



International Office Toolkit

To complete all official procedures
for our international students





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International Office

We are here to support you

Your Student Support Officers at the International Office
are there for you - see below who they are:



Alie



Diane



Ellen



Kim



Mary



Mihai



Sven



Luciano

What do we do for you?

Besides your actual study at Saxion there are also a few things that you need to arrange regarding your life in the Netherlands. As Student Support Officers we can help you with the following topics so you can focus on your studies:

- Residence permit
- Municipality
- Insurance
- Housing
- Dutch Bank Account
- Doctors and dentists
- Public Transport in NL
- Dutch language courses
- Scholarships

How can you reach us?

E-mail: internationaloffice@saxion.nl

Phone: 0031 88 019 3789

WhatsApp: 0031 6 20 77 05 47

Personal Online Appointment via Microsoft Teams

Please note; due to COVID-19, the International Office is not present on-site at Saxion and can only be reached out to via mail, telephone, WhatsApp or a personal online appointment.

When are we available?

E-mail, phone, WhatsApp and Microsoft Teams:

Working days from 09:00 - 17:00 (CET)



Personal Online Consulting Appointment

We believe, especially in these special times, it is important to inform and to facilitate you in the best personal way. Therefore we are there for you during our Personal Online Consulting Appointments. During our office hours you can request to schedule a personal online consulting appointment for your question(s) with one of the Student Support Officers via Microsoft Teams. Please see below how it works.

How to request a personal consulting appointment with one of our Student Support Officers?

Step 1.

Install Microsoft Teams in order to join the Team 'Personal Online Consulting Appointment - International Office OSS' (English language settings)

- 1.1 Login to Microsoft Teams
- 1.2 Click on the left on 'Teams'
- 1.3 Click in the right hand top corner on 'Join or Create Team'
- 1.4 Fill in the code: js4ytzo (below 'Join a team with a code')
- 1.5 Click 'Join team'
- 1.6 You are now member of the Team 'Personal Online Consulting Appointment - International Office OSS' (once you became a member, you don't need to this again if you want to join consulting hours in the future)

Step 2.

Request to schedule a personal consulting appointment with one of our Student Support Officers, during office hours. (English language settings)

- 2.1 Login to Microsoft Teams
- 2.2 Click on the left on 'Teams'
- 2.3 Click on the tile 'Personal Online Consulting Appointment - International Office OSS'
- 2.4 Go to the channel 'Schedule an appointment'
- 2.5 To schedule a personal online consulting appointment, please use the chat function to request the appointment.
- 2.6 Are we not available? Please do contact us via internationaloffice@saxion.nl or call us +31 (0) 88 019 3789

Do you have any questions in regards to these personal online consulting appointments?

Do not hesitate to contact us via internationaloffice@saxion.nl

MySaxion.nl

On MySaxion.nl you can find additional and more detailed information to the International Office Toolkit. Go to [MySaxion.nl](https://mysaxion.nl) and look for the tile 'For all programmes' > 'Life in the Netherlands', to find all information you're looking for, such as:







- Bank
- Immigration information
- City Hall
- TB-check
- Medical procedures > emergency numbers
- Insurance
- Housing
- Working while studying
- And other items



The following information is for EU students

Are you a NON-EU student? [Go to page 14.](#)

What steps to take first after arrival as an EU student?

EU	Action	Note
 Step 1	Coronavirus / COVID-19	Information
 Step 2	City Hall registration	Registration
 Step 3	Opening Dutch bank account	If required
 Step 4	Registration family doctor	Only needed in Enschede
 Step 5	Insurance	For your information
 Step 6	DigiD	Apply for a DigiD account

Step 1



Coronavirus / COVID-19

Students arriving in the Netherlands from certain countries and regions have to Quarantine for 10 days, even if they do not have any symptoms or have been tested negative for COVID-19.

Please check the [following site](#) whether you have to self-quarantine after arrival in the Netherlands and other related questions.

Once you have arrived in the Netherlands, you can self-quarantine at your (Saxion) accommodation. During this self-quarantine period of 10 days you have to stay inside. You cannot go to the City Hall, Bank and GGD (if needed).

Step 2



City Hall registration

You have to be registered with a correct address at the City Hall at all times. The City Hall prefers that we schedule the first registration appointment for the NON-EU students. EU-students can register by themselves.

You need to register in order to receive your BSN (citizen service) number. If you do not register, you might get fined. With this BSN number you can apply for a Dutch bank account or apply for a part-time job.

If you move or leave, please always inform City Hall.

Required documents

- Housing contract
- Passport

Step 3



Opening a bank account

Required documents

- Your passport
- Your Dutch address details
- Proof of registration Saxion (this can be requested via servicepoint@saxion.nl)
- BSN (after registration City Hall, it will be available within 2 weeks)

Not 18 years old yet? Please contact the International Office.

Step 4



Registration family doctor and medical care

Family doctor and dentist

Medical healthcare is very well-organized and sufficient in the Netherlands. You usually first need to meet a family doctor in case you have health issues. On all Saxion locations a family doctor is available for our international students.

You must make your own appointment with the family doctor. For an appointment with the dentist, please contact International office.

For students in Enschede it is important to register for the family doctor as soon as possible. Please check on mysaxion.nl > For all programmes > Life in the Netherlands > Medical information

Make sure you are on time. Cancelling the appointment is only allowed if some unexpected event happens and needs to be done on time.

You have to pay in cash for the consultation. Afterwards you can upload the receipts and claim for a refund with AON (when you have AON insurance). Otherwise contact your insurance to inquire how the claim procedure works.

Step 5



Insurance

EU students

We expect that you have an insurance in your home country. Please check with your insurance provider what their coverage is, for which period and what the claim procedure is.

Paid internship or part-time job? (EU + non EU)

Check the information on [Mysaxion](#) > Tile 'for all programs' > Life in the Netherlands

- > Are you allowed to work beside your study?
- > What types of insurances are there for international students?

Health insurance

European students with an European Health Insurance Card (EHIC) need to be aware that EHIC is only an emergency health coverage and might not cover basic health insurance. Please note that the conditions of the European Health Insurance might differ for each country, therefore we advise you to check with your insurance if all medical costs will be covered during your study in the Netherlands. If not, we strongly recommend to take out additional insurance because medical care can be very expensive in the Netherlands. Please check the folder on the AON website for more information and insurance application.

Liability insurance

If you do not need to take out an additional health insurance, Saxion urgently advises to take out third-party liability insurance to cover any accidental damage or harm you may cause to other persons or property during your study in the Netherlands because you will be immediately held financially responsible. The usual coverage against liability is up to the amount of € 500,000,-. The International Office can arrange this insurance for you at the insurance company AON. The costs for the liability insurance are € 32,- per academic year.

Step 6



Apply for a DigiD account

It is very useful for you to have a DigiD Account. This is the official Dutch governmental way to identify yourself. It can help you with official procedures during your time in the Netherlands and at Saxion.

DigiD can help you for example with:

- Studielink.nl
- Part time jobs
- Student Finance via DUO*
- Belastingdienst
- Obtaining a digital official document of your Diploma, once graduated.

To apply for DigiD you need to have your BSN. You can apply for the DigiD account here:

<https://www.digid.nl/en/apply-or-activate-digid>

*More information about Student Finance via Duo can be found here:

<https://duo.nl/particulier/student-finance>

Social ‘Cultural’ events

Follow us on Social Media for the latest updates about Exursions, daytrips, sports etc. You can always DM us via Social Media. How to reach the Student Support officers? Go to page 2.



SaxionUniversity



SaxionUAS



SaxionUAS












intosaxion.com

The following information is for NON-EU students

Are you an EU student? Go to page 9.

What steps should you take first after your arrival as a NON-EU student?

NON-EU	Action	Note
 Step 1	Coronavirus / COVID-19	Information
 Step 2	City Hall registration	Inform the International Office about your arrival so we can make an appointment for you.
 Step 3	Biometrics IND if needed	If needed, you will receive an e-mail.
 Step 4	Opening Dutch bank account	You have your BSN? Open a Dutch bank account.
 Step 5	TB health check	Only if applicable you will receive an invitation for this.
 Step 6	Collect residence permit (RP)	You will receive an email from us when your RP is ready to collect. Then you need to schedule an appointment online.
 Step 7	Registration family doctor	For Enschede students only
 Step 8	Insurance	For your information
 Step 9	DigiD	Apply for a DigiD account

Step 1



Coronavirus / COVID-19

Students arriving in the Netherlands from certain countries and regions have to Quarantine for 10 days, even if they do not have any symptoms or have been tested negative for COVID-19.

Please check the [following site](#) whether you have to self-quarantine after arrival in the Netherlands and other related questions.

Once you have arrived in the Netherlands, you can self-quarantine at your (Saxion) accommodation. During this self-quarantine period of 10 days you have to stay inside. You cannot go to the City Hall, Bank and GGD (if needed).

Step 2



City Hall registration

You have to be registered with a correct address at the City Hall at all times. The City Hall prefers that we schedule the first registration appointment for the NON-EU students. EU-students can register by themselves.

You need to register to receive your BSN (citizen service) number, in order to apply for a Dutch bank account or to apply for a part-time job. If you do not register, you might get fined.

If you move or leave, always inform the City Hall.

Required documents

- Housing contract
- Passport

Step 3



If applicable, Biometrics

If applicable, you will receive an e-mail about how to arrange your Biometrics.

Step 4



Opening a bank account

Required documents

- Passport
- Dutch address details
- Proof of registration Saxion (can be requested via servicepoint@saxion.nl)
- BSN (after registration City Hall it will be available within 2 weeks)

Please, check [MySaxion.nl](https://www.mysaxion.nl) to find out more information about the steps how to receive your Living Fee (Proof of Financial Means) into your Dutch Bank account [here](#).

Not 18 years old yet? Please contact the International Office.





Step 5

If applicable; TB-check

- GGD: Community Health Services are responsible for preventive health care.
- IND requirement: TB check up (x-ray of lungs).
- Appointment will be made via International Office. This is not for all nationalities, so only when you receive an invitation by email with further details you must undergo the TB test.
- Bring your passport and the TB form* to the GGD.

* You will receive this form from the International Office.



Step 6

IND

Residence permit based on study

- You will receive an e-mail from us when your residence permit (RP) is ready to collect at the IND office in Zwolle.
- Students from Australia, Canada, Japan, Monaco, New Zealand, South Korea, USA will need to go to the IND first to complete the biometrics. After two weeks your RP will be ready to collect.
- For both matters (biometrics and/or collecting RP) you must schedule an appointment online first.
[Make an appointment:](#)
- After collecting the Residence Permit, upload a copy via sis.saxion.nl (front and back)

Modern Migration policy (MOMI): Your study progress will be monitored by IND

- Minimum 30 credits per academic year.
- Always keep your study career counsellor (SLB'er) updated about your situation.

Step 7



Registration family doctor and medical care

Family doctor and dentist

Medical healthcare is very well-organized and sufficient in the Netherlands. You usually first need to meet a family doctor in case you have health issues. On all Saxion locations a family doctor is available for our international students.

- You must make your own appointment with the family doctor. For an appointment with the dentist, please contact International office.
- For students in Enschede it is important to register for the family doctor as soon as possible. Please check on mysaxion.nl For all programmes > Life in the Netherlands > Medical information
- Make sure you are on time. Cancelling the appointment is only allowed if some unexpected event happens and needs to be done on time.
- You have to pay in cash for the consultation. Afterwards you can upload the receipts and claim for a refund with AON (when you have AON insurance). Otherwise contact your insurance to inquire how the claim procedure works.

Step 8



Insurance

Non-EU students

Saxion only arranges your insurance for the first academic year: ICS complete package.

Insurance company AON: health- and liability for NON-European students

Your insurance information has been sent to you by e-mail. Read the policy carefully to see what is and is not covered.

All nationalities:

Paid internship or part-time job?

Check the information on [Mysaxion](https://mysaxion.nl) > Tile 'for all programs' > Life in the Netherlands

Step 9



Apply for a DigiD account

It is very useful for you to have a DigiD Account. This is the official Dutch governmental way to identify yourself. It can help you with official procedures during your time in the Netherlands and at Saxion.

DigiD can help you for example with:

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