

STUDENT GUIDE

INTERNATIONAL STUDENTS

2024-2025



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1.WELCOME

We are very happy that you will become part of Fontys Academy of the Arts next academic year. It will be a new phase in your life and a new environment.

We can imagine that you are really looking forward to it, but there is also a lot to arrange. That is why we would like to help you with all the necessary information. In this student guide, you will find all the information you need to get started in this new chapter, in which we will be learning from and with each other.



Fontys Academy of the Arts is:

An attractive venue where students, teachers, and co-workers meet, a learning environment with ambitious students who are perpetually occupied with their craft which they look upon as a labour of love.

All of this contributes greatly to the unique atmosphere and an inspiring learning environment where students feel at home and achieve their goals.

2. CONTACT

Address:

Fontys Academy of the Arts (FAA)
Zwijnsenplein 1, Building ZP
5038 TZ Tilburg
The Netherlands

Opening hours:

Entrance 1: (Zwijnsenplein 1)

Monday to Thursday: 8:00-22:00
Friday: 8:00-19:00
Saturday: 9:00-17:00
Sunday: Closed

Entrance 2: (Bisschop Zwijnsenstraat 11)

Monday to Friday: 8:00-19:00
Saturday and Sunday: closed

Lockers

There are lockers available in different parts of the building. In order to get a locker, you should ask at the reception desk located at the main entrance. The deposit for a locker is € 25 and you will need a Maestro card to pay for it.

Websites:

[Fontys Academy of the Arts](#)
[Fontys University of Applied Sciences](#)
[Fresh at Fontys](#)
[Fontys Portal](#)

FAA Student Affairs: faa-sa@fontys.nl

Exchange and Study Abroad Advisors:

B DBKV	Jan Staes, j.staes@fontys.nl
B MPA	Hans Raaijmakers, h.raaijmakers@fontys.nl
B ArtCoDe	Mariska van Zutven, m.vanzutven@fontys.nl
B Dance	Zeynep, Gündüz, z.gunduz@fontys.nl
B Docent Muziek	Hans Raaijmakers, h.raaijmakers@fontys.nl
B Rockacademie	Tijs Keverkamp, t.keverkamp@fontys.nl
M Architecture	Ingrid Westendorp, i.westendorpvanoeteren@fontys.nl
M Kunsteducatie	Jan Staes, j.staes@fontys.nl
M Music	Hans Raaijmakers, h.raaijmakers@fontys.nl
M Urbanism	Ingrid Westendorp, i.westendorpvanoeteren@fontys.nl

3. PRE-DEPARTURE CHECKLIST

Before you move to the Netherlands, there are some important things that you need to prepare in order to make sure that there are no surprises when you arrive in Tilburg. After all, you want to start your new adventure as happily as possible.

Your pre-departure checklist for things to arrange or to consider before leaving for the Netherlands:

- ✓ Valid passport, including visa if needed
- ✓ Copy of admission letter from Fontys (NON-EEA)
- ✓ Certified copies of your diploma and grade list both in the original language and a translation
- ✓ Arrange health, liability and repatriation insurance (for EEA students)
- ✓ Arrange accommodation
- ✓ Book your travel ticket to the Netherlands
- ✓ Finalize your enrolment procedure with Fontys, if necessary
- ✓ Medical records, if required
- ✓ Instructions on how to locate your country's embassy/consulate
- ✓ Be sure you have some cash money (Euros) with you. Notes up to €100 can be used and exchanged, with higher amounts you can only go to the GWK office (at Central Station, Spoorlaan 31)

In addition, there are a number of things you need to take care of once you arrive in the Netherlands. You can find more information about those subjects in this student guide.

It is important to know that on average (depending on your lifestyle) a student living and studying in Tilburg needs about €500 - €1000 euros per month to cover rent for housing and €600 for other living expenses like meals, insurance, public transportation, books, clothes and other general expenses. [This website](#) can help you plan your stay.



4. PREPARING YOUR STAY

On [this website](#), you will find information on how to prepare for coming to the Netherlands.

4.1 VISA APPLICATION (NON-EEA STUDENTS)

Valid travel documents

Because you will be studying in the Netherlands for a longer period of time, you must apply for a residence permit. Fontys will start the application procedure for you. The requirements are not the same for every nationality. It is therefore important to carefully read all the information you receive through the online system VisaCare+. Fontys will assist you in this procedure. NON-EEA students will have to pay the amount of the tuition fee, visa costs, and provide proof of sufficient financial resources before the visa application procedure is started. Detailed information can be found on our [website](#).

If you encounter any kind of difficulties during your application process for the MVV (entry visa)/ visa please contact: visacare@fontys.nl via your visaCare system.

4.2 RESIDENCE PERMIT (NON-EEA)

You need a residence permit when:

- you are from a country outside the European Union, Norway, Iceland, Liechtenstein and Switzerland.
- you will be staying in the Netherlands for more than three months.

A residence permit looks like a credit card with which you can prove that you are legally staying in the Netherlands. You need your residence permit to finalize your enrollment at Fontys. As soon as your residence permit is ready, you will be informed by the IND about collecting your residence permit.



4.3 CITY HALL

You have to register at City Hall if you stay in the Netherlands for at least 4 months. Foreign students who are thus admitted to a program in Tilburg are eligible for Dutch residence for the duration of their program and will have to register with the municipality. Please note that you need to make an appointment at City Hall of the place in your residence.

You can make an appointment with the municipality yourself. It is possible to plan this via this [link](#) 6 weeks in advance.

Should you need help, our helpdesk (see the chapter on Personal Support) can help you make an appointment with City hall.

This Newcomers' Desk (at the municipality) is to be found in the Stadswinkel Centrum at the following address: **Koningsplein 10, 5038 WG Tilburg**

It is important to bring the right documents with you once you go to the city hall for registration. Therefore, do not forget:

- A valid travel document (passport or identity card)
- A birth certificate
- Proof of an address where you will live (for example, a signed rental agreement)
- For NON-EU students only: A residence permit or the letter stating that the residence permit will be granted.
- Proof of deregistration if you come from Belgium, Aruba, Bonaire, Curacao, Saba, St. Eustatius or St. Maarten

BSN

After you are registered at city hall, you will automatically receive a BSN number. BSN is a Dutch abbreviation for 'Burger Service Nummer', which stands for citizen service number. The BSN is similar to the social security number: a unique registration number for every citizen, which is used in contacts with all government services. Therefore, it may be more common for people to ask for your BSN. For example, your bank will ask for your BSN as soon as you open a bank account.

Please note that your BSN is meant for communication between citizens and the government or organisations that are legally allowed to use the BSN, such as healthcare providers. Therefore, you should not share your BSN with just anyone.



DigiD

After you have registered and received your BSN, you can apply for your DigiD. A DigiD is a digital identification. For example, you need your DigiD if you want to apply for the DUO grant. You also need it to login on websites of the Dutch government. You can apply for your DigiD through [this website](#) .

Deregistration City Hall

Once you are moving back home, it is important to also deregister before leaving the Netherlands. Do this within 5 days before departure. Make this appointment on time so that you do not have to stay in the Netherlands longer due to unexpected delays.

Appointments can be made up to 4 weeks in advance. To deregister, you need to fill in the form 'Notification of moving abroad'.

You may find this form here: www.tilburg.nl/english/changing-address

Visit StudentinTilburg for more information on your stay in Tilburg.



4.4 GGD: MUNICIPAL HEALTH SERVICE

NON-EEA students may have to take a TB test (a lung screening) at the GGD. On the [website](#) of the GGD you can see which countries are exempt from taking the TB test.

For this test you have to make an appointment at the GGD. You can do this online by filling out this [form](#) on the website of the GGD. The GGD will call you back to make an appointment.

Do not forget to fill in your **Dutch** address on this form. This form will be completed by the GGD after the test and sent to the IND. The cost of the TBC test (X-ray) is €54.50 (subject to change) and can only be paid by card.

The address of the GGD is: **Reitseplein 5 , 5037 AA Tilburg**

4.5 INSURANCE



As soon as you live in the Netherlands, you are required by law to have health insurance. The third party liability insurance (with global coverage of up to €1,250,000) is strongly recommended, as well as the repatriation insurance cover. Fontys cannot be held liable if a student is not adequately insured. Every student at Fontys is expected to have fulfilled their insurance obligations. Please note that you have to extend your insurance after 1 year.

Health insurance

According to Dutch law, everyone in the Netherlands must have health insurance. Which health insurance you need depends on your personal situation. It is very important that you are properly insured during your stay at Fontys.

Information about InsureToStudy

When you need an entry visa and/or residence permit, taking out insurance is a mandatory part of the study visa process. If you do not need a residence permit, you are free to choose your own insurance.

Fontys recommends an affordable customized insurance called [InsureToStudy](#). As a Fontys student, you will receive a discount.

The Masterplan+ package has the most extensive coverage InsureToStudy has to offer and has no mandatory deductible. With this insurance you are insured for all medical costs, accidents, emergencies, personal liability, legal assistance, your luggage, valuables and even while traveling.

When using [this link](#), you will be redirected to an application portal. As soon as you enter the institution code here, you will automatically receive the Fontys discount. The code is: FONTYSITS. Please note that you have to use your Fontys email address, i.e. ...@student.fontys.nl.

Please note: If you only have an EHIC card, you are not adequately insured. The EHIC card is only valid for a short time and offers limited coverage.



Important information about health insurance and a job

As soon as you decide to take a student job, you are obliged to have (public) Dutch Basic Insurance. If you don't have health insurance, you risk a fine. You can obtain the Dutch Basic Insurance from any insurance company, including InsureToStudy.

If you pay for the Dutch Basic Insurance, you can apply to the government for an allowance with which you can pay for it. You can apply for this allowance at [Mijn Toeslagen](#).

It is not allowed to take out a (public) Dutch Basic health Insurance if you are only in the Netherlands for study purposes.



4.6 HOUSING

Every year, many new Dutch and international students start their studies in Tilburg. Currently, the Netherlands is experiencing a housing crisis. As a result, there are not enough student houses available this year making it very difficult to find suitable housing.

Would you like to be considered for housing at Fontys? Then be sure to complete your registration and housing form as soon as possible and before the **deadline of the 15th of June**.

Please note that you are only eligible for housing when you are fully enrolled by June 15th and you are not already living in the Netherlands at the moment. For more information about housing, please take a look at [this website](#).

Unfortunately, we cannot guarantee that you will actually get housing due to the large shortages. Therefore, we strongly recommend that you start looking for housing as early as possible. Keep in mind that finding housing is your own responsibility.

On [this website](#) you will find a large number of housing agencies in Tilburg such as Kamerbemiddeling Tilburg, Kamernet, etc.

Important points to look for in a rental contract are:

- Correct rental price. Check if it includes service charges and energy bills.
- Correct deposit (1 to 2 months of rent is normal)
- Correct date of entry
- The duration of the contract.
- The person responsible for maintenance and repairs.



4.7 OPENING A DUTCH BANK ACCOUNT

A Dutch bank account will help you with your financial needs in the Netherlands. You will certainly need a Maestro card to pay in many places, such as the supermarket or at the Fontys cafeteria.



More specifically it enables you:

- To pay the annual tuition fee for your study in equal instalments, for instance, per month.
- Pay the rent for your room each month automatically.
- Make low value payments in shops, at school, vendor machines etc.
- To do PIN transactions in the Netherlands, free of charge.
- Use ATMs and make payments anywhere in the world.
- Easy internet banking, which is included in your bank account application.

How do I open a Dutch bank account?

Go to a bank of your choice (a few will be mentioned below) and submit the following documents:

- Your valid passport. The bank will make a copy of this.
- Proof of enrolment or registration at Fontys.
- If applicable, your residence permit for the Netherlands (or the approval letter of the Dutch Immigration Service (IND) in case you do not have your residence permit card yet).
- Your citizen service number (BSN).
- Proof of your address (copy of your rental contract).

Please note: If you are a minor (<18), opening a bank account is not easy. The Rabobank in Eindhoven has made special arrangements for underage international students. In this case, you need to bring your parents' personal information, a home address, and an email address. Bringing a birth certificate will also help. Besides the Rabobank in Eindhoven, other banks may be willing to make an exception for you as a minor.

Below you will find some details of banks in Tilburg. But you can choose any bank you like or open a bank account online.

- [Rabobank Tilburg](#): Spoorlaan 300, 5017 JZ Tilburg
- [ING Bank Tilburg](#): Spoorlaan 420, 5038 CG Tilburg
- [ABN AMRO bank Tilburg](#): Heuvelring 88, 5038 CL Tilburg

Further instructions will be provided by the bank of your choice.

4.8 STUDENT FINANCING

Student finance by DUO

Student finance by DUO Student financing is a right for which Dutch and European full-time students at institutions of higher education (such as Fontys) are eligible. Please always check if you meet the requirements to apply for student finance with [DUO](#) (The Dutch education authority).



Dienst Uitvoering Onderwijs
Ministerie van Onderwijs, Cultuur en
Wetenschap

Other kinds of scholarships for international students in The Netherlands can be found at studyinholland.nl

Private funding

Private sources, such as businesses, foundations, societies, or associations, sometimes work as patrons, offering financial support, and sponsorship for musicians. Some might grant scholarships or prizes annually and, therefore, information should be available on their websites. If that's not the case, you can also approach them by offering your portfolio with information about yourself, your work, and what your goals are, or what you need the money for.



4.9 MEDICAL INFORMATION

Emergency situations

In emergency situations (ambulance, fire, and police): call 112. If your life is in danger, someone is seriously injured and needs immediate medical attention, or you witness a serious crime such as an assault, murder, robbery or burglary call 112 immediately. When you call 112, tell immediately what has happened, what help is needed and what type of emergency service you think is required: the police, the fire brigade or the ambulance service. The emergency operator will then connect you directly to the appropriate emergency service in your area.

What to do if you feel ill?

If you are not feeling well or have medical concerns, the first step is to visit a general practitioner (GP), known as a 'huisarts' in Dutch.

In Tilburg, you can find Primary Care, healthcare for internationals. Always make an appointment in advance.

For more information and contact details visit www.pc4i.nl

The GP decides whether to refer you to a specialist and, if necessary, to the hospital. If you need medication, you will get a prescription from the GP. With this prescription, you can pick up the medicine at the pharmacy. ('apotheek').

Finding a GP

In the evening, at night, during the weekend or on holidays you can contact the [huisartsenpost Midden-Brabant](#) via 085 536 03 00. You should not call if your situation can wait until your doctor's next available hours. You may have to pay for this medical care up front, even if your insurance will later cover it.

Your call will be taken by a triage nurse (or a doctor's assistant). Triage nurses have extensive medical knowledge and are specially trained to assess whether a person requires urgent medical attention or not.

The triage nurse will ask you to provide the following information:

- your name, address, telephone number, and date of birth
- Your BSN number
- the name of your own GP
- your medical history (if relevant to your visit to the GP Medical Post)
- the medication you are currently using

Your call may be handled in various ways. The triage nurse may:

- give you self-care advice.
- book you in for a consultation with the on-duty GP at the GP Medical Post.
- arrange for the on-call GP to visit you at your home.
- arrange for an ambulance or a visit by the on-call GP as a matter of urgency.



NL-alert

The NL-alert warns you when something bad is happening in your area, such as a big fire with toxic chemicals or extremely heavy weather. You also receive this alert on your mobile phone. It always tells you what is going on and what to do. If you bought a phone from a Dutch provider your phone is automatically set up to receive a NL-alert. Every year the government also sends a test NL-alert to your phone. As soon as you receive a (test) NL-alert your phone will make a loud and penetrating alarm sound.



4.10 IMPORTANT ADDRESSES AND PHONE NUMBERS

In order to always be prepared while on the go, it is useful to remember certain phone numbers. In any case, it is important to have these with you:

- **Emergency phone number: 112 (ambulance, fire & rescue service and the police)**
- **Non-emergency phone number of the police: 0900 8844**
- **Gas and electrical emergencies (e.g. gas leak or power problem): 0800 9009, remember, for serious cases, always call 112**

Besides that, it is always helpful to have important phone numbers of your insurance policies with you. The same applies to your bank's phone number. In this way you can always quickly block your debit card in case of loss or theft.

It is also recommended to make a copy of important documents such as your passport, debit card or insurance papers. In case you lose something, you will always have a copy. You could also store important files in an additional place such as your mailbox.

If you need to contact Fontys, you can call this phone number on weekdays:

+31 (0)8850 80000

+31 (0)610176464

www.fontys.edu

Other useful resources:

- [IND](#) – Immigration and Naturalization Service
- [NUFFIC](#) – Dutch organization for internationalization in education
- [Study in Holland](#) – Extensive information about studying in the Netherlands
- [Information about living in Tilburg](#)
- [International Center Tilburg](#) In the heart of the city center, the ICT is an organization created to help internationals living their best life in Tilburg by offering reliable information, Dutch language lessons, events, job offers, and psychological support. You can make an appointment through their website and they will help you charge-free with any issues or doubts related to your stay in Tilburg.



5. LIVING IN THE NETHERLANDS

5.1 FINDING A SIDE JOB

A stay abroad does not come cheap, especially if you are planning to stay longer than three months.

Working next to your study may affect your study performance. Nevertheless many Dutch students do it in order to pay for their monthly expenses.

If you would like to work in the Netherlands to make some extra money, please read the information below first, to find out the options and special conditions under which you are allowed to work here.

Social security number

In order to be able to work in the Netherlands, you need to have a citizen service number ('BSN' or 'burgerservicenummer' in Dutch), which you will receive after registering at the city hall.

Before you start working, carefully read all the information Fontys has on a side job alongside your studies:

[Working in the Netherlands | Fontys University | Fontys](#)

The easiest way to find a job is through employment agencies (uitzendbureau). You can easily register and apply for job vacancies. These are some of the agencies you can find in Tilburg:

[ASA Tilburg](#)

[Timing Tilburg](#)

[Recruit a student](#)

[E&A Tilburg](#)

[Tempo Team Tilburg](#)

[Adecco Tilburg](#)

You can also take a look at the websites below:

- [goingabroad.nl](#): Here you can find jobs in English for international students or upload your CV so they'll send you offers that suit you.
- [International Center Tilburg](#): The ICT has some partners that employ international students part-time. All their jobs are in English and they'll help you as well with any doubts related to starting your job.
- [Glassdoor](#): Glassdoor is a website where you can find jobs in English in The Netherlands, both part-time and full-time.

More information

For more detailed information about working in the Netherlands check the [Nuffic website](#).

5.2 TRANSPORT IN THE NETHERLANDS

PUBLIC TRANSPORT

The Netherlands offers excellent public transportation. You can travel to every corner of the country by bus, metro, tram, and train. To pay for your journey, you can either buy a paper ticket or use an OV-chipkaart. Since January 2023, it is also possible to travel with your [debit card, credit card or mobile](#). This is perfect if you only travel by public transport occasionally. You use it in the same way as the OV-chipkaart. When you check in with your debit card, you travel 2nd class and without a discount. You can't use travel products either.

OV-chip card (Public Transport Chip Card)

If you are planning to utilise public transport frequently during your stay in the Netherlands, it would be advisable to purchase your own 'OV-chipkaart'.

The OV-chipkaart is a reusable public transport smartcard, which allows you to travel in train, bus, tram or metro. You can purchase one from the NS Dutch railways' yellow and blue ticket machines located at every train station. The machine will guide you through the necessary steps in your language of choice.

Once you have bought the card, you can top up your balance both at every station and in some buses, trams, and supermarkets. Payment by cash is only possible at a few tickets machines in railway stations. The top-up points in buses, trams, and supermarkets all require electronic payment.

Please note that you need a minimum balance of 20 euros on your card to be able to travel by train.

Single-use train tickets

Alternatively, you can buy a disposable train ticket which can be bought at any Dutch NS train station. Please note there is a €1 surcharge in addition to the standard fare.

Further information:

[Train Tickets](#) how to use your OV-chip card
[Travel with discount](#)

Journey planners

[9292](#) to plan your journey by public transport
[NS](#) for train journeys
Both websites also have a helpful App.

Buses

Similar to trains, bus transportation in the Netherlands has an extensive urban and regional transportation system. All cities and towns in the Netherlands are connected by bus services. These bus services do not have separate travel classes like trains. There are no trams or metros in Eindhoven. Once you travel by bus, you have to check in and out with your OV-chip card when getting on and off the bus. You can also buy a day pass or disposable chip card in the bus. Please note that you can only pay contactless or by debit card on the bus.

Student travel product via DUO

If you qualify for student finance via DUO (Dutch Ministry for Education), you can also choose the student travel product, which will allow you to travel for free on buses, trains or trams within The Netherlands. You can check via the [website of DUO](#) if you meet the conditions.

BIKES



The Netherlands is a true cycling country. There are more bicycles to be found than people. There are 35,000 kilometers of bike paths throughout the country. Because of the good and safe biking conditions, many people use bicycles to go shopping, to go to work or to go to school. So in case you live near Fontys, going by bike is also an option.

There are plenty of places in the city center of Tilburg where you can park your bike unattended or guarded. In the centre of Tilburg, all of the supervised parking areas for bicycles are free of charge. Make sure you always park your bike properly, otherwise the municipal service may remove your bike. Use a bike parking, and make sure your bike is not in the way.

If you have decided to purchase a bicycle, keep in mind that prices vary.

A new bicycle costs between €150 and €500.

Second-hand bikes can be purchased for lower prices. Useful second-hand websites for bikes are Facebook Marketplace and [Marktplaats](#). In addition, always make sure you have a solid lock.

Another option is [Swapfiets](#). This is a company where you can rent a bicycle or e-bike for a fixed amount per month. This includes free service and repair, in case something is wrong with your bike.



5.3 PERSONAL SUPPORT

WELCOME HELPDESK

The helpdesk will be there for you to support you in matters relating to housing, settling in Tilburg, administrative issues, and finding your way around the institute and the city. Our helpdesk can also help you in making an appointment with City hall.

You can come to our International Helpdesk between 12:00 and 02:00 pm in room C1.17 on the following dates:

Day	Date	Time	Room
Monday	26 August	12.00-02.00 pm	C1.17
Tuesday	27 August	12.00-02.00 pm	C1.17
Thursday	29 August	12.00-02.00 pm	C1.17
Monday	2 September	12.00-02.00 pm	C1.17
Tuesday	3 September	12.00-02.00 pm	C1.17
Thursday	5 September	12.00-02.00 pm	C1.17



5.4 DUTCH CULTURE

You have chosen to study at Fontys in Tilburg. This is probably a whole new environment for you where you will face new challenges and broaden your horizon. Despite being a very exciting adventure, you may experience a culture shock. This is a normal reaction to a significant change. That's why we want to help you with some information about the Dutch culture.

In addition to studying in Tilburg, it is nice to get a taste of Dutch culture regarding events. Below you can find a number of events in the Netherlands that happen every year.

- Carnaval (1-4 March 2025). One of the most popular events in the south of the Netherlands. The whole region dresses up in crazy costumes and celebrates in a festival of music and color.
- Koningsdag (King's Day). On 27th of April we celebrate King Willem-Alexander's birthday. The whole country turns orange as everyone wears orange clothing. During this day there are many festivities throughout the country, like flea markets in the city centres.
- Sinterklaas (5 December). This is a children's festival. From November till the 5th of December children put their shoes near the chimney and sing songs hoping to receive a present in their shoes. On December 5th, Sinterklaas visits many children in their house and the children get a lot of candy and presents.

The [tourist office](#) can give you more information about everything that is happening in Tilburg (for example: touristic attractions, events and bicycle routes).



Although as an international student in Tilburg you can get along very well with the English language, it is nice to understand a little Dutch and learn more about the Dutch culture. There is a wide choice of commercial language courses on offer to suit individual needs and budgets, with courses ranging from 'Dutch for au Pairs' to more intensive NT2 classes.

Some tips for learning Dutch:

- Read with attention: Start with the Dutch newspaper headlines and try to figure out what they mean.
- Listen with attention: Watch Dutch TV or movies with Dutch subtitles.
- Learn new words: Write new words on post-its and place them strategically around your space.
- Practice whenever you can: Whatsapp, emails or spoken conversations.
- Use the internet or apps like DuoLingo.

International Center Tilburg: The ICT offers several Dutch courses that start in September or February. You can check their offer and fees through this [link](#).

5.5 GETTING A MOBILE PHONE OR DUTCH SIM CARD

There is a good chance that your smartphone will still function well in the Netherlands, but if not, you can always buy a Dutch SIM card or phone. There are numerous mobile providers in the Netherlands, for example KPN, Vodafone, Odido, Simpel, Ben.nl or Tele2. Sometimes they offer discounts for students as well. In the Netherlands, it is easy to sign a deal online or in a store. Once you order it online, your sim card/phone will be sent to your address within a week. To sign up you need a proof of identity, a Dutch address and a Dutch bank account.



6. SOCIAL SAFETY



Students and employees of Fontys Academy of the Arts have a fundamental right to feel safe. Everyone has the right to be treated with respect and dignity. When a student or employee feels that there is unacceptable behaviour (bullying, sexually transgressive behaviour, discrimination, intimidation, racism, aggression or violence), it is important that this is responded to appropriately. In short, that they feel seen and heard according to their own wishes.

You can also find information about this subject in [this document](#) at the [FAA Social Safety portal](#).

[Walk In](#)

Every Monday from 10 till 12 you can meet with us (Entrance 2, Bisschop Zwijsenstraat 11) to share your experiences, questions, comments or any other things you would like to share with us. We will be there weekly to provide a space for open conversation and listening. If you are looking for a place to share in an informal way, you can find us on Mondays. No need to make an appointment! So drop by if you are a FAA student or send us an e-mail: faa-ideas@fontys.nl .





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