



STUDENT GUIDE

Practical information

2022



international
welcome center
north

DEAR STUDENT:

WELCOME TO THE NORTHERN NETHERLANDS!

We hope that you will enjoy your time here in The Netherlands! There are many things that you probably had to arrange before arriving. While it may seem like a lot at first, general information and procedures are necessary to get you comfortably settled and proceed with your studies. We want to provide you with a short guide on what you need to know first, where to find information and support, and basically how to get around in your day to day student life.

Student Information and Administration desk or International Office

- Application and admission of students
- Registrations
- Immigration and legal questions
- Information about Studielink (with regard to application)
- Tuition fees
- Invoice, proof of payment tuition fees or BBC
- Other administrative questions

GENERAL INFORMATION FOR UG STUDENTS

<https://www.rug.nl/education/contact/information-services/?lang=eng>

Address: first floor of the west wing of the Academy Building (Broerstraat 5).
Telephone: +31 (0)50 363 8004

GENERAL INFORMATION FOR HANZE STUDENTS

<https://www.hanze.nl/eng/services/international-services/international-service-desk-service>

Address: Zernikeplein 7, van Olst Toren, 9747 AS, Groningen
Telephone: +31 (0) 50 595 27 50

GENERAL INFORMATION FOR NHL STENDEN UNIVERSITY OF APPLIED SCIENCES

<https://www.nhlstenden.com/en>

Address: Rengerslaan 8-10, 8917 DD Leeuwarden
Telephone: +31(0) 58 244 11 55

More information about education in The Netherlands can also be found on our website:

<https://iwcn.nl/newcomers/settling-in/education/higher-education/>

REGISTER AND OBTAIN YOUR BSN NUMBER

If you are coming to the Netherlands to study, you will need a Citizen Service Number (*Burgerservicenummer*, *BSN*). You will receive this personal number by registering in a Dutch municipality (*gemeente*). For people staying for more than 4 months in the Netherlands, **registration is mandatory**.

You need a BSN to contact the Dutch government, for enrollment in educational programs, health insurance and taxes, among many others. Depending on your situation, you will need to make an appointment at the municipality where you live. The following documents will be requested:

- Legalized/apostilled birth certificate(s), marriage and divorce certificate(s), adoption certificate(s) with their official translation, if they are not in Dutch, English, French or German. From 16 February 2019 onwards, citizens of the EU need to provide a multilingual extract of these documents; no translation, legalization or apostille is needed.
- Passport(s) and residence permit(s) if already collected, or proof of the IND application.
- Proof of address (i.e. rental contract).
- Completed *Gemeente* registration form.

If you go directly to the Municipality, you might not be assigned a BSN number on the same day you apply for it. After reviewing your documents and following their own procedures, the *Gemeente* will send a print out of your BSN number to your registered address. If following the procedure through the IWCN, you will receive your BSN on the day of the appointment or within 5 business days by post (if registering with a Municipality other than Groningen).

KEEP THE BSN PRINTOUT FROM THE GEMEENTE IN A SAFE PLACE, AS IT WILL ONLY BE PROVIDED TO YOU FOR FREE ONCE.

OPEN A BANK ACCOUNT

Having a Dutch bank account can be very useful for renting a house, paying for utilities, online shopping, and going out, among others.

In the Netherlands, there are three major banks: ING, ABN AMRO, and Rabobank, but there are also other smaller banks. Each bank offers different services and fees. Although some websites are only in Dutch, these three banks offer mobile banking applications in English as well.

ABN AMRO student services:

<https://www.abnamro.nl/en/personal/payments/open-an-account/student-package/index.html>

ING student services:

<https://www.ing.nl/particulier/student/acties/student-english/appointment.html>

Rabobank student services (in Dutch)

<https://www.rabobank.nl/particulieren/studenten/rabo-studentenpakket/>

Regardless of your choice, make sure to review all the types of accounts available and their conditions, fees and additional possibilities (i.e. insurances, extra plastics, etc.)

You will need:

- Your BSN Number
- Proof of address (i.e. rent contract)

- Proof of enrollment (i.e. grant letter)
- Passport and/or residence permit.

REQUEST A DIGID

DigiD is a code which consists of a username and a password of your choice, which gives you access to Dutch government websites.

Although it is not mandatory to request a DigiD, it is very convenient to have one in the event you have to arrange formalities using government websites and other sites where verification of your identity is compulsory (i.e. health insurance/allowance requests).

In order to request a DigiD code, you need to have been registered at the BRP and, hence, have a BSN number. **Please make sure that your home address is updated in the municipal database before requesting your DigiD!**

Because this code is a sort of personal electronic signature, you need to make sure to **keep your DigiD safe at all times and not share it with anyone**. You can download the app and/or ask for double verification via SMS.

In order to apply for DigiD, please follow this link:
<https://www.digid.nl/en/>

VERIFY YOUR HEALTH INSURANCE STATUS

In The Netherlands, it is mandatory for everyone living and studying in its territory to have health insurance with sufficient coverage. Depending on the type of residence permit you have and your personal conditions, you have different obligations regarding health matters. In most cases, you will need a Dutch Basic Health Insurance (*Basisverzekering*). The cost of basic insurance is around €112 a month. For dental coverage, physiotherapy and other special (non-traditional) treatments, you will need to purchase additional coverage (*aanvullend*) which might increase your monthly fee.

Your institution will provide information on which insurance companies are better cover student health needs.

Be aware that if you choose to work part time beside your study, the conditions for health insurance changes. An example of insurance company that provides coverage for students is Menzis.

However, there are many other insurance companies which offer varied packages. Make sure to read all their conditions carefully, as well as the health providers (*zorgverleners*) with whom they have agreements.

Zorgwijzer will help you understand which insurance packages are applicable to your particular situation, conditions and different steps that you need to undertake for application.

<https://www.zorgwijzer.nl/faq/students>

COLLECT YOUR RESIDENCE PERMIT

Your institution applies for a residence permit for you. You need to follow the guidelines of an institution on what you should provide for an application. The residence permit is given to you for the time you need to complete your study program.

If you have a residence permit as a student (bachelor/master) you will need to collect your residence permit card at one of the IND's offices; you can do it at IWCN office.

Make sure to collect your residence permit card ASAP (**before your MVV expires**, if applicable) and be aware that must carry it **at all times**, as well as present it whenever requested for a valid ID.

To read more about application, validity, conditions and extension:

<https://ind.nl/en/study/Pages/study-at-university.aspx>

IND stands for Immigration and Naturalization Dienst (Service). It is responsible for administering immigration procedures. You can always contact IND directly in case you have questions related to your residency in The Netherlands:

Telephone: **088 043 04 30**
Monday to Friday from 9:00 to 17:00.

WRITE DOWN THE EMERGENCY NUMBERS

For every Municipality or *Gemeente*, there are numbers you can contact to obtain assistance in case of fire, medical emergency or threat.

**ONLY IN CASE OF EMERGENCY (i.e. life threatening situation),
DIAL 112 IN ALL PROVINCES OF THE NETHERLANDS.**

To obtain HELP, but not in an emergency, you can contact the Police Department (*Politie*):

- ALL CITIES 0900 88 44

In case of emergency situations involving animals, you can call the following:

- *Dierenambulance Groningen*.....050 579 1900
- *Dierenambulance Friesland*.....0512 515 153 (Zuid-Oost)
0900-4636325 (Leeuwarden)
0653-712098 (Zuid-West)
- *Dierenambulance Drenthe*.....0512-515153

In case of medical need that is not life threatening, but that occurs outside the office hours of your GP (*Huisarts*):

- *Doktorsdienst Groningen*.....0900-9229
- *Dokterswacht Friesland*.....0900-112 7112
- *Huisartsendienst Drenthe*.....0900-112 0112

ARRANGE TRANSPORTATION

Bicycles

There are plenty of bike shops where you can buy a new or second hand bike in all price ranges. You can also find your ideal bike on the internet. In every case, when you get your bike:

- ✓ Keep your receipt/invoice and verify its content.
- ✓ Write down the frame number of your bike.
- ✓ Buy a VERY good lock(s).
- ✓ If it's a very expensive bike, get an insurance for your bike.
- ✓ Make sure your bike has front and rear lights at night.
If you fail to have them, you could get a fine!
- ✓ In case your bike is stolen, you must do a declaration (*aangifte*) at the police department. If your bike is found on a later date, keep in mind that you will only be able to get it back if you made such a declaration.

OV Chipkaart

You can travel all around the Netherlands using your OV Chipkaart, whether it is by bus, tram, or train. You can also rent bikes in some train stations using your Personal OV card. The OV card can be personalized and linked to your bank account for automatic reload; you can also buy an anonymous card and recharge it when you need it. There's no easier way of traveling!

<https://www.ov-chipkaart.nl/everything-about-travelling/different-types-of-pasenger/students.htm>

More information on how to apply:

<https://www.duo.nl/particulier/student-travel-product/apply.jsp>

GET YOUR DAILY SUPPLIES

Supermarkets are open Monday through Friday from 08:00 to at least 20:00 and on Saturdays from 08:00 to at least 18:00. Some supermarkets open on Sundays, make sure to check out the opening hours of the supermarkets close to your home. Opening hours might differ due to Covid-19 restrictions, so check information online or by visiting the supermarket.

Some tips:

- Products that are marked as *huismerk* (i.e. the brand of the supermarket) tend to be cheaper.
- Vegetables and fruits are also sold in separate stores (*groentewinkels*) and on street markets.

- Wines, beers and liquor if not available at the supermarket, can be found at liquor stores (*slijterij*).

Take note that the legal drinking age in The Netherlands is 18 years old and above.

- You can also find supplies from other countries in stores known as Toko's and special international supermarkets.
- Make sure to bring your grocery bags with you and reuse them whenever possible, as plastic bags in all stores have an extra cost. Also, you'll be helping the environment by doing so!

REGISTER WITH A HUISARTS

You might notice that health care in the Netherlands works slightly (or very) different than in other countries.

Upon arrival, you have to register with a General Practitioner (*GP, Huisarts*) who is close to your home, that is, your registration depends on your post code area/neighborhood. You can walk around the neighborhood in order to spot their offices or ask your neighbors for recommendations. If you feel sick, your first point of contact will always be your *huisarts* (except in life threatening situations/emergencies). He or she can give you prescriptions when necessary, or send you to a specialist when needed (or when you request to be seen by one).

You should also find and register with a pharmacy (*apotheek*) which is close to your home.

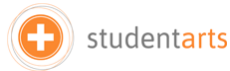
Finding a dentist can also be very helpful; however, make sure to check with your insurance if and which dental costs are covered. Unlike the *huisarts*, registering with a dentist does not depend on your post code. Hence, you can pick any practice anywhere in or outside the city.

Studentarts

One doctor's practice that is an exception because it does not require registration based on one's post code, is **Studentarts**. This practice used to be exclusively accessible to international students, but now other internationals are welcome too. The doctors speak English well and are used to treating internationals. Keep in

mind that you can register either with a G.P. or with *Studentarts*, not both. If you would like to make a change, please inform your G.P. so they can make the proper arrangements.

You can find more information at their website:



<https://www.studentarts.nl/en/>

Housing

It is highly recommended to look for an accommodation way before you arrive to The Netherlands. With the large quantity of students and not enough living space to fit everyone in, students sometimes are left helpless in a quest to find a place to live. An accommodation does not only mean that you have a roof above your head, but it also means that you will be properly registered and receive your BSN number. Having an address where you are officially registered will give you a green light to do things like opening a bank account or registering with a general practitioner.

SOME TIPS AND RECOMMENDATIONS YOU WILL FIND AT THE WEBSITES OF UNIVERSITY OF GRONINGEN:

<https://www.rug.nl/education/bachelor/international-students/study-in-the-netherlands-groningen/accommodation>

AND ON THE WEBSITE OF HANZE UNIVERSITY:

<https://www.hanze.nl/eng/study-at-hanze/studying-in-the-netherlands/housing>

EMERGENCY HOUSING IN CASE YOU STILL NEED A PLACE TO STAY:

<https://gemeente.groningen.nl/emergency-housing-foreign-students>

You can still ask your fellow students whether they know anything about available apartments.

OTHER IMPORTANT LINKS WHERE YOU CAN SEARCH FOR A RENTAL:

<https://www.athomeingroningen.com>

<https://kamernet.nl/en>

<https:// groningen.nl/en/practical-matters/finding-a-house/student-accomodation>

<https://nl.sugarhomesgroningen.com/>

<https://www.thestudenthotel.com/groningen/stay/student-stay/>

<https://www.xior.nl/en/>

<https://www.room.nl/en/studenthousing-groningen>