

EU brochure

Information for EU students

2023-2024 academic year

CONTENTS

#1	BEFORE LEAVING	4
#1.1	Admission requirements	4
#1.2	Finances	5
#1.3	Scholarships	5
#1.4	Housing.....	5
#1.5	Insurance	7
#2	UPON ARRIVAL.....	8
#2.1	Introduction activities	8
#2.2	Registration at the municipality	8
#2.3	Dutch bank account.....	8
#2.4	Medical care in the Netherlands.....	8
#2.5	Working in the Netherlands	9
#2.6	Public transport.....	9
#3	WHO IS THERE FOR ME?	10
#3.1	Student Affairs Department	10
#3.2	Student counsellors	10
#3.3	Study Career Coach	10
#3.4	Confidential counsellor	11

Welkom in Nederland!

Seeking new creative opportunities, improving your artistic skills in a dynamic interdisciplinary environment? Welcome to ArtEZ University of the Arts! Every year we welcome students from Brazil to Japan in our visual arts, architecture, fashion, design, music, theatre, creative writing, dance and art education departments.

With locations in Arnhem, Enschede and Zwolle, ArtEZ is one of the major art institutes in the Netherlands. In addition to approximately 3000 students, ArtEZ employs 900 lecturers and other staff.

In this PDF document, you'll find all the information you need before coming to ArtEZ and for just after your arrival. Please read it thoroughly, because it contains important instructions and documents. Perhaps it isn't the most fun thing to read, but consequences might be far-reaching if you forget one of the crucial steps of preparation.

If you have any questions, don't hesitate to contact us at studentaffairs@artez.nl. We really look forward to meet you at ArtEZ!

#1 BEFORE LEAVING

#1.1 Admission requirements

We are really happy that you have applied to study at ArtEZ and have chosen our university to develop your talent and passion. To fulfil the admission procedure, you must take the following steps:

Admission to the course of your choice

Each ArtEZ course has its own procedure to decide whether your artistic talent meets the criteria as set forth by the department. You might have to do an audition, show your portfolio, go through an interview or a combination of these. Check our website for the admission criteria of each course. You can also contact the departments themselves for more information regarding your admission procedure.

More information: <https://www.artez.nl/en/courses>.

Previous education

- To be eligible for a study in higher professional education (in Dutch: hbo) you are required to have successfully completed your training in senior general secondary education (havo), pre-university education (vwo) or senior secondary vocational education level 4 (mbo-4) or an equivalent level of education.
- For a master's programme the minimum requirement is a completed bachelor's programme or an equivalent level of education.

Please send us a copy of your diploma and a list of your grades no later than 31 August. If your diploma is not in the Dutch, English or German language, then you must supply us with a certified translation in Dutch or English.

Language requirements

You will need to prove your language proficiency by handing in a certificate stating your level no later than 31 August.

For certain study programmes, your language proficiency will be assessed during your admission.

Find out what level is required and which certificates we accept for your study programme by visiting the [ArtEZ website](#).

Important: organise your language certificate as soon as possible as it can take a long time to obtain one!

Please review the [Diploma List](#) to see if you are exempted from handing in a language proficiency certificate.

If you apply for a study programme for which Dutch is the main language of instruction, we strongly advise you to take a course in your home country. To find Dutch courses in your home country, you can contact the Dutch embassy.

Payment of tuition fees

Paying the tuition fees on time is compulsory for enrolment at ArtEZ. You can read more about this in section #1.2 (Finances) of this brochure.

ArtEZ can enrol you once we have received the following:

- tuition fees
- diploma & transcripts of previous education

- language certificate
- passport

Visa and permit

If you have an European nationality, you don't need an entry visa and/or a residence permit to study in the Netherlands. If you have a different nationality and you do need an entry visa and /or a residence permit, ArtEZ has to apply for it. In that case, please contact Student Affairs and we'll provide you with the information about the visa and permit procedure. More information can be found on the website of the [Dutch Immigration and Naturalisation Service \(IND\)](#).

#1.2 Finances

Tuition fees

For new students with an [EU nationality](#) or a Swiss or Surinamese nationality, the statutory tuition fees for 2023-2024 are € 2.314,-.

The Dutch government halves tuition fees for first-year students in higher education. Students taking initial teacher education courses are eligible for the reduced fee for two years. More information and conditions: www.government.nl.

If you have already obtained a Dutch bachelor's degree and you've applied for another bachelor's degree at ArtEZ, your tuition fees are higher. The same rule counts for holding a Dutch master's degree and applying for another master's program at ArtEZ. If you want to be sure what the tuition fees will be in your situation, use the [tuition fee calculator](#) on our website.

Do you have questions about the consequence of Brexit on your tuition fee? Please contact the [Student Affairs Department](#).

Your tuition fees have to be paid no later than 31 August. After being admitted to ArtEZ, you will receive (or have received) a letter with detailed information about the payment of tuition fees. Tuition fees are raised each year. New amounts for the following year are usually announced around November.

Budget plan

Studying abroad can be expensive. Use this [worksheet](#) to see how much money you expect to spend each month. Also take a look at the average costs of living in the Netherlands. Use Google to find out more about the living expenses in your exchange destination.

#1.3 Scholarships

ArtEZ doesn't provide scholarships for new students from countries within the EU. However, there is a limited number of scholarships available for European students outside of ArtEZ.

[Grantfinder](#) is a fast and easy-to-use scholarships search engine. Students can use Grantfinder to look for available sources of funding for their study in the Netherlands.

If you have questions about the possibilities for a study loan you can contact the student counsellor in your ArtEZ city (#3.2).

#1.4 Housing

Are you planning on moving to Arnhem, Enschede or Zwolle for your study at ArtEZ? All three cities have a lot to offer you as a student. In the Netherlands, students do not live on a campus, and ArtEZ does not provide any form of housing. As a student you have to find your own housing. Please do not underestimate the challenge of finding accommodation, as it is often a long process. On this page we will give you some tips for your search.

Housing Crisis

In the Netherlands there is an national housing crisis. This results in a great shortage of housing including student housing. The number of available rooms available (in all of the three cities ArtEZ is located) is far too low. So start your orientation on housing **months before** coming to the Netherlands. We kindly invite you to take this situation seriously before coming to the Netherlands. It could be that none of the options for finding a place has worked for you, and you have not found a permanent place before you travel to the Netherlands. If that is the case, there is nothing we can do to help you when you arrive here and you have no place to stay or live.

ArtEZ Community

In 2022, a campaign has been held to raise awareness among students and employees for the housing situation in the Netherlands. The campaign also activated students to help each other as a community.

If you want to make use of this community to ask your questions or share information about housing, we have three Facebook groups. One for every city (Arnhem, Enschede and Zwolle). Here ArtEZ students can share tips for vacant rooms and offer furniture to new international students. When you want to join one of the groups you will be asked for a password to confirm that you are a (future) ArtEZ-student. Use the password you find below.

- **Arnhem**
Facebook group: <https://www.facebook.com/groups/493953161746317>
Password: ArtEZ 2021
- **Zwolle**
Facebook group: <https://www.facebook.com/groups/231643258714669>
Password: ArtEZ 2021
- **Enschede**
Facebook group: <https://www.facebook.com/groups/751646558839343>
Password: ArtEZ 2021

More information

For more information about housing, go to [Housing for immigration](#). If you have more questions, please send an email to [StudyatArtEZ](#).

You can also find more information about living in the Netherlands at [studyinholland](#).

DUTCH CULTURE

Dutch culture is generally very informal and easy going. For example people mostly use their first names when introducing themselves. One exception are appointments: Dutch people tend to show up a couple of minutes before their appointment in order to make sure that they are on time. Most Dutch people are open-minded, freedom-loving and accepting towards foreigners. At first they might seem a bit close-mouthed, but as soon as you get to know them a bit better, they can become very loyal friends. (source: www.studyinnl.org)

#1.5 Insurance

The Netherlands has excellent health care, but medical expenses can be very high without proper insurance. That's why everyone living or staying in the Netherlands is **obliged** by Dutch law to have a healthcare insurance. Being uninsured means you'll risk a huge fine.

This means that each student with an EU nationality is personally responsible for organizing his or her own insurance. You should never be uninsured, not even for a short period of time. Before your arrival in the Netherlands, please check that you are insured according to the Dutch health insurance requirements.

Roughly there are two main options to make sure you are well insured.

a. You stay insured in your home country. Please check whether your insurance provides unlimited cover for ALL medical expenses in the Netherlands, i.e.: GPs, specialist treatment and hospital costs. If you want to stay insured with an insurance company in your home country, you need to bring a so called EHIC (European Health Insurance Card). You can apply for the EHIC in your home country. More information on the EHIC is available on the [website of the European Commission](#).

b. You apply for a Dutch insurance. Our insurance partner Aon offers student insurances. Their 'ICS Complete+' is an insurance package for international students. It covers medical costs (urgent dental help included), repatriation, liability, home contents and baggage, accidents and legal aid. Please check the [Aon website](#) for more detailed information. Here you can apply for the insurance as well.

Important to note

- If you have any doubts about pre-existing conditions, please contact the Student Affairs Department. We can contact Aon for you to check the coverage in advance.
- If you get a (part-time) job or a paid internship, your Aon student insurance is no longer valid. A paid internship is regarded as a job if it pays [the Dutch minimum wage](#) or more. You must switch to Dutch basic healthcare insurance; also when you're insured in your home country.
- If you have to switch to Dutch basic healthcare insurance, you might be entitled to a contribution towards the costs by the Dutch Tax Office (Belastingdienst). This is called a **healthcare benefit** (zorgtoeslag). This benefit makes the expensive basic healthcare insurance a lot more affordable. Unfortunately, the application website is only in Dutch. The Student Affairs department can help you with your application.
- Even if medical costs are covered by your home country insurance and you have an EHIC card, we recommend you to apply for an **additional** student package with our insurance partner AON. This package covers extra medical costs, liability, home contents and baggage, accidents and legal aid.

Further information

- More information about Aon insurances can be found on their [website](#).
- The website [studyinholland.nl](#) gives you useful information about insurances in the Netherlands in general and has a helpful checklist.
- Please contact the [Student Affairs Department](#) if you have any questions about medical insurance.

#2 UPON ARRIVAL

#2.1 Introduction activities

Introduction programme for all the new students

To give all the new Bachelor students a warm welcome at ArtEZ, there is an introduction period just before the beginning of the academic year. Each ArtEZ location organises its own introduction programme. We strongly advise you to join this, as it is the best way to get to know ArtEZ and make friends in your new home town! The introduction period will take place in the week before the start of the academic year. You will receive an invitation for the introduction days by email.

Welcome programme for new international students

For international students, there will be welcoming programmes per city. They will be organised separately or will be integrated in the introduction programme for the new students. The welcoming programmes will take place somewhere during the two weeks before the start of the academic year. During this welcome programme you'll get information about practical issues like opening a bank account, registration at the municipality and the Dutch healthcare system. But there will also be time to get to know other international students and have fun together.

#2.2 Registration at the municipality

Within a few days after signing your rental contract you must register yourself as a new resident of the town where you are living. This is done at city hall. After registration, you receive a tax- and social security number (in Dutch: BSN = burgerservicenummer).

To arrange your registration, you must go to the municipality of the place you will be residing in. Check the municipality website to make an appointment. There you will find which documents you need to hand in.

Important note: In most cities you need to take a valid passport, your rental contract and your birth certificate (translated in English, German, French or Dutch) with you to city hall.

More information:

[Arnhem](#)

[Zwolle](#)

[Enschede](#)

Unfortunately, the website of your town may not be entirely in English. You can ask a fellow classmate to help you make an (online) appointment at city hall or contact the [Student Affairs Department](#) so we can help you.

#2.3 Dutch bank account

We strongly advise foreign students to open a Dutch bank account. This makes it easier to pay for things such as food, transport, living, utilities, rent, phone, Internet etc. If you already have a bank account in a country that is a member of SEPA (Single Euro Payments Area), it is not strictly necessary to open a Dutch bank account. You are advised to contact your own bank for more information.

Usually the required documents are a proof of enrolment at ArtEZ (you can get this at the Student Affairs Department), a proof of residence and a social security number (see section #2.2). We advise you to check the exact requirements on the bank's website. You should provide the Student Affairs department with your bank account number as soon as you have it.

#2.4 Medical care in the Netherlands

Emergency Care

In case you are in immediate need of an ambulance, the police or the fire brigade, call 112. This is the national toll free emergency phone number.

Family Doctor/General Practitioner

If you are in need of medical help, you go to a General Practitioner (GP=family doctor). Do not go to the Emergency Room at a hospital, unless there is an emergency.

You must register with a GP in your area as soon as you are settled, even if you don't need a doctor right away. We also advise you to register with a pharmacy as soon as you are settled. You can ask the GP for a good pharmacy in the area.

If the GP thinks that further medical examination is necessary, they will refer you to a specialist, often located at the hospital. This is customary in the Netherlands.

If you forget to cancel a scheduled appointment, the GP will charge you for an unattended medical consultation, so make sure you inform the doctor at least 24 hours in advance if you are not able to go!

You can find more information about health topics and healthcare in the Netherlands via [GPinfo.nl](https://www.gpinform.nl).

#2.5 Working in the Netherlands

As an international student in the Netherlands, you may want to work alongside your studies. More information on working while studying can be found here: [Working while studying | Study in NL](#).

If you want to work in the Netherlands, **it changes your insurance situation!** You are legally obliged to take out Dutch basic health insurance. **If you do not meet this requirement you risk a huge fine!**

You are advised to take this into consideration before starting a job, because Dutch public healthcare insurance may be more expensive than the insurance you otherwise use.

Contact the [Student Affairs Department](#) if you need a Dutch insurance. More information on healthcare insurance can be found [here](#).

#2.6 Public transport

A typical Dutch form of transport is... a bicycle. You have never seen more bicycles anywhere else... We recommend buying a second hand bike once you have arrived in the Netherlands. A useful website for buying a second hand bike could be: www.marktplaats.nl (the Dutch version of Ebay). Also most towns have a group on Facebook where you can exchange or buy cheap second hand stuff.

Instead of buying a bike, you can rent one as well. The company [Swapfiets](#) offers a special long term bike rental service for students in Arnhem, Zwolle, Enschede and a lot of other Dutch cities. You pay a monthly fee for a bike, and if it is broken you can easily swap it for a working bike without extra costs.

For longer distances you can use public transport such as bus and train. The Dutch public transport infrastructure can take you almost anywhere in the country. Most Dutchies own a so called OV-chip card. You can use this card for all forms of public transport. You can find more information [here](#). You can buy an OV-chip card from any NS (Nederlandse Spoorwegen = Dutch Railways) ticket machine or service counter as well as in most supermarkets and bookstores (Primera, AKO, Bruna).

Please note: The Dutch Railways offer various [discount options](#). You need a personal OV-chip card to make use of the discount, which is only available if you have a Dutch bank account. More information about the Dutch Railways: www.ns.nl/en.

#3 WHO IS THERE FOR ME?

#3.1 Student Affairs Department

You can contact the Student Affairs Department about anything you need to sort out to do with your studies. For example, we provide support and guidance with regards to:

- visa applications
- admission procedures / requirements
- insurance
- financial matters
- ArtEZ Scholarship and Holland Scholarship
- exchange

Student Affairs Department

ArtEZ University of the Arts

Visit: Onderlangs 9, 6812 CE Arnhem, the Netherlands

Post: P.O. box 49, 6800 AA Arnhem, the Netherlands

Online: studentaffairs@artez.nl or www.artez.nl

Phone: 0031 26 35 35 650

#3.2 Student counsellors

Every ArtEZ location has its own student counsellor - the person you can talk to whenever you encounter personal issues. Here are some examples of matters you can discuss with them:

- I feel homesick, what should I do?
- There are certain subjects in my study programme that I find really hard, how can I discuss this with my teacher?
- I don't get along with my roommate, can you help me?
- I'm running out of money, can you advise me?
- I have dyslexia; can ArtEZ help me with that?
- I'm feeling depressed and lonely. What can I do?

You can find the contact information on our [website](#).

Where can you go if you need extra help or support?

Do you wish to talk to someone outside ArtEZ? In Zwolle and Arnhem you also have the possibility to contact [RE:Link](#) (website is only in Dutch) or the [Arnhem Student Point](#) (ASP). The ASP also organizes activities where you can meet (international) students from all the universities in Arnhem.

#3.3 Study Career Coach

Do you need some extra help during your studies? The study career coach can help you with all your study-related topics. For example, time management, making well-founded choices or improving your study skills. Perhaps you are facing difficulties that you would like to discuss or maybe you need special support due to a disability. Do contact your study career coach. They can talk you through challenges or possibly refer you to resources that could help you successfully complete your studies. To find out who your study career coach is, contact the course office of your study program

#3.4 Confidential counsellor

ArtEZ has two independent confidential counsellors. You can find the contact information on our [website](#).

What can the confidential counsellor do for you?

If you feel that your studies are being hampered by someone else's behaviour, then you can discuss this with the confidential counsellor. The confidential counsellor will advise you on how best to tackle the situation and, together, you will seek to identify a strategy that best suits you and the situation. Thus enabling the confidential counsellor to give you guidance when it comes to addressing the party causing the problem, or to enlist the services of a mediator upon your request. The confidential counsellor will be a sympathetic ear and is independent. The confidential counsellor is a member of the [Landelijke Vereniging van Vertrouwenspersonen](#) (National Association of Confidants) (only in Dutch) and is bound by the confidentialitycode that can be found on their site (only in Dutch).

Student Affairs

ArtEZ University of the Arts

Visit: Onderlangs 9, 6812 CE Arnhem, the Netherlands

Post: P.O. box 49, 6800 AA Arnhem, the Netherlands

Online: studentaffairs@artez.nl or www.artez.nl/en/home

Phone: 0031 26 35 35 650