

Datum 27-01-2016

# Welcome at the Police Academy of the Netherlands!



## Information for new international students

We are looking forward to welcoming you to the Police Academy of the Netherlands. We understand that living and studying in another country will be a very exciting experience, but we also know that you may find elements of it challenging at times.

As soon as you have made the decision to study at the Police Academy, you will need to arrange quite a few things. Before arrival, upon arrival, during your study and after your studies. In this document you will find information about your preparations, the arrival, the city of Apeldoorn, living in the Netherlands, the Police Academy and much more. We also organize a warm welcome to ensure that you are given all the support and advice you need.

If you have any questions after reading this, don't hesitate to contact us at [student.exchange@politieacademie.nl](mailto:student.exchange@politieacademie.nl) or call 0031 (0)88 6622069

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# 1 Study in Holland

***The official name of the country is 'the Netherlands' which means 'the low countries' because most of the land is at or below sea level. The Dutch themselves call their country 'Holland' only at of sports events and other informal situations.***

Sixty percent of the population lives in the west of the country, in the Randstad conurbation, which has a population density of more than 1,000 people per square kilometre. The country's formal name is 'the Netherlands', meaning 'the low countries'. 'Low' because much of the land is at or below sea level, and would indeed be under water was it not for the unique system of dikes and dams that prevent the land from flooding. The name 'Holland' refers in fact to the two western provinces of the country - at present the most heavily populated area. The Dutch themselves call their country 'Holland' only in the context of sport and other informal situations, or when they are selling something on the international market, since this name is more easily adapted into other languages.



## Landscape

Several features of the Dutch landscape are noticeable immediately. To begin with, it is extremely flat and there is water everywhere: lakes, rivers and canals of many types. We also have several sandy beaches and islands, perfect for a nice day trip.

## Climate

Northern Europe has a reputation for having cold, wet, changeable weather and although this is the case for some times of the year – the Netherlands has mild winters and cool summers. Dutch summer days are long

(the sun generally rises at 4am and will set at 10pm) with the odd very hot days where the temperature is over 30 degrees. Evenings can be a great deal cooler so it is a good idea to have a lightweight, waterproof jacket handy. Autumn and Spring have temperatures about 5°C and 20°C during the day so having a cardigan with you is recommended. In winter, although it rarely gets below freezing and might snow for only a day – a warm winter coat and woollen sweater are essential as it can get cold and windy.

## Dutch cuisine: 'broodje kaas'

Although the Dutch are well known worldwide for their famous Gouda cheese, nobody actually knows what Dutch cuisine exactly is. We do not have a tradition of fine cooking which may be because we never had an elaborate royal court like those of France or China. In fact, although the traditional Dutch diet is healthy, it is simple rather than spectacular: a typical Dutch evening meal consists of large quantities of potatoes and vegetables accompanied by a relatively small serving of meat or fish.

However, as any modern nation, Dutch cuisine nowadays has evolved and is influenced by ingredients from all over the world - particularly Indonesia as the two countries have a strong historical connection. Compared to other European countries, a hot meal in the Netherlands is usually eaten in the evening, between 6 and 7 p.m. Since the Dutch are always busy, breakfast and lunch are usually quick and efficient. In general you can expect sliced bread with butter or margarine, eaten with cheese, thinly sliced cold meats, chocolate or jam, a cup of coffee or tea, a glass of milk, buttermilk or orange juice. The standard lunch break lasts 30 minute and is taken some time between 12pm – 1.30pm. many people bring a packed lunch with them from home consisting of sliced bread (usually a simple cheese sandwich, a 'broodje kaas'), with the addition of perhaps cafeteria soup, a salad or fruit



### The Dutch way of teaching

The Dutch teaching style is interactive and student-centred. It focuses on teamwork, which makes it easy to meet other international students. Studying in Holland means developing an open mind and increasing your international orientation.



A large part of all study programmes is dedicated to writing papers and working in groups to analyse and solve specific problems. You will also get a chance to get practical work experience through internships or do experiments in laboratories, depending on the field of study.

#### *Teamwork*

Holland has received international praise for its teaching style, which centres on students working together as a team and on self-study and self-discipline. The teacher will act as a facilitator and guide in the learning process.

#### *Interaction in class*

Interaction in class is highly appreciated. You are expected to think about the knowledge that is presented to you and develop and express your own opinion. You are free to ask questions and be critical of what lecturers or fellow students say. Use your own creativity to apply your newly-gained knowledge.

#### *Respect for all opinions*

The Dutch teaching method is founded on respect for each individual's opinions and convictions. This mindset is not limited to education institutions, it is a national characteristic. It is the foundation for Holland's diverse and plural society.

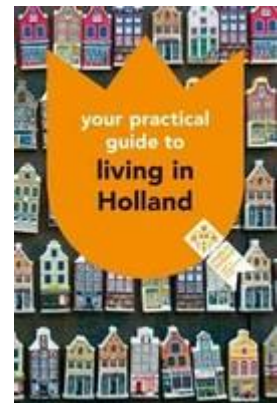
### More reading

On the website <https://www.studyinholland.nl/> you will find more information about studying in the Netherlands.

#### *Your practical guide to living in Holland*

Small booklet written especially for international students and researchers who are getting ready to come to Holland for a period of study or work. It will help you prepare for departure and adjust to your new surroundings when you get here.

 [Your practical guide to living in Holland \(23074 kB\)](#)





## 2 The city of Apeldoorn

Apeldoorn has all the allure of a big city, not only thanks to the modern Orpheus theatre, the wide choice of shops and the indoor shopping centre 'De Oranjerie', but also in terms of restaurants, pavement cafés and nightlife. There's even a street where you can try all manner of food and drink: Van Kinsbergenstraat, nicknamed locally 'Proefstraatje'.



Furthermore, Apeldoorn is bursting with art and culture, such as the museum at CODA, a library and resource centre and the world-famous Kröller-Müller Museum which houses an extensive collection of Van Gogh's work as well as masterpieces by Seurat, Picasso, Léger and Mondriaan. Meanwhile, the museum's Sculpture Garden displays a unique collection of sculptures.

National Park De Hoge Veluwe comprises 5,400 hectares of woodland, heathland, fens and sand dunes and is home to numerous different species of plants and animals. Containing the Jachthuis Sint Hubertus hunting lodge, Museonder and the Kröller-Müller Museum with its Sculpture Garden, the park is a unique and renowned combination of nature, art and architecture.

But you don't have to head out of Apeldoorn to find nature. Thanks to the city's numerous parks and green spaces, it can seem like the Veluwe countryside extends in between the buildings of Apeldoorn itself. The Berg & Bos city park is an excellent illustration: this 250-hectare park features a splendid woodland lake along with various attractions such as Lumido, the Klimbos Apeldoorn outdoor climbing centre and the Apenheul monkey zoo. No other area in Europe is home to as many attractions with national and international allure as the Veluwe. With the Apenheul, Julianatoren theme park and National Museum Paleis Het Loo, Apeldoorn has three major attractions within its city limits.

Thanks to the special ties with the Dutch monarchy, the city has a regal air too. This is felt most strongly at the National Museum Paleis Het Loo, but the statue of Queen Wilhelmina outside the church known as De Grote Kerk is further evidence of Apeldoorn's links to royalty.

The villages of Hoenderloo and Beekbergen are two of the most popular holiday destinations in the Veluwe. Enjoy the peace and tranquillity, freedom and fresh air in the woodlands, in the meadows and on the heaths. Whether on foot or by bike, you'll soon find yourself alone apart from the wild animals that roam freely and can often be seen emerging from the woodlands as dusk falls. These villages make Apeldoorn a truly unique city surrounded by nature.



More information about Apeldoorn and the Veluwe: <http://www.visitveluwe.com/>

### **Tourist information office**

Housed in CODA  
Vosselmanstraat 299  
7311 CL APELDOORN  
[info@apeldoornpromotie.nl](mailto:info@apeldoornpromotie.nl)

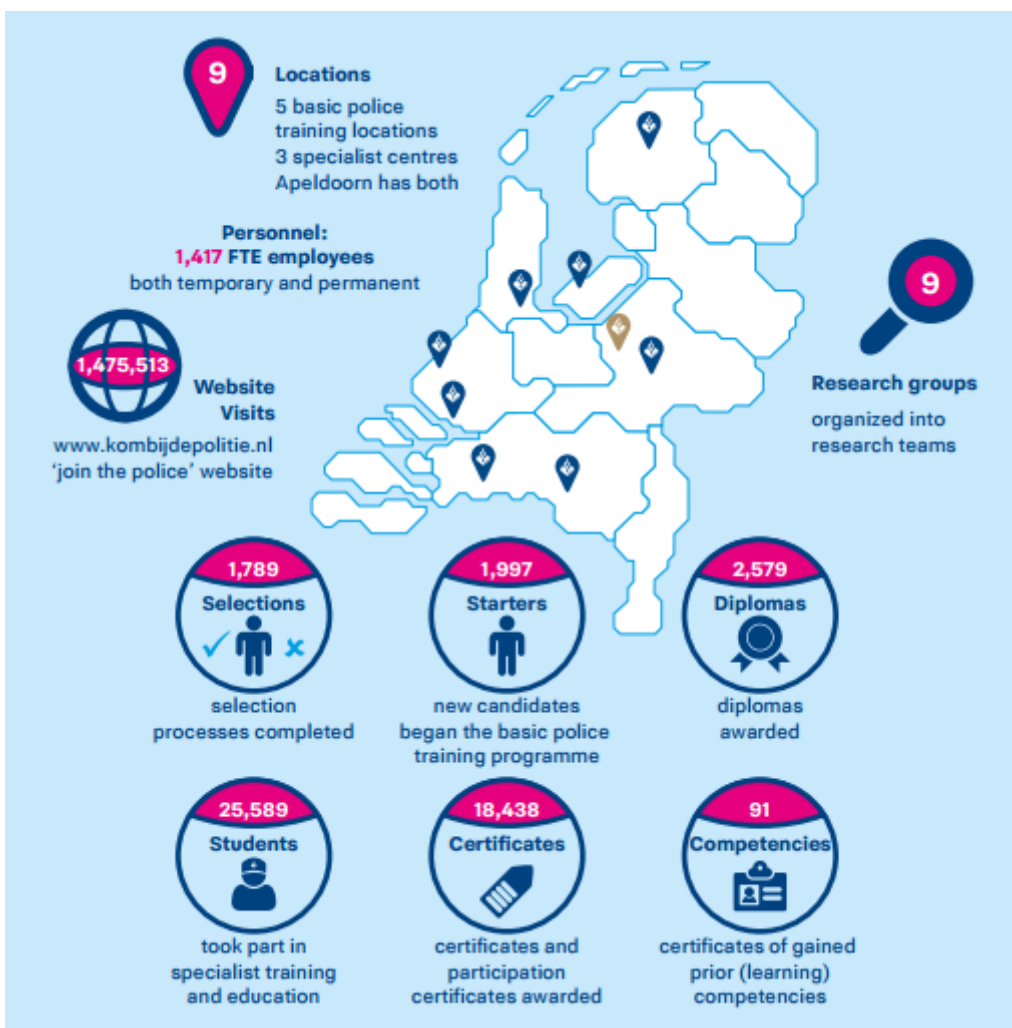
### 3 The Police Academy

**The Police Academy provides training, knowledge and research for the National Police of the Netherlands. It is a dynamic organization, offering training and knowledge programmes of a high standard of quality, anticipating current developments in society and translating these into customized education programmes.**

The Police Academy cooperates with the National Police and other partners in the fields of security, education, knowledge and research. Headquarters of the Police Academy is housed in a historic building in Apeldoorn and has all the modern facilities required for law enforcement training, from shooting ranges to expansive outdoor practice grounds. The Academy also has a modern media library, where students and staff can work, or search for information, at any time.

The Police Academy:

- offers accredited police training at vocational, college and university level, developed and carried out in close cooperation with the police force and educational institutes;
- provides customized training programmes on police work and national security;
- conducts scientific and applied research via research groups;
- makes knowledge on policing accessible to the police force.
- cooperates intensively with partner organizations via the Safety Platform (Veiligheidsplatform);
- functions as a leading institute in the fields of national and international security.



Studying at the Police Academy gives you a number of advantages:

- Our programme is accredited
- We offer an English-language minor
- We give you the opportunity to conduct research within or for the Dutch police, so that you can broaden your experience
- You will be enrolled in an international class, together with students from the Dutch Law Enforcement Bachelor's degree programme
- The programme is worth 30 ECTS, distributed over several exam assignments
- You can also attend a part of the programme for 15 ECTS
- We offer class excursions to various European agencies and international organisations like Europol and the Peace Palace.



### **Personal study coaching**

We place a high value on personal contact, which is why you can expect excellent study supervision from an instructor and a 'study buddy', who will show you around the Police Academy.

You can also choose to spend time with a host family. The host will be an employee of the Dutch law enforcement services and will be on hand to help you settle into life in the Netherlands and the Dutch police force.

## 4 Arranging your stay in the Netherlands

*This section includes all the important information you need in order to arrange your stay in Apeldoorn, and it should answer most of your questions. It covers what Dutch authorities will request from you before and after you arrive in the Netherlands. It also includes information on arranging housing and health insurance.*

### 4.1 Citizen of the European Union, EEA and Switzerland

If you have the nationality of an EU/EEA Member State or Switzerland, you do not need a residence permit or work permit to live and work in the Netherlands. You do not need to report to the IND. Having a valid passport shows that you are staying here lawfully and that you are allowed to work. Does an organization or company still ask you for proof of lawful stay from the IND? You can show them this letter from the IND.

#### Conditions

To stay in the Netherlands as an EU/EEA or Swiss citizen, you:

- are a citizen from an EU/EEA member state of Switzerland (citizens of Croatia excepted).
- are not a risk to public order or national security.
- have a valid travel document (for example a passport).

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Are you planning to stay in the Netherlands for more than 4 months? You have to register in the Municipal Personal Records Database (BRP) in Apeldoorn. To register with the municipality you need a legalised and translated birth certificate. Take this with you when you travel to the Netherlands.

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If you do not have the nationality of an EU/EEA Member State or Switzerland, please contact the Student Exchange coordinator ([student.exchange@politieacademie.nl](mailto:student.exchange@politieacademie.nl)).

### 4.2 Housing

The Police Academy of the Netherlands arranges accommodation for international students at Sports Academy in Apeldoorn. The newly founded Full Force Sports Academy has just open its doors in Apeldoorn and has modern apartments available for Police Academy students near the centre of Apeldoorn and close to the Police Academy.

#### Rooms and facilities

The rooms are between 10-21 m<sup>2</sup> (square metres) and have a shared kitchen and bathroom. All students have full use of the facilities on the campus. Standard rooms (furnished) also include: water, gas, electricity, Internet, air-conditioning, maintenance, municipal tax. At the apartment there is a boarding parent available 24/7. The boarding parent will guide, take care of safety and support the students during their stay at the campus.



#### Rent & information

Price per single room: € 435 per month, per double room € 575 per month.

Students who are interested in applying for accommodation can contact us at the following address: [student.exchange@politieacademie.nl](mailto:student.exchange@politieacademie.nl). More information on <https://fsgacademy.com/policeacademy>.



#### 4.3 Registering with the Police Academy

After you have been admitted to the Police Academy you will have to complete your registration. You will receive more information about registration by an e-mail of our Student Exchange coordinator.

#### 4.4 Health insurance

The Netherlands has a high standard of medical care. It is very important to be properly insured. Medical costs can be very high, especially if they include a stay in a hospital. Students at institutes of higher education are not automatically insured for medical expenses abroad. All international students in the Netherlands must have health insurance. What kind of health insurance applies to you depends on your country of origin, age, duration of stay and whether you have a job in the Netherlands next to your study.

The statutory healthcare insurance in the Netherlands is called the basic or public healthcare insurance policy (basiszorgverzekering). Most people in the Netherlands are required to take out the basiszorgverzekering. However, international students who do not have a paid job here are exempted from this requirement and can apply for an EHIC or an international student insurance at Aon.

##### What type of healthcare insurance do I need?

At the [Study in Holland website](#) you can find information about which type of healthcare insurance you need to take out. Please note that if you take up a part-time job while studying, or you are a trainee with salary, your stay in the Netherlands will no longer be regarded as being for study purposes only. If you are in employment, you must always have statutory basic healthcare insurance. Whether or not you pay tax is irrelevant.

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Please note that the Police Academy is not liable for any costs (medical or otherwise) or damage incurred by students or international guests.

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##### Statutory basic healthcare insurance

All health insurance companies in the Netherlands offer the Dutch basic or public healthcare insurance policy (basiszorgverzekering), and you are free to choose whichever insurance company you prefer. The basic healthcare insurance policy does not include liability insurance, household contents insurance or luggage insurance. It is possible to apply for additional [insurance at Aon](#).

##### Private healthcare insurance

We recommend the private healthcare insurance from Aon, as they offer the most extensive coverage and you can pay in monthly installments (approx. € 40 per month). The insurance policy of Aon also includes liability insurance, household contents insurance and luggage insurance. You can apply for this insurance through the Aon website: [www.students-insurance.eu](http://www.students-insurance.eu)

##### EU Health Insurance Card

You can get an EU Health Insurance Card (EHIC) from your insurance company in your own country if you are insured under a national health service and are going to be staying abroad. N.B. in this case, the health insurance institution in your home country decides what constitutes as temporary stay, and they may handle different criteria than those in the Netherlands. With the EHIC you will continue to be covered by the insurance in your home country

#### 4.5 Liability Insurance

Apart from a health insurance students also need liability insurance. This type of insurance will cover you if you have accidentally caused damage to other people's property, for instance. N.B. This kind of insurance is also covered by the Aon private healthcare insurance. Students who take out the Aon private healthcare insurance do not need to take out separate liability insurance. Most banks offer liability insurances for students who will stay in the Netherlands for at least one year. Should you stay for a shorter period, the bank will determine whether you are eligible for their liability insurance together with you.

## 4.6 Banking

### Currency

The currency of the Netherlands is the euro, written as €. An euro is divided into one hundred cents. There are coins and banknotes; each denomination has a different size and colour.

### Foreign exchange

The exchange rate is fixed every day and will be displayed at every foreign exchange office. All banks offer the same rates, but their charges for foreign exchange may vary. The largest foreign exchange specialist in the Netherlands is GWK [www.gwk.nl](http://www.gwk.nl) with offices located at railway stations, airports, and popular tourist locations.

### How to pay

Four basic payment methods are recognized in the Netherlands: cash, PIN, credit card, or bank transfer. Cash payment is the most common method, although more and more people use PIN. A PIN card or debit card (pinpas) is connected to your bank account. This means that you no longer have to sign a paper receipt, but simply enter a four-digit Personal Identification Number (PIN), just as you would at an ATM machine. Payment by credit card is less common in smaller shops and supermarkets. However, restaurants, hotels and department stores generally accept all major credit cards.

### Banking hours

Most major banks are open on Mondays from 1 to 6 p.m. and Tuesday to Friday from 9 a.m. to 6 p.m. However, this may vary, so make sure you check your bank's opening hours.

### Bank account

When you live in the Netherlands for a period over 6 months, you will need a current Dutch bank account to manage your day-to-day finances.

### EU/EER

When you have a EU/EER nationality, you probably already have a bank account with an International Bank Account Number (IBAN). The Single Euro Payments Area (SEPA) system enables you to make international financial transfers within the EU/EER countries.

### Opening a bank account

Required documents for opening a bank account are a valid passport and an address in the Netherlands (i.e. a rental agreement). Please note that it is very important to close your Dutch bank account when you have finished your studies and/or will leave the Netherlands.

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Important: students who bring more than (the equivalent of) € 10,000 in cash need to declare this at customs. When opening a bank account, the bank will ask for a copy of your declaration form. If you do not make a declaration, you run the risk of receiving a fine.

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## 5 Student Services

### 5.1 Student Information Point (STIP)

The Student Information Point is located at the heart of the Police Academy, called the "Atrium". The Student Information Point can provide you with information and advice about issues related to studying and other general matters.

Monday till Friday 07.30 - 17.00

0031 - 88 6622666

[stip@politieacademie.nl](mailto:stip@politieacademie.nl)



### 5.2 Staff International Relations and Internationalisation (SIRI)

The staff of SIRI is responsible for all prospective and current international students. SIRI is located at the Police Academy in Apeldoorn. Please feel free to contact or visit SIRI with questions.

### 5.3 Study buddies

This is a way in which international students can get to know the Dutch better, by mixing with students from Holland. The Police Academy invites Dutch students to take on the role of 'buddy' for an international student, and they will then help the student integrate into society better, by showing them around, taking them out and about, and generally making them feel at home.

### 5.4 'Host' family system

The 'host' family system is similar to the 'buddy' however this is a chance for international students to discover more about the Dutch and their life at home. Dutch police families are invited to 'befriend' a student, or a group of students, and socialize with them once or twice a month.

### 5.5 Restaurant

Are you in desperate need of a coffee or looking for a place to spend your lunch break? Visit the restaurant or coffee bar at the Police Academy! In our restaurant you will find a fresh salad bar, a wide variety of bread rolls, hot lunch dishes, homemade soups, hot and cold snacks, smoothies and juices, coffee and tea products, soft drinks, dairy products and confectionary. Hot meals are served dinnertime. At our coffee bar you'll mainly find quick snacks, bread rolls and drinks ranging from coffee and tea to dairy products and soft drinks. You'll also find muffins, cakes and cookies as well as other drinks and snacks. You will also find vegetarian products in our restaurant and coffee bar.

### 5.6 Computer facilities



While studying at the Police Academy you will have a Police Academy computer account and an e-mail address. This will be provided to you after you completed your registration. It gives you access to the internet and other educational services of the Academy. You can use the computer facilities without making reservations.

If you have not received information about your computer account and e-mail address, please contact [student.exchange@politieacademie.nl](mailto:student.exchange@politieacademie.nl) or the Student Information Point (STIP). The Police Academy also offers its students the possibility of wireless access to the internet inside the buildings of the Academy.

### 5.7 The library

The library (Mediatheek) of the Police Academy provides access to information in the field of policing, both in the Netherlands and abroad, with an emphasis on police science, law, public administration and social sciences.



The library also provides information on investigation, (police) leadership, (police) management, traffic, environment and police driving tasks.

*Monday till Friday 08.00 - 16.00*

0031 - 88 6622109

[mediatheek@politieacademie.nl](mailto:mediatheek@politieacademie.nl)

## 5.8 Sports

At the housing facility, FSG Academy, there are several sport facilities. Please contact the FSG Academy ([info@fsgacademy.com](mailto:info@fsgacademy.com)) if you have questions.



## 6 Useful information

### 6.1 Uniform

At the Police Academy of the Netherlands the students wear a police uniform. If you have your own uniform, please take this with you when you come to study in Apeldoorn. You can wear this during the lessons at the Police Academy.

### 6.2 Travelling to Apeldoorn

The Police Academy provides you with a train ticket to Apeldoorn. This will be sent to you by e-mail.

#### *Public transport in the Netherlands*

The Dutch railway system is run by Nederlandse Spoorwegen and abbreviated to NS. You will recognize it by its yellow and blue colours. The OV-chipkaart is the means of payment for bus, tram, metro transport. The OV-chipkaart can be purchased at the airport, at ticket machines or bookstores (also read 6.2). You can also buy your ticket from the driver, although this is usually more expensive.

#### *Schiphol Airport*

Arriving at Amsterdam Schiphol Airport, the underground train station is located near Schiphol Plaza at the airport. It is within several minutes walking distance of the luggage claim. Look out for the yellow illuminated signs that direct you 'To the trains' (Dutch: Naar de treinen). There is a direct train from Schiphol Airport to Apeldoorn Station. The journey takes approximately 1 hour. Information about train departures and arrivals in English can be found on the following website: <http://www.ns.nl/en> (Click on 'English').

#### *Eindhoven Airport*

When you arrive at Eindhoven Airport you will find the bus stop right in front of the terminal. Travelling from Eindhoven Airport to Eindhoven Central Station is easiest by bus: routes 400 and 401. This takes approximately 20 minutes. You can plan your journey at <http://9292.nl/en#>. At Eindhoven Central Station you can continue your journey to Apeldoorn Station. It takes about two hours (including bus).

After your arrival in Apeldoorn, we will pick you up to bring you to your accommodation. Detailed arrangements about your journey and arrival will be made by our Student Exchange coordinator by mail.

#### *Travel by car*

When you travel by car you can use the following addresses for your navigation:

FSG Academy	Police Academy of the Netherlands (Politieacademie)
Laan van Westenenk 4	Arnhemseweg 348
7336 AZ Apeldoorn	7334 AC Apeldoorn
The Netherlands	The Netherlands

If you are travelling by car from another country you will first need to navigate until you approach Apeldoorn on the A50 of A1. From here you follow the signs Apeldoorn-Zuid on the A1 (exit 20). At the end of this exit you can turn left. At the second traffic lights also turn left (Laan van Malkenschoten). At the second traffic lights turn right (Arnhemseweg). You will reach the building of the Police Academy number 348 after 1 kilometre at your left. Visitors park on P1. P2 and P3 are for students and employees.

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Pay close attention to your belongings during your trip to Apeldoorn. Laptops, mobile phones and small bags are often stolen. Transportation facilities, such as bus terminals and railroad stations, trains and the metro are popular hunting grounds for pickpockets.

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### 6.3 OV-chipkaart public transport pass

The OV-chipkaart is the new means of payment for the public transport system in the Netherlands. This smart card is the same size as a bank card and contains an invisible chip. The OV-chipkaart can be loaded with credit in euros at train and bus stations, post offices and supermarkets. The OV-chipkaart can then be used to travel

anywhere within the Netherlands; it can also be loaded with a travel product such as a single or season ticket. You can choose between a personal, anonymous and disposable card. For more information on the OV-chipkaart, see [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl) (in Dutch and English).

#### 6.4 Driver's license

If your driver's license was issued in a Member State of the European Union or in Liechtenstein, Norway or Iceland, you can use this license in the Netherlands.

Are you from another country than the ones mentioned above, than you may continue to use your license for a maximum of 185 days after making residence in the Netherlands, after which you must pass a theory and driving tests. For more information: <https://rijbewijs.nl/information-in-english/>

#### 6.5 Importing medication

Visitors should be aware that not all medication may be brought into the Netherlands. Some medication may not be recognized as such and may even be classified as drugs. Most common medication can be bought in the Netherlands. For other medication, your doctor will issue a prescription to take to a pharmacy.

#### 6.6 General practitioners

If you have a medical problem, you can consult a general practitioner (GP): a family doctor (Dutch: huisarts). GPs can be visited during consulting hours, after making an appointment online or by telephone. If treatment by a specialist is needed the GP will give you a referral letter. Please note that it is not customary for a patient to make an appointment with a specialist immediately. The specialist will send a report to the GP, who keeps complete medical records for each individual in his or her practice. The same is true for test results. Remember to make a photocopy of the referral letter for your medical insurance company. You can make an appointment with a GP through the reception of the FSG Academy.

Should you suddenly need to consult a GP at night or at the weekend, you should call the Central GP office (in Dutch: huisartsenpost). In most cases, they will ask you to come to the central 'After hours GP Service' ([huisartsenpost Apeldoorn](#)). This is located at the hospital in Apeldoorn. You will have to call the Central GP office first! In some cases, GPs will make house calls, but these consultations are more expensive.

*Huisartsenpost Apeldoorn  
Gelre ziekenhuizen Apeldoorn  
Albert Schweitzerlaan 31  
7334 DZ Apeldoorn  
0900 - 600 9000*

#### 6.7 Dentists

If you are an EU/EEA citizen and are insured in your own country under a national health service that also covers dental costs your treatment will be refunded according to the terms and conditions of your own insurance. If you are a non-EU/EEA citizen you will have to pay your dentist bills yourself (often in cash) unless your insurance policy has a special clause relating to dental care. [AON insurance](#) does not cover dental costs unless there is an emergency. In order to be eligible for a refund you must be able to prove an emergency situation existed by supplying proof in the form of a declaration from your dentist or GP.

#### 6.8 Emergency hospital care

Every hospital provides first-line care in the event of an accident or emergency. The hospital in Apeldoorn is called Gelre ziekenhuis and is located near the Police Academy and the housing facility FSG Academy.

*Gelre ziekenhuis Apeldoorn  
Albert Schweitzerlaan 31  
7334 DZ Apeldoorn  
055 581 81 81*

At the hospital, look for the entrance marked EHBO or Eerste Hulp (First Aid). The first time you go to a hospital to see a specialist or to have tests or emergency treatment, remember to take your insurance papers with you. Tell the staff at the reception desk that you are a new patient. The hospital will then register your details and give you a plastic card (ponsplaatje), which you must show each time you attend the hospital.

### 6.9 General emergency number: 112 (Police, Fire, Ambulance)

The national emergency telephone number is 112. You should only call this number if you require urgent assistance. Explain the problem briefly to the operator, who will put you through to the police, fire brigade or ambulance service. Tip: write the number on a sticker and put it on your telephone.

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The emergency number should be used only if the situation is so urgent that you require an immediate response.

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Emergency services are either free or covered by your insurance, unless you have called them unnecessarily. In the event of a genuine emergency, call 112 and help will arrive within minutes. For police assistance in non-emergency situations you can call 0900-8844.

### 6.10 Pharmacies and drugstores

If the GP or a specialist gives you a prescription for medicine, you must take it to a pharmacy (apotheek). A drugstore (drogist) only sells basic patent remedies and toiletries. Pharmacies observe regular office hours, but the central pharmacy (Gelre Apotheek (055) 581 18 40) left of the main entrance of the Gelre ziekenhuis Apeldoorn is open 24 hours a day. Remember to take your insurance papers with you whenever you visit a GP, dentist, hospital or pharmacy.

### 6.11 Jobs and work permits

Most jobs are advertised through employment agencies (uitzendbureaus), of which there are many in and around the city center. However bear in mind that job openings are extremely limited and a reasonable knowledge of Dutch is required for most jobs. If you are a student from an EU/EEA country you are allowed to work unlimited hours during your stay in the Netherlands and you do not need a work permit. Students from other countries cannot work without a work permit. With a work permit they are allowed to work up to ten hours a week throughout the year, OR up to 40 hours per week for seasonal work in June, July and August. If you need a work permit (tewerkstellingsvergunning, abbr. TWV) you should ask your (future) employer to apply for one. Please keep in mind that it can be very difficult for an employer to obtain a work permit for you. If you have a job, an international student insurance or EHIC will not suffice anymore. You will need to take out a Basic Healthcare Insurance.

### 6.12 Living expenses

Here is a small indication of the cost of some basic items on a student budget.

	Euros
Housing	300–500 per month
Food	200 per month
Spending money	75 per month
Insurance	35–55 per month
Language courses	100–450 per course
Security deposit	Approximately 1 month rent
Bicycle	45–110 (good quality second-hand)

## What do things cost in Apeldoorn?

Basic products (on average)

Budget supermarket (Lidl, Aldi)

- › milk (1l) € 0.75
- › coffee (500 gr.) € 3.50
- › bread € 1.50
- › rice (400 gr) € 0.69
- › fresh vegetables (mix, 400 gr.) € 1.69
- › Chicken (1 kg) € 3.79

High-quality supermarket (Albert Heijn)

- › milk (1L) € 1,10
- › coffee (500 gr) € 5,00
- › bread € 2.09
- › rice (400 gr) € 0.79
- › fresh vegetables (mix. 400 gr) € 2.00
- › chicken (1kg) € 4.00

Cost of food in restaurants

- › Glass of coca cola, other soft drinks € 2.50
- › Juice € 3.50
- › Pizza € 7–15 (varies, many pizzerias have student discounts)
- › Main course € 10–15; starter: € 6–8; dessert € 5–7
- › Beer € 2.50; wine € 3.50

### 6.13 Religion

Apeldoorn has several churches and mosques. One of them is the ICF Apeldoorn, a multicultural church in Zevenhuizen (a suburb of Apeldoorn). ICF is an abbreviation of [International Christian Fellowship](#). Their aim is to build a community where people from all cultures and countries feel right at home. IFC Apeldoorn respects people from all backgrounds and wants to communicate in a way that makes all non-believers feel at home. Other churches and mosques [you can find here](#) and by searching the internet.

### 6.14 Dutch Language

Although you can speak English with practically anyone in Holland, learning Dutch helps you to get to know the country and its culture and society.

Understanding and speaking the local language makes everyday activities, such as grocery shopping, going to a restaurant or following the news a little easier and more fun. It will also help you to connect with Dutch students and make new, Dutch friends!

In addition, when looking for an internship, volunteer work or a (part-time) job, knowing Dutch will prove very useful. In some cases it is even a requirement. Even if you start your career in an international company elsewhere, having foreign language skills is always a benefit.

Start learning Dutch now this app: 'Hoi Holland!' <https://www.studyinholland.nl/practical-matters/learn-dutch/hoi-holland>

*Some first words*

English	Dutch
Good morning	Goedemorgen
Good afternoon	Goedemiddag
Good evening	Goedenavond
What's your name?	Hoe heet je?
I am...	Ik ben...



How are you doing?	Hoe gaat het met je?
I am fine	Het gaat goed met mij
Thank you	Dankjewel
You're welcome	Graag gedaan
Where are you from?	Waar kom je vandaan?
I am from...	Ik kom uit...
Can you help me?	Kun je mij helpen?
I speak a little bit of Dutch	Ik spreek een beetje Nederlands
Can you tell me...	Kun je mij vertellen...
Do you know...	Weet jij...
I am studying...	Ik studeer...
I am studying at the university of...	Ik studeer aan de universiteit van...
May I...	Mag ik...
Goodbye	Tot ziens
Bye	Doei

*Other useful links and apps*

- [duolingo.com](https://www.duolingo.com)
- [babbel.com](https://www.babbel.com)
- [dutchgrammar.com](https://www.dutchgrammar.com)
- [learn-dutch.org](https://www.learn-dutch.org)
- [2bdutch.nl](https://www.2bdutch.nl)
- [taaluniversum](https://www.taaluniversum.nl)
- [dutchlanguage.info](https://www.dutchlanguage.info)
- [iamexpat](https://www.iamexpat.nl)
- [languagelearningportal](https://www.languagelearningportal.nl)

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If you have any questions after reading this, don't hesitate to contact us at [student.exchange@politieacademie.nl](mailto:student.exchange@politieacademie.nl) or call 0031 (0)88 6622069

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