

Check for enrolment, re-enrolment
and payment of tuition fees 2012-2013
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Information Booklet 2012-2013



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Preface

2012-2013 Manual for enrolment, re-enrolment and payment of tuition fee(s)

This manual provides all necessary information about (re-)enrolment as a student at the Hanze University of Applied Sciences, Groningen. (Re-)enrolment in a degree programme at Hanze (UAS) takes place via Studielink. Studielink makes enrolment easier and you can monitor the progress of your enrolment on your personal page in Studielink. Please go to www.hanze.studielink.nl for self-explanatory information.

We have incorporated all information regarding (re-)enrolment in this manual. Furthermore, you will also find information which may come in useful in the course of the academic year, such as information about interim deregistration, student card and useful addresses.

No rights may be derived from the text in this manual. For instance, we have to make a reservation regarding possible changes in legislation and regulations. This text has been drawn up in the Spring of 2012.

Hanze (UAS) hopes to welcome you (again) as a student and wishes you a pleasant and successful academic year.

Koert Nijboer
Head of Student Administration

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1. Enrolment (first enrolment in a degree programme)

1.1 Studielink

If you want to enrol in a Dutch-language degree programme at Hanze (UAS) for the academic year 2012-2013, please make use of Studielink. This also applies to the English-language degree programme Physiotherapy. Please go to www.hanze.studielink.nl. You are allowed to enrol in two (or more) degree programmes at the same time. Chapter 3 contains more information about enrolment in a second degree programme. The academic year starts on 01 September 2012 and lasts until 31 August 2013. The introductory period starts on 03 September 2012.

All citizens of the Netherlands have a personal DigiD code, with which they can log in to government websites to arrange matters, such as a permit, an extract or tax return. Have your DigiD code ready when logging in to Studielink.

1.2 Enrolment Conditions

In order to be enrolled in Hanze (UAS) you have to have met the enrolment conditions no later than 01 September 2012. These enrolment conditions are listed on the checklist, which you will find in the next section.

As soon as you have met the enrolment conditions, you are officially enrolled and you will receive a student card with two proofs of enrolment. You can monitor the progress of your enrolment application via your personal page in Studielink.

1.3 Checklist

- Verification of your identity. When you submit an application for enrolment via DigiD and you give permission to verify your identity in the municipal personal records database, this process is started automatically.
If this verification cannot be completed via your enrolment application in Studielink, for instance because you have a foreign address and you are not able to apply for a DigiD code, or because you have not given permission to verify your identity in the municipal personal records database, Hanze (UAS) will request you to send a clearly legible copy of your passport or identity card, which has to be valid on the date at which the degree programme starts. Please send your copy on A4 paper.
- Proof that you have the diploma required for acceptance, with the associated list of marks with the results you have obtained. When you cannot submit this proof based on the verification via your enrolment application in Studielink, Hanze (UAS) will request you to send a clearly legible copy of your diploma and list of marks. This applies to students with a foreign diploma. If you are starting a Dutch-language degree programme, you will also be asked to send a document that demonstrates you have sufficient knowledge of the Dutch language, level NT2-II. If you want to start the degree programme Primary Teacher Education (Pabo), you have to have knowledge of the Dutch language at the level NT2-IV. Students who have received a decision of the degree programme as a result of their admission test have to send a copy of the decision at the request of Hanze (UAS).
- The direct debit mandate for payment of the tuition fees (please also read chapter 4 and the notes to the direct debit mandate form). Please send this form to Financial Accounting. This determines the payment of your tuition fees!

- A digital passport photograph for your student card. Hanze (UAS) will send you an email with instructions on how to upload and send your digital passport photograph.
- Registration in the municipal personal records database: all foreign students of Hanze (UAS) who have settled in the Netherlands have to be registered in the municipal personal records database on 01 September 2012.

1.4 Lawful residence: Additional enrolment condition for non-Dutch students

Students from a non-EU/EEA* country

Students who do not have Dutch nationality and who are not from an EU/EEA country and who enrol in a degree programme for the first time not only have to meet the conditions as referred to in the checklist under 1.3, but also have to send a copy of their residence permit that is valid on 01 September 2012. The start date of enrolment is the deadline for interim enrolment.

The following documents are considered valid residence permits:

- a copy of a type D provisional residence permit that is valid on 01 September 2012;
- a copy of the letter from the Immigration and Naturalisation Service (IND), which states that you are eligible for a residence permit for study purposes stating the validity of the residence rights, and which has to be valid on 01 September 2012;
- a copy of the definitive residence permit for the purpose of 'studying in professionally oriented higher education in Groningen' (see reverse side of the residence card), which is valid on 01 September 2012;
- a copy of a residence permit for the purpose of 'continued residence...', which is valid on 01 September 2012.

Dutch law stipulates that students from a non-EU/EEA country who want to (temporarily) terminate their enrolment in a degree programme have to meet all of the above-mentioned conditions upon re-enrolment. Please make sure to contact the International Student Office (ISO) before (temporarily) terminating your enrolment in a degree programme.

Students from a EU/EEA country:

Students from a EU/EEA country do not have to meet the residence permit condition. They have to prove they are from a EU/EEA country by submitting a copy of a passport or identity card that is valid on 01 September 2012.

* The EU/EEA countries are: Belgium, Bulgaria, Denmark, Germany, Estonia, Finland, France, Greece, Greek Cyprus, Hungary, Ireland, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, the Netherlands, Norway, Austria, Poland, Portugal, Romania, Slovenia, Slovak Republic, Spain, Czech Republic, United Kingdom, Sweden, Switzerland.

1.5 Numerus fixus degree programmes (degree programmes subject to a quota)

Numerus fixus degree programmes, for which proof of placement is issued by the Education Executive Agency (DUO), have an enrolment term of 28 days starting from the drawing date. If you have received proof of placement in the degree programme from DUO, your enrolment has to be completed within four weeks from the date of the proof of placement. However, we ask you to complete your enrolment within 14 days for administrative reasons. Confirm your placement in Studielink. Please follow the instructions in Studielink. Please do not send part 2 of the proof of placement to Student Administration. If you do not confirm your placement in Studielink in time, your placement as well as your entitlement to enrolment in the degree programme is cancelled. In a number of cases, the 14-day period will end after the date of 01

September 2012, in which case your enrolment will have to be completed before 01 October 2012. If you decide to not make use of your placement, please inform us immediately via Studielink, so that someone else may make use of your place.

We refer you to chapter 16 for the addresses and telephone numbers of DUO.

2. Re-enrolment (continuation of enrolment in 2012-2013)

If you want to continue your current degree programme in the academic year 2012-2013, you have to re-enrol before 01 September 2012; re-enrolment does not take place automatically. If you are not enrolled, you are not allowed to take classes or make use of the facilities of the Hanze (UAS). The academic year starts on 01 September 2012 and lasts until 31 August 2013. The introductory period starts on 03 September 2012. You are allowed to enrol in two (or more) degree programmes at the same time. Chapter 3 contains more information about enrolment in a second degree programme.

2.1 How do I re-enrol in the same degree programme?

Would you like to continue the education you are following now in the next study-year (2012-2013)? Then you need to arrange your re-enrolment in studielink. **Therefore, it is very important that you log in via studielink as soon as possible and click on “arrange your re-enrolment” below “my to do list”.** Next, a new window will open. Here you need to answer 1 question and confirm your re-enrolment. Arranging your re-enrolment is possible from 15 May. A few weeks later, the Student Administration will send you an authorisation form for the payment of your tuition fees. If you have not received this form within this time, please check studielink to see if you have confirmed your re-enrolment correctly and whether you filled in the correct correspondence address. If all of this seems in order, then please call the student administration to ask for a new authorisation form on tel. no. 050-595 2750.

After receiving the authorisation form, fill it in, sign it and return it using the return envelope enclosed with it. Your enrolment in the new academic year will not be completed until you have met your obligations with respect to the tuition fee.

NOTE!! You will not receive the tuition fee authorisation form unless you have arranged your re-enrolment in studielink. This is the only way that you can obtain the authorisation form.

Please send the direct debit mandate form back before 01 September 2012. In order to expedite the administrative processing, we expressly request you to make use of the designated direct debit mandate form to pay your tuition fee. You can also pay your tuition fee in another way. Please read the notes to the direct debit mandate form. If you want to pay your tuition fee in another way, you **always have to fill in and send Part A of the direct debit mandate form.** Please read the notes to the direct debit mandate form (and also chapter 4). You can use the enclosed return envelope to send the direct debit mandate form.

Your re-enrolment for the academic year 2012-2013 is final when you have met all payment obligations (registration of direct debit mandate form or payment of your tuition fee and submission of Part A). You will receive two proofs of enrolment for the academic year 2012-2013. Your current student card remains valid until the end of your enrolment in degree programme concerned.

2.2 How do I enrol in another degree programme?

You want to remain a student at Hanze (UAS), but want to change degree programmes? Submit your request for re-enrolment via Studielink. You can monitor the progress of your request in Studielink. Please follow the steps below:

- Step 1: Log in on www.hanze.studielink.nl. Follow the instructions on the website.
- Step 2: Click on "My degree programmes". You will see an overview of your degree programme details registered by Student Administration. Check if these data are correct.
- Step 3: Click on the degree programme for which you wish to terminate your enrolment. You will now see the details of your enrolment in this degree programme.
- Step 4: Click on "Request for deregistration" if you wish to terminate your enrolment in this degree programme.
- Step 5: Go to "Home" and click on "New enrolment request" and follow the steps to submit a new enrolment request for the degree programme you wish to enrol for starting in September. Student Administration will send you a confirmation of receipt.
Student Administration will send you a direct debit mandate form for payment of your tuition fee by ordinary post.
- Step 6: Please pay the tuition fee before 01 September 2012.

Chapter 1 contains more information about the enrolment conditions.

Your re-enrolment for the academic year 2012-2013 is final when your enrolment via Studielink has been completed and payment of your tuition fee has been received by Financial Accounting. You will receive a student card and two proofs of enrolment for your new enrolment.

2.3 Graduation in July, August and September 2012

If you will graduate before 01 September 2012, you do not have to activate the "re-enrolment" button, and you will not receive a direct debit mandate form.

However, if you will graduate **in September**, you do need to activate the "re-enrolment" button and return the direct debit mandate form. As soon as you have graduated, you are eligible for a partial refund of your tuition fee. Please go to www.hanze.studielink.nl and submit your request for deregistration via Studielink.

2.4 Binding study advice

Sending the direct debit mandate form is completely independent of the process regarding a binding study advice. In other words: no rights may be derived from it. If you are a first-year student, you may receive a negatively binding study advice (BSA) no later than 31 August 2012, which means that you are obliged to terminate your study programme. If you have already sent the direct debit mandate form and you receive a negatively binding study advice, we will cancel the direct debit mandate. For more information, please consult the Student Charter and the Study Programme Course Regulations of your degree programme. Both documents can be found on www.MijnHanze.nl.

2.5 Terminating your degree programme

Should you decide to terminate your current degree programme per September, please submit your request for deregistration via Studielink before 31 August.

Studielink forwards your request for deregistration to Student Administration at Hanze (UAS) online. Please follow these steps:

- Step 1: Log in on www.hanze.studielink.nl. Follow the instructions on the website.
- Step 2: Click on "My degree programmes". You will see an overview of your degree programme details registered by Student Administration. Check if these data are correct.

Step 3: Click on the degree programme for which you wish to terminate your enrolment. You will now see the details of your enrolment in this degree programme.

Step 4: Click on "Request for deregistration". Student Administration will then process your request.

Please note! Terminating your degree programme and terminating student finance and student public transport pass from DUO are two separate processes!

We advise you to consult the DUO website and student counsellors for more information about the consequences related to student finance. We advise you to contact the ISO for more information about the consequences for your residence permit. The addresses and telephone numbers are listed in chapter 16.

If you have already paid the full amount of tuition fee and we have received your termination before **01 September 2012**, we will refund you the full amount. After this date, you have to pay at least one month of tuition fee, depending on the moment we receive your request for deregistration. You can find more information about this subject in chapter 10.

2.6 Hanze Media Centre

Before you go on holiday or terminate your enrolment, we would like to remind you to return loaned materials to the Hanze Media Centre. This is to prevent you receiving a fine (plus any default and bailiff's charges) or replacement costs for non-returned materials. If you are unsure if you have materials in your name, please ask at the desk or consult the catalogue.

3. Second enrolment

You may enrol in two (or more) degree programmes at the same time. In this case, you also have to have paid the tuition fee for the second degree programme before 01 September 2012. The different options of enrolment in a second degree programme are listed below.

3.1 First and second enrolment in degree programmes at Hanze (UAS)

You have to have paid the full amount of the tuition fee for the first degree programme no later than **01 September 2012**. The enrolment process for the second degree programme at Hanze (UAS) is the same as for the first degree programme, namely via Studielink. You do not have to take action regarding the financial settlement for your second degree programme. Student Administration and Financial Accounting will handle this internally after receiving your enrolment in the second degree programme. If you have received a direct debit mandate form for your second degree programme, please do not return it. If the amount of tuition fee for the first degree programme is lower than the amount for the second degree programme (for instance, in the case of full-time and part-time study programmes), you may need to pay an additional fee. You will receive an additional invoice for the extra amount of tuition fee.

3.2 First enrolment elsewhere, second enrolment at Hanze (UAS)

If you are enrolled in a degree programme at another university or university of applied sciences, you have to pay that institution the full amount of the tuition fee. You can be registered as a student at Hanze (UAS) in a second degree programme per **01 September 2012** if you have paid the tuition fee to the institution of your first degree programme. You have to request a Certificate of Tuition Fees Paid from the university or university of applied sciences of your first enrolment. Please send the certificate to Financial Accounting of Hanze (UAS). If the amount of tuition fee for the first degree programme is lower than the amount for your second enrolment at Hanze (UAS) (for instance, in the case of full-time and part-time study

programmes), you may have to pay an additional fee. You will receive an additional invoice for the extra amount of tuition fee.

3.3 First enrolment in a degree programme at Hanze (UAS), second enrolment elsewhere

It is also possible that you have enrolled in a degree programme at Hanze (UAS) and in a second degree programme elsewhere. In this case, you can request a Certificate of Tuition Fees Paid from Financial Accounting of Hanze (UAS) and submit it to the other university or university of applied sciences.

Please consult chapter 16 for the address and telephone numbers.

4. Tuition fee

Each student who wants to study at Hanze (UAS) per 01 September 2012 in the academic year 2012-2013 has to have paid the tuition fee **no later than 01 September 2012**.

4.1 Tuition fee payment options

- a. via direct debit mandate;
- b. via bank transfer;
- c. via PIN.

Please note: Students who do not have a Dutch bank account and/or for who Hanze (UAS) has applied for a provisional residence permit, may only use payment option b or c. More information can be found on the reverse side of the direct debit mandate form.

Please note : No invoices are issued to employers or other third parties. The direct debit mandate form (part B) may be used as a payment document. See also the notes to the direct debit mandate form.

Re a. Direct debit mandate

The direct debit mandate form consists of 2 parts:

- **Part A:** Please state who pays the tuition fee on this part of the form. This could be you or a third party (parents, employer, a foundation, and so on).

PLEASE NOTE: You **always** have to return **part A**, even if you do not make use of payment via the direct debit mandate form. In this case, you can detach part A from part B and send part A to the Hanze (UAS) in the return envelope.

We have to have received part A no later than **01 September 2012**, otherwise your enrolment is not valid. We cannot process forms that have not been completely filled in and we will return them. If you have only sent part A, this means that you have opted for either payment via bank transfer, or via PIN (at Financial Accounting, Zernikeplein 7, room B1.01). You will not pay via direct debit mandate.

If students are younger than 18, parents/guardians have to co-sign the form in connection with the legal validity.

- **Part B:** With part B of the form, you authorise Hanze (UAS) to debit the tuition fee from your bank account in one go or in instalments. You have to have a Dutch bank account. Fill in the name of the bank account holder and check off in how many instalment the tuition fee may be debited from your bank account. **If you make use of payment via direct debit mandate, you have to send part A and B together in the return envelope to Hanze (UAS).** We

have to have received the entire form no later than **01 September 2012**, otherwise your enrolment is not valid. We cannot process forms that have not been completely filled in and we will return them.

Direct debit mandate for payment in one go

On or about **01 September 2012** we debit the tuition fees of students who have issued a direct debit mandate for payment in one go. Please make sure that your account balance is sufficient, otherwise we cannot debit the tuition fee from your account! If your account balance is still insufficient after three debit attempts, we may decide to terminate your enrolment. If the direct debit collection has been reversed for the third time, we are forced to assign the claim to a collection agency. The costs associated with this are at your expense. Therefore, it is essential to keep an eye on the direct debit collection date and to ensure that your account balance is sufficient.

Direct debit mandate for payment in more than one instalment

On or about the 25th day of the month (from September to April), we debit an instalment of the tuition fee from your bank account. Administrative costs for the amount of €17.50 will also be debited with the first instalment. If you have opted for payment in more than one instalment, please keep the following into account:

- You have to ensure that your account balance is sufficient at the moment instalments are debited from your bank account.
- If you have opted for direct debit collection and an instalment cannot be debited from your bank account in time, it will be debited from your account with the following instalment. If three or more instalments cannot be (entirely) debited from your bank account, we may decide to terminate your enrolment. If the direct debit collection has been reversed for the third time, we are forced to assign the claim to a collection agency. The costs associated with this are at your expense. Therefore, it is essential to keep an eye on the direct debit collection dates and to ensure that your account balance is sufficient.
- The bank account holder may not cancel the direct debit mandate early.
- If it has become apparent that your tuition fee has not been paid, or if we cannot debit it from your bank account, you are not officially enrolled. If you have made use of education of exam facilities, you have to pay damages for the amount of the applicable tuition fee.
- In accordance with the scheme for deregistration via Studielink, your direct debit mandate may be cancelled by Financial Accounting of Hanze (UAS), and any (partial) refund of the tuition fee will be set off against outstanding instalments. For more information, please read chapter 10.

Returning part A and B

You always have to return part A, even if you do not make use of the direct debit mandate form. In this case, you can detach part A from part B and send part A to the Hanze (UAS) in the return envelope. If you make use of payment via direct debit mandate, you have to send part A and B together in the return envelope to Hanze (UAS).

If you do not have a return envelope, you can send the direct debit mandate form to the following address:

Hanze University Groningen
Stafbureau Financieel Economische Zaken
Financiële Administratie
Antwoordnummer 287
9700 VB Groningen

PLEASE NOTE:

- Please contact Student Administration if the pre-printed amount of tuition fee, student number or school details are incorrect. We will send you a new direct debit mandate form.
- Please be advised to make a photocopy of the direct debit mandate form for your records.
- You have to put a stamp on the envelope if you return the document in the enclosed return envelope.
- Hanze (UAS) reserves the right to send a new direct debit mandate form with the correct tuition fee when faults have been discovered.

Re b. Bank transfer

PLEASE NOTE: You have to fill in and return part A.

A second option is to pay the tuition fee via bank transfer. In this case you have to pay the full amount in one go. We have to have received the tuition fee in the bank account of Hanze (UAS) no later than 01 September 2012. When you make use of this option, please state your student number (in the top left corner of part A of the direct debit mandate form) and/or date of birth. The bank account number of Hanze (UAS) is: ABN/AMRO 48.04.32.384. The IBAN code for this bank account is NL14ABNA0480432384. The BIC code is ABNANL2A).

Ad c. PIN

PLEASE NOTE: You have to fill in and return part A.

A third payment option is to pay for the tuition fee via PIN at the desk of Financial Accounting ((Zernikeplein 7, room B1.01). In this case, you also have to pay the full amount in one go and Hanze (UAS) has to have received the tuition fee no later than 01 September 2012.

4.2 Overview of tuition fee amounts per 01 September 2012

The table below lists the amount of tuition fee per degree programme, the payment options and the administrative costs.

Degree programme	Payment	Amount(s) per 01 September 2012	Administrative costs
full-time	payment in one go	€ 1,771.00	no
dual	or	or	or
Foreign country EU/EEA 3)	payment in eight instalments	1 x € 197.00 2 x € 212.00 5 x € 230.00	€ 17.50 one-off with the 1st direct debit collection
Foreign country non-EU/EEA with UAF status 4)			
Foreign country non-EU/EEA intake for 2011/2012 Dutch-language degree programme 5)			
Master's degree programme Education in Arts Architecture			
Full-time 2nd degree programme 1)	payment in one go	€ 7,169.00	no
		or	or

Degree programme	Payment	Amount(s) per 01 September 2012	Administrative costs
	or payment in eight instalments	1 x € 794.00 2 x € 860.00 5 x € 931.00	€ 17.50 one-off with the 1st direct debit collection
Part-time 2)	payment in one go or payment in eight instalments	€ 1,594.00 or 1 x € 177.00 2 x € 191.00 5 x € 207.00	no or € 17.50 one-off with the 1st direct debit collection
Part-time/dual 2nd degree programme 1)	payment in one go or payment in eight instalments	€ 5,127.00 or 1 x € 567.00 2 x € 615.00 5 x € 666.00	no or € 17.50 one-off with the 1st direct debit collection
Foreign country non-EU/EEA intake for 2011/2012 non-Dutch-language degree programme 5)	payment in one go or payment in eight instalments	€ 4,071.00 or 1 x € 450.00 2 x € 488.00 5 x € 529.00	no or € 17.50 one-off with the 1st direct debit collection
Foreign country non-EU/EEA, other 5)	payment in one go or payment in eight instalments	€ 7,500.00 or 1 x € 825.00 2 x € 900.00 5 x € 975.00	no or € 17.50 one-off with the 1st direct debit collection
IPP EU/EEA 6)	payment in one go or payment in eight instalments	€ 2,771.00 or 1 x € 307.00 2 x € 332.00 5 x € 360.00	no or € 17.50 one-off with the 1st direct debit collection
IPP intake for 2011/2012 non-EU/EEA 6)	payment in one go or payment in eight instalments	€ 5,071.00 or 1 x € 560.00 2 x € 608.00 5 x € 659.00	no or € 17.50 one-off with the 1st direct debit collection
IPP non-EU/EEA	payment in one go or payment in eight instalments	€ 8,500.00 or 1 x € 935.00 2 x € 1020.00 5 x € 1105.00	no or € 17.50 one-off with the 1st direct debit collection
Students exceeding the specified course duration full-time/dual 7)	payment in one go or payment in eight instalments	€ 4,834.00 or 1 x € 534.00 2 x € 580.00 5 x € 628.00	no or € 17.50 one-off with the 1st direct debit collection
Students exceeding the specified course duration part-time 7)	payment in one go or payment in eight instalments	€ 4,657.00 or 1 x € 516.00 2 x € 558.00 5 x € 605.00	no or € 17.50 one-off with the 1st direct debit collection

More information about the amount of tuition fee for your first enrolment in a degree programme at Hanze (UAS) can be found here: [click here](#)

More information about the amount of tuition fee when you already are a student at Hanze (UAS) and you wish to enrol for the next academic year can be found here: [click here](#)

4.3 Certificate of Tuition Fees Paid

Students can request a Certificate of Tuition Fees Paid for the following purposes:

- a. employer;
- b. second enrolment (at another institution/school)
- c. Education Executive Agency (DUO)
- d. Tax and Customs Administration

Re a. With this certificate you can reclaim the tuition fee from your employer.

Re b. With this certificate you can show that you have paid tuition fee to Hanze (UAS) to another institution/school.

Re c. With this certificate you can show DUO that you have paid tuition fee to Hanze (UAS).

5. Scheme for students exceeding the specified course duration

The increase of the statutory tuition fee for students exceeding the specified course duration will come into effect as from the academic year 2012-2013.

This measure applies to all students who pay the statutory tuition fee. This measure does not apply to students who pay the institutional tuition fee.

5.1 Which enrolments count towards this?

Each enrolment from **01 September 1991** as a student (full-time, part-time or dual) of a subsidised degree programme in higher education on the reference date of 30 September. It is irrelevant if you were registered as a student for a couple of months, or for the entire year: if you were registered as a student on 30 September, the entire year counts.

5.2 When do you have to pay the penalty for students exceeding the specified course duration?

Students will be allowed to study an extra year at the statutory rate after the regular course duration of their Bachelor's degree programme. The extra year applies to the separate degree programmes. So, 1 more year for a Bachelor's degree programme and 1 more year for a Master's degree programme. The extra year for Bachelor's degree programme may not be transferred to the Master's degree programme, nor can it be accumulated in any other way. The rule applies to separate degree programmes with each their own extension period. The extension offers students the option to take extra courses, to enrol in a more difficult (Sciences) degree programme, or to take up a board position.

This means you have to pay the penalty for students exceeding the specified course duration in the following cases:

- Associate degrees, Bachelor's degrees and the combination of Associate degrees with a Bachelor's degree: from the 6th year of enrolment in subsidised education.
- Master's degrees: the course duration of the Master's degree programme determines if the penalty for students exceeding the specified course duration applies. The years in which a

student was registered in subsidised education as a student of a Master's or similar degree programme are added up.

- Architecture: starting from the 6th year of enrolment
- Physician Assistant: starting from the 5th year of enrolment
- Advanced Nursing Practice, MFA Interactive Media & Environments, MFA Painting and MFA Scenography: starting from the 4th year of enrolment
- Education in Arts: starting from the 3rd or higher year of enrolment

5.3 Exceptions

- Sectors health-care and education

If you have obtained a Bachelor's or similar diploma, but not in one of the sectors *healthcare* or *education* and did you subsequently start a Bachelor's degree programme in the sector *healthcare* or *education* the first degree programme does not count towards the number of study years used.

Have you obtained a Master's or similar diploma, but not in one of the sectors *healthcare* or *education*, the first degree programme does not count towards the number of study years used.

- Disability or chronic illness

Students with a disability or chronic illness may be eligible for an extra study year..

5.4 Extra tuition fee loan (loan for students exceeding the specified course duration)

In order to meet students exceeding the specified course duration who are no longer entitled to student finance, the government has set up a transitional arrangement. If you fall within the scope of the 'measure for students exceeding the specified course duration' on or after 01 September 2012 and if you are no longer entitled to student finance, you can make use of the so-called loan for students exceeding the specified course duration until 01 September 2014. This is a monthly loan attuned to the amount of your tuition fee. You can apply for the loan to DUO.

5.5 Refund in the case of early deregistration

If you terminate your enrolment in the course of the academic year, you receive a refund for the basic tuition fee as well as the additional fee in proportion to the number of months you have not used yet. You do not receive a refund when you deregister in the months of July and August.

6. Address change

Passing on a change in address is important for the direct debit mandate and your student card, which are sent to you via regular post.

You can change your address in Studielink.

Step 1: Log in on www.hanze.studielink.nl. Follow the instructions on the website.

Step 2: Click on 'My details' and change your correspondence address as registered by Hanze (UAS).

Studielink digitally passes on your change in address to the system of Student Administration of Hanze (UAS). Please do not send an address change form by post, because Student Administration cannot process them. An address change stated on the direct debit mandate form cannot be processed either.

7. Student card

7.1 General

If you are enrolled at Hanze (UAS) for the academic year 2012-2013 you always receive two proofs of enrolment. If this is your first year of enrolment in this degree programme, you will also receive a student card. The student card remains valid until the end of your enrolment in the degree programme.

Your student card is valid throughout the course of your degree programme in which you are enrolled. Please verify if the data are correct. The card can be used for different purposes. You have to identify yourself if you want to do an exam. Furthermore, the card is your library pass for the Hanze Media Centre and you can use it in the sports centre ACLO.

You can use the two proofs of enrolment, of which one is in English, at third parties such as health insurance companies, the Social Insurance Bank or the Education Executive Agency to prove that you are enrolled at Hanze (UAS). The proofs of enrolment are only valid for the current academic year. When you re-enrol in the same degree programme for a subsequent academic year, you will not receive a new student card, but only two proofs of enrolment. The rights derived from enrolment, as referred to in article 7.33 paragraph 2 of the Higher Education and Research Act, have been described in the Student Charter of Hanze (UAS).

7.2 Sending of student cards

Please take into account that a timely payment of the tuition fee is necessary for a swift sending of your student card. Student cards are sent from 01 August 2012. If Hanze (UAS) has sent your student card before 01 October 2012 and you report that you have not yet received it before 15 November 2012, you can apply for a new student card to Student Administration at no charge. If Hanze (UAS) has sent your student card after 01 October 2012 and you have not received it within 6 weeks after sending it, please contact us for a new student card. Please take into account that if you have met the enrolment conditions, including payment of the tuition fee, it will take approximately 2 weeks before you receive your student card.

7.3 Loss/theft

If you have lost your student card, you can apply for a new one to Student Administration at a fee of € 25.00. If you have applied for a new student card, you cannot cancel the application.

7.4 Re-enrolment academic year 2012-2013

As has been stated above, your student card is valid without limitation for the degree programme in which you are enrolled. This means that upon re-enrolment in the same degree programme for the academic year **2012-2013**, you will only receive two new proofs of enrolment. If you switch to a new degree programme, you will also receive a new student card.

8. Email address

Hanze (UAS) issues an email address to all new students. You will receive written notification of this from 15 August 2012, after Hanze (UAS) has received your application for enrolment via Studielink.

It is important **not** to change your email address in Studielink into your Hanze email address. Please continue to use your **personal email address**. This is to prevent you missing out on study-related information from Hanze (UAS) and Studielink upon termination of your studies.

9. Cancellation of (re-)enrolment

After meeting all enrolment and payment obligations, you are still able to cancel your enrolment for the academic year 2012-2013. Please cancel your enrolment before 01 September 2012 via Studielink (www.hanze.studielink.nl).

Studielink digitally passes on your cancellation of (re-)enrolment to the institution's Student Administration.

Have you re-enrolled? Please follow these steps to cancel your re-enrolment.

Step 1: Log in on www.hanze.studielink.nl. Follow the instructions on the website.

Step 2: Click on "My degree programmes". You will see an overview of your degree programme details registered by Student Administration. Check if these data are correct.

Step 3: Click on the degree programme for which you wish to terminate your enrolment. You will now see the details of your enrolment in this degree programme.

Step 4: Click on "Request for deregistration". Student Administration will process your deregistration.

Have you enrolled in a degree programme for the first time? Please follow these steps to cancel your enrolment

Step 1: Log in on www.hanze.studielink.nl. Follow the instructions on the website.

Step 2: Click on "My degree programmes". You will see an overview of your degree programme details registered by Student Administration. Check if these data are correct.

Step 3: Click on the degree programme for which you wish to cancel your enrolment. You will see an overview of the details of your enrolment in this degree programme.

Step 4: Click on "Cancel application for enrolment". If you have already paid your tuition fee, please click on "Cancel enrolment application".

If you have already paid the full amount of tuition fee and we have received your termination before **01 September 2012**, we will refund you the full amount. After this date, you have to pay at least one month of tuition fee, depending on the moment we receive your request for deregistration. More information about this is listed in paragraph 10.

If you also want to enrol at another institution, we can provide you with a Certificate of Tuition Fees Paid.

You need this certificate for your second enrolment at the other institution.

Cancellation may have huge consequences for your entitlement to student financing and a student public transport pass. We strongly urge you to ask for information from the student counsellors, the International Student Office (foreign students) or the Education Executive Agency (DUO). If you want to terminate your enrolment in the degree programme after your enrolment has been processed, you fall within the scope of the schemes as described in paragraph 10.2.

10. Terminating enrolment

The academic year in professionally oriented higher education runs from 01 September until 31 August. Your enrolment is valid for the entire year. At your request, your enrolment can be terminated in the course of the academic year starting from the month following the month, in which you have submitted your request for deregistration in Studielink. You are always entitled to a refund of overpayment of tuition fees, with the exception of the months of July and August. This means that the date on which you submit your request for deregistration in Studielink determines the refund.

You can only deregister per month, and subsequently receive a refund. A refund is not granted if you are enrolled in another degree programme. Your enrolment is terminated from the month following the month, in which you have submitted your request for deregistration in Studielink.

Make sure to submit your request for deregistration in Studielink in time! You cannot deregister with retroactive effect. Please note that you have to complete the entire wizard for termination of your enrolment in Studielink!

10.1 Request for deregistration and deregistration date after graduation

Students who deregister after graduation are entitled to a partial refund of tuition fees paid.

Refunds are calculated based on the number of months the students was registered (1/12 of the entire tuition fee per month). No refund is granted for the months of July and August. When students deregister in June, they are not entitled to a refund for these months.

Example:

You have obtained your final result on 8 March. This means that you can be deregistered per 31 March and you are entitled to a partial refund of tuition fee for the remaining months of the academic year. The only condition is that you have to have submitted your request for deregistration no later than 31 March.

If you submit your request for deregistration later than the end of the month following the month of graduation, you will be deregistered starting from the month following the month, in which you have submitted your request for deregistration.

Example:

You graduated on 16 February and submit your request for deregistration in mid-April. In this example, you will be deregistered per 1 May.

You can also choose not to deregister after graduation, which means you will stay registered until 31 August, with all the associated rights, such as right to student finance, if applicable. Please inform DUO via a change form that the end date of your degree programme is 31 August. Obviously, you are not entitled to a refund of your tuition fee.

Deregistration in the months of June, July and August means that you will not receive a refund of your tuition fee.

Please note:

In processing your request for deregistration, we will check if you have met all payment obligations. Any outstanding invoices will be set off against your refund. If it becomes clear that you still owe a certain amount, we will send you an email, with the option of paying the amount. You will receive your diploma when you have met all payment obligations.

Please note! Terminating your degree programme and terminating student finance and student public transport pass from DUO are two separate processes!

10.2 Request for deregistration and deregistration date (reasons other than graduation)

Students who deregister for reasons other than graduation are entitled to a refund of a part of the statutory tuition fee paid. No refunds are granted of institutional tuition fees.

Refunds are calculated based on the number of months the students was registered ($\frac{1}{12}$ of the entire tuition fee per month). No refund is granted for the months of July and August. Students who deregister in June are not entitled to a refund for these months.

Your enrolment is terminated from the month following the month, in which you terminated your enrolment in Studielink.

Make sure to submit your request for deregistration in Studielink in time! You cannot deregister with retroactive effect.

Please note:

In processing your request for deregistration, we will check if you have met all payment obligations. Any outstanding invoices will be set off against your refund. If it becomes clear that you still owe a certain amount, we will send you an email, with the option of paying the amount.

Example:

You decide to terminate your enrolment in March. This means that you can be deregistered per 1 April and are entitled to a (partial) refund of your tuition fee. The only condition is that you have to have submitted your request for deregistration no later than 31 March.

If you submit your request for deregistration later than the end of the month following the month of graduation, you will be deregistered starting from the month following the month, in which you have submitted your request for deregistration.

Example:

You want to terminate your enrolment in February, but you do not submit your deregistration until mid-April. In this example, you will be deregistered per 1 May.

Deregistration in the months of June, July and August means that you will not receive a refund of your tuition fee.

You have to submit your request for deregistration via Studielink, via your Home page, under "My Registrations". Student Administration will forward your request for deregistration to Financial Accounting, for the settlement of your tuition fee.

Please take into account that you have to terminate student financing from DUO yourself and deactivate your student public transport pass by telephone or online.

11. Interim intake

Some degree programmes at Hanze (UAS) have a February intake. The Hanze Information Centre has all information regarding which degree programmes have a February intake this year. If you have terminated your enrolment in a degree programme, or if you want to transfer from another degree programme or institution, make sure to consult the degree programme of your choice first on how to enter. Registration with retroactive effect is not possible.

11.1 Enrolment Conditions

The same conditions apply to students who enter mid-year as to those who start in September: the enrolment and payment obligations **have to be met before the start of the degree programme**. There is a checklist in paragraph 1.3.

When you have met all enrolment and payment obligations, you will receive a student card and two proofs of enrolment as soon as possible. Chapter 7 contains more information about the enrolment conditions. Hanze (UAS) also issues email addresses to new students. More information about the email addresses is available in chapter 8.

11.2 Tuition fee payment options for students who enter after 01 September 2012

The amount of tuition fee depends on the month, in which you start your degree programme. You pay 1/12 for each month you are enrolled. For instance, if you start in February, you pay 7/12 of the tuition fee. In this case, the payment options are the same as for students who start per 01 September 2012 (see paragraph 4.2), except for one difference:

Please take into account that the amount of the first instalment will be much higher than the other instalments, in the case of payment in instalments. We refer you to the table in paragraph 11.3 for the amounts. If you enter from upper secondary vocational education, please read chapter 11 carefully.

PLEASE NOTE: The enrolment conditions of Hanze (UAS) have to be met before the start of the degree programme, otherwise your enrolment is not valid.

11.3 Overview of tuition fee amounts for students who enter a degree programme after 01 September 2012:

If you click on the link below, you will be directed to a table that lists the amount of statutory and institutional tuition fees per degree programme.

If you pay in instalments, € 17.50 in administrative costs will be added to the 1st instalment.

[Click here for the table.](#)

11.4 Second enrolment

If you are also enrolled at another higher education institution, sending a Certificate of Tuition Fees Paid in time also suffices. Please consult chapter 3 for the address and telephone numbers. If you were enrolled in an institution for upper secondary vocational education, please be advised to also read chapter 12.

If you are enrolled in another degree programme at Hanze (UAS), you do not have to take action regarding the financial settlement for your second degree programme.

11.5 Cancellation of enrolment per 01 February 2013 (February intake)

After meeting the enrolment and payment obligations, you can still cancel your enrolment. Please submit your cancellation via Studielink no later than 01 February 2013. After this date, you have to pay at least one month of tuition fee, depending on the moment we receive your request for deregistration. More information about this subject is available in chapter 10. If you want to enrol at another institution, you can request a Certificate of Tuition Fees Paid from Financial Accounting. You need it to enrol in a second degree programme at the other institution.

Cancellation may have huge consequences for your entitlement to student financing and a student public transport pass. We strongly urge you to request information from the student counsellors, the Education Executive Agency or the International Student Office (foreign students) first.

12. Transferring from upper secondary vocational education to professionally oriented higher education in February 2013

(This chapter only applies to Dutch students).

If a student with a diploma from upper secondary vocational education wishes to transfer to a degree programme at Hanze (UAS) per February 2012, the university of applied sciences takes the tuition fees paid into account.

12.1 What do you have to do to receive a discount on the tuition fee you have to pay?

You need to submit a written request for a partial refund of the tuition fees paid to the Education Executive Agency. Please enclose a copy of your diploma from the upper secondary vocational education as well as a copy of your proof of deregistration from the institution of upper secondary vocational education. Please state your personal details (name, address, date of birth) in your request, as well as your correspondence number (O&W number, which is stated on all DUO student finance overviews).

DUO will send you a written response to your request, which states if you are eligible for a partial refund of tuition fees paid, or not, and how much you will receive. You have to submit this statement to Financial Accounting of Hanze (UAS), after which Financial Accounting can calculate the amount of tuition fee you have to pay.

12.2 Rejection of refund of tuition fees

Tuition fees for upper secondary vocational education for the academic year 2012-2013 is € 1,065.00 (1 August 2012 to 31 August July 2012). The tuition fees for a full-time professionally oriented higher education for the academic year 2012-2013 is € 1,771.00 (1 September 2012 to 31 August 2013). If you obtain your diploma in upper secondary vocational education in January 2012, you have to submit a request for a partial refund of tuition fees paid to DUO. If your request is rejected by DUO, you have to pay the amount of tuition fees for the full academic year.

This means you have to pay € 532.50 (= 6/12 van € 1,065.00) for the period from 1 February 2012 to the end of the academic year (=31 July 2012). You want to enrol in a full-time degree programme at Hanze (UAS) per 01 February 2013. This means you have to pay tuition fees for all remaining months of the academic year (=up to 31 August 2013), which comes down to (= 7/12 of € 1,771.00 = € 1,033.08). You owe an amount of € 1,033.08. minus € 532.50 = € 500.58.

12.3 Granting of refund of tuition fees

Tuition fees for upper secondary vocational education for the academic year 2012-2013 is € 1,065.00 The tuition fees for a full-time professionally oriented higher education for the academic year 2012-2013 is € 1,771.00 . If you obtain your diploma in upper secondary vocational education in January 2012, you have to submit a request for a partial refund of tuition fees paid to DUO. Your request is granted by DUO: you only have to pay tuition fees up to 31 January 2013.

This means you do not have to pay tuition fees for the period of 01 February 2013 to the end of the academic year (= 31 August 2013). You want to enrol in a full-time degree programme at Hanze (UAS). Since you do not have to pay tuition fees for the period of 01 February 2013 to 31 August 2013, you owe 7 months of tuition fees (= 7/12 van € 1,771.00 = € 1,033.08).

Please contact Hanze Financial Accounting if you have any questions about payment of tuition fees.

The telephone numbers and address are stated in paragraph 16.

13. Higher Education and Research Act

The Higher Education and Research Act (WHW) applies to all universities of applied sciences and universities. This act contains legislation about, among other things, the organisation of education, the rights and duties of students and the enrolment procedure. The WHW is available for inspection at the student counsellors, at the Hanze Media Centre, and Student Administration as well as via wetten.overheid.nl.

14. Student finance

Enrolment as a student in a full-time or dual degree programme is one of the conditions to be eligible for student finance. Other conditions apply as well. Please contact the Education Executive Agency (DUO) for information about student finance.

Foreign students usually are not eligible for student finance. Are you a foreign student? Please go to the DUO website for more information (www.ocwduo.nl), International Visitors → Student Grant › Nationality Chart

Financial support may also be given by Hanze (UAS) from the emergency fund. The student counsellors of the university of applied sciences have information available about this subject. The address and telephone number is stated in paragraph 16.

15. Student Charter and Study Programme Course Regulations

15.1 Student Charter

The Student Charter contains all rights and duties of students of Hanze (UAS). The Student Charter lists information about the Examination Regulations, student facilities, codes of conduct, legal protection and registration and deregistration stipulations. The Student Charter can be found on www.hanze.nl/rechtenenplichten. You can download the Student Charter.

15.2 Study Programme Course Regulations

The Study Programme Course Regulations contain the rights and duties of students that are specifically related to the degree programme in which they are enrolled. For instance, the regulations contain additional entry requirements, exemption rules and qualitative requirements for the binding study advice. Furthermore, the Study Programme Course Regulations describe the curriculum. The Study Programme Course Regulations are published on www.MijnHanze.nl under information about your degree programme and is available at the secretariat of your degree programme.

16. Addresses and telephone numbers

16.1 Student Administration

You can contact Student Administration for:

- Questions about registration and deregistration
- Questions about your student card
- Questions about switching degree programmes
- Filling in forms for student finance, child benefit, and so on
- Applications for certificates of registration or deregistration
- Change of address of your parents
- Study progress registration (ProgRESS)
- Questions about diplomas

The overview below lists all degree programmes and associated location details of Student Administration

Study programme	Student Administration location (in alphabetical order)	Room	Telephone number	Opening hours
Advanced Nursing Practice (ANP) (Master's degree programme)	Eyssoniusplein 18 9714 CE Groningen (Wiebenga complex)	Bo.06	(050) 595 27 50	Monday to Friday 9 a.m. to 12 and 1 p.m to 3 p.m. Part-time students can contact Student Administration during opening hours to make an appointment.
Associate Degree Practitioner in Care				
Associate Degree Music (Prince Claus Conservatoire) <ul style="list-style-type: none"> • Hafabra Conductor (brass band) 				
Associate Degree Dance				
Associate Degree Expertise by Experience in Care				
Associate Degree Health Care Management				
Fine Art				
Dance				
Fine Art and Design in Education				

Study programme	Student Administration location (in alphabetical order)	Room	Telephone number	Opening hours
Music in Dance				
Music in Education				
Education in Arts (Master's degree programme)				
Speech and Language Therapy				
Health Care Management				
Medical Imaging and Radiation Therapy				
MFA Interactive Media and Environments (Master's degree programme)				
MFA Painting (Master's degree programme)				
Master of Fine Arts Scenography (Master's degree programme)				
Dental Hygiene				
Music (Prince Claus Conservatoire) <ul style="list-style-type: none"> • Composition, Music and Studio Productions • Hafabra Conductor • Jazz • Classical Music • Choir Conductor 				
Music (Academy of Pop Culture)				
Physiotherapy**				
Physician Assistant (Master's degree programme)				
Nursing				
Nutrition and Dietetics				
Design (Academy of Pop Culture)				
Design (Academy Minerva, School of Fine Arts & Design) with the following majors:				

Study programme	Student Administration location (in alphabetical order)	Room	Telephone number	Opening hours
<ul style="list-style-type: none"> • Communicative Design • Spatial Design 				
Accountancy with the following majors: <ul style="list-style-type: none"> • Accountancy • General Accountancy Finance and Finance and Control Marketing with the following majors: <ul style="list-style-type: none"> • Marketing Sales Management • Marketing Communication Management Communication with the following majors: <ul style="list-style-type: none"> • Communication • International Communication** Communication Systems with the following majors: <ul style="list-style-type: none"> • Multimedia design & branding • Game design & development • Web & mobile services Facility Management, with the following majors: <ul style="list-style-type: none"> • Facility Management • International Facility Management** Financial Services Management Fiscal Law and Economics Food & Business Laws	Zernikeplein 7 9747 AS Groningen (Van Olst tower)	To.o8	(050) 595 27 50	Monday to Friday 9 a.m. - 12 1 p.m to 3 p.m. Part-time students can contact Student Administration during opening hours to make an appointment.

Study programme	Student Administration location (in alphabetical order)	Room	Telephone number	Opening hours
Information Services & Management International Business & Languages International Business & Management Studies** with the following majors: <ul style="list-style-type: none"> • International Marketing • International Finance and Accounting • International Travel and Tourism • Internationale Betriebswirtschaft • International Management Small Business & Retail Management Social Legal Services				
Advanced Sensor Applications**	Zernikeplein 11 9747 AS Groningen (Van Doorenveste)	Ao.39	(050) 595 27 50	Monday to Friday 9 a.m. to 12 and 1 p.m to 3 p.m. Part-time students can contact Student Administration during opening hours to make an appointment.
Architecture 2 nd phase (Master's degree programme)				
Associate Degree Sport, Health and Management				
Associate Degree Human Resource Management				
Business Management Studies				
Bio-informatics				
Biology & Medical Laboratory Research with the following majors: <ul style="list-style-type: none"> • Biology & Medical Research • Medical Diagnostics 				
Architecture and Construction Engineering (and Architecture first phase) and the specialisation European Construction Management**				
Business IT & Management				

Study programme	Student Administration location (in alphabetical order)	Room	Telephone number	Opening hours
Chemistry				
Chemical Engineering				
Civil Engineering with the specialisations: <ul style="list-style-type: none"> • European Civil Engineering Management** • International Civil Engineering Management** 				
Electrical and Electronic Engineering with the majors: <ul style="list-style-type: none"> • Electrical Engineering • Mechatronica And the specialisations: <ul style="list-style-type: none"> • International Biomedical Engineering** • International Power Generation and Distribution** • International Product Design Engineering** 				
Human Resource Management				
Human Technology				
Information Technology				
Social Work & Social Services				
Education in Primary Schools (age 4-12) (Pabo)				
Physical Education Teacher Education (ALO)				
Social Educational Care (SPH)				
Social Work Joint Degree (Master's degree programme)				
Sport, Health, and Management (SGM) with the majors: <ul style="list-style-type: none"> • Sports Management • Sports and Health 				
Industrial Engineering & Management				
Computer Science				
Applied Psychology				

Study programme	Student Administration location (in alphabetical order)	Room	Telephone number	Opening hours
Real Estate Management				
Mechanical Engineering with specialisations: <ul style="list-style-type: none"> • International Biomedical Engineering** • International Power Generation and Distribution** • International Product Design Engineering** 				

**) These degree programmes, majors or specialisation are taught in English, except for Internationale Betriebswirtschaft, which is taught in German.

16.2 Financial Accounting

You can contact Financial Accounting for:

- Questions about tuition fees
- Certificate of Tuition Fees Paid
- Refund of tuition fees
- Other invoices (for instance, introductory camp and study week)

Visiting address: Zernikeplein 7, 9747 AS Groningen

Postal address: P.O. Box 751, 9700 AT Groningen

Telephone: (050) 595 5300

E-mail: fa-studenten@org.hanze.nl

Opening hours: Monday 9 a.m. - 12 and 1 p.m. - 3 p.m.

Tuesday 9 a.m. - 12 and 1 p.m. - 3 p.m.

Wednesday 9 a.m. - 12 and 1 p.m. - 3 p.m.

Thursday 9 a.m. - 12 and 1 p.m. - 3 p.m.

Friday 9 a.m. - 12 and 1 p.m. - 3 p.m.

For more information: see MijnHanze Financial Economic → Affairs Accounting

16.3 Student counsellors

Sometimes you encounter difficulties, in your personal life and studies. Please do not hesitate and talk to a student counsellor. Student counsellors can listen to you and can give information, advice and a second opinion, at your request, about subjects that are related to your degree programme, choice of studies, or personal circumstances. Student counsellors can find out if you are eligible for special schemes to which you may be entitled in special circumstances. Together with your student counsellor, you look for a solution. Student counsellors use their expertise in the field of advice about choice of studies, legislation and regulations, procedures in the event of disputes, and have experience in problems that students encounter. Student counsellors can also refer you to external experts, such as psychologists. The interviews with a student counsellor are confidential, which means that no information is passed on to third parties without your consent. Student counsellors work centrally at Student Services and are not affiliated with a school or degree programme and as such are independent.

Visiting address: Zernikeplein 11 (Van Doorenveste), 9747 AS Groningen,
1st floor, room A1.05

Postal address: P.O. Box 3037, 9701 DA Groningen

Telephone (050) 595 4028

Email studentendecanen@org.hanze.nl

Opening hours: Monday to Friday 9 a.m. - 4 p.m.

MijnHanze: Facilities Unit → FB Student Services → Student counsellors' office

16.4 Hanze Information Centre (HIC)

The Hanze Information Centre is the centre for all questions about the degree programmes at Hanze (UAS). Students, students from secondary education, student counsellors, mentors and parents can request information about degree programmes, entry requirements and studying in Groningen. The information officers of the Hanze Information Centre give advice and answer questions about making a choice in studies. The Hanze Information Centre has broad knowledge in the degree programmes at Hanze (UAS) and other other institutions in the northern region. You can also contact Hanze Information Centre for a personal appointment or for the course in Choice of Studies which they offer in co-operation with the student counsellors.

Visiting address: Zernikeplein 7, 9747 AS Groningen,
1st floor, room E1.17a
Postal address: P.O. Box 3037, 9701 DA Groningen
Telephone: (050) 595 7890
E-mail: studievoorlichting@org.hanze.nl
Opening hours: Monday to Friday 9 a.m. - 4 p.m.
You can contact the centre by telephone from Monday to Friday between 9 a.m. and 4 p.m.

16.5 International Student Office (ISO)

You can contact the ISO for advice about studying abroad. ISO takes care of and gives advice about accommodation, visa and residence permits to foreign students. Accommodation applications from foreign students are only processed if they will enrol in a degree programme at Hanze (UAS). More information about the ISO for prospective students can be found on the Hanze (UAS) website (www.hanzegroningen.eu) and for current students on MijnHanze, Facilities Unit -> FB Student Services -> International Student Office (ISO)

Visiting address: Zernikeplein 11, 9747 AS Groningen,
1st floor, room A 1.07
Postal address: P.O. Box 3037, 9701 DA Groningen
Telephone: (050) 595 4051
E-mail: iso@org.hanze.nl
Opening hours: Monday to Friday 9 a.m. - 4 p.m.

16.6 Education Executive Agency (DUO)

Visiting address: Kempkensberg 12, 9722 TB Groningen.
Telephone: (050) 599 77 55
Opening hours: Monday to Friday 9 a.m. - 4 p.m.
Internet: www.ocwduo.nl

16.7 Studielink

Information: go to www.info.studielink.nl
Internet: www.hanze.studielink.nl