

ONCAMPUS
AMSTERDAM



UNIVERSITY
OF AMSTERDAM

STUDENT GUIDE

2019/20





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WELCOME

Dear Student,

Welcome to **ONCAMPUS** Amsterdam. We hope that your preparations for starting your studies with us are going well and that you are looking forward to the next exciting step in your education and learning.

We believe that successful students need a strong learning community.

During your time with us we hope you will be inspired to learn and to enjoy your learning, to develop new skills, to understand different cultures, and to make friendships that will last a lifetime!

We are looking forward to meeting and welcoming you.

Centre Head

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Student Recruitment and Support Officer (UvA)

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Curriculum Information Officer

Melissa Douglas

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IMPORTANT DATES

ACADEMIC YEAR 2019/20

Students on all courses at ONCAMPUS Amsterdam will follow the same term dates, as follows:

Term 1	16 September 2019 – 13 December 2019
Term 2	06 January 2020 – 13 March 2020
Term 3	23 March 2020 – 07 June 2020
Term 4 (August finishers only)	08 June 2020 – 14 August 2020

Please note: term dates for MQP are 26 August 2019 - 10 July 2020. Students taking this course must not arrive late.

Late arrival

Please inform us of your arrival plans and flight details as soon as you have them. You should only book a flight once you have received your visa in your passport. If you think you will arrive late you must tell us as soon as possible. Please send all this information to amsterdam@oncampus.global or call +31 (0)20 525 7122.

Progression to University of Amsterdam

Degree courses will begin the year after your foundation course on 31 August 2020. We strongly advise you to return to Amsterdam before 24 August 2020 so that you can take part in the University's introduction programme.

Public holidays

King's Day - 27 April
Liberation Day - 05 May
Ascension Day - 21 May
Whit Monday - 01 June

VISA INFORMATION

Obtaining a Dutch Visa

In order to be able to study in the Netherlands, non-EU students need to apply for residency. Once you are officially enrolled to the **ONCAMPUS** Amsterdam programme, the University of Amsterdam (UvA) applies for a residence permit on your behalf. UvA Student Services will send you an invitation by email to register on the University of Amsterdam's online system, after which you need to upload the required documents. Once the University has received everything, they will send your application to the Immigration and Naturalisation Department (IND).

If you require an entry visa (MVV) for the Netherlands, we advise you to not book a flight ticket, at least not one that cannot be changed, until you have received your visa sticker in your passport.

Students can always contact the **ONCAMPUS** Amsterdam team for assistance during the visa application process.

amsterdam@oncampus.global

For more information about the visa process please have a look at the University of Amsterdam's website too www.uva.nl/en

To download our country-specific Visa guides please visit www.oncampus.global/europe/visa-advice

Please note that before you arrive in Amsterdam you will receive emails from UvA Student Services (visa process, housing process and Start appointment), your housing corporation (for example De Key or DUWO) and from the **ONCAMPUS** Amsterdam team. Please make sure you reply to all the emails that you receive from the different departments. The **ONCAMPUS** Amsterdam team can always help you if you have any questions.

Immigration on your arrival

Passport Control

When you arrive at Schiphol Airport you will need to pass through immigration so follow the signs to Passport Control. If the Immigration Officer asks you about the purpose of your visit then please explain that you will be studying in the Netherlands and make sure that you are able to show the following documents:

- Passport
- Original academic documents (see checklist on pg. 8)
- Proof of accommodation
- Certificate of Enrolment
- Dutch Entry Visa (if required)

Make sure you have all your supporting documents (see checklist) in your carry-on luggage if you are flying to the Netherlands; you will not have access to your luggage until you have cleared immigration. Failure to show the right documents will result in delays.

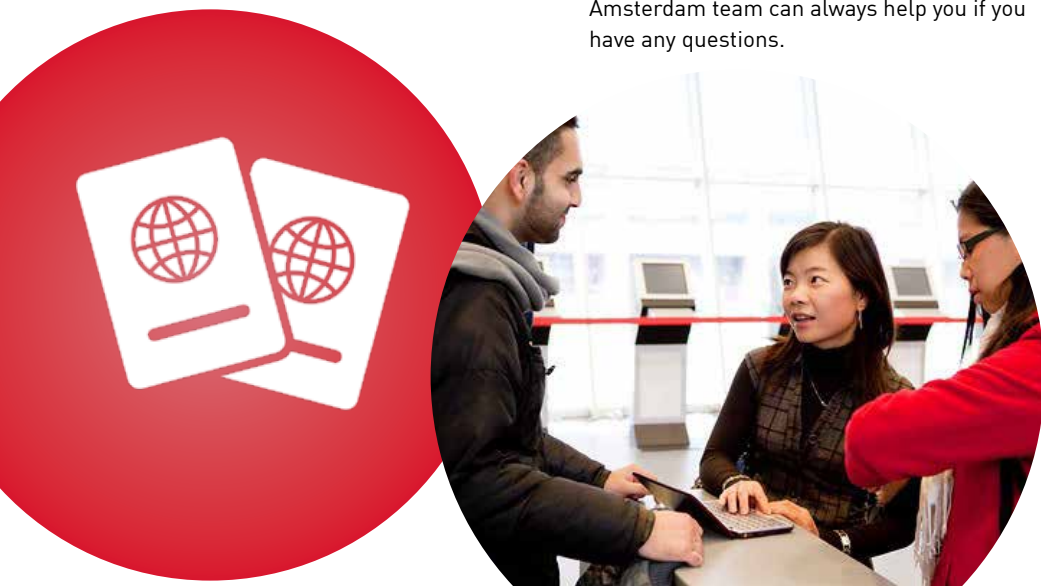
HEALTH INSURANCE

You are required to have appropriate health insurance for the duration of your stay in the Netherlands. You must arrange your health insurance prior to entering the country. The AON Insurance Certificate for Students (ICS) Complete+ package covers medical costs in the Netherlands, liability, household contents and luggage, accidents and legal assistance. The package costs around €53 per month.

Students who aim to get a part-time job need Basic Health Insurance which is about €100 per month.

Book the AON Complete+ health insurance at: www.aonstudentinsurance.com/ONCAMPUSuVA

[Remember, you should arrange all these aspects of your studies before you arrive.](#)



CHECKLIST

Preparing to come to Amsterdam

- Make sure you have a valid passport and passport photographs
- Satisfy conditions of offer (if applicable)
- Obtain visa (if applicable)
- Apply for accommodation
- Have medical examination and vaccinations (if applicable)
- Arrange medical/travel insurance
- Decide how to pay for your tuition fees
- Decide how to pay your accommodation fees/pay accommodation deposit

Before you leave

- Check your transfer to Amsterdam if you are travelling independently
- Buy currency
- Pay tuition fee deposit (if applicable)
- Check your luggage allowance and pack your luggage appropriately
- Put the emergency telephone numbers into your mobile phone (to be put in your hand luggage)
- Pack photographs from home and addresses and phone numbers of friends and family
- Pack an adaptor for electricity sockets
- Pack all relevant original documentation or certified copies*
- Confirm arrival date with the centre

*Documents including:

- Original IELTS/TOEFL Certificate
- Original High school diploma and transcript in original language and English translations
- GAOKAO or CSAT if applicable
- University transcripts (MQP students)
- Accommodation offer letter
- Copy of Health Insurance

These are needed to fully register and enrol on your course.

ARRIVING IN AMSTERDAM



Transport from the airport

Amsterdam Airport (Schiphol) is situated approximately 20 km south-west of Amsterdam. The arrival and departure halls are located under the same roof as the train station. From Schiphol you can choose from a selection of transportation methods into Amsterdam. There is also a wide selection of bars, restaurants and shops. For more information about the airport please visit www.schiphol.nl/en/

Free baggage trolleys are available.



Train to Amsterdam Centraal Station

Direct trains to Amsterdam Centraal Station run every 10 to 15 minutes between 06.00 and 24:00 (every hour during other times). The trip takes 15 minutes and costs under €5. Train tickets are available from the yellow ticket machines near the platforms at Schiphol Plaza. Tickets are also available from the NS Service desk, which is situated close to the red/white-checked cube at Schiphol Plaza. Staff at the ticket offices will also be able to provide you with train departure information.

Please make sure you check in to the train with your ticket before heading to the platform at the airport. Failure to do so may lead to difficulty exiting Amsterdam Centraal Station.



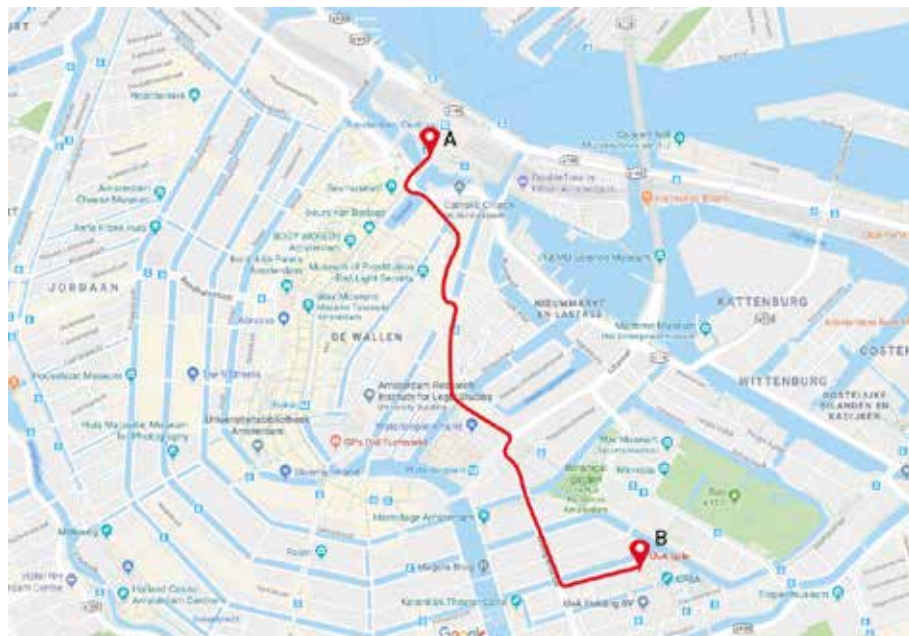
Private taxi

You'll find plenty of private taxis for hire in the taxi line just outside the main entrance to the arrivals and train station level at Schiphol. The fare will be around €50, please ask for a price indication before departure. Also make sure you have money with you to pay the driver. You can either pay in cash or with credit card.

HOW TO GET TO ONCAMPUS



Students should arrive during the week before induction starts as the keys for University accommodation can only be picked up during office hours, De Key: 8.30—16.30 (Mon-Fri), DUWO: 8:30—17:00 (Mon), 12:00—17:00 (Tue—Fri). If you rent a room from a private provider such as Our Domain or The Student Hotel, please read your room offer letter carefully for instructions on when, where and how to pick up your room keys.



Travelling from Amsterdam Central Station to ONCAMPUS Amsterdam

From Amsterdam Central Station you can take metro number 51, 53 and 54. You exit the metro at stop 'Weesperplein'. From there, it is a 5 minute walk to Valckeniersstraat.

When you arrive in Amsterdam

- ☐ • Tell your family you have arrived
- ☐ • Once you have had your Start appointment with UvA Student Services, you will know how to:
- ☐ • Open a bank account
- ☐ • Have your tuberculosis test (if applicable)
- ☐ • Register with city hall
- ☐ • Buy a personal OV-chipcard (once you have a Dutch bank account)

During induction week, please bring the following when you come to enrol:

- Your passport
- Your visa (if applicable)
- Your original academic certificates and transcripts (for example, High School Diploma, A-level results, IELTS Certificate, first degree certificates and other qualifications). Please remember that **ONCAMPUS** will only accept original documents
- Your Dutch address, telephone number and personal e-mail
- Details of someone to contact in case of emergency and details of your next of kin

Start appointment

In August, you will receive an invitation from UvA Student Services to book a Start appointment. Every **ONCAMPUS** Amsterdam student or University of Amsterdam student has this Start appointment with UvA Student Services after they arrive in Amsterdam.

ENROLMENT AND INDUCTION

Enrolment at ONCAMPUS

Close to your arrival date, you will receive information via email about your 'Start' appointment with the university and registering with the City Hall (Gemeente).

Induction Week sessions will give you the opportunity to meet key **ONCAMPUS** staff and other students on your course. You will join **ONCAMPUS** formally and learn about the university, the centre and your programme of study. You will also receive information about the university's library and services and will complete the enrolment process.

Enrolment is the administrative process whereby you are admitted to **ONCAMPUS** as a student. It is part of your induction. On the first day of induction, we will tell you when and where your enrolment will take place.

During the appointment, students:

- Receive information on when and where to collect the residence permit;
- Receive information on registering with the city hall of Amsterdam (or Diemen);
- Receive information about how to open a Dutch bank account (the letter that you receive during the appointment is needed to open the account);
- Receive information about the (free) tuberculosis test (if applicable)

UvA student account – Library and computing facilities

During the Start Appointment with the University you will learn more about your visa and the city of Amsterdam, and you will receive your UvA Student ID Card.

This card also allows you to borrow materials

from the library and pay at university facilities. The card also gives you discounts in the city centre.

ONCAMPUS students have full access to all student support services. Please make sure that you collect your Student ID Card within the first week of term.

Registering with the City Hall (Gemeente)

After you arrive in the Netherlands you will need to register with the City Hall (Gemeente).

To register you will need:

- Your passport
- Your residence permit (if you already have it)
- Your Letter of Enrolment from UvA
- Proof of your address (lease agreement)
- Optional: Your Certified Birth Certificate

If you change your address at a later point in the year, you will need to inform the Gemeente within five days. You can do this in person at the Gemeente or online after registering for a DigiD (see below) account. The office team will help you with registering and changing your address.

After your registration, you will receive your social security 'BSN' number within 1-3 months.

DigiD

With your BSN number (see page 6) you can apply for a DigiD. Your DigiD consists of a username and a password of your choice. With your DigiD you get access to websites related to the Dutch government. Apply at www.digid.nl/en

Opening a bank account

We advise our students to open a Dutch bank account once they have arrived in

Amsterdam. When opening a personal bank account you will be offered a pincard (pinpas). You must pick up the card personally (with ID). With your pincard, you can take out money from the ATM without any extra charges. When you pay by pin, you insert your card into the machine and punch in your pincode. It is the most common method of payment used in shops, supermarkets, bars and restaurants. This system is also used within the University, for instance in the canteen.

The Netherlands has many banks but the three largest are ING, ABN AMRO and Rabobank. All three offer special student accounts, and UvA recommends to open an account with ING.

ING does not charge a monthly fee for their student account but some banks do. Make sure you check what fees you will be charged before opening an account.

To open a bank account in the Netherlands you will need:

- Proof of identity (passport)
- Proof of address (lease agreement)
- Student card (given to you at your UvA Start appointment)
- Your Social Security Number of your own country. You will receive your Social Security Number (BSN Number) in The Netherlands a few weeks after registration at the municipality of Amsterdam. American citizens: bring your TIN (Tax Identification number)!
- If possible bring along a Dutch mobile phone number. This is necessary for internet banking.

Once you have received your Student card at your Start appointment you can arrange to open a bank account.

If you wish to transfer money to another bank account, either in the Netherlands or another country, the easiest way

to do this is with internet banking.

Most Dutch banks also offer very easy to use mobile banking apps.

Under 18? It is unfortunately not possible to open a Dutch bank account yet. Please wait until you turn 18 and then open a Dutch bank account.

ONCAMPUS Student Portal

The Student Portal is our student intranet and gives you access to your own personal page.

Go to <http://my.oncampus.global> and login to:

- Check your personal information
- View your timetable
- Monitor your attendance
- View your exam entries and results

You will be given your username and password in induction week.

You are also advised to check your email daily, as important **ONCAMPUS** information and notices will be sent to your private address.

MQP students, please note:

The **ONCAMPUS** Student Portal only shows information related to your **ONCAMPUS** classes. For your UvA classes, timetable and results etc. you need to login to the university's online systems with your UvA Net ID.



WHAT'S GOING ON IN THE CITY

Sports centre and student sports

www.usc.uva.nl

Students at the university are welcome to join the University Sports Centre (USC). The main facility, the Sportcentrum Universum, is located at the Amsterdam Science Park and is open seven days a week and offers more than 70 sporting activities at affordable rates. The USC also has a number of locations spread throughout the city of Amsterdam including:

- USC Tennis in Watergraafsmeer
- AMC Sport Centre located at the Academic Medical Centre
- Amstelcampus Sport & Fitness, the fitness centre near Wibautstraat
- PCH Fitness in the centre of Amsterdam in the P.C. Hoofthuis at Spuistraat
- ClubWest, in Amsterdam Nieuw-West

The USC is associated with 25 different sporting societies in Amsterdam and also runs a variety of sporting and dance courses. In total there are over 60 different activities to choose from.

We like to get our students involved in local events and run many on-campus and off-campus activities and trips. You can help choose and organise these as part of the Student Representative committee.

Talk to us about your interests when you arrive. Examples from this year include: Laser tag, ice skating, and a boat tour through the canals of Amsterdam.

Things to see and do

Amsterdam is a world class city and it combines all of the benefits of a long history full of culture with state-of-the-art research and development.

Amsterdam has many beautiful parks and there are a number of nature reserves close by. The Gaasperpark and the Amsterdamse Bos are on the edges of Amsterdam itself and the Zuid-Kennemerland National Park is only 30 minutes from Amsterdam by public transport.

Within the Netherlands, the cities of Haarlem, The Hague, Leiden, Utrecht and Rotterdam are all less than an hour away. Amsterdam Centraal is a major railway station and you can get direct trains to Antwerp, Brussels, Paris, Cologne, Berlin, Copenhagen, and many other cities.



POINTS OF INTEREST



01 & 02. UNIVERSITY OF AMSTERDAM AND ONCAMPUS AMSTERDAM



03. SPORT CENTRE OF UNIVERSITY OF AMSTERDAM

The University Sport Centre offers over 70 different sport activities available to students. Students can participate with great discounts.

🚲 15 mins | 🚶 15 mins



04. ROYAL PALACE

During the Dutch Golden Age, in the 17th century, the Royal Palace on Dam Square was built as a city hall. The building became the Royal Palace of King Louis Napoleon and later of the Dutch Royal House.

🚲 10 mins | 🚶 10 mins



05. NIEUWMARKT (CHINATOWN)

Nieuwmarkt is a square in Amsterdam's Chinatown, with many lively cafés, bars and restaurants. There is a daily market and an organic food market on Saturdays.

🚲 5 mins | 🚶 15 mins

AMSTERDAM IS ONE OF THE SAFEST CAPITAL CITIES IN EUROPE



IT'S THE 6TH BEST CITY IN THE WORLD TO LIVE IN
The Economist's Safe Index 2017



06. KALVERSTRAAT

The Kalverstraat is one of the biggest & busiest shopping streets in Amsterdam. Many famous brands have their shops in the Kalverstraat, which was named after the 'Kalvermarkt' (calves market) that was held here until the 17th Century.

🚲 10 mins | 🚶 8 mins



07. RIJKSMUSEUM

The Rijksmuseum is a Dutch National museum dedicated to arts and history. The museum was founded in the early 19th Century, and opened its doors again in 2013 after 10 years of renovation. Rembrandt van Rijn's famous painting The Night Watch can be found here.

🚲 10 mins | 🚶 12 mins



08. AMSTERDAM FLOWER MARKET

The Flower Market in the city centre of Amsterdam is the only floating flower market in the world. There are many florists and garden shops, as well as a big variety of souvenirs.

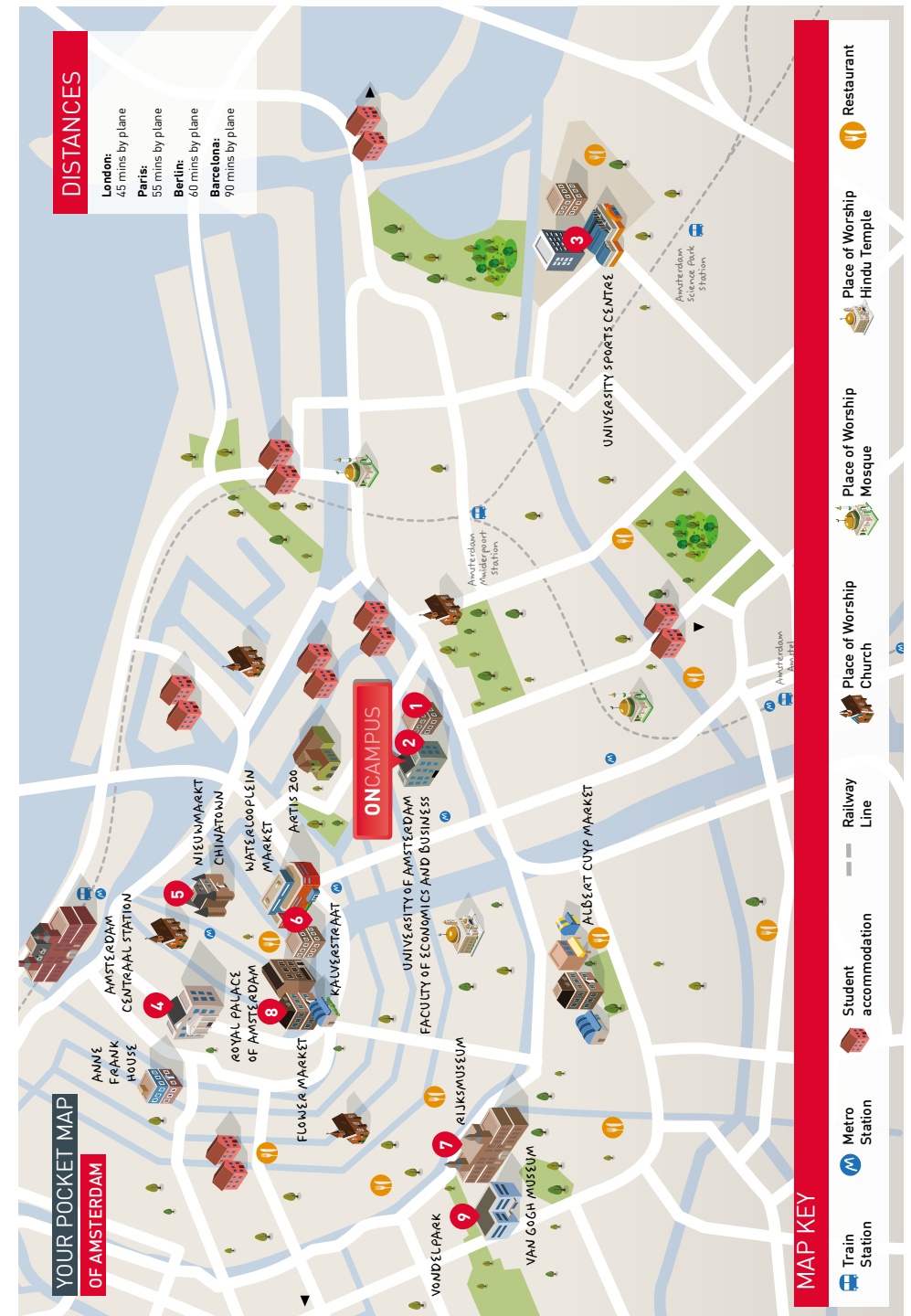
🚲 10 mins | 🚶 8 mins



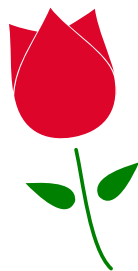
09. VAN GOGH MUSEUM

Dedicated to the works of Vincent van Gogh and his contemporaries, this museum can be found at Museum Square, close to Rijksmuseum.

🚲 10 mins | 🚶 15 mins



LIVING IN AMSTERDAM



Payment options in Amsterdam

In the Netherlands the most common method of payment is 'pinnen': using a debit card plus PIN code. This method of payment is accepted in almost all shops, hotels, restaurants and tourist attractions. Cash is also still widely used. Credit cards can't be used in most of the shops.

Mobile phones

In the Netherlands, people use GSM mobile phones and SIM cards.

You can buy simple and inexpensive mobile phones at www.bol.com or at one of the phone stores in the city. You can buy Dutch simcards and extra credit at the Albert Heijn supermarket, in tobacco stores or phone stores.

Activities and attractions in Amsterdam

Amsterdam has many great things to do and see. From its canals to world-famous museums and historical sights, Amsterdam is one of the greatest cities in the world. Amsterdam is also a city of tolerance and diversity. It has all the advantages of a big city: culture, nightlife, international restaurants, good transport - but it is quiet, and largely thanks to its extensive canals, has little road traffic. In Amsterdam your destination is never far away. Amsterdam is also one of the safest cities in the world.

Information about activities, museums and attractions can be found on the [Awesome Amsterdam website](#) and on the [Amsterdam website](#).

Climate

The Netherlands has a temperate climate, with few extremes, but the weather here is famously changeable, so be prepared. It can be quite wet and cold in the winter, (roughly November to March). A warm topcoat, hat, scarf, gloves and an umbrella are a good idea. Summers can occasionally be showery and overcast, but are mostly pleasant and rarely extremely hot. The days are long and it stays light until late in the evening.

GETTING AROUND

Public transport

Travelling within Amsterdam is straightforward and convenient. There is an extensive transport network connecting city districts. Trams are common in Amsterdam, with routes heading out from the centre in all directions. Trams are ideal for short journeys around the city centre, as well as for traveling to other districts. Amsterdam's metro runs underneath the centre, from Centraal Station to the outer districts. This can be a fast and efficient way to travel. Amsterdam also operates a full bus network, which will take you anywhere you have to go. Behind Centraal Station, ferries hustle their way across the River IJ, transporting passengers to various locations in the north of Amsterdam. The ferries are free of charge.

Public transport chip card (OV-Chipkaart)

A public transport chip card (OV-Chipkaart) is an electronic card with a built-in chip for use on all public transport in Amsterdam (and the rest of the Netherlands) including trains, buses, trams and metros. The chip card can be topped up with credit in euros. You can buy a public transport chip card with your credit card at Schiphol Airport or Amsterdam Centraal Station and with cash or Dutch debit card at many other places.

Don't forget to check in and check out!

More information about the OV-chipkaart,

but also route maps for tram, bus, metro and ferry can be found on the [GVB Website](#). A useful journey-planner is '9292' which can be found at the [9292 website](#) or download the app from your mobile app store.

Cycling

Cycling is a fun and easy way of getting around in Amsterdam – just like the locals do! There is an extensive network of bike paths, so Amsterdam is the perfect city to explore on two wheels. There are many rental shops throughout the city. It is also possible to buy a bicycle. At www.marktplaats.nl or the Waterlooplein Market, you can buy a second-hand and affordable bicycle.

For more information on bike hire, visit www.iamsterdam.com/en/plan-your-trip/getting-around/rental/bike-hire

Remember: It is illegal to use a phone while cycling in the Netherlands and doing so may mean receiving a fine.



AROUND CAMPUS...

WHERE WILL I FIND... ?



Police station

Politiebureau's-Gravesandplein
Ijtunnel 2, 1011 TA Amsterdam
0900-8844



Banks

ING
Rokin 90, 1012 KX Amsterdam
ABN AMRO
Singel 548 1017 AZ Amsterdam
Rabobank
Dam 16 1012 NP Amsterdam



City Library

Openbare Bibliotheek Amsterdam
Oosterdokskade 143 1011 DL
Amsterdam



Taxi office

TCA Taxi
Wisseloordplein 2 1106 MH Amsterdam
Tel: +31 (0) 900 - 6777 777



Local council

Amsterdam Municipal Registry Office
(Dienst Persoons-en Geoinformatie)
Amstel 1 1011 PN Amsterdam
Diemen Municipal Registry Office
D.J. den Hartoglaan 1 1111 ZB Diemen



Train and Bus stations

Station Amsterdam Centraal (trains)
Stationsplein 1 1012 AB Amsterdam
Station Amsterdam Amstel (trains and Euroline buses)
Julianaplein 1 1097 DN Amsterdam
Station Amsterdam Bijmer Arena
Hoogoordplein 1 1101 DT Amsterdam



Student Union

ASVA Student Desk
UvA Service and Information Centre
Binnengasthuisstraat 9
1012 ZA Amsterdam



Shopping centre

Kalverstraat
1012 XD Amsterdam
Magna Plaza
Nieuwezijds Voorburgwal 182
1012 SJ Amsterdam



Supermarket

Albert Heijn
Sarphatistraat 141K
1018 GD Amsterdam



Chemist

Etos
Jodenbreestraat 13
1011 NG Amsterdam



Markets

Albert Cuyp Markt
Albert Cuypstraat
1072 CN Amsterdam
Waterlooplein markt
Waterlooplein 2
1011 PG Amsterdam



Bookshop

Athenaeum Bookshop
Roetersstraat 4
11018 WB Amsterdam



PostNL counter

Primera
Waterlooplein 169
1011PG Amsterdam



Housing corporations

De Key
Hoogte Kadijk 179
1018 BK Amsterdam

DUWO
Uilenstede 108
1183 AM Amstelveen



Private residences

Our Domain
Dalsteindreef 6002
1112 XJ Diemen
Amsterdam

The Student Hotel (City)
Wibautstraat 129
1091 GL Amsterdam

The Student Hotel (West)
Jan van Galenstraat 335,
1061 AZ Amsterdam

Hotel Janssen
Valschermkade 19,
1059 CD Amsterdam

TEACHING BUILDINGS

ONCAMPUS Amsterdam Office

Roeterseiland Campus
Building JK, Room 1.58
Valckenierstraat 65-67
1018 XE Amsterdam

Classes

Your classes will also take place on Roeterseiland Campus in various buildings.

University Library

The University library of the University of Amsterdam (UvA) has an impressive stock of approximately four million volumes.

The collection is freely available to all university staff and students, including ONCAMPUS students, and spread across 20 locations. To borrow materials from the library, you need your University Student Card.

The library locations and study centres offer over 2,600 study places, 1,100 of which are equipped with a computer. The study rooms at the Central University Library have the longest opening hours, including evenings and weekends. The library in the College of Economics and Business is also open during evenings and weekends.

You can also bring your own laptop and connect to the wireless internet at any location.

College of Economics and Business Library

Library Learning Centre

Roeterseilandcampus
Roetersstraat 11
1018 WB Amsterdam

Central University Library

Singel 425
1012 WP Amsterdam

For the complete list of libraries, opening hours and addresses go to uba.uva.nl/en/locations



DUTCH CULTURE AND LANGUAGE

Life in the Netherlands will almost certainly be different from life in your own country. When you first arrive you may notice differences in the way people behave compared to your own country, however, it won't take you long before you are accustomed to your new life here and are able to adapt to a whole variety of situations; everything from understanding Dutch customs to cooking your own food and running your own bank account.

Language

The official language of the Netherlands is Dutch. Dutch is a West Germanic language with about 20 million speakers mainly in the Netherlands and Belgium. The majority of Amsterdam's residents speak English very well.

Homesickness

To start with, everything is new, exciting and different, but as time goes by you may start to wish that things were the way they were back at home. Don't despair as this stage will pass – and much more quickly if you talk to someone about how you are feeling. There will always be someone in centre who you can talk to.

Drinking and smoking

Alcohol is available to anyone aged over 18. For many Dutch people, drinking is an established part of social life – 'going out for a drink' is how people relax or spend time with friends. This doesn't mean that you have to drink alcohol. You can always order a non-alcoholic drink instead. Drinking in public in the city can incur a fine of €95.

Since July 2008, smoking has been banned in all restaurants, pubs and clubs in the Netherlands. Smoking is also prohibited in many public places including buses and public transport. If you smoke in these areas, you have to pay a fine.

In the Netherlands, there is a tolerant policy on the use of cannabis. "Coffee shops" are allowed to sell small amounts of cannabis. "Coffee shops" are governed by strict laws that control the amount of permitted cannabis, and the conditions in which it is sold and used. Persons under the age of 18 are prohibited from buying drugs and are barred access to coffee shops.

Helpful words and phrases

Hello	Hallo / hoi
Good morning	Goedemorgen
Good afternoon	Goedemiddag
Good evening	Goedenavond
Goodbye	Doei / dag
Excuse me	Sorry / pardon
Thank you	Dankuwel
Please	Alstublieft
Do you speak English?	Spreekt u Engels?
Yes	Ja
No	Nee
Good	Goed
Sorry, I don't speak Dutch	Sorry, ik spreek geen Nederlands
Where is the station?	Waar is het station?
Supermarket	Supermarkt
Food	Eten
Drinks	Drinken
Cheese	Kaas
Bread	Brood
Can I have...?	Mag ik...?
Where do I find...?	Waar vind ik...?
Entrance	Ingang
Exit	Uitgang
Ticket	Kaartje
Open / closed	Open / gesloten

STUDENT SUPPORT AND ADVICE

Student enquiries

You can come and speak to members of the **ONCAMPUS** Amsterdam team in relation to a range of issues, for example:

- Visa advice and guidance
- Accommodation advice and guidance
- Request for official documents
- Informing us of a change of address or any other changes to your personal details
- Any questions/concerns you may have with regard to your programme of study
- Any questions you have about letters written in Dutch, for instance from ING, City Hall, the tax office or your mobile phone provider (don't ignore them as there might be important information in there).
- Application for your intended progression degree at the University of your choice

If you have a question or concerns not covered in the list above, please come and see us during office hours and we will be happy to provide any assistance we can.

If you have a confidential matter to discuss please see anyone in the office and ask to speak in private.

Please keep checking your **ONCAMPUS** email. If we need to see you, we will contact you via email.

Student advice at UvA

The UvA Student Service Desk (SSD) assists

undergraduate and graduate students at UvA needing information, advice or support regarding their registration as a student and other matters which concern studying at the University of Amsterdam.

The address of the Student Service Desk is:
E-building (ground floor)
Roetersstraat 11
1018 WB ZA Amsterdam

Disability

For the purpose of this statement, disability is defined as: "A physical or mental impairment with substantial and long term adverse effect on normal day to day activities."

The centre ethos is to provide a high-quality educational experience, designed to ensure that students excel both academically and personally. As such, we aim to ensure that all students are treated as individuals and that needs are met accordingly. Those students who are within the scope of the definition of disabled will be supported with regard to integration into both the pastoral and academic programmes following an appropriate assessment of their needs.

Staying safe

While at UvA, we want you to feel safe and secure at all times. There are things you can do to help yourself and those around you. You can call the **ONCAMPUS** Amsterdam

office (020-525 7122) or call the reception of the College of Economics and Business (020 525 5220) to deal with any problems. Don't be afraid to call the police on 0900-8844 or call 112, in case of an emergency.

- Be vigilant when you are out, particularly at night. Make sure you lock all windows and doors to your room/flat/house when you leave.
- Keep expensive items such as bags, jewellery, mobile phones and mp3 players out of sight when in public areas.
- Plan how you will get home before you go out.
- Keep an eye out for friends when you are out and about. Make sure you know where your drink has come from and that it is in your possession at all times.
- Try to walk with others, particularly at night.

We recommend you take out a comprehensive insurance plan to protect your belongings during your period of study at **ONCAMPUS**. It is your responsibility to make sure that your possessions are sufficiently insured.

Culture shock

Leaving home and travelling to study in a new country can be a stressful experience. Even though it may be something you have planned and prepared for, the extent of the change and the effects it has on you may take you by surprise. If you find

that you are surprised by the effects of the change, it might be helpful to realise that your experience is quite normal. This applies whatever country you come from, and wherever you are going to study, even though some cultures are more similar than others because of geographic, historic, demographic or other connections.

Culture shock is entirely normal, usually unavoidable and not a sign that you have made a mistake or that you won't manage. In fact there are very positive aspects of culture shock. It can be a significant learning experience, making you more aware of aspects of your own culture as well as the new culture you have entered. It will give you valuable skills that will serve you in many ways now and in the future and which will be part of the benefit of an international education. If you would like to talk to someone then contact your personal tutor, office staff or any student support services at UvA.

Gifts for staff

Please note that centre staff cannot accept gifts from students.

HEALTH AND WELLBEING

All students who come to study in the Netherlands are required to have health insurance. You will have the same rights to health care as a Dutch resident. This means that you can register with a GP (local doctor), receive hospital treatment and treatment for pre-existing conditions. Most policies do not pay for dental (teeth) or optical (eye) services. To find out if these items are covered please read your health insurance policy.

Drugstores and pharmacies

If you have a minor injury or you're not feeling 100%, plasters and bandages, vitamin supplements and over the counter medicines like paracetamol and aspirin are available from drugstores like Etos and Kruidvat. For most medications you will need to get a prescription from a doctor. If after visiting a doctor you need prescription medicine, you will need to go to a pharmacy (apotheek). Most doctors have an apotheek close by or will help you find one.

Going to the doctor

If you are sick or you have an accident, the first place you should go to is a doctor's office (huisarts). If you think it is life threatening you can go to an emergency room but in most cases you should visit a normal doctor's office first. There is a University Health Service that is open to all students. Please note that you have to make an appointment first. Appointments can be made on workdays between 09:00

and 12:00 by telephone or at the front desk. It is also possible to ask a medical question on the phone. In order to arrange this, you need to call the office and a doctor will call you back at an appointed time. Both the doctors and the reception staff speak English and if you call, the phone service has an English option. You are also welcome to choose your own doctor.

If you need to see a doctor outside normal hours it is advisable to go to an after hours surgery (huisartsenpost). These surgeries are run by normal doctors who take turns working night shifts. Only visit a hospital if you believe it is an emergency as you may pay a financial penalty for visiting a hospital when it is not necessary.

Psychologist and Dentist

The University of Amsterdam also provides a psychology service. Students can contact the psychologist directly and all sessions are strictly confidential.

Please find more information on www.uva.nl/studentpsychologists

Dentists are not always covered by health insurance so check your policy before you go to make sure you know what costs will be involved.

You can find information on how to find a dentist on the I Amsterdam website www.iamsterdam.com/en/living/everyday-essentials/medical-care-and-insurance/dentists

Useful contacts

Student Doctor

Oude Turfmarkt 151
1012 GC Amsterdam
T: 020 525 2878 / 4772
W: www.huisartsenamsterdam.nl

Emergencies during office hours:

020 525 2889

Emergencies outside of office hours and on the weekend:

088 00 30 600

Dentist - ACTA Amsterdam

Gustav Mahler Laan 3004
1081 LA AMSTERDAM
T: 020-5980380

Student Psychologist

Roeterseiland Campus
10th Floor, Building REC-E
T: 020-525 2599

Hospital - Onze Lieve Vrouwe Gasthuis

Oosterpark 9, 1091 AC Amsterdam

Emergency Telephone Number

T: 112 (Fire brigade, Police or Ambulance for critical or life-threatening situations)

Police Telephone Number

T: 0900-8844 or
0031-343 57 8844 (all other situations)

De Advieswinkel

<http://de-advieswinkel.nl/english>

An UvA student-run initiative to support people struggling with mental and emotional wellbeing.

AON Insurance

T: 010 448 8270 E: students@aon.nl

Emergency Telephone Number

ONCAMPUS Amsterdam
T: +31 (0)6 52027689

Amsterdam Law Hub

www.amsterdamlawhub.nl/en

Emergency Services

If you do ever find yourself in an emergency situation you should call **112**. This is the emergency number for Ambulance, Fire & Rescue and the Police throughout Europe. It is free to call from any landline or mobile phone but is only to be used in emergency situations.

You can find more information on how to find appropriate emergency assistance on the I Amsterdam website.

www.iamsterdam.com

YOUR RESPONSIBILITIES

Your responsibilities as an ONCAMPUS student

Once you have successfully joined our programme, it is very important that you understand your responsibilities.

- You must enrol at the centre on or before the date stated in your offer letter, and return at the start of each subsequent term.
- ONCAMPUS will report to the university and IND any students who have an MVV and/or Certificate of Enrolment who fail to enrol by the stated enrolment deadline.

- ONCAMPUS is obliged to tell the university and IND if a student withdraws from a course, defers or suspends their studies, or if a student fails to attend their course regularly. You are expected to attend 100% of your classes.
- You must keep us informed of any changes to your contact details or personal circumstances.
- You must not breach the work conditions of your visa.

Penalties

Penalties for failing to comply with these

rules may be severe and long lasting. They may include your removal from the Netherlands and/or your exclusion from the Netherlands for a number of years. You must confirm that you have read and understood the information provided above.

Exam rules, resits and capping

In the ONCAMPUS Programme Handbook you can find an academic programme overview and all ONCAMPUS exam rules and regulations. You can find this handbook on Moodle. Some important exam rules:

- If you miss an exam without a valid reason, your resit grade will be capped at 40%.
- If you submit plagiarized or non-authentic work, your resubmission grade will be capped at 40%.
- For each piece of formally assessed work you are entitled to ONE resit (except for UFP Maths Module 1 which you will only be allowed to re-sit at the end of the academic year and only under circumstances and at the discretion of Centre staff.)
- If you want to resit an exam and you have achieved a grade suitable for progression, you will need to discuss this with Centre staff first
- If you resit an exam, the highest mark of the two attempts made will be used by the Centre.

MQP students:

Please make sure to check UvA's rules and regulations around exam rules, resits and capping for your UvA subjects.

After your ONCAMPUS programme

Once you have successfully finished your ONCAMPUS programme you will receive an Academic Statement. If you are taking the MQP, you will receive a transcript from UvA for your UvA subjects. You will be given this soon after the end of the last term. If you have already left the country, the office can store your certificates until you return to Amsterdam to start your Bachelor or Master's degree. If you are not returning to Amsterdam, we can post the certificates to you but you may need to pay for postage.

You will be required to register for your UvA BSc/MSc programme before the application deadline. We also advise you to register for another University programme as a back-up plan, so that you can progress to another study programme in case you don't meet the UvA progression criteria.

Once the University of Amsterdam has confirmed your admittance to their degree, they will give you details on how to finish your application. It is very important that you follow their instructions carefully. If you have any questions or concerns, please ask in the centre office. Please do not ignore e-mails from UvA Student Services.



ATTENDANCE

Required attendance

Attendance at classes is compulsory. You are expected to attend Monday to Friday from the first day of term until the last day of term, including any examination and re-sit weeks. We expect 100% attendance from all students unless you have good reason not to be in classes.

Religious holidays

As a multicultural education centre, **ONCAMPUS** has respect for all faiths. We may allow time off for religious holidays but cannot guarantee any time off outside the published term dates. Please contact the Centre Head should you wish to take time off for a religious holiday.

Illness

If you are unwell you **MUST** call the **ONCAMPUS** Office on 020 525 7122 or email amsterdam@oncampus.global as soon as possible to report your absence.

Planned absence from classes

Please try to book appointments around your classes. If this is not possible, please inform the office which class(es) you will miss by sending an email to amsterdam@oncampus.global

Personal tutors

If you have any queries or personal problems that may affect your attendance, please talk to your Personal Tutor. The name of your personal tutor is on your timetable and you will meet them several times per term.

Residence Permit Extension

Your residence permit is valid for the duration of your course at **ONCAMPUS** Amsterdam and your degree programme at UvA. This means you will not need to renew your residence permit until you have completed your bachelor or master degree. If you do not attain 50% of your credits or more your visa will be cancelled and you will need to return to your home country.

Low attendance

If your attendance is not sufficient you may not be guaranteed entry to the examination sessions and may be removed from your course (at the discretion of the Centre Head).

Working in the Netherlands

Students from non-EU countries who want to get a part-time job may either work for 16 hours a week all year round or full time during summer for a maximum of 520 hours over June, July and August. You will need to have a residence permit card.

Finding paid employment can be difficult if you don't speak Dutch and please note that the programme of study will be demanding.

Please also note that if you aim to get a part-time job, you will need a different (and more expensive) type of health insurance.

For more information about working in the Netherlands see www.uva.nl/work

CLUBS AND SOCIETIES



Activities and sports

The University of Amsterdam has many student associations catering to a variety of student needs including social clubs, career and study societies and cultural and sporting societies.

Student union

The ASVA is the student union for all UvA students and supports a range of study and student guilds, both social and academic. For more information see www.asva.nl

International Student Network (ISN)

ISN is an organisation run by Dutch students for international students studying in Amsterdam. Their goal is to optimize the social and cultural integration of international students into Dutch society. They organize weekly activities for students, provide information on housing and work, run a coaching and mentoring system and publish a magazine all about (student) life in Amsterdam. For more information see www.isn-amsterdam.nl

International Student Committee (ISC)

The ISC is run by current bachelor students and they organize social events for all students as well as a mentoring programme for first-year students. For more information see the University of Amsterdam website.

SEFA

There are a number of student clubs and organisations at UvA, Economics & Business, under the umbrella of SEFA. These organise international study trips, company visits, career weeks, conferences, seminars, skills training and internships. For more information see www.sefa.nl

CREA

CREA organises courses and workshops in music, theatre, dance, visual arts, photography, literature, new media and a lot more. CREA also organises a weekly Studium Generale programme on subjects related to art, science and society. For more information see www.crea.uva.nl

PAYING YOUR FEES

Before you start your studies with us, you will need to pay the rest of your tuition and accommodation fees (if applicable) if you haven't already. The total tuition fee is €17,985. We encourage you to pay the total balance of your tuition fees (€17,985 minus the €2,200 deposit) before the beginning of the study year. All fees are payable in euros.

Alternatively, you can pay the fees in three instalments, which are due 30 (thirty) days before the course begins.

Late payment may result in you being denied access to your classes which could have consequences for your academic career. Please make sure that your fees are settled immediately to stop the risk of any further action being taken. **Non-payment of fees can result in you being suspended, withdrawn from the programme and Academic Statements withheld.**

Please contact amsterdam@oncampus.global for your full payment plan and account details and to request a statement.

Ways to Pay

ONCAMPUS offers a wide range of options to make paying your fees as easy as possible! Tuition fees for each term of study at the Centre are due prior to the commencement of the term of study. All fees are payable in Euros. In order to accept your offer you are required to pay a deposit to the Centre, as outlined on your offer letter – this can be paid via the following methods:

International bank transfer

ONCAMPUS has partnered with Flywire as a fast and easy way to make international

payments. This is the best way to send funds from overseas. By using peerTransfer you can be sure that your funds will arrive on time and that **ONCAMPUS** will always receive the correct amount.



Credit card (including Visa/Mastercard) or debit card

We do not accept American Express.

The following information is required:

- card number
- expiry date
- three-digit security code (from the signature strip on the back of the card).

To make a payment using this method, please call our Finance team on +44 (0)1223 341308 or contact the **ONCAMPUS** Amsterdam team.

Direct transfer of funds

Please see your pre-arrival information packs for bank account details.

An additional €12 must be transferred with the fees to cover bank charges.

Important: A payment reference must be provided so that the Centre can identify funds on safe arrival into our account. This must be the student reference number as stated on your offer document. This reference means that we can then allocate the funds against your invoice accordingly. Failure to include a reference may mean we have to contact you again to establish proof of payment.

Sponsors

If your fees are paid for by your Government then you must ensure a copy of your financial guarantee has been passed to our administration office.

If your employer or government sponsors your study, we will require a letter from them confirming the following details:

- your name and course
- the amount of fees they will be paying (for example, 100%)
- the contact name, company name, telephone number and address where we should send the invoice.

Please note: student sponsor invoices will be payable in full within 30 days of receipt of the invoice. If your sponsor does not make payment, you will be personally liable to pay the full amount of tuition fees.

Refunds

Acceptance of an **ONCAMPUS** offer on payment of the minimum stated deposit constitutes a binding contract between the student and **ONCAMPUS**. Tuition fees are generally non-refundable - for full information please go to <https://www.cambridgeeducationgroup.com/about-us/ceg-refund-policy.htm>. Should a student be refused a visa, evidence of refusal and a written application to withdraw must be made to **ONCAMPUS** before any refund can be initiated.

ONCAMPUS will verify the authenticity of the evidence of visa refusal and will charge an administration fee of €100 if a refund is given. Tuition fees are non-refundable after the course has begun. Any notice to withdraw or cancel must be made in writing. If the cancellation is received before the start of term we will charge the forthcoming term's tuition fees. If the cancellation is made after the start of term then we will charge both

the current term's and the following term's tuition fees.

Any students withdrawing from an **ONCAMPUS** programme of study will be reported to the IND and UvA Admissions. **ONCAMPUS** reserves the right to withdraw a previously available programme of study at its own discretion. Where a student is unable to enrol in a similar course at **ONCAMPUS** and the enrolment is cancelled then all fees will be refunded.

Please contact the **ONCAMPUS** office if you need to ask for a refund request form.

Financial issues

Always remember we're here to help! If you are experiencing any financial difficulties then please contact us to discuss as we may be able to provide help or advice to assist you. Please be assured that any discussions will be held in the strictest confidence. You are responsible for managing your own budgets and for some of you this may present a problem. If you encounter any problems please contact your Personal Tutor as soon as possible.

Please do not ignore us!

The worst thing you can do is nothing! If we do not receive payment and we have not heard from you by the due date then you may be excluded from classes or have further action taken against you. Please contact us, even if it is just to tell us that payment is on the way.

You can contact the **ONCAMPUS** Debt Collection team here:

Telephone: +44 (0)1223 341308
Email: FinanceFOC@ceg-uk.com

UNDERGRADUATE FOUNDATION PROGRAMME



Pass mark

The pass mark is 40%. To achieve this, you need to have at least 40% in each of your 3 academic subjects, but you do NOT need to have 40% in each individual module. For example, if you have 38% in Module 1 Maths, but you have 45% overall from 3 Math modules, you have passed Maths.

You also need to have at least IELTS 6.0 to pass the **ONCAMPUS** programme. However, to progress to UvA you need to do more than just pass the **ONCAMPUS** programme. The progression marks depend on which BSc you want to progress to.

Passing and progression criteria				
	BSc Business Administration	BSc Economics and Business Economics	BSc Econometrics and Actuarial Science	BSc PPLE
English	IELTS 6.5 overall (with no band lower than 6)	IELTS 6.5 overall (with no band lower than 6)	IELTS 6.5 overall (with no band lower than 6)	IELTS 7.0 overall (with no band lower than 7.0)
Academic subjects	60% average for all academic subjects (no subject below 40%)	60% average for all academic subjects (no subject below 40%)	60% average for all academic subjects (no subject below 40%)	70% average for all academic subjects (no subject below 60%)
Maths requirements		60% in Calculus (Maths Module 2)	80% average in Maths Module 1, 2, and 4 on the first sit or 75% Econometrics Maths Entrance Exam*	
Extra requirements	Restricted number of places. It may be necessary for you to take part in further university-run selection procedures. We will give you details during your programme with us.			Pass essay assessment and interview with PPLE Selection Committee. Progression is not guaranteed.

*No resit option

CONTACT DETAILS

The **ONCAMPUS** office is where your course is managed. This is where you will get information/documentation and can go to for other general enquiries.

ONCAMPUS Amsterdam - UvA

Room 1.58 (JK-building)
Valckenierstraat 65-67
1018 XE Amsterdam

Centre Head

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Curriculum Information Officer

Melissa Douglas

Telephone: +31 (0)20 525 4189
E-mail: mdouglas@oncampus.global

Student Recruitment and Support Officer (UvA)

Juriaan Beuk

Telephone: +31 (0)20 525 7122
E-mail: jbeuk@oncampus.global

Student Support Officer

Kayleigh Vedder

Telephone: +31 (0)20 525 5196
E-mail: kvedder@oncampus.global

If you need to contact centre staff in an emergency outside of office hours please call: +31 (0)65 202 7689

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www.facebook.com/oncampusglobal



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