

non-EU brochure

Information for non-EU students

2024-2025 academic year

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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 meeting 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 May. 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 May.

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 #1.3 (Finances) of this brochure.

ArtEZ can enrol you once we have received the following:

- the financial guarantee (including the tuition fee payment, see #1.3)
- diploma & transcripts of previous education

- language certificate
- passport

To apply for your residence permit (see section #1.2 Visa and permits) we first need to enrol you at ArtEZ. Therefore, you must hand in all documents no later than 31 May. If you're not able to meet this deadline, please contact the [Student Affairs Department](#).

#1.2 Visa and permits

If you are a student with a non-EU / non-EEA (European Economic Area) nationality*, you will need a residence permit to study in the Netherlands. In this section you can find out which visa you need and what documents you should provide. Depending on your nationality, you will either need a residence permit (vvr) or an entry visa (mvv) + a residence permit. The residence permit is valid for the duration of your studies.

Important: ArtEZ Student Affairs will apply for your visa and / or residence permit. It is not possible to apply for these documents yourself.

More information

- The Dutch government has a website for all foreigners to check whether they need an entry visa and/or a residence permit. Go to www.netherlandsworldwide.nl/visa-the-netherlands and do the check!
- Check this video: [Immigration documents | Study in NL](#)

Visa procedures take time. The overall procedure (from sending your documents to picking up the residence permit after arrival in the Netherlands) can take up to three months. We urge you to start preparing your documents as soon as you are accepted. Please send us all your documents no later than 31 May.

The residence permit is valid for the duration of your study programme, **provided you obtain 50% of your study credits for each academic year and have enough financial means**. We check this every year. Once you have a residence permit you are free to travel from Holland to any other Schengen country for a maximum of 90 days within a 180-days period.

* When we talk about 'non-EU students', we officially mean 'non-EEA students'. The EEA includes EU countries and Iceland, Liechtenstein and Norway.

Visa costs

The [visa fee](#) for the year 2024 is € 228. This amount must be transferred directly to ArtEZ. Payment procedure and banking details are mentioned in section #1.3 Finances.

IND income requirement

To issue a visa the Dutch Immigration and Naturalisation Service (IND) requires proof that non-EU students can support themselves financially in the Netherlands. For 2024 the income requirement is € 14,615,52.

This income requirement is not a fee. ArtEZ will transfer the money back to your Dutch or SEPA (eurozone) bank account once the visa procedure is completed.

You can find more information about the residence permit procedure on the [website of the Dutch Immigration and Naturalisation Service \(IND\)](#).

To enable ArtEZ to apply for your visa and permit, please follow the steps on the next page.

What to do to get your visa and permit?

Step 1

All non-EU students in need of an entry visa and / or a residence permit must pay their financial guarantee (see section #1.3 Finances) and upload, after requested, the following documents no later than 31 May:

- a copy of all pages of your passport
- the filled out and signed [Appendix Antecedents Certificate](#)
- the filled out and signed [Declaration of Intent to undergo a TB test upon arrival in the Netherlands](#) (see #2.5 in this brochure to find out if you have to take this test)

We will send you a confirmation when we received your documents. We will check them on completeness. If there are documents missing or incomplete, we will send you a notification.

Once the set of required documents is complete and the financial guarantee has been received, we will apply for your residence permit at the IND.

Step 2

For students needing an entry visa AND residence permit: once you have completed step 1, we will let you know when you can make an appointment with the embassy / consulate in your home country to have your fingerprints and photo taken.

Take these documents to your appointment:

- passport (valid for at least 6 months)
- mvv form (downloadable from the website of the Dutch embassy / consulate)
- passport photo (which meets the requirements of the Dutch immigration law. Go to [Government.nl](#) for more information.

Your embassy / consulate will let you know when your entry visa is ready to be collected. This roughly takes another two weeks.

Please note: it is only after receiving your entry visa that you can fly to the Netherlands. Do **not** book any flight tickets until you have received your entry visa.

Students that only need a residence permit

You are free to travel to the Netherlands as long as you do not exceed the 90-day validity of your tourist visa. After arriving in the Netherlands, you must go to an IND Desk as soon as possible to have a passport photo made, your fingerprints taken and to record your signature. We will inform you where you can collect your residence permit, at one of the central issuance days of the IND.

After graduation

The Student Affairs Department will inform the Dutch Immigration Service (IND) which students with a residence permit for study purposes have recently graduated.

Non-EU students who have graduated in the Netherlands get the opportunity to stay in the Netherlands with a regulation called the Orientation year highly educated person. The objective of this regulation is to give recent graduates an opportunity to look for a job or start a company in the Netherlands. You must apply for the orientation year at the IND before your residence permit for study expires, which could happen before the expiration date on your permit card based on your graduation date.

More information

- Check the website of the [IND](#) for more information about this subject.
- Check this video: [Staying after your studies | Study in NL](#)

Leaving the Netherlands

Before you leave the Netherlands, there are a couple of practical matters that you need to take care of:

- Cancel your registration at city hall
- Submit your residence permit at an IND office (if applicable)

#1.3 Finances

Tuition fees

For new students starting in the 2024-2025 academic year, the institutional tuition fee for all Bachelor courses and Associate Degree courses is € 11,200. For all Master courses the institutional fee is € 12,250.

The institutional tuition fees are higher than the tuition fees Dutch and European students must pay. This is because all higher education institutes in the Netherlands receive funding from the national government for EU students only. Tuition fees for non-EU students are based on the actual costs of the education.

If you want to be sure what the tuition fees will be in your situation, use the [tuition fee calculator](#) on our website.

Financial guarantee

If you need a residence permit as a non-EU student, you have to transfer what we call a financial guarantee. It consists of:

- income requirement IND
- visa fees
- insurance fees (#1.6 Insurance)
- tuition fees

Go to [Financial guarantee non-EU | Study at ArtEZ](#) for an overview of the total financial guarantee.

How to pay your financial guarantee

You will have to transfer the financial guarantee to our ArtEZ bank account. As soon as we receive the total amount of the financial guarantee and you have fulfilled all the admission requirements, we will apply for your entry visa and / or residence permit. Please make sure the financial guarantee is transferred as soon as possible.

ArtEZ banking details

Beneficiary: ArtEZ University of the Arts

Bank: ABN AMRO

Swift/BIC code: ABNANL2A

IBAN number: NL57ABNA 0884 4133 30

Description: "VISA + [your surname, initials and student number]"

Bank address

ABN-AMRO bank

Postbus 2059

3500 GB Utrecht

Important to note:

- All money transfer costs must be paid on top of the requested amount and are thus at your own expense.
- ArtEZ does not accept bank statements as proof of meeting the income requirement of the IND. The only way to meet this requirement is to transfer the total amount of the financial

guarantee to ArtEZ. Bank statements don't guarantee that you actually have access to the money in the Netherlands. Moreover, if you don't transfer the money to the Netherlands, a depreciation of exchange rates can cause serious problems during your studies. This is also why ArtEZ transfers the remainder of your financial guarantee to your Dutch bank account after your arrival.

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. Check the video [Financial Plan | Study in NL](#) to find out more about the living expenses in your exchange destination.

#1.4 Scholarships

ArtEZ Scholarship

ArtEZ annually provides a limited number of scholarships for new students from countries other than those of the European Economic Area. This only applies to students who fulfil particular artistic conditions. This means that you may apply for a scholarship if you have a rare or exceptional artistic talent.

You can find the application criteria [here](#).

If you are awarded the scholarship, you will receive € 5,000 per year for the duration of your studies.

Deadline: 1 May 2024

NL Scholarship

This scholarship is financed by the Dutch Ministry of Education, Culture and Science together with Dutch research universities and universities of applied sciences. The scholarship amounts to € 5,000. You will receive this in the first year of your study.

You can find the application criteria [here](#).

Deadline: 1 May 2024

Use [Studyfinder | Study in NL](#) to check which scholarships are available for your course.

#1.5 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 a national housing crisis. This results in a great shortage of housing including student housing. The number of available rooms (in all 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

We use three Facebook group to act as a community for housing. 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 [Study in NL](#).
- Check this video: [Student Housing in the Netherlands | Study in NL](#)

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)

#1.6 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.

Therefore, non-European students at ArtEZ will receive Aon student insurance coverage for the 1st year (or a shorter period, if you are staying for less than a year). The fee for your insurance is included in your [financial guarantee](#). You are responsible for renewing and paying the coverage after the expiration date.

The Aon student insurance 'ICS Complete+' is an insurance package for international students. It covers medical costs (urgent dental help included), pre-existing conditions (for example, existing physical injuries and mental problems), repatriation, liability, home contents and baggage, accidents and legal aid. Please check the [Aon website](#) for more detailed information.

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 will have to switch to Dutch basic healthcare insurance. Aon will refund the overpaid fee.
- If you need to switch to Dutch basic healthcare insurance, you might be eligible for a compensation 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.

Home country insurance

In some countries, insurance policies might cover healthcare in the Netherlands. If you wish to stay insured in your home country, it is important to check the conditions with your insurance company. If your insurance company offers adequate coverage, it can provide you with an international declaration form (written in a common European language). Make sure to bring this with you, as you will need it when you go to see a doctor.

Even if medical costs are covered by your home country insurance, we strongly 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.

More information

- More information about Aon insurances can be found on their [website](#).
- The website [Study in NL](#) gives you useful information about insurances in the Netherlands in general and has a helpful checklist.
- Check this video: [Applying for health insurance | Study in NL](#)
- Please contact the [Student Affairs Department](#) if you have any questions about medical insurance.

#1.7 Webinars

To help you prepare for your move to the Netherlands, we will schedule two webinars you'll be able to join. Invitations will be mailed out closer to the day itself, but you can already mark these in your calendar. You will be able to ask questions during all events.

Discussion on moving to the Netherlands and Dutch culture

→ Wednesday April 3th | 11.30 – 12.30 CEST

In this meeting, we'll be joined by ArtEZ' students who will share their experiences and opinions on moving to the Netherlands for their studies. They will discuss what they think is most important to prepare well in advance and how to go about it. The topics of this webinar are open to what our students wish to tell you, but we will definitely discuss housing and finances from their point of view.

The formalities of moving to the Netherlands

→ Wednesday June 12th | 11.30 – 12.30 CEST and

→ Wednesday June 26th | 14.00 – 15.00 CEST

Our second webinar discusses what we have also listed in this brochure; all the formal sides to moving abroad. It will be especially important for non-EU students who need a residence permit to study here, as they will be obligated to have or do these things. Some topics we'll discuss are insurances, residence permits and getting a bank account. The webinar offers a different format to this brochure and our website, but most importantly allows you to directly ask questions!

#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 hometown! 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. We will send you an invitation email for the Welcome programme. So keep a close eye on your email!

#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.

Also take your residence permit or the IND letter stating that you are in the process of getting a residence permit with you.

More information

- Go to the website of your municipality: [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.
- Check this video: [Registering with the municipality and getting your BSN | Study in NL](#)

#2.3 Dutch bank account

You must open a Dutch bank account. You need a BSN number to open a Dutch bank account. If you don't have a BSN yet, you can open a bank account with the [ABN AMRO](#). Read also this [factsheet](#) for more information. However, you must provide your BSN within 120 days after opening your account. Read more about how to obtain a BSN number in #2.2 Registration at the municipality.

ArtEZ will return the remainder of your financial guarantee to your Dutch account. And it also 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, 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 a copy of your bank card (front and back) as soon as you have it.

#2.4 Residence permit

Students with entry visa

If you have arrived in the Netherlands **with an entry visa**, Student Affairs will keep you informed about where and when you can pick up your residence permit.

We will inform you when you can pick up your residence permit at one of the central issuance days of the IND.

Students without entry visa

If you have come to the Netherlands **without an entry visa** but do need a residence permit, you must go to an IND desk within 2 weeks after arriving in the Netherlands to provide your biometric information. You will need to make an appointment for this on the IND website (see below). You need a second appointment to pick up your residence permit (about two weeks later).

How to make an appointment at the IND for giving your biometrics

1. Go to www.ind.nl (English version available)
2. Click 'make appointment online'
3. Choose 'biometric information'
4. Read the information and click 'Online appointment'
5. Select an IND desk. For biometric information, you can choose a desk in any city. Select date and time
6. Fill in the form with your contact details
7. Confirm appointment
8. Keep the confirmation email and take it to your appointment

What to take to the IND

- Passport
- IND letter you receive from Student Affairs
- Confirmation email with appointment code

#2.5 Tuberculosis test

In order to obtain a residence permit, some students must undergo a tuberculosis (TB) test and - if necessary - treatment. Depending on your nationality you might have to take a tuberculosis (TB) test upon your arrival in the Netherlands.

International students need to undergo a tuberculosis test unless they have one of the nationalities listed in the 'Appendix Exemption from the obligation to undergo a TB test' published on the [IND website](#).

Taking the TB test

If your nationality is not on this list, you do need to take the TB test. The test can only be done after your arrival in the Netherlands and only by the Dutch Public Health Authority (GGD).

For taking the test you can make an appointment with the GGD yourself.

- for Arnhem: send an email to tbc@vggm.nl

- for Enschede: send an email to <mailto:minfo@ggdtwente.nl>
- for Zwolle: fill in [this](#) form (only in Dutch)

Please mention the following information in the email:

- name/surname
- date of birth
- nationality
- living address in the Netherlands
- BSN or V-Number (if applicable)

Required documents to take to the test

When you go to the GGD for a tuberculosis check, please make sure to:

- take the [Tuberculosis Examination Referral Form](#), fill in your address and personal information
- take your passport

You have to undergo the TB-check within 3 months of arriving in the Netherlands. Please realise the IND can take measures if you wait too long!

#2.6 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!

More information

- You can find more information about health topics and healthcare in the Netherlands via [GPinfo.nl](#).
- Check this video: [General practitioner | Study in NL](#)

#2.7 Working in the Netherlands

As an international student in the Netherlands, you may want to work alongside your studies.

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.

Financial aid

International students working alongside their studies are often entitled to financial aid from the Dutch government. This is meant to compensate the costs of the Dutch health insurance you had to buy in order to work. To receive this healthcare benefit. Visit the [Dutch Tax Administration website](#) for more information about the criteria you must meet.

More information

- Go to [Insurance | Study in NL](#) to read more about healthcare insurance.
- Check this video: [Work while studying | Study in NL](#)
- Check the video [Volunteer while studying | Study in NL](#) if you want to work as a volunteer while studying.

#2.8 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. Useful websites for buying a second-hand bike could be: [Marktplaats](#) (the Dutch version of Ebay) or [Scalabikes](#) (only in Dutch). 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 which they can use for all forms of public transport. 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). You can also use your bankcard, creditcard or phone to check in and out.

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.

More information

- Go to [Travelling with the OV-chipkaart](#) for more information about the OV-chip card.
- Check this video: [Public transport | Study in NL](#)

#3 WHO IS THERE FOR YOU?

#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 NL 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 counsellor

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
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