



*Exchange Guide 24-25*

School of Business and Economics

## Welcome

A warm welcome to the Maastricht University School of Business and Economics (SBE)!

At SBE, we will provide you with first-rate education and a wide variety of intriguing courses, all offered in English. Our educational system - Problem-Based Learning (PBL) - is a teaching method that brings together students and academic staff from different social and cultural backgrounds.

Over half of our student population and almost half of our academic staff come from abroad, making us the most international university in the Netherlands. In addition, SBE has around 170 exchange agreements with universities and institutions all over the world and each year, they welcome around 750 of our students as they embark on their study abroad semester. At the same time, our partners send us around 650 international students as part of our exchange programme with them. The resulting international classroom helps students prepare for a successful career in a highly globalised environment.

When we mention first-rate education, we are not just bragging: for many years, SBE has been sporting the Triple Crown of the three main prestigious international accreditations: AACSB, EQUIS, and AMBA. Only 1% of business schools worldwide can boast this honour, many of which are in fact SBE partner institutes.

At a national level, the Accreditation Organisation of the Netherlands and Flanders (NVAO) awarded us two prestigious quality certificates: the 'Institutional Quality Assurance Assessment' and the 'Distinctive Quality Feature for Internationalisation'.

Of course, your exchange is not just about experiencing a different style of education. Maastricht is a wonderfully friendly, attractive, and compact city that will constantly surprise you with its mixture of historic buildings and cutting-edge architecture around every corner. It is located at the southernmost tip of the Netherlands, in the very heart of Europe, so that in just a few hours' time you can be in Brussels, Amsterdam, Paris, or London.

If you prefer staying right where you are, do not fret: you and your fellow students will find plenty to do right here. Feeling artsy? Go watch a movie, a play, or modern art. Feeling peckish? Quash your hunger and quench your thirst at the dozens and dozens of cafes, bars, and restaurants. Want to flex your money or your muscles? Support the local shops or sign up at one of the many gyms in Maastricht. In need of some green, and fresh air? We got you covered: nearby St. Pieter hill is the gateway to a couple of hours of brisk walking in the rolling countryside.

In short, Maastricht is the perfect city for an amazing exchange experience, and we hope you will seize the opportunity with both hands!

Wishing you a successful, pleasant, and unforgettable stay,

On behalf of the incoming students team of the International Relations Office



**Lyan Ploumen**  
**Director International Relations Office**  
**School of Business and Economics**

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Check out our Instagram page!



## International Relations Office (IRO)

The incoming students team of the International Relations Office of Maastricht University School of Business and Economics (SBE) will do everything in their power to make your stay as successful and enjoyable as possible.

This guide covers academic matters as well as practical matters and is here to help you to make a smooth transition to the School and to Maastricht. We advise you to read this guide carefully and use it for reference.

If you have further questions or need more detailed information, the incoming students team will be happy to help you. You can send us an email, visit or open office hours or [make an appointment](#).

### Address:

Maastricht University School of Business and Economics  
Tongersestraat 53  
6211 LM Maastricht


### Contact information:

Email: [iro-incoming-sbe@maastrichtuniversity.nl](mailto:iro-incoming-sbe@maastrichtuniversity.nl)  
Phone: +31 (0)43 388 37 06

### Open office hours:

The incoming students team has open office hours at the Information Desk in the entrance hall of the main building of SBE (Tongersestraat 53; or TS53) every Tuesday and Thursday from 10:00 to 11:00 hrs.

**In case of emergency, you can call the following phone number to contact the International Relations Office after 17:00 hrs, in weekends, or during holidays:**

 +31 (0)43 388 44 44

### Emergencies are:

- personal accident involving hospitalisation;
- death in the family;
- accidents of a criminal nature (e.g. you have been robbed).

### Not an emergency:

- missing a course registration deadline;
- you have a terrible headache;
- you have a fight with a roommate;
- you have a test and forgot to study.





**Incoming Students Coordinator**  
Ms Severine van de Berg



**Incoming Students Officer**  
Ms Chantal Tossings

**Incoming Students Team**  
**International Relations Office**

**Incoming Students Officer**  
Ms Jenna Lagas

# Maastricht University School of Business and Economics (SBE)

## Problem-Based Learning (PBL)

Problem-Based Learning (PBL) offers you a different, more interactive, way of learning compared to traditional university education.

You will not have to spend hours listening to lectures, although there are some, usually at the start of the study period. Instead, per course you will attend a two-hour tutorial group meeting, twice a week. These meetings form the core part of the study programme and are the driving force for learning. Within the tutorial groups, problems are presented and researched as cases.

A tutorial group is composed of 8 to 15 students plus a tutor: a staff member who guides the group process but who does not automatically give answers to the problems. It is up to you to discover where your knowledge falls short and to fill in the gaps. To do so, you will have to spend a lot of time between tutorial meetings to read articles and books, and to do research in the university library.

The international classroom- in other words, working in small tutorial groups with people from different cultural backgrounds- adds to the benefits of the PBL system. By approaching problems from a variety of perspectives, students become acquainted with different ways of seeing things and that enhances the quality of discussions. In this way, the international classroom prepares you for the rapidly globalising labour market.

For more in-depth information about Problem Based Learning, please click [here](#).



# Academic matters

## Application journey

### Before you apply

#### Eligibility

As exchange student, your home university must officially nominate you. We can only accept you if you major in Business or Economics (or related). If you are a bachelor's student, you have to have completed at least two semesters/one academic year of relevant study before you start your exchange at SBE. If you want to take master's level courses, you have to have a valid and relevant bachelor's degree/diploma.

#### English language requirement

Since the working language at SBE is English, all incoming exchange students are required to have an advanced level of the English language - comparable to the level B2 of the [Common European Framework of Reference](#) - to be able to successfully complete their courses. We do not require any proof of an English language test score, but do make sure your English is up to par when you start your exchange.

As you have just read on the previous page that our educational system- Problem-Based Learning (PBL) - requires you to actively take part in the tutorial group meetings. Again, the PBL system is explicitly student-centred rather than teacher-centred, and as a student you are expected to take the initiative. Speaking up and actively taking part in discussions is a crucial part of the system and this will also influence your final grades. Therefore, it is extremely important that you have an excellent knowledge of both written and spoken English.

### How to apply

#### Nomination (by home university)

**Fall semester 2024** → **deadline 15 April 2024**

**Spring semester 2025** → **deadline 15 September 2024**

After your home university submitted your nomination, we will inform you about the online registration and application procedure.

#### Application (by student) and admission

**Fall semester 2024** → **deadline 01 May 2024**

**Spring semester 2025** → **deadline 01 October 2024**

Required documents for your application:

- Digital copy of valid passport or European ID card
- Digital copy of an official portrait picture
- Digital copy of the academic transcript of all semesters from your current study in English, certified as true copy by your home university
- Digital copy of relevant bachelor's degree/diploma in English

After you finished your online application, we will send you an email informing you about the status of your admission. If applicable, we tell you what is missing or incorrect in your application, and what steps to take next. Also, depending on your nationality, University's Visa Office might contact you regarding the [visa and/or residence permit application](#).

We will send your acceptance letter by email about three months before the start of your exchange.



## Academic Calendar 2024-2025

The academic calendar is divided into two semesters, a fall and a spring semester. Each semester is further divided into three different course periods:

- Fall semester: course periods 1, 2 and 3
- Spring semester: course periods 4, 5 and 6

Course periods 1 and 2, as well as periods 4 and 5, consist of seven education weeks plus one exam week. Course periods 3 and 6 consist of two weeks of so-called skills training; these are not compulsory for exchange students.



Academic calendar 2024-2025					
Fall semester			Spring semester		
Period 1	Period 2	Period 3 Skills period	Period 4	Period 5	Period 6 Skills period
<b>Fall semester</b>					
<b>Compulsory Introduction Days</b>		29 August - 30 August 2024			
<b>Period 1</b>	Education	02 September - 18 October 2024			
	Exams	21 October - 25 October 2024			
	Resits	06 January - 10 January 2025			
<b>Period 2</b>	Education	28 October - 13 December 2024			
	Exams	16 December - 20 December 2024			
	Resits	07 April - 11 April 2025			
<b>Period 3</b>	Skills	13 January - 28 January 2025			
<b>Spring semester</b>					
<b>Compulsory Introduction Days</b>		30 January - 31 January 2025			
<b>Period 4</b>	Education	03 February - 28 March 2025			
	Exams	31 March - 04 April 2025			
	Resits	16 June - 20 June 2025			
<b>Period 5</b>	Education	14 April - 06 June 2025			
	Exams	10 June - 13 June 2025			
	Resits	07 July - 11 July 2025			
<b>Period 6</b>	Skills	23 June - 04 July 2025			

**Dates are still subject to change**

## Courses

### Study load

As exchange student, you can only register for a maximum of two courses per period with a minimum of one course per period, and only one skills training per period. As mentioned earlier, skills trainings are not compulsory for exchange students. At the School of Business and Economics, we consider a fulltime study load per semester to be four courses and one skills training.

- Period 1:** maximum two courses (max. 13 ECTS credits)  
minimum one course (5 / 6.5 ECTS credits)
- Period 2:** maximum two courses (max. 13 ECTS credits)  
minimum one course (5 / 6.5 ECTS credits)
- Period 3:** maximum one skills training (max. 4 ECTS credits)
- Period 4:** maximum two courses (max. 13 ECTS credits)  
minimum one course (5 / 6.5 ECTS credits)
- Period 5:** maximum two courses (max. 13 ECTS credits)  
minimum one course (5 / 6.5 ECTS credits)
- Period 6:** maximum one skills training (max. 4 ECTS credits)

### Important note:

Most SBE courses are worth 6.5 ECTS credits. In some study programmes (e.g. MSc in Economics and BSc in Business Engineering), however, the number of ECTS credits per course is slightly different. Most of those courses are worth 5 ECTS credits.

One ECTS credit equals 28 hours of study, which means that one regular course equals 182 hours of study, 42 of which should be considered contact hours.

Some course titles can be found twice in the SBE online exchange course database; once with an EBC code and once with a BENC code. BENC courses are part of the new Business Engineering programme at SBE and are worth 5 ECTS credits. The period, course content, and prerequisites may differ from the EBC course description even if the title is the same.

Since the maximum workload is two courses per period, this means that if you add a BENC course to your curriculum at SBE, you might obtain fewer than 30 ECTS credits for your exchange semester.

- 2 EBC courses → 13 ECTS credits
- 1 EBC course + 1 BENC course → 11.5 ECTS credits
- 2 BENC courses → 10 ECTS credits

So please carefully check how many ECTS credits your home university wants you to bring back before you register for SBE courses.

### Course offerings

In the [SBE online exchange course database](#), you can find all information you need about SBE's bachelor's and master's courses, such as the course coordinator(s), learning outcomes and competences, the number of ECTS credits, literature, and any prerequisites. If the information in the course database is not enough, you can contact the relevant course coordinator at SBE. You will find the e-mail address in each course description.

## Course selection

As an exchange student you can only select and register for courses from the [SBE online exchange course database](#).

### Prerequisites

When you select your courses, you will notice that some assume that you have knowledge of topics covered in other courses at SBE. If you do not meet these requirements, do yourself a huge favour and do not register for the course, because you will very likely find yourself struggling to pass the course! Ultimately, it is your responsibility to make sure you have the knowledge needed to follow courses here.

### Level

As an exchange student, you are expected to take second and third year courses at SBE. However, we do offer some first year courses that are also open to exchange students. If you want to combine a second or third year course with a first year course in the same course period, you do have to keep in mind that some of your tutorials might take place at the same day and the same time. This could also happen with the exam schedule. This is very unfortunate, as we cannot alter your course and exam schedule because of this.

### Skills training

Focusing on the mere acquisition of knowledge is not sufficient if you are a student of Business and Economics. You have to be able to work in all kinds of organizations, which implies that you need to possess social and communication skills. Quantitative skills (such as accounting, financial arithmetic, operations research, statistics, and mathematics) as well as computer proficiency and basic knowledge of information science, are also indispensable. SBE offers you the opportunity to obtain or work on these skills in course periods 3 and 6.



For master's level students only: If you want to take master's level courses at SBE, you have to have a valid and relevant bachelor's degree/diploma when you start your exchange here. Alternatively, your home university may issue a letter certifying that you will have obtained at least 180 ECTS credits, worth three years of study in the relevant field (business, economics, marketing, etc.) by the time you start your exchange at SBE. If you want to take a bachelor's level course and a master's level course in the same course period, you do have to keep in mind that some of your tutorials might take place at the same day and the same time. This could also happen with the exam schedule. Sadly, we cannot alter the course and exam schedule because of it.

### Important note:

For master's level students there are no skills trainings available in period 6. Master's level students may register for bachelor's level skills trainings when they have the approval of their home university.

## Course (de)registration periods and deadlines

You can only (de)register for courses during the course (de)registration periods. As of 01 June 2023, registration will open for all education periods. As long as you register for courses before the course registration deadline, participation is guaranteed.

Education	Deadline
Period 1	→ 15 July 2024
Period 2	→ 15 September 2024
Period 3	→ 10 November 2024
Period 4	→ 01 December 2024
Period 5	→ 23 February 2025
Period 6	→ 20 April 2025

### → Important note:

If you have to consult your home university about what SBE courses to take, or if you need to get approval of your home university for your SBE courses, make sure you do so before the course registration deadline.

## Changing courses

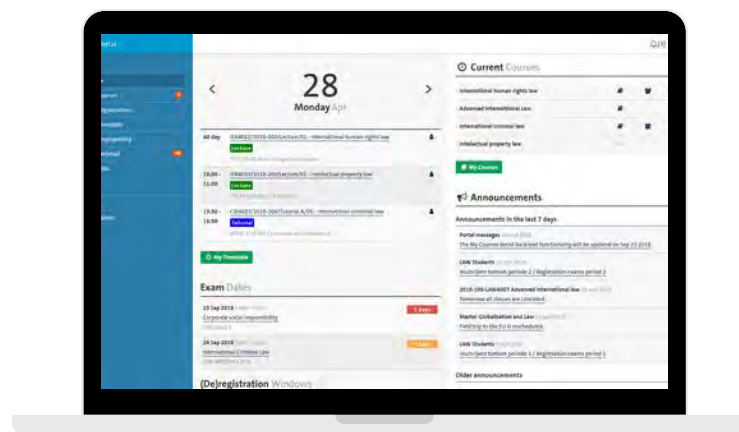
Maastricht University uses the Problem Based Learning Method, where the average group size is 15 students. A lot of planning goes into finding enough rooms and teachers/tutors, and to making sure each tutorial group is about the same size. This means that students are not allowed to switch courses after the course (de)registration deadline. Once the course registration deadline has passed, the system closes automatically and you can no longer register or deregister for courses. Up until the deadlines though, you can register, deregister, and switch at will.

## Course schedule

About two weeks before the beginning of each education period, you can check your timetable via the [Student Portal](#) (for more information about the Student Portal, please refer to page 16). If you notice an overlap in your timetable please contact the International Relations Office immediately via email:

✉ [iro-incoming-sbe@maastrichtuniversity.nl](mailto:iro-incoming-sbe@maastrichtuniversity.nl)

Information about schedules: [My Timetable](#).



## Explanation timetable

- Course code e.g. EBC2051
- Course name e.g. Business and Politics in Europe
- Time e.g. 13:30-15:30 (24 hour time)
- Tutorial Tutorial group meeting (alternatively you can also have 'Lecture' or 'Opening Lecture') A or B Refers to the first (A) or second (B) time the tutorial group meets during the week
- Tutorial group e.g. group number 05
- Staff e.g. M. Heckman
- Location e.g. TS53, E2.06 (TS53 = Tongersestraat, number 53, E2.06 = room number)

## Course syllabus

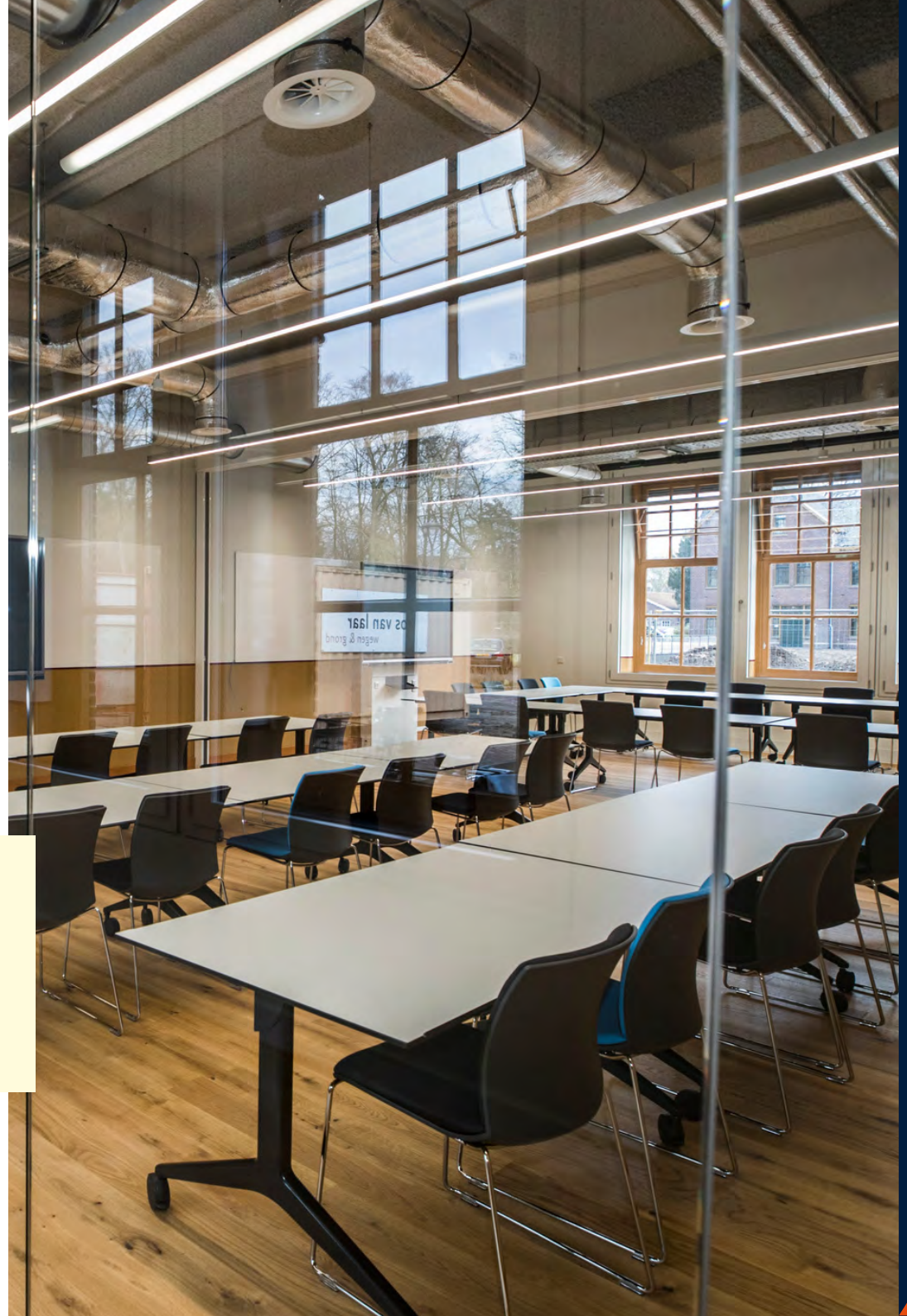
Usually about two weeks before the beginning of each course period, you will also find the online course syllabus in the [Student Portal](#). Sometimes though you will only receive the course syllabus at the start of education. The course syllabus includes a description of the course, an overview of the objectives, the literature used, a clarification of the assessment criteria, and an explanation of how the final grade will be calculated.

## Course attendance and participation

You have to attend all tutorial groups and are expected to participate actively. In fact, this will have an impact on your grade for that course. The majority of SBE courses have a 100% attendance requirement, which means that you cannot miss one single lecture or tutorial. If you do not meet these requirements, you face the consequences, one of which could be that you will no longer be able to pass the course successfully and thus will not receive any credits for the course - even if you ace the exam.

### → Important note:

All courses offered at SBE are taught on-campus, so please note that you need to present in Maastricht in order to meet the requirements of attendance.



## Assessment

### Course examination and resits

The assessment method differs per course. In most cases, you have to pass a written or oral examination at the end of the course. You will find this in the [online exchange course database](#) as well as in the course syllabus. Once you have registered for a course, you are automatically registered for the first corresponding exam.

#### ⓘ Final results

If the final result for the first exam is an insufficient grade, you are automatically registered for the resit (= second chance to pass the exam). If you do not want to participate in the resit, you will have to deregister yourself via the [Student Portal](#) during the course examination (de)registration period.

If the final result for the first exam is a NG (No Grade), you are not automatically registered for the resit and you will have to register for the resit yourself via the Student Portal during the course examination registration period. You are not allowed to do a resit for a course you got a pass for, which means grade 5.5 or higher.

### Examination and resits schedule

About two weeks before the beginning of each course period, you can find the examination schedule in the Student Portal. The schedule for resits will be published in the week after the (de)registration period for course examination.

If you pre-book your return flight, keep in mind that the examination schedule can always change at the last moment. In addition, although the exam week dates are given, the individual exam schedules are not.

As a rule, if you want to take a resit (= second chance to pass the exam) you have to be present in Maastricht to take part. If you have already returned to your home country, we are not allowed to fax, send, or e-mail the exam to your home institution.

### Course examination (de)registration periods and deadlines

Exam period	Opening registration period	Deadline registration period
Period 1	23 September 2024	29 September 2024
Period 2 (+ resits period 1)	18 November 2024	24 November 2024
Period 3	06 January 2025	12 January 2025
Period 4 (+ resits period 2&3)	24 February 2025	02 March 2025
Period 5 (+ resits period 4)	05 May 2025	11 May 2025
Period 6 (+ resits period 5)	28 June 2025	02 July 2025

## Results and grading system

Every course has its own requirements you need to meet in order to pass the course, and these are always mentioned in the course syllabus.

Within 15 working days after the examination, you can find the official results published on the [Student Portal](#). Grades are rounded to one decimal, on a scale from 0.0 to 10.0 (a 10.0 is very rarely scored!). A grade of 5.5 is considered a pass; anything lower is a fail.

Although SBE does use the European Credit Transfer System (ECTS), we do not use letter grades. We suggest the following conversion table:

Dutch Grade	ECTS Grade	Definition
8.5-10.0	A	Excellent
7.5-8.4	B	Very good
7.0-7.4	C	Good
6.5-6.9	D	Satisfactory
5.5-6.4	E	Sufficient
1.0-5.4	F/FX	Insufficient

Other indications used:

Pass Sufficient to exceptional; performance meets minimum criteria  
 Fail Insufficient; performance does not meet minimum criteria  
 NG No Grade; usually because of an unjustified absence

## Grade transcript

Please keep in mind that once you have registered for a course it will always show up on your transcript at the end of your exchange, unless you deregister for the course before the course (de)registration deadline.

The grade transcript will contain the names of the courses you took, plus the Dutch grade and the number of ECTS credits you earned.

### → Important note:

For most skills trainings you can only get a pass or fail, and not a grade. Only the pass or fail result will be shown on the transcript.

We will send an electronic version of your grade transcript directly to you and your home university.

If you have spent the fall semester at SBE, you will receive your grade transcript in January / February. If you have spent the spring semester or entire academic year at SBE, you will receive your grade transcript in July / August.



## Erasmus+ forms (for students from European partner universities only)

### Learning Agreement

If this applies to you, you will have received this document from your home university.

If you have to get your Learning Agreement signed before you start your exchange in Maastricht, you can send it as a PDF-file via email to the International Relations Office at SBE mentioning your name and UM student ID number. You can also send the Learning Agreement through Erasmus Dashboard (if applicable: check with your home university).

#### Before you submit your Learning Agreement

- You have registered for all SBE courses you plan to take that semester (or academic year);
- You filled in all sections of the Learning Agreement.

#### Information to fill in your Learning Agreement

##### Receiving Institution

Name	Maastricht University
Faculty/Department	School of Business and Economics
Erasmus code	NLMAASTRI01
Address	Tongersestraat 53, 6211 LM Maastricht
Country	the Netherlands (NL)
Contact person	Severine van de Berg
Contact person email	iro-incoming-sbe@maastrichtuniversity.nl
Contact person phone	+31 (0)43 38 83706

#### Planned period of the mobility

Depends on proposed study programme at the Receiving Institution (Table A in Learning Agreement).

The Learning Agreement (Table A) includes all the educational components (course code EBC/EBS/BENC.... + course title + semester or course period + number of ECTS credits) to be carried out by the student at the receiving institution.

Keep the maximum and minimum study load in mind. Exchange students can only register for a maximum of two courses per period with a minimum of one course per period, and only one skills training per period.

#### Statement of Arrival

The International Relations Office at SBE will issue a Statement of Arrival, which will replace the Statement of Stay/Arrival you received from your home university. Do know that we will not sign any single documents but, in line with the Erasmus+ guidelines, will send you this Statement of Arrival (digital format) directly from our office shortly after the start of your semester. Rest assured that your home university is aware of this policy.



# SBE student & study facilities

## Student Portal and Intranet

The [Student Portal](#) is your one-stop location for accessing and managing your personal university information. It has been designed to work on all devices, so that you can access the information you need, whenever you need it. For your Student Portal guideline, please [click here](#).

### What can you find on the Student Portal:

- information on the courses you attend (including a database with course descriptions)
- registration options for a course, exam, or resit
- education and examination schedules
- examination results
- announcements from your tutor or course coordinator
- a portal to submit your assignments
- all materials to take the course (for example literature, cases, data, PowerPoint presentations, and old exams)
- your tutors' and/or coordinators' email addresses
- access to a community that is especially designed for your tutorial group, where you can work individually on tasks and learning goals, and together with your fellow students on group assignments
- your UM e-mail account
- access to the SBE Student Intranet, where you can find information about Student and Career Counselling, the International Relations Office, the Student Council, the Code of Conduct, rights and regulations, etc.

To access the portal go to the Student Portal and login with your UM student ID number (i6.....) and password.



## ICT Service Centre

Maastricht University has its own ICT Service Centre (ICTS). The IT department provides users with all kind of **ICT services**, e.g. manuals for:

- E-mail
- Connections, create Wi-Fi connection (windows, Mac OS, iOS, Android, etc.)
- Printing
- Computer and software

The ICTS Service Desk is located at the Inner City University Library and can be contacted via email:

[servicedesk-ICTS@maastrichtuniversity.nl](mailto:servicedesk-ICTS@maastrichtuniversity.nl)

## Wireless network

Quick start WiFi@UM

1. Connect to Wi-Fi network "UMnet"
2. Login: i<student number>@unimaas.nl  
Password: the same password you use to log on to other UM services
3. Accept the certificate when asked

When you cannot find the network called "UMnet" you can also use the "Eduroam" network, using the steps above.

## Resources

The Maastricht University (UM) Library aims to be an inspiring partner in research and education within the UM community. Therefore, it is possible to borrow both hardcopy and online resources, like books, e-books, journals and newspapers for example. For online resources, click [here](#).

## Student Desktop and Student Desktop Anywhere

Maastricht University uses [Student Desktop \(SD\) / Student Desktop Anywhere \(SDA\)](#) as a way of providing students with a Windows desktop environment with all-in-one access to the Online Library, I-drive, Office 2016, SPSS, Endnote and faculty specific applications without the need to install any software.

SD is available on all library computers.

You can access SDA remotely on and off campus with your own device.



## Student email account

Maastricht University provides each student with a personal email account for the duration of their studies at Maastricht University. At the start of the classes, the International Relations Office will start using the Maastricht University email account to communicate with students.

For access to webmail, please click [here](#).

Login with your UM student ID number (i6.....) and password.

## UMcard

At the start of your exchange you will receive your UM student ID card. The UMcard can be used to pay at several food and beverage outlets and vending machines within UM. But you can also use it for printing at UM or to borrow books at the library. In addition, you will need it to get access to UM buildings outside normal opening hours and to specific areas and to identify yourself during exams.

You can load your UMcard online as well as at one of the loading units at different locations (SBE, Tongersestraat 53, near entrance). If you lost your UMcard you can request for a replacement.

For more detailed information, please click [here](#).

If you have problems with your UM card, please send an email to: [umcard@maastrichtuniversity.nl](mailto:umcard@maastrichtuniversity.nl)

## International Student Ambassador Programme

[The International Student Ambassador Programme](#) (also known as the UM Buddy Programme or ISAP), run by the Student Services Centre of Maastricht University, attempts to help new students adapt to life in Maastricht by pairing you and a group of other new students, with a buddy (a current student at UM) during your first weeks in the city.

Your buddy will be there to guide you through the process, help you settle in and make the switch to university in the Netherlands easier for you. In addition, the ISAP team will organize various social activities for you and your buddy to take part in, giving you the opportunity to meet other new international students and get to discover Maastricht in a fun way.

More information can be found, [here](#).

## Disability

Maastricht University's Disability Support provides a range of services to students with disabilities. If you have a disability that requires arrangements to be made with regard to education at our School, please let us know via [iro-incoming-sbe@maastrichtuniversity.nl](mailto:iro-incoming-sbe@maastrichtuniversity.nl) prior to departure. Alternatively, you can reach out directly to UM's Disability Support via [disability@maastrichtuniversity.nl](mailto:disability@maastrichtuniversity.nl). Again, do so well in advance to ensure the appropriate services are in place by the time you start your education at our School. It always a good idea to let us know you reached out to Disability Support for support, so that we follow-up on your request in case something does not go as planned.

## University Library

There are two excellently equipped library locations: the Inner City Library and the Randwyck Library. In four other UM locations, Tapijn, Tapijn Loods V, University Sports Centre (USC) and Paul-Henri Spaak building, we offer learning spaces.

All library locations have great opening hours. In the run-up to the exams, opening hours will differ in the Inner City Library and Randwyck Library, so please check their opening hours at that time.

You are free to use all our locations. In all our locations you will need your UM student card to get access.

All information for new students can be found [here](#).

# Practical matters

## Pre-arrival information

### Immigration matters

Nationals of the following countries do not need a long-stay visa to study in the Netherlands: Members of the EU, EEA, Switzerland, UK, Australia, Canada, Japan, Monaco, New Zealand, South Korea, USA and Vatican City State. A long-stay visa is necessary for nationals of all other countries.


For a stay of more than 90 days, all non-EU nationals need a residence permit. For more information, please check the webpage of [Maastricht University's Visa Office](#).

If applicable, Maastricht University's Visa Office will contact you regarding the visa and/or residence permit application via your Maastricht University email account. If you hear from them, we urge you to respond as soon as possible and to provide them with the necessary documents. After your file is complete, do know that it can take 8 weeks to process your visa application!

Students needing a long-stay visa: you are not allowed to enter the Netherlands without it. Also, it is not possible to be in the Netherlands and wait for your visa there. If you miss more than one week of education because of visa problems, you can no longer take part in the class.





 Maastricht University

## Housing

Student housing in the Netherlands is not arranged by the university, and finding a room is your own responsibility. As is the case for most university cities in the Netherlands, Maastricht is also struggling with a shortage of student housing. Finding a suitable place to stay can be difficult and time consuming. In case you have not found housing yet, we urge you to start your housing search as soon as possible to ensure that you have secured accommodation before you travel to the Netherlands.

Although, Maastricht University cannot assist you in finding accommodation, we do want to offer you some [tips and advice](#).

### Maastricht Housing

There are many organizations offering student accommodation in Maastricht. You will find the most comprehensive search engine on [www.maastrichthousing.com](http://www.maastrichthousing.com). This platform offers rooms that are available through private landlords, housing corporations and the UM Guesthouse.

### UM Guesthouse

Most exchange students end up staying in the UM Guesthouse (C or P building). The UM Guesthouse offers furnished single and double rooms and studios at multiple locations in Maastricht. The main buildings are located near SBE and are easily accessible by bike or on foot.

### Services UM Guesthouse

- Own reception, helpdesk and technical services;
- 24/7 on campus surveillance with direct contact to Guesthouse staff;
- Cleaning of all common areas (kitchen, showers, toilets, etc.);
- On campus availability of a General Practice Center, Pharmacy and Travel Clinic;
- Large outside area with lawns, tennis courts, basketball field and parking places on Annadal Campus;
- ATLAS, the home of Erasmus Student Network (ESN) is located on campus;
- The rental price includes electricity, heating, water, taxes, cleaning, etc. No additional bills.

If you want a room in the UM Guesthouse, go to:

[www.maastrichthousing.com](http://www.maastrichthousing.com)

To book a room you first need to register and pay the one-time membership fee. You can only respond to an offer after your payment has been processed. The membership fee is non-refundable. Unfortunately, we cannot guarantee a room in the UM Guesthouse. Applications are processed on a first-come-first served basis.

### Policy UM Guesthouse

The UM Guesthouse will not ask students to pay a deposit but rather a down payment that is equal to the last 30 days of their stay. Students can cancel their booking at the UM Guesthouse free of charge until one month before their actual arrival at the UM Guesthouse and the down payment will be refunded. This provides a hassle-free option for students to already secure their room in Maastricht. Note that although this website provides many accommodation options, only the UM Guesthouse has this easier cancellation policy.


### Important note:

We strongly advise you not to come to Maastricht if you have not found housing in or around the city before the start of the academic year.





### Tips for browsing the internet yourself

 **Housing websites/ companies, including apartments. You might consider sharing an apartment with 2/3 other students.**

- [The Social Hub Maastricht](#)
- [NewNewNew](#)
- [Kamernet](#)
- [Pararius](#)
- [Xior](#) (you will be asked for a code; UM doesn't have a code)
- [Airbnb](#)
- [Housing Anywhere](#)
- [Maasland relocation](#)
- [Woonpunt](#)
- [Pro Housing](#)
- [Residence Housing and Relocation](#)
- [City Housing Maastricht](#)
- [Star Housing Maastricht](#)
- [Het Hoofse Huis](#)

### **Social Media/ Facebook group**

Join the following Facebook groups in which housing/sub rent is offered by other students regularly. You need to act quickly on a housing post, since housing is scarce in Maastricht.

- [Rooms Maastricht](#)
- [Maastricht Students Rooms](#)
- [Maastricht Room Search](#)
- [Flat Hunting Maastricht](#)

### **Neighbouring cities to look for housing**

- Valkenburg: 15 minutes by train to Maastricht
- Sittard: 20 minutes by train to Maastricht
- Heerlen: 20-30 minutes by train to Maastricht
- Roermond: 30-40 minutes by train to Maastricht
- Weert: 45 minutes by train to Maastricht
- Vaals: 45 minutes by bus to Maastricht
- Eindhoven: 1 hour by train to Maastricht

## Other housing options

We advise you to check the options “Housing corporation” and “Private market” (tick the boxes) via the search engine on [www.maastrichthousing.com](http://www.maastrichthousing.com).

## Keep the following in mind in your search for housing

### Living in Belgium

Some students choose to live in Belgium, where accommodation may be cheaper and it is possible to commute by bike to Maastricht. However, if you do so it means that you will need to register yourself with the Belgian municipality, and may face additional bureaucratic steps that are not covered here, since this is the Netherlands. Bear in mind that if you are a non-EU student and you have a residence permit for the Netherlands, you cannot legally live in Belgium, Germany or any other EU country.

### My Maastricht

[Mymaastricht.nl](http://Mymaastricht.nl) is the one-stop information platform to help international students find their way in Maastricht.

On this website, you will find the following topics on housing:

- Introduction to housing in Maastricht
- Finding a room
- Housing expenses
- Household essentials
- Recycling and trash disposal
- Rights and obligations as tenant
- Safety in Maastricht
- Living in Maastricht

We recommend you acquaint yourself with this information.

Other topics covered on Mymaastricht.nl: health, transport, finances, sports, media and community in Maastricht.

## Avoid getting scammed

Tips to avoid getting scammed on the Dutch rental market:

- Does the offer sound too good to be true? Then it probably is.
- Always check the address of a room that is on offer; e.g. via Google, Google Maps.
- Always check the credentials of the person offering a room; e.g. ask the person to provide a telephone number. Landline phone numbers in Maastricht start with 043 or +31-43 when the country code of the Netherlands is added. Google whether a name has been used before in a fraud scheme. Ask if you can register with the council at the address. If not, that is a red flag.
- Never trust people who claim not to be able to arrange a viewing; e.g. because they are not in the Netherlands.
- Never transfer money in advance
- Never transfer money to Western Union, PayPal accounts or to foreign accounts.

## Please take the following dates into account when booking housing

Note that you need to make sure you arrive in Maastricht before education starts (compulsory introduction days).

The last day you have to be present at our school could be:

- last day of the exam week,
- last day of the skills weeks,
- last day of the resit week.

Please note that the International Relations Office at SBE cannot and will not interfere on your behalf in case of problems, issues or even legal disputes, neither with the UM Guesthouse, Maastrichthousing, nor with housing agencies, landlords, local students subletting their room or apartment or otherwise. Instead, consult with your own lawyer or check the website: [www.huurteam-zuidlimburg.nl](http://www.huurteam-zuidlimburg.nl)



## Estimated costs of living in the Netherlands

Your daily expenses include accommodation, insurance, books and study materials, groceries, transportation, clothing and personal care, leisure, and other expenses. Experience has shown that students living and studying in the Netherlands spend approximately € 1,200 a month.

This estimate does not include tuition fees for the semester at SBE (because you pay your normal tuition at your home university), immigration fees and unforeseen costs, and should be used as a general indication of the costs of living.

### Money-related tips:

- If you plan to travel during your study, make sure to include these costs in your budget plan.
- Bring enough cash in euros to cover your expenses for the first few days. To check the current exchange rates have a look at the website [www.xe.com](http://www.xe.com).
- Check the use of your debit or credit card within Europe / Maastricht. Moreover, make sure you have a debit or credit card you can use in the ATM's in Maastricht or to pay for in stores. Note that in grocery stores you cannot pay with your credit card.

## Healthcare and other insurance

Maastricht University recommends AON Student Insurance for non-Dutch students for a complete coverage. The ICS Complete+ insurance package covers medical and non-medical costs, including household effects, baggage, accidents, liability and legal costs. However, you are free to choose your own insurance company!

### Make sure that you are sufficiently insured for:

- Medical expenses – including any pre-existing conditions you might have;
- Third-party liability insurance;
- Household contents insurance.

### Healthcare insurance

By law, everyone in the Netherlands, even if you are here for only one or two semesters, must have healthcare insurance for medical expenses. Which type of healthcare insurance you need depends on your personal situation. Please check your current insurance to see if it covers your stay in the Netherlands and to what extent. For more information, please click [here](#).

Please keep in mind that if you use medical services with a non-Dutch insurance card or certificate, you will most likely be asked to pay all costs in advance, and arrange refund from your insurance provider yourself.

### Liability and household contents insurance

Make sure you are sufficiently insured for liability and household contents. More information can be found via the following website of [Study in NL](#).



## Introduction activities

### SBE compulsory introduction days

Each semester starts with a two-day compulsory introduction for incoming exchange students, which takes place in the main building of SBE (Tongersestraat 53, Maastricht).

#### 1 First introduction day - Thursday X February 2025 (Spring semester)

The first introduction day starts with a registration session. During the registration session you receive your UM student id card. The registration session is followed by a plenary session and Problem-Based Learning practice session. Also, you will get acquainted with our school during a tour. Afterwards, you should have a good idea of what to expect when classes start.

#### 2 Second introduction day - Friday X February 2025 (Spring semester)

During the second introduction day, you will explore the city and get to know your fellow exchange students.

The introduction days end with a welcome drink.



### INKOM

The INKOM is the general introduction week for all new students of Maastricht University and Zuyd Hogeschool. The INKOM only takes place once a year, two weeks before the fall semester starts.

During the INKOM you will meet many new people and you will learn all of the aspects of Maastricht. You will meet all cultural, sports, study, and student associations of Maastricht. There is also attention for music, dance, cabaret, the city, and many other aspects that are relevant for students. There are of course enough parties and other activities. More information on the programme and registration can be found on the official website of INKOM Maastricht: [www.inkom.nl](http://www.inkom.nl)

### ESN Maastricht Arrival Week

ESN Maastricht is a non-profit international student organization whose mission is to represent international students, under the motto of "Students helping Students." It is part of a much bigger organisation called ESN (Erasmus Student Network), which is a network recognised all over Europe, with hundreds of sections in different countries. ESN organises an abundance of events.

The Arrival Week is, a fun, week-long experience of what it is like to be a part of ESN Maastricht. You will meet with active members, along with other exchangers and international students. The Arrival Week takes place twice a year, one week before the semester starts. More information on ESN Maastricht, Arrival Week and registration can be found on the website of ESN Maastricht: [www.esn-maastricht.nl](http://www.esn-maastricht.nl)

### Important note:

Please bear in mind that the INKOM and ESN's Arrival Week are not the same nor replace the SBE compulsory introduction days for incoming exchange students.

## How to get to Maastricht

Maastricht is centrally located in the heart of Europe, bordering Belgium (a brisk 47 minute walk or 11 minutes of vigorous bike riding away) and Germany (only 35 minutes by car), which means that Brussels is an hour-and-a-half away, Amsterdam two, Paris and Frankfurt three, and London four-and-a-half hours.

Any location you might want to visit can be reached within a few hours. The plane, train, bus or tram will take you pretty much anywhere you want to go. The three high-speed train services ([Thalys](#), [InterCityExpress](#) and [Eurostar](#)), are the best [choices for travelling Europe](#).

### **By plane / train / bus**

UM's Student Service Centre (SSC) offers the following travel instructions:

- Green travel options
- Customized travel instructions to help guide you from the airport to your new home in Maastricht
- General travel directions by train to Maastricht Central Station from your arrival airport.

For more information, please click [here](#).

### **By car**

- From the north (Amsterdam, Utrecht, Eindhoven) > E25 / A2
- From the west (Brussels, Hasselt) > E40 > E25 / A2 or E314 / A2
- From the south (Paris, Liège) > E40 > E25 / A2
- From the east (Berlin, Düsseldorf, Cologne/ Bonn) > A79

UM and the Municipality of Maastricht offer have several parking options for you. For more information, please click [here](#).



## Arrival information

### Find your way

#### Virtual campus tour

The Maastricht University virtual campus tour is a web-based guide to Maastricht University and the city of Maastricht. Use the interactive map to explore UM faculties and departments. See where students are taught, study and relax and get a taste of the city of Maastricht. Click [here](#) to start the virtual tour!

### Registration with the municipality

If you will be living in the Netherlands for more than 4 months, you are obliged to register as resident of the municipality in which you will be living. After registering, you will receive a Dutch Citizen Service Number (BSN).

You will need the Dutch Citizen Service Number to get access to all kinds of government services, to open a Dutch bank account and in case you take on a job in the Netherlands. Registering at the municipality may take four to six weeks.

For more information or to register online with the municipality of Maastricht please click [here](#).

If you are a NON-EU student the Visa Office will contact you in due course with more information.



## Medical care

### General Practitioner (GP)

It is important to register with a General Practitioner (GP) upon arrival. You can choose your own GP. Click [here](#), to register with a GP in your neighbourhood.



### 📞 Call first

Have the following details ready so that the doctor's assistant can provide you with the right assistance:

- ID
- Your address and phone number
- Insurance card or other proof of insurance
- Name of your own GP
- Overview of your medication

For more information about medical care in Maastricht (e.g. working method, times and location, pharmacy, GP's and rates), check the following website for the right procedure:

[www.hapmaastricht.nl](http://www.hapmaastricht.nl)

### Dutch emergency phone number: **112**

You should call 112 for urgent assistance in life-threatening situations or if you witness a crime. The number can be used to report emergencies of various types, such as a road accident, a fire or an intruder, where every second counts (firefighters, police and ambulances).

### General Practitioner Medical Post

Only contact the GP Medical Post Maastricht & Heuvelland in case of emergency.

### Contact information GP Medical Post Maastricht & Heuvelland:

#### 🕒 Opening hours

Working days: 17:00 - 20:00

Weekends: Friday 17:00 - Monday 08:00

Public holidays: 24/7

#### 📞 Contact details

Address: P. Debyelaan 25, 6229 HX Maastricht

Phone: +31 (0)43 387 77 77

#### What is an emergency?

- Acute, disturbing symptoms
- Sudden severe pain
- High fever
- Increasing serious illness

#### What to do?

During the day: call your own GP  
Outside office hours: call the GP Medical Post

#### What is not an emergency?

- Longer, existing complaints
- Annoying, but not serious complaints
- Repeat prescriptions

#### What to do?

Call your own GP during office hours / the next day

## Opening a Dutch bank account

Foreign students only need a Dutch bank account when they do not have a SEPA account in another EU country. SEPA stands for Single Euro Payments Area; a single common payment system within the EU plus Norway, Iceland, Liechtenstein, Switzerland, Monaco and San Marino.

If you do not already have a SEPA account in any EU country, we recommend opening a Dutch bank account as soon as possible upon arrival to facilitate money withdrawals, debit payments, the refund of a possible visa deposit and/or (international) transactions. For more information, please click [here](#). Do note that it may take about six to eight weeks to open a Dutch bank account.

Currently there is also the opportunity to use a travel card which does not require you to have a BSN number. One option for example would be Revolut. However, these cards can be limited in service. More information can be found on:

[www.revolut.com](http://www.revolut.com)

Additionally, when you are transferring a different currency it might be cheaper for you to use a third party instead of paying the high fees from your bank. A safe option for this would be to use TransferWise. More information can be found on:

[www.wise.com](http://www.wise.com)

Note that in grocery stores you cannot pay with a credit card.

## Public transport

Maastricht has excellent public transport connections. You can easily reach your destination in town and the surrounding areas by train or bus. For more information, please visit the following website:

[www.maastrichtbereikbaar.nl](http://www.maastrichtbereikbaar.nl)

### Travel information for public transport

To plan your journey by train, bus, metro or tram, or a combination of these transportation types please visit:

[www.9292.nl](http://www.9292.nl) / [www.ns.nl](http://www.ns.nl)

### Payment method for public transport

The OV-chipkaart (smart card) is the main / only payment method for public transport (train, bus, metro, tram) in the Netherlands. You can apply for a personal OV-chipkaart via:

[www.ov-chipkaart.nl](http://www.ov-chipkaart.nl)

To top your OV-chipkaart use the special loading docks which you will find at train or metro stations. Some grocery stores also have loading docks. More information about the OV-chipkaart can be found on the [9292 website](#).





## Renting a bicycle

For a fixed monthly fee you get a Swapfiets bicycle. Bicycle broken? Just get in touch with Swapfiets and within 48 hours they provide you with a working bicycle at the location chosen by you. Please note that SBE is not affiliated with Swapfiets, and will not interfere in case of problems. More information can be found on: [www.swapfiets.nl](http://www.swapfiets.nl)

### Buying a second-hand bicycle

You can also buy a second hand bicycle; prices vary greatly. Be sure to buy a good solid lock and fix your bicycle to an immovable object, in order to discourage bicycle thieves.

### Cycling in the Netherlands

In the Netherlands cycling is an integral part of people's life. Traffic regulations when cycling are basically the same as for people driving a car. However, there are some things you need to be aware of before jumping on your bike, as some of them will get you a hefty fine:

- if you cycle through a red traffic light
- if you cycle in a pedestrian area (or on the pavement...), which includes most of the shopping streets in the city centre
- if the lights on your bicycle do not work (or you do not use them at dusk/night)
- if you ride a stolen\* bicycle

#### \*Stolen bikes

When your bicycle gets stolen, a €10 replacement might seem an interesting bargain. However, you will most likely end up buying a stolen one. If you get caught buying a stolen bicycle, you will not only have to pay a fine but you will also get a criminal record, which might be rather inconvenient if you want to get a job in the Netherlands, as you will then no longer get a so-called “statement of good behaviour”. Remember to note down the frame number of your bike. That will make it easier for the police to return your stolen bike to you if it turns up again.

## You and the law

### Do's and (mostly) don'ts in Maastricht:

To increase your awareness of the do's and don'ts in Maastricht (or the rest of the Netherlands for that matter) and to make sure you do not get a fine (or worse, get arrested), we have compiled a short, general list of things you should avoid doing:

- do not throw waste on the street
- do not leave domestic waste in non-prescribed trash bags or places, or put out your trash on the non-prescribed days or at the wrong times
- do not urinate in public places
- do not make too much noise (noise complaints is one of the major irritations of citizens, please be considerate of your neighbours)
- do not insult a police officer
- do not leave your household without your ID (not carrying your ID or giving a false identity to a police officer is punishable by law)
- do not threaten a person or a property in a destructive manner in a public place
- do not drink alcohol or use cannabis\* in public
- do not exhibit public intoxication

\*Drug Policy: The Netherlands are known for maintaining a policy of tolerance towards the use of soft drugs. However, the distribution of soft drugs to the public is strictly regulated. Soft drugs include cannabis products like hashish and marijuana, as well as 'magic mushrooms'. Hard drugs, such as cocaine, heroin and GHB, are not tolerated anywhere. For more information on the drug policy in the Netherlands visit the website of the Government of the Netherlands, please click [here](#).

### Contacting the Police

In case of emergency: call **112**

If there is no emergency: call **0900-8844**

You should call 112 for urgent assistance in life-threatening situations or if you witness a crime. The number can be used to report emergencies of various types, such as a road accident, a fire or an intruder, where every second counts (firefighters, police and ambulances).

### The Social Safety Team

The Social Safety Team is here to ensure a safe and supportive environment for all international exchange students. They provide policies, guidance, and support for various issues, including inappropriate behavior. You can contact them for help, and your confidentiality is assured.

If you have any concerns, reach out to Coordinator Ivanka Smitsman at [ivanka.smitsmans@maastrichtuniversity.nl](mailto:ivanka.smitsmans@maastrichtuniversity.nl).

Your safety and well-being are a priority during your exchange at our university.



# Maastricht student community

## SCOPE, SBE'S study association

**SCOPE** is the official study association of SBE and with approx. 5000 members one of the largest in Europe. SCOPE's aim is to enrich the lives of students by organizing academic, career and social activities.

SCOPE has two sorts of members: active (approx. 140 students) and passive members. As a passive member, you pay a membership fee (€ 10 for half a year) and enjoy all the benefits SCOPE offers (e.g. 15% book discount). As an active member, you go one step further and help organizing events and trips.

## Erasmus Student Network Maastricht (ESN)

The Erasmus Student Network Maastricht (ESN Maastricht) is a non-profit student association for exchange, international and internationally minded students. It organises cultural, social, and sports activities where you can meet other students from all over the world. Furthermore, ESN Maastricht organises trips throughout the region for everyone! ESN Maastricht provides a wide range of services, such as the ESN card, which offers some great discounts in Maastricht but also all over Europe, to make your Maastricht experience even better. To help you getting to know your exchange city, ESN has developed an ESN Maastricht Survival Guide.

ESN Maastricht will provide a pick-up service for incoming exchange students, free of charge. ESN will pick up the students from the Maastricht train station and drop them off at their respective accommodations within the city.

Additionally, ESN will be launching a Buddy Program for this coming semester where interested students will be assigned to a 'Family' of 5 to 6 other exchangers who are like-minded and have similar interests, making sure to diversify the groups so students get the chance to meet and interact with everyone! Students can sign up for this Buddy Program.

With the arrival of students in Maastricht, ESN Maastricht organizes its Arrival Week. International and exchange students will be greeted with open arms in Maastricht. As an international organization, ESN Maastricht will make your new start in Maastricht as fun and interesting as possible. As soon as tickets are for sale, more information can be found on the social media channels and the [website](#).



## UM SPORTS

At [UM SPORTS](#) you can take part in group classes, training sessions or walk-in activities in a wide range of sports. You can also work on your health and relaxation in the gym. Are you looking for team spirit and competition? Then becoming a member of a student sports association might be perfect for you.

### Three facts about UM SPORTS:

- 31 student sports associations; we have it all!
- Gym of almost 1000m<sup>2</sup> and with 132 work out stations
- 40+ sports to choose from; from aerobics to karate and yoga

Check the complete sports offer [here](#).

### 🕒 Opening hours:

Monday till Friday: 07:00 – 23:30

Saturday & Sunday: 09:00 – 20:00

### 📞 Contact details:


Email: [umsports@maastrichtuniversity.nl](mailto:umsports@maastrichtuniversity.nl)

Phone: +31 (0)43 38 85311

👤 [Become a member!](#)



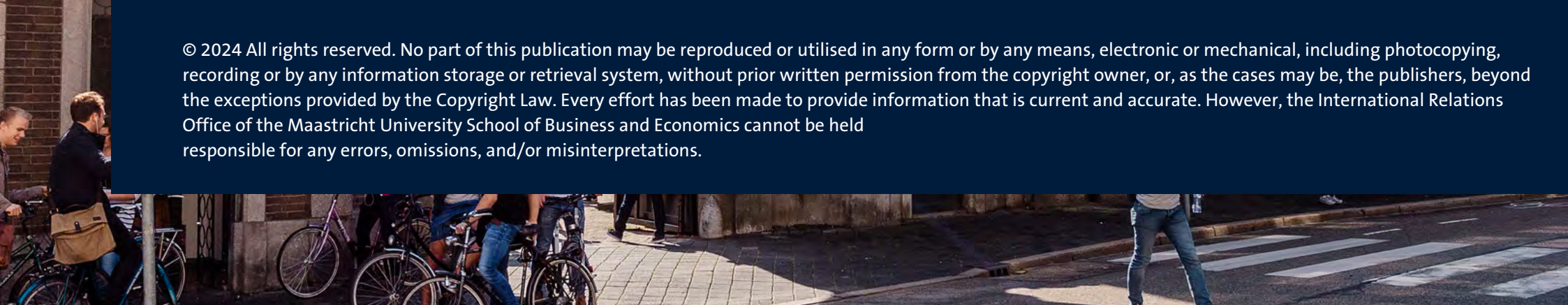




Maastricht University  
School of Business and Economics  
P.O. Box 616, 6200 MD Maastricht  
The Netherlands

Based in Europe, focused on the world. Maastricht University is a stimulating environment. Where research and teaching are complementary. Where innovation is our focus. Where talent can flourish. A truly student oriented research university.

[WWW.MAASTRICHTUNIVERSITY.NL/EDUCATION/EXCHANGE/SBE](http://WWW.MAASTRICHTUNIVERSITY.NL/EDUCATION/EXCHANGE/SBE)



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