Amsterdam



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Amsterdam University of Applied Sciences

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