

This is how  
we say hello  
in Hamburg.

# Moin!

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HERE IS YOUR ARRIVAL GUIDE  
FOR INTERNATIONAL STUDENTS.



# Good to see you.

**Welcome to HAW Hamburg!**

**Your time studying in Germany will be a new adventure for you. Most people find the first few days and weeks in a new country and culture daunting. Things can be difficult, especially if you don't speak the language.**

**Our buddy programme “weBuddy” is just one of the ways in which we try to help you feel welcome and supported during your time in Hamburg.**

**This guide is intended to help you with your first steps before and after arriving in Hamburg. It also contains useful information about living in our city and studying at HAW Hamburg.**



**Creating the  
future is  
what we do,  
every day.**

A person is shown in profile, wearing VR goggles and holding a controller, looking at a large projection of a mountain landscape. The landscape features a river reflecting the surrounding mountains and greenery. The scene is set in a dark room, likely a VR experience center.

**Now you're  
a part of it.**

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### HOCHSCHULE FÜR ANGEWANDTE WISSENSCHAFTEN HAMBURG

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Stiftstraße 69  
20099 Hamburg, Germany  
room 232 and 233

+49 40 428 75 98 34  
support\_incomings@  
haw-hamburg.de

Do you  
need advice?  
Just let us  
know.

This hand shows you  
direct links to further  
online content.

### STUDENT CENTRE

Stiftstraße 69  
20099 Hamburg,  
Germany

+49 40 428 75 98 98

# What do I need to do before coming to Hamburg?

Here is a checklist to help you get ready for your big move to Hamburg. You will need to pay special attention to a few of the most important points.

TICK EACH ONE  
OFF ONCE IT  
IS DONE.

- I have submitted all my documents for enrolment as a student and have been enrolled.
- I have applied for my visa, if I need one.
- I have ensured I am covered by travel health insurance until I have organised German health insurance in Hamburg. As a non-EU citizen I need to get state health insurance within two months of enrolling at HAW Hamburg (p. 25).
- I have made sure I have sufficient funds for my first year in Hamburg. I will bring enough cash (around 1000 Euro is advisable) to cover the period until I have a bank account.
- I have found somewhere to live, or, if I haven't yet, I have made sure I am on the Studierendennetzwerk's waiting list for accommodation and am continuing to look for other options.
- I have checked what the climate is like in Hamburg and planned appropriate clothing to bring with me.
- I have decided what I really want to take to Hamburg with me; I'll get everything else I need when I get there.
- I have registered to take part in HAW Hamburg's buddy programme:



Register  
now.

## YOUR FIRST DAY IN HAMBURG

Good to  
see you!

Welcome  
to Hamburg!

# Just arrived. Let's get started!

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So here you are at the airport or the railway station. What do you do now? Ideally, your buddy or someone else is there to meet you. If not, you're sure to have already found out all you need to know about getting to your accommodation – right?

Hamburg's public transport system, generally known as HVV, can take you almost anywhere you might need to go. You can enter your starting point and destination at [hvv.de](http://hvv.de) or on the [HVV app](#), which will suggest a route. If you have received your semester documents, including your semester ticket, by post, and the ticket is already valid (from either 1 March or 1 September), you won't need to buy tickets for public transport. But if you don't have your semester ticket yet, you absolutely must buy one to travel. Make sure you take note of travel zones and differences in ticket prices!

Remember to let your landlord (or the place you'll be staying at for the first few days or weeks) know when you are arriving, so someone can be around to let you in.

It's a good idea to have a rest after getting to your accommodation, especially if you've had a long journey. You're probably going to be quite excited and maybe nervous, and you're going to have a lot to do over the next few days and weeks. If you're not too tired, why don't you go and have a look around the area or get some groceries in? Remember that the shops are closed on Sundays.

If you haven't received your semester documents yet or you need to sort something out urgently at HAW Hamburg, come to the main campus at Berliner Tor. We're usually available from 9:00 am to 5:00 pm Mondays to Thursdays and from 9:00 am to 3:00 pm on Fridays.

# What do I need to do first of all?

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The following list tells you the things you need to do – in this order! – in your first couple of weeks in Hamburg so that afterwards you can focus on your studies and having fun.

It may be easier to find accommodation when you're here than to try from your home country. Check your emails regularly, keep an eye on websites such as [wg-gesucht.de](https://www.wg-gesucht.de), and arrange viewings of places you're interested in. There are also Facebook groups that may be helpful. There's more about finding a place to live later on in this guide.

It's very important to find somewhere to live as soon as possible, because you will need to register your address. When you do this, you will be given [proof of address Meldebestätigung](#) (p.17). This is a vital document – you need it to get health insurance, open a bank account or unblock your blocked account, get a phone contract, etc.

It is usual in Germany to pay a lot of your bills (such as rent, insurance, your semester contribution, etc.) via bank transfer, direct debit or standing order. This means you need to [open a bank account](#) soon after you arrive (p.18). The Hamburger Sparkasse (HASPA), Deutsche Bank (especially if you need a blocked account), and other banks in the Cash Group are popular with students.

You need to have adequate health insurance in order to study in Germany. We recommend you join the [German state health insurance system](#) (p.20). Your health insurance status may be subject to checks, particularly if you come to Germany from a non-EU country on a student visa.

If you are a non-EU citizen you might also need to apply for a residence permit (p. 17).





## WHERE DO I REGISTER MY ADDRESS?

Everyone who moves to an address in Germany has to register their address with their local [Einwohnermeldeamt](#) (literally resident registration office) as soon as possible.

You need to have a fixed address and your landlord has to issue you with confirmation that you are living there (this is called a [Wohnungsgeberbestätigung](#)). You will need to make an appointment. Don't forget to take the following documents along:

- Passport or official ID (driving licence doesn't count!)
- Registration form, filled in and signed (see below)
- Wohnungsgeberbestätigung from your landlord
- An administration charge of about 12 Euro

Once you have registered, you can apply for a residence permit, if you need one.

Follow this link and enter your address in Hamburg to find out where your local [Einwohnermeldeamt](#) (or customer service centre) is. It will also tell you opening hours and how to get in touch.



You can download all the forms you need here:



## HOW DO I GET A RESIDENCE PERMIT?

EU citizens only need a valid passport or official ID to be in Germany legally. They have the same rights as German citizens. Non-EU citizens need a residence permit.

To apply, you will need:

- An application form, filled in correctly
- Your passport
- A biometric photo taken less than 6 months ago
- Your proof of address [Meldebestätigung](#) from previous step
- Proof of adequate health insurance
- Proof of enrolment at HAW Hamburg ([Immatrikulationsbescheinigung](#), which you can download from the HELIOS system)
- Proof of adequate funds for the duration of your course (at least 830 Euro / month)
- An administration charge of up to 147 Euro



## WHAT ABOUT OPENING A BANK ACCOUNT?

We recommend you open a German bank account (current account; in German Girokonto) for your time in Hamburg. It will make it a lot easier and cheaper for you to make payments. To open an account, you will need these documents:

- Your proof of address [Meldebestätigung](#).  
The bank will need your address too
- Your passport or official ID and, if applicable, your residence permit
- Your student ID and / or your proof of enrolment

## CHOOSING A BANK: TIPS AND HINTS

- Some banks charge a monthly or annual fee for your account.
- It's best to choose a bank with a branch near you, or at least one that's easy to get to.
- You will be issued with a debit card [EC-Karte](#), which can also be used at ATMs, and an IBAN (international account number), which you will need for making payments online. Remember that your EC card will probably not be accepted outside Germany. It's best to have a credit card (such as [Visa](#) or [Mastercard](#)) with you when visiting other countries.
- The most well-known banks, which also have the most branches, are the [Sparkasse \(HASPA\)](#), [Sparda](#), [Postbank](#), [Volksbank](#), [Commerzbank](#), [Hypovereinsbank](#) and [Deutsche Bank](#).
- If your bank is part of the "Cash Group", you can use your EC card free of charge at the ATMs of all participating banks (these include [Postbank](#), [Deutsche Bank](#) and [Commerzbank](#)). You usually have to pay a fee to use another bank's ATMs.



## WHAT DO I NEED TO KNOW ABOUT HEALTH INSURANCE?

Everyone who lives, studies or works in Germany is required by law to have adequate health insurance. Sometimes it can be difficult to understand the requirements and regulations.

**WARNING!** It's extremely important to pay your monthly health insurance premium on time each month. If you don't pay for more than two months in a row, your insurer may tell HAW Hamburg, which may then deregister you from your course. The loss of your student status invalidates your visa or residence permit and you will have to leave Germany.

Always paying your health insurance premium on time will save you all these difficulties!

Students from EU member states, Norway and Switzerland can continue to be covered by their health insurance from home. They need to make sure they have their EHIC (European Health Insurance Card) with them.

### IMPORTANT:

YOU WILL NEED TO SHOW PROOF OF GERMAN HEALTH INSURANCE AT THE STUDENT REGISTRAR'S OFFICE WITHIN TWO MONTHS OF ENROLMENT AT HAW HAMBURG.

You have to show your EHIC to one of the public health insurance companies (e.g. AOK, TK), get a document called "Befreiungsbescheinigung" from them and submit it our admission's office (Studierendensekretariat) within two months after the enrolment. When you start a job in Germany the employer might require you to register with a German health insurance company.

If you are coming from a non-EU country you must register with a German health insurance company. We recommend you to get a public health insurance as it provides you with the necessary coverage that the university and the foreigner's office require. If you are older than 30 years or have reached your 14th semester you can also choose a private health insurance. In addition, you need a "Befreiungsbescheinigung" document from one of the public health insurance companies. Please mind that not every private health insurance package suffices for that. You should consult with Studierendenswerk (BESI) before you sign a contract.

## STATE OR PRIVATE HEALTH INSURANCE?

State health insurance [gesetzliche Krankenversicherung \(GKV\)](#): State health insurance providers – two of the biggest are the [Techniker Krankenkasse](#) and the [AOK](#) – usually provide similar levels of coverage and cost around 90 Euro a month for students under 30 years of age.

The GKV covers all necessary medical treatment and is recognised by HAW Hamburg and the authorities for the purposes of your enrolment / residence permit. Medication prescribed by a doctor is either free or subject to a small charge of around 5 Euro per prescription.

Private health insurance [private Krankenversicherung](#): Some private health insurers offer lower premiums for international students than state providers. Privately insured patients sometimes have an easier time getting an appointment with a specialist. Be aware that private insurance often means you pay for treatment and medication upfront and claim the cost back from your insurer afterwards. If you opt for a private insurer at the beginning of your studies, you may encounter problems changing to the state system later on. It may also be the case that, due to the low premium, your private insurance does not meet the criteria for proof of insurance when enrolling at HAW Hamburg or applying for your residence permit. This could cause you some bureaucratic difficulties. When enrolling at HAW Hamburg or applying for your

residence permit, you should present [confirmation Befreiungsbescheinigung](#) from a state health insurance provider to certify that your private insurance policy gives you adequate cover.

You can compare health insurance providers online to get the best deal for you.

When you arrange your health insurance, you will probably need:

- Your passport or official ID
- Your [proof of address Meldebestätigung](#)
- Your [proof of enrolment Immatrikulationsbescheinigung](#) (you can download it from HELIOS)
- Your bank details, so your insurer can set up a direct debit for your premium

If you are unsure about your health insurance or any other matters, contact the HAW Hamburg International Office.

We will be happy to help!

There's more information on state and private health insurance on the Studierendenwerk website here:



# How do I find a place to live?

We've put together some tips and hints for you to make this important part of your student life in Hamburg easier.

**START LOOKING FOR A PLACE TO STAY AS EARLY AS POSSIBLE! YOU WILL NEED AN ADDRESS FOR YOUR RESIDENCY PERMIT.**

## WHY IS IT SO HARD TO FIND GOOD AND AFFORDABLE ACCOMMODATION IN HAMBURG?

Hamburg is Germany's second-largest city and among those with the highest average cost of living. Many people come to Hamburg for the good job opportunities it offers, with its many large companies, and the high quality of life you'll find here. Hamburg has seven public higher education institutions and a number of private ones.

There are ten times as many students in the city as there are rooms in student halls of residence (Studentenwohnheim). It's hard to build new halls because land for building on is extremely expensive in Hamburg. Like most universities in Germany, HAW Hamburg doesn't have any halls of its own. All these factors mean finding suitable and affordable accommodation in Hamburg is a challenge.

## ESSENTIAL TIPS FOR FINDING A PLACE TO LIVE

You will find some tips and tricks on our website:



**Start looking here!**

1. Start looking as early as possible!
2. If you know people in Hamburg, ask them first if they know of anything. This is one of the best ways of finding student accommodation.
3. Check all the usual sources of information at least once a day – the various accommodation websites, Facebook groups, your emails, and notices in the Mensa and around campus.
4. If you see an apartment or room that could be right for you, don't just write 'Hello, I'm interested in the room/flat.' If you want to be in with a chance, you'll need to introduce yourself properly and make a good impression. Say who you are, where you come from and what subject you're studying. Especially if you're applying for a room in a flatshare (WG – see below), add a little bit about what kind of person you are – your hobbies and interests. Don't write too

much, but try to make what you write convincing to the other person/people – so they'll think you'd be a good flatmate. If you're not applying to join a student flatshare, you should also send your CV. Landlords often get a lot of emails, especially when they have a property to offer, so don't take it personally if they don't reply. If there's a phone number, call instead (or ask a friend who speaks German to call on your behalf).

5. If you're really struggling to find accommodation, contact the International Office and ask for help.

**You need support? Get back to us.**

More infos about the Studierendenwerk:



## COMPARING DIFFERENT STUDENT RESIDENCE HALLS

TYPE OF HALL	ADVANTAGES (+)	DRAWBACKS (-)
<b>PUBLICLY RUN</b> Studierendenwerk	Affordable (250-350 Euro/month)  Often close to campus  Lots of opportunities to socialise with other students  .	It can be difficult to get a room  Shared bathrooms, kitchens and WC facilities  There can be a lack of privacy
<b>RUN BY OTHER ORGANISATIONS</b>	Generally affordable  Lots of opportunities to socialise with other students	Long waiting lists  Sometimes the facilities are not very good
<b>PRIVATELY RUN</b> Smartments Student Lodge Stuart	Up-to-date facilities  Centrally located or with very good transport links  The rooms usually have an en-suite bathroom and sometimes you'll have your own kitchenette	Expensive (>500 Euro/month)

Apply for a place at Studierendenwerk here:



Halls run by other Organisations:



## APPLYING FOR A STUDIERENDENWERK ROOM

As well as running halls of residence, Studierendenwerk Hamburg provides advisory services for socio-economic and financial issues students may face. They can help you with a lot of matters related to student life in Hamburg. We strongly recommend you register your interest in a room in Studierendenwerk halls, even though you may have to wait up to two semesters to get one. After registering, you'll need to confirm regularly that you're still interested in a room; otherwise you'll be taken off the list. Make sure you check the email address you registered with regularly. If you're offered a room, respond quickly – if you don't, someone else will get there before you.

When you register, select all halls and not just the ones closest to your campus. Your chances will be much higher that way. It's better to have a cheap room you found quickly, even if it's a bit far away from campus or the centre of town, than to not find anywhere to live at all.

It's normal in Hamburg to have a commute of up to an hour to campus or work. You can always look around for alternative options later on.

The Studierendenwerk allocates about 50 % of its rooms to international students. However, because demand is so high, it's fairly unlikely that you will be offered a room right away.

Rooms are not allocated in order of registration of interest or to those at the top of the waiting list. Gender, nationality and a few other characteristics are much more important criteria, because the Studierendenwerk places considerable value on diversity in its halls.

Register here for short-term room lets at the Studierendenwerk!



**THE STUDIERENDENWERK ALSO OFFERS SHORT-TERM ROOM LETS, WHICH CAN HELP TAKE THE PRESSURE OFF YOU WHEN IT COMES TO FINDING A MORE PERMANENT PLACE TO LIVE**

## LIVING IN A FLATSHARE (WG) OR YOUR OWN APARTMENT

WG stands for **Wohngemeinschaft**, which basically means several people sharing a flat/apartment. Usually, everyone has their own study-bedroom (people in Germany put a lot of emphasis on privacy and private space), and share the bathroom, kitchen and, if there is one, the living room. A lot of students choose to live in a WG because it's relatively affordable and easy. Some WGs are what Germans call **Zweck-WGs**, which means that the flatmates just share their living space, but don't socialise or hang out together. Other WGs expect all flatmates to spend time socialising together (for example, cooking and eating dinner together from time to time, playing board games, going out or doing leisure activities together). This is just one of the reasons why it's really important to make a good impression when you express an interest in a room.

Some useful accommodation websites are:

for finding a WG:



For finding a sublet



Overview of rental accommodation websites:





You could also start your own WG, for which you need a suitable apartment whose landlord is happy for you to have a WG in it.

It's nice to have an apartment of your own, but this is the most expensive option. If you have children, you will probably choose this way of living.

### HOW MUCH WILL ALL THIS COST?

Monthly rents of 300-350 Euro are cheap for Hamburg. If your Nebenkosten (heating, utilities) aren't included in your rent, you'll need to add on another 50-80 Euro per month. You may also have to pay an additional charge for internet access (around 20 Euro per month). Don't forget the TV and radio licence fee (17.50 Euro per month, or less if you are sharing it with others). You'll also need money for your security deposit, which is usually 2-3 months' rent. You'll get it back when you move out leaving everything as it should be.



**BE CAREFUL!  
IF IN DOUBT,  
ASK US FIRST.**

### DOS AND DON'TS

**If you find a place to live – take it!** Hamburg is no place to be choosy. Even if the accommodation is a long way from town/campus or not in a great state, it's better to have a roof over your head and carry on looking for an alternative from there.

**Never transfer money to a prospective landlord without having signed a rental agreement first!** Sadly, fraud with supposed apartments to rent is not unusual in Hamburg. Be careful and be suspicious – if an accommodation ad seems too good to be true (central but cheap), it probably is. If you're asked to transfer money upfront using Western Union or a similar service, you should take this as a sign that something's wrong. These money transfer services are used very rarely in Germany. If you have any doubts about an offer of accommodation, come and speak to someone in the International Office, who will check it for you.

**Make sure you read and understand your rental agreement (Mietvertrag) properly!** Most rental agreements are written in quite complex 'legalese' that isn't always easy to understand. Get a German-speaking friend to help you. If you don't know anyone to ask, come and see us at the International Office.

**Don't download things illegally!** Torrenting and breaches of copyright are subject to heavy fines in Germany.

**Discover new  
perspectives.**



# How can I get ready for my first semester?

You've now cleared all the bureaucratic hurdles and completed all your necessary tasks and arrangements. Well done! Time to turn your attention to your impending degree course. You're bound to be wondering when classes get going and how you'll organise your timetable.

Don't worry – HAW Hamburg organises induction weeks and international "Welcome Weeks" so you can find out everything you need to know.

STILL, DON'T FORGET TO STAY IN THE LOOP BY CHECKING YOUR PERSONAL AND HAW EMAILS EVERY DAY ...

... AND DROPPING BY YOUR DEPARTMENT WEBSITE ON A REGULAR BASIS.

## WELCOME WEEK

Each semester, the International Office puts on an international Welcome Week. It usually takes place at the beginning of March and the beginning of September and includes meetings for information and getting to know other students, a scavenger hunt in the streets of Hamburg, a grand international Welcome Dinner, weBuddy events and much more besides.

The Welcome Week gives you lots of opportunities to meet other students and find your feet at HAW Hamburg and in the city.

## OE WEEK

OE stands for Orientierungseinheit, literally "orientation unit", and is the name for the first week of the teaching semester. It usually takes place in the week after the Welcome Week.

Various preparatory events such as ice-breaker games, talks from professors, presentations from committees and tours of your faculty will help you settle in. You will also find out about how the semester is structured, learn how to register for exams, and gain important information for your degree course.

THE OE WEEK ISN'T OPTIONAL – YOU NEED TO BE THERE AND PAY CLOSE ATTENTION, OR YOU COULD MISS OUT ON THINGS YOU NEED TO KNOW.

## TEACHING BEGINS

Courses commence after the OE. You may be given a project or task to work on right at the beginning. Be aware that some courses and laboratory practicals may require you to register in advance to get a place.

## MAKE A PLAN

Things get going quickly, with lots of material taught from day one. It's easy to lose track and struggle to keep on top of things.

Make sure you plan your time and studies carefully. You may want to consider highlighting deadlines on your calendar or in your diary, reserving specific revision times for particular subjects and making to-do lists. Find out what works for you and use it – there's your recipe for a structured and stress-free semester.

## WHAT IF I STRUGGLE?

If you find you're not managing on your own and need some support, there are plenty of people you can turn to.

Find out more at:



- **Team Studieneinstieg (TSE):** Many of our Bachelor's degree programmes run sessions for first-semester students in which more advanced students give tips and advice on revision and managing your studies.
- **Subject-specific sessions [Fach-tutorien](#):** A number of our degree courses provide catch-up and revision sessions led by more advanced students.
- **Zentrale Studienberatung (ZSB):** Our colleagues at our student advice and support centre can provide general assistance around your studies as well as counselling services and run workshops on learning and revision techniques, presenting with confidence, handling exam stress and other issues commonly facing students.
- **Subject-specific advisors [Studien-fachberater](#):** Every degree course has a professor responsible for advising students on how to combine subjects, staggered entry onto a course, how to catch up when you've fallen behind your plan, and similar matters.

## OVERARCHING COMPETENCIES

HAW Hamburg offers support with building and consolidating your general and interpersonal skills:

- The mission of HAW Hamburg's [CareerService](#) is to boost your employability. It offers a range of workshops on subjects such as project management and computing, seminars featuring talks from successful people in a range of careers, other relevant activities, and advice and support services such as coaching around job applications. There are special sessions for international students on issues such as applying for jobs in German, pronunciation for non-native speakers and academic writing in German.

Check the Career Service's website for info and course / session dates.



- [Language courses](#) are on offer at HAW Hamburg during teaching semesters so you can improve your German or learn another language altogether. HAW Hamburg works with the local [public adult education provider Volkshochschule](#) to deliver a range of language courses at various levels. Courses usually take place in the evenings, after lectures, and HAW Hamburg may cover part of the cost.
- Come and hang out at the [HAWeltweit Kulturcafé](#). This is a weekly session after lectures for you to meet up with other students, play board games, discuss whatever interests you and practise different languages.

You will get an email with more information at the beginning of each semester.

You can find the dates for each semester at:





- The [weBuddy](#) programme is designed to encourage HAW Hamburg students from different cultures to get together and interact. The “buddies”, experienced students, support international students just commencing their courses and help them settle in. Each semester, a range of events, such as trips out, cookery evenings, bowling sessions and presentations about different countries and cultures, gives international students and buddies a space to socialise and learn about one another. Come and get involved – join our events, give a presentation on your country and culture, and maybe, later on, become a buddy yourself.



- Why not destress with some [sport and exercise](#)? Hochschulsport, the university sports association, and Hamburg’s biggest amateur sports club SportSpass run a huge range of affordable sporting activities. Go to their websites to find out more.

Hochschulsport



SportSpass



# How can I navigate my studies?

## HOW CAN I MANAGE MY STUDIES AT HAW HAMBURG?

### MYHAW

myHAW is an online system which gives you 24/7 access to important documents related to your degree, such as your proof of enrolment and your current grade overview. Some degree courses also use myHAW for exam registration.



### TAN LISTS

Some departments use TANs (authentication numbers) for registering for and withdrawing from exams. You can get a TAN list from the Infothek.

### HAW HAMBURG INFOTHEK

Stiftstraße 69  
20099 Hamburg,  
ground floor

### HAW HAMBURG INTERNATIONAL OFFICE

Stiftstraße 69, room 233  
20099 Hamburg

+49 40 428 75 98 34

support\_incomings@  
haw-hamburg.de

We are available for one-to-one advice and support:  
Mon-Tues 11 a.m.-1 p.m.,  
Thurs 2-5 p.m.



If you're confused or having a tough time, don't suffer in silence – come and see us!

## HAW HAMBURG STUDIERENDEN- SEKRETARIAT

Stiftstraße 69  
20099 Hamburg,  
ground floor

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studierendensekretariat  
@haw-hamburg.de

Staff available for face-  
to-face consultation:  
Mon–Tues 11 a.m.–1 p.m.,  
Thurs 2–5 p.m.

Infothek opening hours:  
Mon–Thurs  
10 a.m.– 4 p.m.,  
Fri 10 a.m.–1 p.m.

+49 40 428 75 98 98

Staff available by phone:  
Mon + Tues 9–10 a.m.,  
Thurs 9–11 a.m.

AStA



## ADMISSIONS OFFICE

The Admissions Office takes care of student administration, including semester contributions, enrolment and deregistration, and applications for periods of leave.

## ASTA HAW HAMBURG

The Allgemeiner Studierendenausschuss (AStA) is HAW Hamburg's student representation body. It can help you with legal issues, matters related to student finance, and any other problems that crop up in your day-to-day student life.

## FACHSCHAFTSRAT (FSR)

Each department has a Fachschaftsrat (FSR), a council of student representatives. The FSR organises the OE Week for first-semester students and other events, and can help you with issues related to your course.







## WHERE CAN I WORK AND REVISE?

### OUR LIBRARY AND INFORMATION SYSTEM (HIBS)

Each department has its own specialist library:

#### TECHNOLOGY, ECONOMICS AND INFORMATION LIBRARY

Berliner Tor 5 and 7

Departments:  
Engineering, Business,  
Computer Sciences,  
Public Management

#### SOCIAL WORK AND NURSING LIBRARY

Berliner Tor campus  
(Alexanderstraße)

Departments: Social  
Sciences, Early Years  
Education, Psychology,  
Law

#### LIFE SCIENCES LIBRARY

Bergedorf campus

Departments: Sciences,  
Health and Nutrition,  
Environmental  
Engineering

#### DESIGN LIBRARY

Finkenau campus

Departments: Media,  
Design, Fashion,  
Costume and Textile  
Design, Illustration,  
Art, Photography,  
Communication

- The HIBS website also:
- Tells you where each library is and when it is open;
  - Provides a facility for searching the library catalogues;
  - Lets you reserve and renew books and download e-books;
  - Gives you information about your library account and library card.



You will need to activate your cards to use the library for the first time. Find out how on the HIBS website.

## COMPUTER ROOMS AND WIFI

Departments generally have computer rooms which are freely accessible to all HAW Hamburg students.

Your HAW Account username and password give you access to the computers and to the university wifi.



## E-LEARNING

EMIL is an online information management system for students and university teaching staff to share course and learning materials and other important resources.

It has a forum function so you and your coursemates and professors or lecturers can discuss issues that arise. Access EMIL with your HAW Account login details.

## WHERE CAN I GO IN BREAKS?

### FOOD

Each campus has its own [canteen Mensa](#) and cafeteria. They are run by the Studierendenwerk – go to its website to find addresses, opening hours and current menus.



### RELAXING

You'll find green spaces and areas to chill out in on all HAW Hamburg campuses. The Berliner Tor campus, for example, has a park nearby, and the Finkenau campus has a splendid roof terrace.

## I'M A STUDENT PARENT

HAW Hamburg achieved certification as a [familiengerechte Hochschule](#) in 2015. This means that it is recognised for its efforts to meet the needs of parents and families. Our [office for families Familienbüro](#) will be happy to help you with issues around studying as a parent, such as childcare and problems with school holidays.

**HAW HAMBURG  
FAMILIENBÜRO**  
Berliner Tor 5  
20099 Hamburg,  
room 10.11

Susann Aronsson  
+49 40 428 75 90 35  
susann.aronsson@  
haw-hamburg.de



# Do I have opportunities for working alongside my studies?

## **JOBS OUTSIDE HAW**

As a rule, all students are allowed to do paid work for up to 20 hours a week during teaching semesters without losing their student status.

Things may be a little different for you: The law on residence for foreign nationals permits international students to work up to 120 full or 240 half days per year. Make sure you and / or your employer record these days precisely, because you or they may be checked to ensure the law is being complied with.

You can look for work on these websites:

[stellenwerk-hamburg.de](https://stellenwerk-hamburg.de)  
[jobboerse.arbeitsagentur.de](https://jobboerse.arbeitsagentur.de)  
[jobcafe.de](https://jobcafe.de)  
[monster.de](https://monster.de)  
[stepstone.de](https://stepstone.de)

## **JOBS AT HAW**

There are no limits on how much work you can take on if it takes place within HAW. Some examples are working as a student assistant to a professor, supporting less advanced students in their learning and delivering support courses to them (as a "Tutor"), or helping out on research and other projects.

Ask your professor about opportunities or check department noticeboards, email newsletters and mailing lists.

Contact the advice centre run by the Studierendenwerk:

**BERATUNGSZENTRUM  
SOZIALES & INTERNATIONALES - BESI**

Grindelallee 9  
20146 Hamburg,  
3<sup>rd</sup> floor

+49 40 419 02 155

besi@studierendenwerk-hamburg.de

Drop-in hours:

Mon, Fri  
9.30 a.m.–12 noon  
Tues, Thurs  
9.30 a.m.–12 noon  
and 2–4 p.m.

## WORK PERMITS

Any work over and above the permitted number of hours or days is subject to issuance of a work permit. Holders of student visas will only be granted one in exceptional circumstances. Students from EU member states have the same rights as Germans.

**If you need any advice on the amount of paid work you can do alongside your studies, come to the HAW Hamburg International Office.**

## ARE THERE SCHOLARSHIPS FOR INTERNATIONAL STUDENTS?

If you have completed two semesters of a Bachelor's degree at HAW Hamburg, you are eligible to apply for a competitive scholarship. Master's degree students can apply from the beginning of their course onwards. There are also scholarships to support students in the final phase of their degree. You have to have shown good performance in your studies so far, be self-funding your degree and not be eligible for German state student support, known as BAföG.

There are some organisations in Germany that award scholarships for international students.

**Come and talk to us.**

**HAW HAMBURG INTERNATIONAL OFFICE**

Stiftstraße 69  
20099 Hamburg,  
room 233

+49 40 428 75 98 34

support\_incomings@haw-hamburg.de



Search for suitable scholarships and find out if you are eligible and how to apply at:

daad.de/deutschland/  
stipendium/de  
stipendienlotse.de  
stipendiumplus.de

## WHAT IF I RUN INTO FINANCIAL TROUBLE?

If you do not qualify for BAföG, get no financial support from family or friends, and are struggling with funding your degree, the Studierendenwerk's financial and funding advisory service can help.



### BERATUNGSZENTRUM SOZIALES & INTERNATIONALES – BESI

Grindelallee 9, 20146 Hamburg,  
ground floor

+49 40 42 815 - 5107, - 5108

[besi@studierendenwerk-hamburg.de](mailto:besi@studierendenwerk-hamburg.de)

Drop-in hours: Mon 9.30 a.m.–3 p.m.,  
Tues, Thurs 9.30 a.m.–5 p.m., Fri 9.30 a.m.–1 p.m.

### HAW HAMBURG INTERNATIONAL OFFICE

Stiftstraße 69  
20099 Hamburg,  
room 233

+49 40 428 75 98 34

[support\\_incomings@haw-hamburg.de](mailto:support_incomings@haw-hamburg.de)

If you lose your job unexpectedly, become ill or have other problems to contend with and find yourself in financial difficulties, you can turn to us at the International Office or the emergency fund for international students run by the Diakonisches Werk.



You are not alone!

If you find yourself in financial difficulties, you can turn to us at the International Office.

# What do I need to know about everyday life in Hamburg?

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## HOW DO I SET MYSELF UP WITH A PHONE, TV AND THE INTERNET?

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### PHONE

Germans call their mobile phones “Handys” (pronounced “Hendy”) or simply smartphones. The best-known providers are T-Mobile, Vodafone, E-Plus and O<sub>2</sub>. You can get a contract (which generally lasts for two years) or a pay-as-you-go (PAYG) SIM card, called “Prepaid” in Germany, and put credit on it as you need. Prepaid providers include FONIC, congstar and ALDI talk. Some providers, such as Lycamobile, offer rates for calls abroad.

If you are living in an apartment, you may also have a landline Festnetz.

### INTERNET

If you want to go online while on campus, you can log into the eduroam network with your HAW Account username and password.

You'll need to set this up using an automatic configuration program which you can find at :



Free wifi is available in many cafés and shopping centres.

If you need an internet connection in your apartment, check contract terms and conditions first. Most contracts have a minimum duration of two years and cost between 20 and 30 Euro a month.

The German law on illegal downloading of films and illegal copying and file-sharing is very strict, and you could end up with a high fine if you download or stream copyright-protected works.

### RADIO AND TV

If you have a TV, a radio or even an internet-enabled device such as a laptop or smartphone in your apartment, you need to pay a licence fee. If you are living in a shared apartment, talk to your flatmates about splitting the fee and how you will pay. You need to tell the [Beitragsservice](#) (formerly "GEZ"), or you could end up having to pay backdated charges. The current licence fee is about 17.50 Euro a month per household.

## WHAT ABOUT SHOPPING?

Hamburg has a lot of shopping options for you:

The cheapest [food and groceries](#) can be found at discount supermarkets such as [ALDI](#), [LIDL](#) and [Penny](#). Major mainstream supermarket chains such as [REWE](#) and [EDEKA](#) usually stock a cheap own brand (look out for [ja!](#) or [Gut & Günstig](#)).

You can buy [clothes](#), [electrical goods](#), [books and so on](#) in central Hamburg ([Mönckebergstraße](#), [Jungfernstieg](#), [Neuer Wall](#)) or in department stores or shopping centres in other parts of the city (such as [Karstadt](#), [Hamburger Meile](#), [Billstedt Center](#), [Wandsbeker Quarree](#)).

Most people pay small amounts of under 10 Euro or so in cash, and larger amounts using an EC-Karte (debit card). Many shops do not accept credit cards.

Usual opening hours are Mondays to Saturdays from 9:00 am to 8:00 pm. Many supermarkets may open earlier and some do not close until 10:00 pm. Banks, medical practices and post offices tend to have shorter opening hours and are either closed on Saturdays or only open until 12 noon. Almost all shops and services are closed on Sundays and public holidays, so make sure you plan your shopping and don't get caught out. The shops at the major train stations and at the airport are open on Sundays.

BE AWARE OF  
INTERNET SAFETY  
AND SECURITY  
AND TAKE CARE  
WHEN GIVING OUT  
PERSONAL DATA.

## HOW DOES RECYCLING WORK IN GERMANY?

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Germans separate their rubbish for recycling to protect the environment and reuse valuable materials. The system may seem quite complicated at first, but it's easy to get used to.

Green or brown bin – compost (e.g. fruit and vegetable peelings, flowers)

Blue bin – paper, card and cardboard (but not milk cartons, because these have plastic foil inside and need to go in the yellow bin – see below)

Yellow bin, sometimes called “Gelber Sack” or “Grüner Punkt” after the Grüner Punkt recycling symbol on some packaging – plastics, metal, packaging

Grey / black / red bin Restmüll: everything else (except the items listed under “Special types of waste”); sanitary protection, wipes and cotton wool should also go in this bin and not be flushed down the toilet.

## SPECIAL TYPES OF WASTE

You will find large containers for glass (green, brown and clear glass are each disposed of separately), old clothes and electrical goods at central points in most neighbourhoods.

There are disposal boxes for old batteries or light bulbs in supermarkets and drugstores.

If you need to dispose of large items such as furniture or large electrical goods, or toxic substances such as paint, you will need to take them to your district's Recyclinghof. You can find their locations online.

## PFAND DEPOSIT ON BOTTLES AND CANS

In Germany, you pay a deposit Pfand on almost all plastic and glass bottles (except wine bottles and some juice bottles), as well as aluminium cans. If you buy yogurt in a glass jar there is usually a deposit on the jar. To get the deposit back, you need to return the bottles in special Pfand-rückgabe machines (which are mainly located close to the entrances of supermarkets) or to the cashier.

*If you have any Pfand bottles that you don't want to carry all the way to the supermarket, it is common courtesy to leave them next to public waste bins. Please don't throw them in the bin! People who have little money collect and return bottles to earn some extra cash.*



# Who do I contact if I need urgent help?

## AMBULANCE, EMERGENCY MEDICAL ASSISTANCE, FIRE SERVICE

Please only call **112** if there is a fire or you need genuinely urgent technical or emergency medical assistance.

**112!**

## POLICE

You can call the police free of charge from any phone using the number **110** if you need help, feel afraid or in danger, or if you are the victim of a crime, such as having your phone or purse / wallet stolen.

**110!**

The police in Germany is reliable and safe to contact and you can trust police officers.

If you are worried about having the right vocabulary for a doctor's appointment, there is a publication in English and German which can help you: [First Aid. An illustrated health dictionary: Information for foreign students in Germany \(Erste Hilfe – Illustriertes Gesundheitswörterbuch: Hinweise für internationale Studierende in Deutschland\)](#).

## OUT-OF-HOURS MEDICAL SERVICES

If you need a doctor outside regular doctors' consulting hours, you can call the out-of-hours medical service on **116 117** (the lines are open 24/7) or the local number **040 22 80 22**. This service will arrange for you to access a doctor if you need one.

Out-of-hours medical services



You can also go to one of the **OUT-OF-HOURS PRACTICES (NOTFALLPRAXEN)**:

Notfallpraxis Altona  
Stresemannstraße 54  
22769 Hamburg

Notfallpraxis Farmsen  
Bernier Heerweg 124  
22159 Hamburg

**IN CASE YOU MIGHT HAVE AN INFECTIOUS DISEASE (SUCH AS CORONA), PLEASE CALL 116 117 AND FOLLOW THEIR INSTRUCTIONS. DO NOT GO TO THE DOCTORS DIRECTLY!**

## HOSPITALS IN HAMBURG

If you have a medical emergency at night or at the weekend, you can go to the [emergency department](#) [Notaufnahme](#) of a hospital near you, such as Asklepios Klinik St. Georg, the University Hospital in Hamburg-Eppendorf (UKE), or Asklepios Klinik Barmbek.

## LEGAL ADVICE AND INFORMATION

Öffentliche Rechtsauskunft (ÖRA)  
Dammthorstraße 14  
20354 Hamburg



+ 49 40 428 43-30 71  
or -30 72

## INFORMATION ON POISONS AND TOXIC SUBSTANCES

If you are worried that you or someone else may have ingested a toxic substance, you can call **0551 192 40** (Giftnotruf Göttingen). The lines are open 24/7. You can get advice in English.

Emergency  
Dental Services



## EMERGENCY DENTAL SERVICES

If you need a dentist outside of usual opening hours, you can find out where to turn by calling **01805 05 05 18**.

Calls charged at 14 ct/min from landlines and up to 42 ct/min from mobiles.



## EMERGENCY PHARMACY LOCATOR

If you need to find a pharmacy that is open outside of usual opening hours, you can call **0800 00 22833**



**We hope your  
time here  
will be simply  
amazing.**

Issued by:  
HAW Hamburg International Office

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Edited by:  
Katherine Ebisch-Burton

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Design:  
Bettina Schröder Grafik Design,  
Bettina Schröder, Raphael Schifferdecker

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Photos:  
HAW Hamburg

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**HOCHSCHULE FÜR ANGEWANDTE  
WISSENSCHAFTEN HAMBURG**  
Hamburg University of Applied Sciences

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