

# Recruiter manual 2014

## University of Twente

### The Netherlands



**UNIVERSITY OF TWENTE.**

**Dear student recruiter of the University of Twente,**

Congratulations on your successful appointment as a recruitment agent for the University of Twente (UT). The business relationship you have with us is highly valued, and through mutual cooperation regarding practices, regulations, and obligations, together we will ensure a professional and well regarded service to our stakeholders – the future students at University of Twente.

Next to our contract and this manual we will develop a marketing plan together in the near future. These documents form the basis of our cooperation. The information provided on these pages is to be used as a reference guide by your agency and staff for all aspects when dealing with UT. We understand that the recruitment of students is a complex and time-consuming task, so information contained within this manual will assist you as the University's education recruiter in promoting UT as a destination of choice.

We look forward to a continuing and successful partnership.

Kind regards,

Your contact person of the University of Twente:  
Ms. Marlies Overbeek MSc  
Advisor International Marketing & International Relations

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# 1. Working and communicating with the University of Twente.

Quite a number of departments are involved in the University's internationalizations processes. Related to direct student recruitment the following departments play the most significant roles

1. Marketing department (part of Directorate of Marketing & Communications, in charge of all student recruitment related matters, including agent management, International Office (Admissions Team, Scholarships, Housing, Visa etc.);
2. International coordinators of the faculties/schools (admission for programme and programme specialists)

Our recruitment agents will mainly be in contact with team 1 and 2. Your first contact will be in the Marketing department, where **Marlies Overbeek** is in charge of the University's agent management:

Ms. Marlies Overbeek  
Position: Advisor International Marketing & International Relations  
Email: [e.m.overbeek@utwente.nl](mailto:e.m.overbeek@utwente.nl)  
Tel: +31 53 489 6301  
Mail: University of Twente  
PO Box 217  
7500 AE Enschede  
The Netherlands  
Web: [www.utwente.nl/en](http://www.utwente.nl/en)

Back-up contact person (only in case of emergencies and/or long term absence of Marlies):

Ms. Myrna Hofman  
Position: Marketeer  
E-mail: [m.hofman@utwente.nl](mailto:m.hofman@utwente.nl)

You will also be informed by your 'main UT contact person' on new degrees, organizational changes at UT, changes to existing programmes, English competency requirements for degrees, entry requirements, etc. If you have questions about your work for the UT or other issues, please ask your main UT contact person.

Please make sure you mention the following details of the student when communication with your main contact person UT and with the application and admission contact persons as mentioned in chapter 1.1. When you as an agent communicate with UT employees about the following topics according to one of your students:

- Application (documents, requirements, status, decision etc.)
- Visa
- Housing
- Insurance

The student should always be aware of all aspects of his/her application and arrival process according to UT policy. You can do so by including the email address (cc message) of the student.

Also, always mention the following student details in emails (and documents) for a smooth process and communication:

- student S-number
- the family name and given names of the student
- programme for which student would like to be/was admitted to

***Please do not contact faculty members individually without prior consent of your main UT contact person!***

## 1.1 University policies according to admission

The University of Twente developed predefined procedures and guidelines to ensure the efficient management of the University's international student applicants. The UT is the only party who is

responsible and allowed to decide about student acceptance. The admissions requirements, process and deadlines are described in detail in the following sections of this manual. You should become familiar with the process and timelines associated with each step of the admissions cycle.

Another important issue concerning admissions will be the different application procedures for several programmes. You will get a separate contact person for application and admission questions for the following four groups:

1. Bachelor's programmes: chapter 3 of this manual will deal with all the procedures around the UT's 6 English-taught Bachelor's programmes. Your main contact person for admission questions during Bachelor's applications will be:

Ms. Frances Leusink.

Email address: [admissionoffice@utwente.nl](mailto:admissionoffice@utwente.nl)

Department Student & Education Service Centre (S&O)

Building Vrijhof (VR) Room 238

Phone nr +31 53 489 4358 Phone 2 +31 53 489 4352

Mail address

University of Twente

S&O (Vrijhof)

P.O. Box 217

7500AE Enschede

The Netherlands

2. Master's programmes; chapter 4 of this manual will deal with all the procedures around UT's 27 English-taught Master's programmes. Your main contact person for admission questions during Master's applications will be:

Ms. Pien Broenink- Van der Valk

Email address: [admissionoffice@utwente.nl](mailto:admissionoffice@utwente.nl)

Faculty/Department: Student & Education Service Centre (S&O)

Building Vrijhof (VR) Room 237

Phone nr +31 53 489 4319

Mail address

University of Twente

S&O (Vrijhof)

P.O. Box 217

7500AE Enschede

The Netherlands

3. Master of Environmental and Energy Management (MEEM) programme; this Master of Science (MSc) programme is different from other programmes in a way that it is hosted in the city of Leeuwarden. This is in the north of the Netherlands, about 200 km from Enschede. Chapter 5 will deal with all the procedures around MEEM. Your main contact person for admission questions during MEEM applications will be:

Ms. Rinkse Koster

Email address: [r.j.koster@utwente.nl](mailto:r.j.koster@utwente.nl)

Mail address:

University of Twente

f.a.o. Ms. Rinske Koster

P.O. Box 7658

8903 JR Leeuwarden

The Netherlands

4. Faculty of Geo-Information Science and Earth Observation (ITC) Master's programmes: ITC became the sixth faculty of the University of Twente on 1 January 2010. The admission requirements, fees, process and deadlines are not yet integrated with the other faculties of UT. ITC offers a Master of Science (MSc), Postgraduate and a Master programme. A number of short courses are also offered. Specific admission requirements, deadlines procedures etc. are applicable. Chapter 6 will deal with all the procedures around ITC. Your main contact person for admission questions during ITC programme applications will be:

Mr. John Horn, MPhil

Email address: [j.a.horn@utwente.nl](mailto:j.a.horn@utwente.nl)

Faculty/Department FACULTY GEO-INFORMATION AND EARTH OBSERVATION (ITC)

Building ITC Room 2-005

Phone nr +31(0)534874494 Phone 2 +31(0)534874255

Mail address

ITC Faculty

University of Twente - ITC

P.O. Box 217

7500AA Enschede

The Netherlands

## 1.2 Formalities as a recruiter of the UT and Dutch Code of Conduct

Please find all information about your obligations and the obligations of the university in the 'International Recruitment Agreement' and its annexes. All international recruitment of Dutch institutions for higher education, including those of the University of Twente including the University's agents should be in line with the Dutch Code of Conduct. The full details of the Code of Conduct are available in our recruitment agreement and is one of the contract's annexes. Any violation of the code of conduct may lead to immediate termination of our cooperation.

## 1.3 Student application process to the UT for recruiters

Recruiters should make sure all details are completed on the application forms. In particular, attention should be paid to:

- Recruiter's should inform the contact person at UT about the recruited student directly after the student submitted his/her online application. If this is not done, commission fee payments for students enrolling at University of Twente cannot be approved.
- Students' home address and email contact must be correct. PLEASE DO NOT USE YOUR AGENCY ADDRESS OR EMAIL ADDRESS FOR STUDENTS' CONTACT DETAILS ON THE FORM.

Process of recruiting students for an UT recruiter:

1. Recruiter & UT both sign contract and recruiter becomes an 'official UT recruiter';  
↓
2. Students apply via UT online application form;  
↓
3. The recruiter sends contact person UT a list with names and s-numbers of prospective students who started the application process and were recruited by this recruiter. A statement of the student that he/she is recruited by the 'recruiter' is attached (annex 7);  
↓
4. Contact person UT checks with Central Student Administration Desk whether the prospective student has been accepted, fulfilled the financial terms and is present at UT campus;  
↓
5. The UT contact person asks the recruiter to send an invoice to UT;  
↓

6. The invoice will be paid by the end of October (September inflow) or end of March (February inflow);



7. All documentation about the application and payment of the recruiters is archived because of the 'Incentive scheme'.

#### **1.4 University of Twente staff visits to your country**

Representatives from the University of Twente will make regular visits to your country to conduct recruitment activities and meet with agency staff. During these meetings you should take the opportunity to introduce any new staff, provide updates on marketing intelligence within your country and region, provide time for information sessions on new developments and programmes at University of Twente, and organize meetings with prospective students. These visits are another important part in ensuring University of Twente and your agency establish a strong working relationship. Your UT contact person will contact you before the date of each visit. Your cooperation in quickly confirming dates and times will assist in conducting a successful meeting.

#### **1.5 Visiting University of Twente**

To develop good communications, we look forward to inviting you to visit the campus in order to become more familiar with the great educational and leisure facilities we offer, and to see the beautiful environment at our university. We will discuss this after one-year good cooperation.



## 2 Marketing and recruitment messages

Marketing of University of Twente and its degrees is a fundamental part of our relationship with recruiters. Therefore, we will jointly develop a marketing plan for your recruitment areas (see annex 3 of the recruitment agreement). It is important that both parties recognize the mutual responsibilities contained within the recruitment recruiter agreement. As noted before, recruiters must represent University of Twente in an *accurate, ethical and responsible way*. In a similar manner, University of Twente ensures that recruiters receive up to date information and marketing materials for promotion of our programmes to prospective students.

This section will advise on specific policies relating to advertising, marketing and publications, correct use of the University crest and other recruitment issues.

In short, the Unique Selling Points of the UT are (more details available in 2.8):

- High Tech, Human Touch. Integrating social and engineering sciences.
- Top 200 ranked high-tech international environment (THES)
- Entrepreneurial character; start your own company during your study with UT support
- Safe campus university, unique in Holland
- Extensive possibilities to continue with PhD project after finishing your Master's.

The *Master of Science brochure* and *Bachelor of Science brochure* list all currently offered degrees, and your agency staff should take time to become familiar with the programmes available to students. Visit our website at [www.utwente.nl/prospective-students](http://www.utwente.nl/prospective-students) for the most up-to-date programme information, as details may change.

### 2.1 Agent information box and certificate

The UT will provide newly appointed agents with a box of basic promotion materials. Also, we will share our Dropbox folder and/or dedicated website ([www.utwente.nl/mc/diensten/externen/international/](http://www.utwente.nl/mc/diensten/externen/international/)) with you in order to have access to pictures, movies, banners and testimonials. Please inform your UT contact person if you need additional promotion materials.

The UT will also provide you with an official recruiter certificate that you can show in your office.

### 2.2 UT house style

The UT values her house style very much and would like to be consistent all around the world. The key elements are the word trademark and the "universe" created by the various elements in relation to one another. On this website you will find guidelines and information to help you apply the house style correctly and effectively: [www.utwente.nl/huisstijl/en](http://www.utwente.nl/huisstijl/en). Any questions related to the use of our house style and use of the UT brand can be directed to your main UT contact person.

### 2.3 Advertising policy

All University of Twente-related advertising must be undertaken in consultation with your contact person at the UT. Marketing and recruitment practices undertaken by our recruiter network must adhere to Advertising Code of the Netherlands Advertising Code Commission, and reflect the current University of Twente branding guidelines. Correct usage of the University crest is strictly regulated by UT, and is detailed in the Recruiter Agreement.

As noted previously, your feedback to the University of Twente is a key factor to make sure that our marketing materials, recruitment strategies, visits from University staff and other aspects meet your needs to accurately and effectively promote our institution.

### 2.4 Recruitment budget for recruitment agents

In the most up-to-date or still to-be-determined marketing plan as agreed between the UT and recruitment agent we may set a recruitment budget to support the agents marketing and recruitment activities. It is the agent's responsibility to address any questions and needs in relation to this budget to the main UT contact person.

## 2.5 University of Twente publications

A variety of University of Twente publications are available for your agency office(s) to promote our degrees and programmes, including:

Materials available in print:

- University of Twente Corporate Brochure
- University of Twente Master of Science programmes brochures
- University of Twente Bachelor of Science brochures
- University of Twente ATLAS brochures
- International Student Handbook

Materials and channels available online:

- [www.utwente.nl/master](http://www.utwente.nl/master)
- [www.utwente.nl/bachelor/en](http://www.utwente.nl/bachelor/en)
- [www.facebook.com/Utwente](https://www.facebook.com/Utwente) (and its subpages: [www.facebook.com/UT.Romania](https://www.facebook.com/UT.Romania); [www.facebook.com/UT.India](https://www.facebook.com/UT.India); [www.facebook.com/UT.Indonesia](https://www.facebook.com/UT.Indonesia); [www.facebook.com/UT.Germany](https://www.facebook.com/UT.Germany); [www.facebook.com/UT.Mexico](https://www.facebook.com/UT.Mexico); [www.facebook.com/UT.Greece](https://www.facebook.com/UT.Greece); [www.facebook.com/UT.China](https://www.facebook.com/UT.China)).
- [www.renren.com/utwente](http://www.renren.com/utwente)
- [www.weibo.com/3166420862](http://www.weibo.com/3166420862)
- Master's brochure, which can be found here: <http://www.utwente.nl/master/contact-faq/brochure-masters-degrees.docx/>
- Online Master's PDFs [www.utwente.nl/master/information-request/pdf/all-programmes.docx](http://www.utwente.nl/master/information-request/pdf/all-programmes.docx)
- <http://vimeo.com/utwente>
- Pictures can be found here: <http://www.utwente.nl/master/why/photo-gallery.doc/>

## 2.6 Ordering university publications

At least once a year the UT will ship a stock of brochures to your office at expense of the UT. Additional University of Twente printed materials can be ordered by emailing your UT contact person.

Pictures, movies, social media channels, and testimonials will be made available by a dedicated website.

## 2.7 Selecting a programme

A range of resources can be accessed to assist you in counselling students on the comprehensive range of degrees available at University of Twente. Each of the English-taught BSc programmes lists an overview of admission requirements. Same goes for the English-taught MSc programmes, which all have a detailed and structured overview of requirements (new as of Winter 2012/2013).

In general, it is not possible for Bachelor's students who obtained their degree in a specific field to switch to a Master's in a completely different field. For example, a business student cannot enrol (with a pre-Master's programme) in an Master's in engineering. Also, an engineering student cannot directly enrol in a social sciences Master's without knowledge of social sciences. There are some multidisciplinary programmes where a minor shift in study direction might be possible: e.g., a Computer Science Bachelor's student can apply for a Master's in Business Information Technology or in Industrial Engineering and Management.

There is no guarantee for enrolment until the admission committee of the Master's programme has decided to accept the student. The admission committee of the Master's/Bachelor's programmes is the only party who is allowed to inform the student about acceptance, conditional acceptance or rejection.

## 2.8 Pre-Master's programmes

Some programmes in the faculty of Behavioural Sciences and the School of Management and Governance offer English-taught pre-Master's (bridging) programmes providing flexible entry for students without the perfect education background. Pre-Master's programmes are available for students who have a relevant Bachelor's degree, but lack background in e.g. methodology and/or statistics. They need to participate in preparation courses of normally 6 months during which they

prepare themselves for the Master of Science programme of their choice. Students who need to follow a pre-Master's programme before they are allowed to start their MSc programme will receive a 'conditional letter of acceptance' from the UT's admission office.

However, most programmes at the UT do not offer pre-Master's programmes and the students should fit the entry requirements perfectly in order to be accepted.

## **2.9 Branding and marketing issues**

### **Profile of UT:**

High tech, human touch. This is the motto of the University of Twente (UT). Over 3,300 scientists and other professionals working together on cutting-edge research, developing innovations of real-world relevance and providing inspiring education to more than 9,000 students.

A commitment to integrate social and engineering sciences is reflected both in high level teaching and research taking place at the university, and through the innovations brought to the market by over 750 spin-off companies. The academic focus and entrepreneurial orientation of the UT are complimented by the spacious green campus of the institution. Close links are also maintained with industry, business, knowledge centres and partner universities on a regional, national as well as international level.

With degree programmes in fields ranging from behavioural and management sciences to engineering and natural sciences, the UT is a true multi-disciplinary institution. Popular top ranked research areas at the university include nanotechnology, biomedical technology, information technology, governance studies, and energy and high tech systems.

Students from around the world representing over 70 nationalities currently study at the UT.

### **Why UT?**

#### **1. High Tech, Human Touch.**

The University of Twente is unique in its capacity to transcend the boundaries between disciplines. Integrating social and engineering sciences gives students a unique education programme which prepares them for a future career. The interface between technologies: that is where important and intriguing innovations occur. We do not approach new technologies in isolation, but in relation to behavioural, social, and management sciences, combining high tech with a human touch. This perspective provides unexpected solutions in areas such as health, sustainable energy, water, learning and safety which is coherently integrated in our approach to education.

#### **2. High quality research and education**

The UT is a leading international research university focusing on both developing technology and assessing the impact of technology on people and society. The University of Twente has been named amongst the top 200 research-intensive universities in the world according to numerous prestigious world academic ranking lists. In 2012, the UT was ranked for the seventh consecutive year in a row in [The Higher Education Ranking \(THES, position 187\)](#). When you take a look at the individual scores on the categories of THES, the UT scores particularly high on the international mix. According to the Academic Ranking of World Universities (ARWU), the UT ranks even among the top 100 universities in the academic field of chemistry.

Our research is highly regarded at both the national and international levels, and is accommodated within very active research institutes. These focus on [nanotechnology](#), [information technology](#), [biomedical technology and technical medicine](#), [governance](#), [behavioural sciences](#) and [geo-information science and earth observation](#). The research institutes combine scientific excellence with a sharp eye for knowledge valorization (the process of translating newly developed knowledge into economic activity) and social applications.

#### **3. Entrepreneurial approach**

Over 100 start-up firms (including student-run companies) currently operate from the UT campus and over the past two decades over 700 spin-off companies have emerged from the University. UT

students and alumni can receive financial, administrative and legal support for their ventures so you too can start your own company!

Also, the UT offers courses on every level, BSc, MSc and PhD, in entrepreneurship taught by well-renown teachers like

- Prof. Dr. Aard Groen (scientific director of the Netherlands Institute for Knowledge Intensive Entrepreneurship [NIKOS]);
- Prof. Dr. Ir. Petra de Weerd-Nederhof (director of Twente Graduate School);
- Dr. Michel Ehrenhard (areas of expertise include: social entrepreneurship, institutional entrepreneurship and online business)
- Dr. Rainer Harms (areas of expertise include: entrepreneurship, international entrepreneurship and technology entrepreneurship)

Examples of useful courses in entrepreneurship and innovation are:

- Innovation & Entrepreneurship
- Innovation Management
- Entrepreneurship

The UT offers some summer schools with a focus on entrepreneurship:

- Exploring Entrepreneurship (organized by the UT, takes place in Greece):  
[http://www.utwente.nl/twent Summerschool/schools/exploring\\_entrepreneurship/](http://www.utwente.nl/twent Summerschool/schools/exploring_entrepreneurship/)
- International Summer School on Entrepreneurship & Technology Venturing:  
[http://www.utwente.nl/twent Summerschool/schools/entrepreneurship\\_technology\\_venturing/](http://www.utwente.nl/twent Summerschool/schools/entrepreneurship_technology_venturing/)

Dedicated programmes are:

- Innovation and Entrepreneurship (Twente Graduate School programme)
- Business Administration (career orientation: Innovation & Entrepreneurship; Master's programme)
- International Business Administration (Bachelor's programme)

#### **4. Continue with a great career in business or research**

The UT historically has developed close connections with industry to solve major societal challenges related for example to energy shortage, healthy aging, ICT security and clean water. The University was founded in 1961 as the Technische Hogeschool Twente, the Netherlands' third higher vocational institute of technology later to become a university (the other two being Delft and Eindhoven). The Dutch government's decision to locate the new institute in Enschede, the main city of the Twente region, had much to do with the north-eastern province's rich industrial history. Another important consideration was the fact that the local economy needed a boost to compensate for the dwindling textile industry. Historically, the University of Twente has always enjoyed close connections with industry. This intensive and early cooperation puts the university at the cutting edge of true innovation, where technological developments and their social context go hand in hand. This has led to strong cooperation with a range of international companies like Boeing, Google, Microsoft, Siemens and Philips. Those companies and many more also employ the 29,000 UT alumni.

The UT offers extensive possibilities for continuing after finishing your Master of Science (MSc) programme with a PhD project in the University's various world class research institutes. In the Netherlands, PhD candidates are generally appointed as staff for four years and get a monthly salary. For vacancies see [www.utwente.nl/vacancies](http://www.utwente.nl/vacancies).

#### **5. Unique campus to live and study at the centre of Europe with affordable living costs**

The University of Twente is the most appreciated Dutch University by international students (according to International Student Barometer). A lush and safe campus, featuring both state of the art IT infrastructure as well as fitness/entertainment/shopping facilities are just some of the key features present at the University of Twente. In all these areas, the University of Twente has scored higher than the overall satisfaction rate at other Dutch Universities according to international students.

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**University of Twente ranking first in the Netherlands  
(International Student Barometer, Fall 2011)**

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IT and system support

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Accommodation quality

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Accommodation cost

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Availability of financial support

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University surroundings and campus

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(International) Student associations

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The UT is also centrally located: the campus is situated in the hearth of Europe; less than two hours' drive from Amsterdam, four hours from Berlin and 6 hours from Paris.

### **6. Three lines of support and education for your future career: researcher, designer & organizer/entrepreneur**

Our Master's students have the chance to break through existing academic boundaries and combine technological and social disciplines. Our study programmes are highly innovative and focus on applying relevant knowledge. We are proud of our entrepreneurial focus and support graduate students in channelling their research into commercially viable enterprises. There are currently about 80 registered companies owned by students.

Our university has become an international stage for talent, attracting students from across the world. Top research Master's and PhD programmes have close links with the university's leading international research and groundbreaking innovations. The programmes have been developed to match your specific strengths and preferences, and are structured according to three profiles: **Researcher**: critically judges existing scientific knowledge and adds to the development of new scientific knowledge; **Designer**: integrates scientific knowledge with the systematic development of new solutions for complex problems; **Organizer**: combines knowledge from various scientific fields with the aim of implementing new solutions in a complex societal environment.

#### **Twente Graduate School**

After a student finishes his or her Master's and is interested in doing research and/or pursuing a PhD degree, Twente Graduate School would be a good start.

Twente Graduate School offers high-quality educational programmes based on subjects closely related to the work of the university's research institutes and taught and supervised by expert researchers from these same institutes. It offers an increasing variety of integrated Master's and PhD programmes for outstanding graduate students who are keen to pursue a career in scientific research.

TGS programmes are set up in collaboration between the university's faculties and research institutes. Next to the PhD research project leading to a dissertation, the broad selection of discipline related and elective courses enable students to specialize in a research area they are interested in while broadening their perspective on the societal context of technology and research. These aspects are integrated into the Twente Graduate School, which aims to give a kick-start to research talent.

#### **Connect traineeship:**

Through the Connect International Traineeship Programme, University of Twente and Saxion offer a unique opportunity for international graduates and companies.

The programme has proved to be beneficial for all parties involved. Companies can easily access recently graduated high potentials and get the chance to hire them for a certain period of time against most attractive conditions.

For graduates the programme helps them to find their way on to the Dutch job market, it is a way to kick start their career. The additional training the programme provides, proves to be most useful when starting work in The Netherlands.

Both the University of Twente and Saxion see it as a way to broaden their relations with the corporate world, and are happy to be able to provide this extra service to their international graduates.

<http://www.utwente.nl/alumni/en/connect/>

Each year, the UT organizes a big career event on campus. During the Bedrijvendagen at the University of Twente, a series of activities is organized which get students and graduates acquainted with their future employers and vice versa. Each year, about 2000 students and graduates meet with about 100 companies. All activities take place around the campus of the University of Twente. [http://bedrijvendagentwente.nl/index.php?option=com\\_content&view=article&id=3&Itemid=3&lang=en](http://bedrijvendagentwente.nl/index.php?option=com_content&view=article&id=3&Itemid=3&lang=en)

### **Accreditation**

All MSc programmes are accredited by the Accreditation Organization of the Netherlands and Flanders (NVAO). This organization was established by international treaties and ensures the quality of higher education in the Netherlands and Flanders (Belgium).

### **Factsheet University of Twente**

*9.341 Students*

*19% foreign students*

*1100 PhD students (actually employees), over 50% is international*

*20 Bachelor degree programmes (6 in English)*

*34 Master degree programmes (31 in English)*

*Staff : Student ratio = 1:5*

#### **6 Faculties:**

- *Behavioural Sciences*
- *Management and Governance*
- *Engineering Technology*
- *Electrical Engineering, Mathematics and Computer Science*
  - *Science and Technology*
- *Geo-Information Science and Earth Observation*

#### **4 Research Institutes:**

- *CTIT Centre for Telematics and Information Technology*
- *IGS Institute for Innovation and Governance Studies*
- *MESA+ Institute for Nanotechnology (Biggest research centre on Nanotechnology in Europe)*
- *MIRA Biomedical Technology and Technical Medicine*

The country specific marketing plans will enable us to specify facts & figures and USPs to matters specifically to your target audience.

## **2.10 University of Twente position**

### **2.10.1 Rankings**

University of Twente is a reputable and highly ranked member of the European and Dutch university sector. UT is ranks 200 of universities worldwide according to the Times Higher Education Supplement (THES) <http://www.timeshighereducation.co.uk/world-university-rankings/2011-2012/top-400.html> . In addition, survey results from I-graduate show that the University of Twente ranks among the top-ten universities worldwide on technology, IT support, and internet access. UT has the fastest internet of the world:

[http://www.utwente.nl/en/archive/2012/02/university\\_of\\_twente\\_on\\_the\\_worlds\\_fastest\\_network.doc/](http://www.utwente.nl/en/archive/2012/02/university_of_twente_on_the_worlds_fastest_network.doc/)

### **2.10.2 Cooperation consortia**

University of Twente is a founding member of the European Consortium of Innovative Universities (ECIU). UT is also a member of the consortium of the three technical universities in the Netherlands; University of Delft, Eindhoven and Twente, 3TU. Five joint Master's programmes are offered by 3TU consortium. Please find more information about our cooperation's on: [www.utwente.nl/cooperation](http://www.utwente.nl/cooperation)

The Dutch organization for promotion of higher education cooperation and student exchange is called Nuffic, [www.nuffic.nl/international-students](http://www.nuffic.nl/international-students) and has several Neso offices (Netherlands Education Version July 2013



Support Offices) worldwide. Neso offices provide useful information about studying in Holland. Please consult their website and/or contact them before you start recruiting students for the UT.

The UT is also member of the Holland Education Consortium (HEC) [www.hollandeducationconsortium.nl/](http://www.hollandeducationconsortium.nl/) and the Holland Arab Education Consortium (HAEC) [www.haec.nl/](http://www.haec.nl/). Both consortia are collaborations between Dutch Top Research Universities and Universities of Applied Sciences for joint representation abroad. The HEC and HAEC offers a full range of study programmes completely English-taught: from science, technical & life sciences (including medicine) to humanities, economics & business and social sciences at Bachelor's, Master's and PhD level.

## 2.11 Living in The Netherlands

### The Netherlands

Higher education in the Netherlands is known for its excellent quality, which is achieved and maintained by national regulations and rigorous quality assurance systems. Dutch scientific research is ranked top in the world. The Netherlands has received international acclaim for problem-based learning methods, which train students to analyse and solve practical problems independently and emphasize self-study and self-discipline. The Dutch education system is interactive and focuses on teamwork, which makes it easy to meet other students. By studying in the Netherlands, students develop an open mind and improve their international orientation. People from many different cultures and religions live, work and study in the Netherlands, creating an interesting multicultural society where different ideas are valued and respected.

Some values in Dutch education culture:

#### Independence

Because you are seen as an independent student, teachers will inform you of the material to learn but leave the specific planning up to you. Assignments might come with few instructions and will leave space to choose your own approach.

#### Your own opinions

'Having your own opinion' and 'being critical' are important values for Dutch people. Students do not need to master all existing knowledge before formulating their own opinion. When writing a paper, summarizing information from other authors will not be sufficient. You will have to make your own selection of available sources, develop your own line of thinking and include your own conclusions and/or recommendations.

#### Relative lack of competition

Competition hardly plays a role in Dutch educational culture: students are seldom graded against each other. The teacher sets a minimum score and passes all students that meet this criterion. Dutch students are usually not very interested how they rank in class; they are mainly concerned with passing the course. Students striving to be the best will not talk about it as it is not done in the Netherlands to be too competitive or work too hard.

#### Academic culture at the University of Twente

The academic culture at the University of Twente is quite distinct when compared to other countries. There is little hierarchy and professors tend to be easily approachable. Students usually only receive feedback when the work they deliver is unsatisfactory. Not getting feedback on work done is usually a good sign. Compliments are uncommon. Professors expect students to work independently, also during project work. Your best teachers are often your fellow students.

- Educational process: the process of finding a solution, dealing with new information and creativity are paramount.
- Interaction in class: teachers appreciate the critical and passionate discussions in class, as they are usually seen as marks of highly involved and interested students.
- Self-reliance: if something is troubling you, you are expected to take the initiative in finding a solution.
- Active learning: the essence of active learning is asking yourself questions that you try to answer by studying.

## **Enschede**

The University of Twente is located close to the city of Enschede, a modern and lively university town with a rich industrial heritage revealed through many well-preserved historic buildings. The most notable monuments are the lovely town hall, several beautiful churches and a unique synagogue. The old marketplace, the historical heart of the city, is particularly worth a visit. Large-scale urban renewal has also given Enschede a new skyline, which includes eye-catching contemporary architecture.

University of Twente campus is located only 10 minutes west from the city centre of Enschede and 10 minutes east from its neighbouring city Hengelo. Amsterdam is located 2 hours west by train from Enschede and Berlin is situated 4 hours east by train. For more information see [www.enschede.nl](http://www.enschede.nl)

### **2.11.1 Campus**

Studying is more than collecting a lot of important knowledge. As the only university in the Netherlands, the University of Twente campus offers all facilities required for a student on one spot, the Campus. The beautiful 150 acre park is home to all academic buildings, cultural spaces, sports and student dormitories.

The campus is a safe living and working community of mainly young people. On campus you can have good food, quite study courses and many leisure opportunities. You'll find everything you need on the same safe spot: a theatre, a café, swimming pools, an ATM, a supermarket, medical and dental services, a hairdresser, sports facilities, bookstore, a student temporary employment agency and of course the central library.

You can find a state of the art interactive map of the campus in this site <http://maps.utwente.nl/index.php?lang=en>

The UT organizes an introduction period for new (international) Bachelor's, Master's and Exchange students before the start of every Fall and Spring semester called Kick-In. During these days you will meet your fellow students and get to know Enschede and the UT campus. The UT will also help you arrange formalities like formal university enrolment and first steps towards registration at the municipality of Enschede.

Also, on the knowledge and science park at UT campus, the stadium of the famous football/soccer team of Enschede is located: FC Twente.



### **Housing service International Office**

International Office/Housing helps international students, scholars, and other visitors who are associated with the University of Twente, in finding accommodation by coordinating supply and demand. For more information see [www.utwente.nl/internationalstudents/housing](http://www.utwente.nl/internationalstudents/housing)



**Advice & Tip: Please find all detailed information about living and studying at UT in the Handbook for International Students. This handbook is very useful to print and read: <http://www.utwente.nl/internationalstudents/ish.pdf>**

## 2.12 Tuition fees

Our current tuition fees are listed at:

- For Master's programmes: [www.utwente.nl/master/financial/tuition-fees.docx](http://www.utwente.nl/master/financial/tuition-fees.docx)
- For Bachelor's programmes except ATLAS University college: [www.utwente.nl/bachelor/en/finance/tuition\\_fees](http://www.utwente.nl/bachelor/en/finance/tuition_fees)
- For ATLAS University College: <http://www.utwente.nl/bachelor/en/atlas/admission/finance/>

Although tuition fees may be increased annually by the University, an important policy you should advise prospective students on is that their fees will be fixed for the duration of studies at University of Twente (except from the annual raise).

## 2.13 Cost of living

Enschede ranks as one of the most affordable cities in the Netherlands. Accommodation costs can be 20% – 30% less than in Amsterdam, Delft, Groningen or Utrecht.

Please find an overview of the average cost of living below. Please note that these costs may change, so please check the website for up to date information: [www.utwente.nl/internationalstudents/preparing](http://www.utwente.nl/internationalstudents/preparing)

The following student budget can help indicate what budget is required when studying at the University of Twente.

### STEP 1: TUITION FEES

Nationality	Level of study	Study programme	Tuition fee 2014/2015
EU/EEA	All	All	€ 1,835**
Non-EU/EEA	Bachelor's	Non-technical	€ 7,084**
Non-EU/EEA	Bachelor's	Technical	€ 8,096**
EU/EEA	Bachelor's	ATLAS University College	€ 3,670**
Non-EU/EEA	Bachelor's	ATLAS University College	€ 10,101**
Non-EU/EEA	Master's	Non-Technical	€ 10,581
Non-EU/EEA	Master's	Technical	€ 13,226

(\*) The following countries belong to the EEA (European Economic Area): Austria, Belgium, Bulgaria, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden or the United Kingdom

(\*\*) Note that these are the tuition fees for the academic year 2013/2014. The new amount will be announced in the Fall. For up-to-date tuition fees, visit [www.utwente.nl/master/financial/tuition-fees.docx](http://www.utwente.nl/master/financial/tuition-fees.docx) and [www.utwente.nl/bachelor/en/finance](http://www.utwente.nl/bachelor/en/finance).

### STEP 2: ANNUAL ESTIMATED LIVING COSTS

Category	Amount	For whom?
Housing	€ 4,800	All students
Books & supplies	€ 500	All students
Insurance	€ 465	Optional for EU/EEA students
Visa	€ 600	Non-EU/EEA students
Bank account	€ 50	All students
Food	€ 2,100	All students
Transportation	€ 600	All students
Other (clothing etc.)	€ 500	All students
Bicycle	€ 125	All students (once)
<b>TOTAL ~</b>	<b>€9,740</b>	

(\*) Insurance costs for students from EER depend on policies of insurance companies in home country. EER students can opt for additional insurance of €10-€25 per month. This insurance covers costs of medical care, liability, household contents and luggage, legal aid and extra costs. Please contact the International Office for more information.

#### DISCLAIMER

**Please note:** the information on this page is meant as an indication of an average student budget. Typographical errors may occur. No rights can be derived from the information on this page.

## 2.14 Part-time jobs

### General

There is a possibility to work for foreign students in Enschede, however jobs are limited because knowledge of the Dutch language is often required. The best possibility for international students is being appointed as a student assistant in the university or work e.g. in a restaurant. Information about working while studying can be found on [www.nuffic.nl/international-students/living-in-holland/working-while-studying](http://www.nuffic.nl/international-students/living-in-holland/working-while-studying). Students from non-Schengen countries need a work permit and are currently allowed to work for 10 hours a week or three months during summer. These regulations are set by Dutch government.

Visit the Frequently Asked Questions (FAQ) list about UT on the graduate website as well: [www.utwente.nl/master/international/faq/](http://www.utwente.nl/master/international/faq/) this list is also added in the annex of this manual.

### Students from the European Union

EU students can get a loan for their tuition fee from the Dutch government, more information on this site:

[www.ib-groep.nl/International\\_visitors/EU\\_EEA\\_students/Grant\\_for\\_tuition\\_or\\_course\\_fees.asp](http://www.ib-groep.nl/International_visitors/EU_EEA_students/Grant_for_tuition_or_course_fees.asp)

## BACHELOR OF SCIENCE , MASTER OF SCIENCE , MEEM AND ITC CHAPTERS

The UT values quality of education and research highly. In this section, the admission requirements for Bachelor's and Master's students are described. As you will see, there is specific attention for the admission requirements, process and deadlines of the MSc programme Environmental Energy Management (MEEM). There's also a separate section for the master programmes of Geo-Information Science and Earth Observation (ITC). As from now, this recruiter manual will be focused around four groups:

- Bachelor of Science programmes;
- Master of Science programmes;
- Master of Environmental and Energy Management (MEEM) programme;
- Faculty of Geo-Information Science and Earth Observation (ITC)

### 3 Recruitment for Bachelor's programmes

University of Twente is a comprehensive higher education institution, offering a wide range of degrees across most discipline areas. UT offers five Bachelor of Science programme in English and one Bachelor's for excellent students in the University College ATLAS.

The most important reasons for a Bachelor's student to choose UT are listed below:

- High education quality according to the Times Higher Education Ranking. UT is in the top-200 of the universities in the world.
- Safe campus university with a campus security service and good housing possibilities. Nearly everybody speaks English on campus and in the city centre. International students don't experience communication problems.
- Career focused BSc programmes: Students have to go on internships during their studies and are encouraged to start their own company while studying. This gives them perfect preparation on their future career.
- Staff : Student ratio is 1:5. This means that there is a lot of personal attention for every student.

#### 3.1 Bachelor of Science programmes taught in English

All Bachelor of Science programmes at the UT take three years and can be accessed via [www.utwente.nl/bachelor/en](http://www.utwente.nl/bachelor/en).

BSc PROGRAMME NAME	WEBSITE
ATLAS University College <sup>1</sup>	<a href="http://www.utwente.nl/atlas">www.utwente.nl/atlas</a>
Creative Technology	<a href="http://www.utwente.nl/bachelor/en/create">www.utwente.nl/bachelor/en/create</a>
Advanced Technology	<a href="http://www.utwente.nl/bachelor/en/at">www.utwente.nl/bachelor/en/at</a>
European Studies	<a href="http://www.utwente.nl/bachelor/en/es">www.utwente.nl/bachelor/en/es</a>
International Business Administration	<a href="http://www.utwente.nl/bachelor/en/iba">www.utwente.nl/bachelor/en/iba</a>
Electrical Engineering	<a href="http://www.utwente.nl/bachelor/en/ee">www.utwente.nl/bachelor/en/ee</a>

#### 3.2 Tuition fees

The tuition fees for the Bachelor's are listed below. please note that the fees change every year, so look on the website for up to date information: [www.utwente.nl/bachelor/en/finance/tuition\\_fees](http://www.utwente.nl/bachelor/en/finance/tuition_fees). Different tuition fees apply for ATLAS University College.

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<sup>1</sup> Academy of Technology and Liberal Arts and Sciences. This is the newest offshoot of the Liberal Arts Honours Colleges in The Netherlands, and the first College with a strong presence in Technology and Engineering

Nationality	Level of study	Study Programme	Tuition fee per year
EU/EEA	Bachelor's	All	€ 1,835*
Non-EU/EEA	Bachelor's	Non-technical	€ 10,333*
Non-EU/EEA	Bachelor's	Technical	€ 7,084*

(\* Note that these are the tuition fees for the academic year 2013/2014. The new amount will be announced in the Fall. For up-to-date tuition fees, visit [www.utwente.nl/master/financial/tuition-fees.docx](http://www.utwente.nl/master/financial/tuition-fees.docx) and [www.utwente.nl/bachelor/en/finance](http://www.utwente.nl/bachelor/en/finance).

### 3.3 Application & admission contact person masters

Your main contact person for admission questions during bachelor applications will be:

Ms. Frances Leusink

Recommended e-mail address: [admissionoffice@utwente.nl](mailto:admissionoffice@utwente.nl).

Personal e-mail address: [frances.leusink@utwente.nl](mailto:frances.leusink@utwente.nl) (please note that if Frances is not available this email will not be read!)

Department Student & Education Service Centre (S&O)

Building Vrijhof (VR) Room 238

Phone nr: +31 53 489 4358 Phone 2: +31 53 489 4352

Mail address

University of Twente

S&O (Vrijhof)

P.O. Box 217

7500 AE Enschede

The Netherlands

### 3.4 Admission requirements for Bachelor's programmes

General Admission Requirements:

1. A diploma equivalent to the Dutch VWO (pre-university). Students with another background (nor the Dutch nor the German system of education) need to submit their diplomas and other relevant certificates to establish the equivalence with the Dutch VWO diploma. The list of equivalent programmes is available at:
  - 
  - <http://www.utwente.nl/admissionoffice/Bachelor/files/Diploma%20equivalent%20to%20Dutch%20VWO.doc/>
  - and at <http://www.utwente.nl/admissionoffice/Bachelor/files/admission-ba-more/>.
2. Proof of **English** language proficiency (certificates older than two years are not accepted):
  - A **TOEFL** (Test of English as a Foreign Language) internet based (iBT) score of at least 80. *Please note that we only accept iBT.* or
  - **IELTS** (academic version) overall Band score of at least 6.0. or
  - Cambridge ESOL: Certificate of Proficiency in English (CPE) or
  - Certificate in Advanced English (CAE) with a minimum score C

*You are exempted from the English language requirements if:*

- *you are a native English speaker from one of the following countries: Australia, Canada, Ireland, New Zealand, United Kingdom, United States of America;*
- *you have completed your secondary education entirely in English, and you can prove this with a statement from your secondary school confirming that the language of instruction was English.*

*Programme specific requirements can be found on the programme's website, which is accessible via [www.utwente.nl/bachelor/en](http://www.utwente.nl/bachelor/en).*

### 3.5 Application Deadlines Bachelor's programmes

*As the whole process of collecting information, registering for the tests and receiving the test results may take several months, we advise you to register for the IELTS or TOEFL several months before starting your application.*

Every year, the Bachelor's programmes at the University of Twente all start on 1 September.

#### Deadlines Bachelor's programmes:

Please submit applications as soon as possible, but at least before:

Application deadlines for our BSc programmes start closing at 15 April (Creative Technology). Final application deadline is 1 May for Visa-students and 1 June for non-Visa students. Students not requiring Visa or housing can apply until 1 July.

Please find a full overview at [www.utwente.nl/bachelor/en/admission/deadlines/](http://www.utwente.nl/bachelor/en/admission/deadlines/).

### 3.6 Application procedure for Bachelor's programmes

Registration for Bachelor's programmes runs through Studielink: [www.studielink.nl](http://www.studielink.nl). On this website you will find a (Dutch, English or a German) manual containing all the steps you will have to take before your enrolment is arranged. If you are visiting the site for the first time, please click "Apply for user name and password" to register.

If you finish the registration-procedure at Studielink, then Studielink will check your personal data. Please take into account this could take some time because you are living abroad.

Because you are not registered in the Dutch Municipal Personal Records Database (GBA), you will get an email saying your personal details cannot be found in the GBA Database. The email will let you know that you do not have to contact the University of Twente and you can still use all the functions of Studielink.

Further, you will get your verification code by email (also if they cannot find you in the Municipal Personal Records Database). You need to enter this code on [www.studielink.nl](http://www.studielink.nl) to complete your enrolment.

The next step is to register at the University of Twente. You can fill in when you would like to start studying, what you would like to study. To register via Studielink you will need to fill in a Croho-code (Central Register Programmes Higher Education) of the Bachelor's programme you would like to apply for. Please fill out the following Croho-codes for the programme you have selected:

BSc programme name	Croho-code
Creative Technology	50447
Advanced Technology	50002
European Studies	56627
International Business Administration	50645
Electrical Engineering	56953
ATLAS University College	50427

If you finish the online application you will get a form that you have to print and send to the University of Twente.

Please send all documents by regular mail to the following address:

University of Twente,  
Admission Office,  
De Vrijhof  
PO Box 217,  
7500 AE ENSCHEDE  
THE NETHERLANDS.

If you would like to send your documents by Express Mail services, please send to:  
University of Twente,  
Admission Office  
De Vrijhof  
Drienerlolaan 5  
7522 NB ENSCHEDE  
THE NETHERLANDS.

After you have submitted your documents the university will assess whether you are eligible for admission and (if so) send you a letter of admission or a conditional letter of admission.

This Studielink-system is a new procedure in the Netherlands. Also for the employees and students of the University of Twente. If you are having problems to fill in the form, please contact your Bachelor's application contact person. We will try to help you the best we can.

## 4 Recruitment for Master of Science programmes

Please find below the list of postgraduate, Master of Science degree (MSc) programmes taught in English. The programmes are organized by faculty and the specializations of the Master's degree programmes are also listed.

### 4.1 Application & admission contact person masters

Your main contact person for admission questions during master applications will be:

Ms. Pien Broenink- Van der Valk

Recommended e-mail address: [admissionoffice@utwente.nl](mailto:admissionoffice@utwente.nl).

Personal e-mail address: [j.w.vandervalk@utwente.nl](mailto:j.w.vandervalk@utwente.nl) (please note that if Pien is not available this email will not be read!)

Faculty/Department: Student & Education Service Centre (S&O)

Building Vrijhof (VR) Room 237

Phone nr +31 53 489 4319

Mail address

University of Twente

S&O (Vrijhof)

P.O. Box 217

7500AE Enschede

The Netherlands

### 4.2 MSc programmes offered in English

Please find below an overview of all Master's programmes and their specializations offered at UT.

Note that the MEEM and ITC Masters have different procedures and are therefore described in more detail in chapter 5 and 6 of this manual.

SCHOOL OF MANAGEMENT AND GOVERNANCE		
Master's programme	Specializations	Master's website
Business Administration <sup>2</sup>	No specializations	<a href="http://www.utwente.nl/master/ba">www.utwente.nl/master/ba</a>

<sup>2</sup> Officially, Business Administration does not offer specializations, but *career orientations*, which can be interpreted as specializations nonetheless.

Business Information Technology	1. <i>Enterprise Architecture</i> 2. <i>IT Management</i>	<a href="http://www.utwente.nl/master/mbi">www.utwente.nl/master/mbi</a>
European Studies	<i>no specializations</i>	<a href="http://www.utwente.nl/master/mes">www.utwente.nl/master/mes</a>
Master of Environmental and Energy Management	1. <i>Energy Management</i> 2. <i>Environmental Management</i>	<a href="http://www.utwente.nl/meem">www.utwente.nl/meem</a>
Health Sciences	1. <i>Health Services and Management</i> 2. <i>Health Technology Assessment and Innovation</i>	<a href="http://www.utwente.nl/master/hs">www.utwente.nl/master/hs</a>
Industrial Engineering and Management	1. <i>Financial Engineering and Management</i> 2. <i>Health Care Technology and Management</i> 3. <i>Production and Logistic Management</i>	<a href="http://www.utwente.nl/master/iem">www.utwente.nl/master/iem</a>
Public Administration	1. <i>Policy and Governance</i> 2. <i>Public Management</i> 3. <i>Public Safety</i> 4. <i>Regulation and Innovation</i>	<a href="http://www.utwente.nl/master/pa">www.utwente.nl/master/pa</a>
<b>FACULTY OF BEHAVIOURAL SCIENCES</b>		
<b>Master's programme</b>	<b>Specializations</b>	<b>Master's website</b>
Communication Studies	1. <i>Corporate Communication</i> 2. <i>Marketing Communication</i> 3. <i>Media and Communication</i>	<a href="http://www.utwente.nl/master/cs">www.utwente.nl/master/cs</a>
Educational Science and Technology <sup>3</sup>	1. <i>Educational Design and Effectiveness</i> 2. <i>Human Resource Development</i>	<a href="http://www.utwente.nl/master/est">www.utwente.nl/master/est</a>
Philosophy of Science, Technology and Society <sup>4</sup>	1. <i>Technology and the Human Being</i> 2. <i>Technology and Values</i> 3. <i>Dynamics of Science &amp; Technology</i> 4. <i>Technology, Culture &amp; Modernity</i>	<a href="http://www.utwente.nl/master/psts">www.utwente.nl/master/psts</a>
Science Education and Communication (3TU)	1. <i>Science Communication</i> 2. <i>Science Education</i> <sup>5</sup>	<a href="http://www.utwente.nl/master/sec">www.utwente.nl/master/sec</a>
<b>FACULTY OF ELECTRICAL ENGINEERING, MATHEMATICS AND COMPUTER SCIENCE</b>		
<b>Master's programme</b>	<b>Specializations</b>	<b>Master's website</b>
Applied Mathematics	1. Operations Research 2. Mathematical Physics and Computational Mechanics 3. Mathematics and Applications of Signals and Systems	<a href="http://www.utwente.nl/master/am">www.utwente.nl/master/am</a>
Computer Science	1. Computer Security 2. Information and Software Engineering 3. Methods and Tools for Verification 4. Wireless and Sensor Systems	<a href="http://www.utwente.nl/master/csc">www.utwente.nl/master/csc</a>
Electrical Engineering	1. Neurotechnology and Biomechatronics 2. Biometrics and Medical Imaging 3. Integrated Circuit Design 4. Dependable Integrated Systems 5. Telecommunication Engineering	<a href="http://www.utwente.nl/master/ee">www.utwente.nl/master/ee</a>

<sup>3</sup> Officially, Educational Science and Technology does not offer specializations, but *domains*, which can be interpreted as specializations nonetheless.

<sup>4</sup> Officially, Philosophy of Science, Technology and Society does not offer specializations, but *profiles*, which can be interpreted as specializations nonetheless.

<sup>5</sup> Taught in Dutch  
Version July 2013



	6. Communication Networks 7. Robotics and Mechatronics 8. Nano Electronics 9. Devices for Integrated Circuits 10. Transducers Science and Technology 11. Lab-on-a-chip Systems for Biomedical and Environmental Applications	
Embedded Systems (3TU)	<i>no specializations</i>	<a href="http://www.utwente.nl/master/ems">www.utwente.nl/master/ems</a>
Human Media Interaction	<i>no specializations</i>	<a href="http://www.utwente.nl/master/hmi">www.utwente.nl/master/hmi</a>
Systems and Control (3TU)	1. <i>Control Theory</i> 2. <i>Robotics and Mechatronics</i>	<a href="http://www.utwente.nl/master/sc">www.utwente.nl/master/sc</a>
Telematics	<i>no specializations</i>	<a href="http://www.utwente.nl/master/mte">www.utwente.nl/master/mte</a>
<b>FACULTY OF SCIENCE AND TECHNOLOGY</b>		
<b>Master's programme</b>	<b>Specializations</b>	<b>Master's website</b>
Applied Physics	1. <i>Fluid Physics</i> 2. <i>Materials Physics</i> 3. <i>Optics and Biophysics</i>	<a href="http://www.utwente.nl/master/aph">www.utwente.nl/master/aph</a>
Biomedical Engineering	1. <i>Tissue Regeneration</i> 2. <i>Imaging &amp; Diagnostics</i> 3. <i>Neural &amp; Motor Systems</i>	<a href="http://www.utwente.nl/master/bme">www.utwente.nl/master/bme</a>
Chemical Engineering	1. <i>Chemical &amp; Process Engineering</i> 2. <i>Molecular &amp; Materials Engineering</i>	<a href="http://www.utwente.nl/master/che">www.utwente.nl/master/che</a>
Nanotechnology	<i>no specializations</i>	<a href="http://www.utwente.nl/master/nt">www.utwente.nl/master/nt</a>
Technical Medicine (Taught in Dutch)	1. <i>Medical Imaging &amp; Interventions</i> 2. <i>Medical Sensing &amp; Stimulation</i>	<a href="http://www.utwente.nl/tg">www.utwente.nl/tg</a>
<b>FACULTY OF ENGINEERING TECHNOLOGY</b>		
<b>Master's programme</b>	<b>Specializations</b>	<b>Master's website</b>
Civil Engineering and Management	1. <i>Construction Process Management</i> 2. <i>Transportation Engineering and Management</i> 3. <i>Water Engineering and Management</i>	<a href="http://www.utwent.nl/master/cem">www.utwent.nl/master/cem</a>
Construction Management and Engineering (3TU)	<i>no specializations</i>	<a href="http://www.utwente.nl/master/cme">www.utwente.nl/master/cme</a>
Industrial Design Engineering	1. <i>Architectural Building Components Design and Engineering</i> 2. <i>Cradle to Cradle</i> 3. <i>Design and Styling</i> 4. <i>Emerging Technology Design</i> 5. <i>Management of Product Development</i>	<a href="http://www.utwente.nl/master/ide">www.utwente.nl/master/ide</a>
Mechanical Engineering	1. <i>Applied Mechanics</i> 2. <i>Biomedical Engineering / Rehabilitation Engineering</i> 3. <i>Design Engineering</i> 4. <i>Elastomer Technology and Engineering</i> 5. <i>Engineering Fluid Dynamics</i> 6. <i>Engineering of Fibrous Smart Materials</i> 7. <i>Maintenance Engineering and Operations</i> 8. <i>Mechanical Automation, Mechatronics and Laser Technology</i>	<a href="http://www.utwente.nl/master/me">www.utwente.nl/master/me</a>



	9. <i>Multi Scale Mechanics</i> 10. <i>Production Management</i> 11. <i>Production technology</i> 12. <i>Surface Technology and Tribology</i> 13. <i>Thermal Engineering</i>	
Sustainable Energy Technology (3TU)	<i>no specializations</i>	<a href="http://www.utwente.nl/master/set">www.utwente.nl/master/set</a>
<b>FACULTY FOR GEO-INFORMATION SCIENCE &amp; EARTH OBSERVATION (ITC)</b>		
<b>Master's programme</b>	<b>Specializations</b>	<b>Master's website</b>
Master of Science degree in Geo-Information Science and Earth Observation	1. <i>Applied Earth Sciences</i> 2. <i>Environmental Modelling and Management</i> 3. <i>Geoinformatics</i> 4. <i>Governance and Spatial Information Management</i> 5. <i>Land Administration</i> 6. <i>Natural Resources Management</i> 7. <i>Urban Planning and Management</i> 8. <i>Water Resources and Environmental Management</i>	<a href="http://www.itc.nl/Pub/study/Programmes/Master-of-Science-degree">www.itc.nl/Pub/study/Programmes/Master-of-Science-degree</a>
Master of Science degree in Geographical Information Management and Applications	<i>no specializations</i>	<a href="http://www.msc-gima.nl/">www.msc-gima.nl/</a>
MSc Course in Geo-information Science and Earth Observation for Environmental Modelling and Management (GEM) – Erasmus Mundus programme	<i>no specializations</i>	<a href="http://www.gem-msc.org/">www.gem-msc.org/</a>

### 4.3 Admission requirements for Master's programmes

#### General admission requirements

The general requirements for admission to a UT MSc programme are:

1. A relevant Bachelor's degree (or equivalent)\* on academic and/or university level.
2. Sufficient mastery of the English language\*\*
  - a. Academic IELTS, overall Band score of at least 6.5\*\*\*
  - b. TOEFL, Internet based (TOEFL-iBT) of at least 90\*\*\*. University of Twente institutional code: 7025
  - c. Cambridge CAE-C (CPE)

***In addition to these general requirements, specific requirements may apply to individual programmes. These are available at the individual programme website which can be accessed via [www.utwente.nl/master](http://www.utwente.nl/master).***

\* Please note that if you are in the process of obtaining your Bachelor degree, you may also apply for admission to an MSc programme at the University of Twente. The UT may conditionally admit you, based on your transcripts and detailed information about the curriculum, relevant research and the expected date of graduation. After graduation, you have to submit the degree before the start of your MSc programme (September 1 or February 1).

\*\* Please note that you may be exempted from the requirements if:

- You are a native English speaker from one of the following countries: *Australia, Canada, Ireland, New Zealand, United Kingdom, United States of America;*

\*\* Nationals from the following countries who have obtained a Bachelor degree

(3 year) in one of these countries do not have to fulfil the IELTS/TOEFL requirement: New Zealand, United Kingdom, United States of America, Canada, Australia, Republic of Ireland.

- You have conducted your secondary and tertiary education entirely in English and if you can prove this by a statement from your secondary school and university confirming that the language of instruction was English.

\*\*\* Individual MSc programmes may require higher minimal scores, please check the programme websites [www.utwente.nl/master](http://www.utwente.nl/master))

\*\*\* Nationals of the People's Republic of China please note: A 'NUFFIC-certificate' ([www.nesochina.com](http://www.nesochina.com)) must be sent to the University of Twente as proof of validity of your qualifications. In order to obtain the NUFFIC-certificate you will need to take the IELTS test. Please note: Without a NUFFIC-certificate it is not possible to get a visa for the Netherlands. (The NUFFIC-certificate was formally known as NESO-certificate.)

\*\*\* Indonesian students please note: we do not accept 'Institutional TOEFL' tests results.

As mentioned before, there is an exception for the ITC master programmes and the Master of Environmental and Energy Management (MEEM) in terms of application procedure. Please find detailed information about the ITC and MEEM procedures later in this manual.

#### 4.3.1 Specific admission requirements per English-taught programme

All up to date admission requirements are published on the internet

[www.utwente.nl/master/international](http://www.utwente.nl/master/international)

#### 4.4 Application Deadlines Master's programmes

Every year, the Master's programmes at the University of Twente start on 1 September and some programmes also start in February. The start dates are available at the programmes website.

The application procedure at this moment typically takes about 6 weeks, however we are in the process of optimizing our procedures which should result in a significant reduction.

		START SEPTEMBER 2014	START FEBRUARY 2015
<b>Visa students</b>	Complete Application Admission Office	1 May 2014	1 October 2014
	Submit Entrance Acceptance Form	1 July 2014	1 December 2014
	Visa Application	15 July 2014	1 December 2014
<b>Non-visa students*</b>	Complete Application Admission Office	1 June 2014*	1 November 2014*
	Submit Entrance Acceptance Form	1 July 2014*	1 December 2014

***Non visa students not requiring housing may delay their application by one month.***

\*The application procedure of UT takes about 6 weeks-> most scholarship providers need a letter of acceptance from the university in order to hand out a scholarship (e.g. UTS) -> most scholarship providers have deadlines of applications for their scholarship (UTS also) -> therefore, the student should apply for UT at least 6-8 weeks BEFORE the specific scholarship deadline in order to get their letter of acceptance from UT in time in order to apply for a scholarship of their choice.

So no matter who the scholarship provider is and what their deadline is, the student should start the UT application at least 6 weeks before the scholarship deadline in order to make a chance. *As the whole process of collecting information, registering for the tests and receiving the test results may take several months, we advise you to register for the IELTS or TOEFL several months before starting your application.*

#### 4.5 Scholarship information

The University of Twente offers scholarships possibilities for excellent students enrolling in UT graduate programmes. These scholarships vary from government grants to funding by organizations or private persons. In addition, faculties and the University of Twente Scholarship Foundation offer a limited number of scholarships to excellent students.

For more information visit: [www.utwente.nl/master/financial/scholarships-grants-international-applicants](http://www.utwente.nl/master/financial/scholarships-grants-international-applicants)

Please be aware of the scholarship deadlines and UT application deadlines!

#### 4.6 Application procedure for Master's programmes

Please find below the recommended Steps to Registration at the University of Twente Master's programmes.

##### 4.6.1 Step 1 : Preparation of documents

Before you apply for a Master's programme at the University of Twente, it is recommended to look if you meet the following criteria:

- You are applying before the deadline;

	Start 1 <sup>st</sup> Semester (September)	Start 2 <sup>nd</sup> Semester (February)
Dutch Students	1 of July	1 of December
International students not requiring an entry Visa nor Housing	1 of July	1 of December
International Students not requiring an entry visa but do require Housing	1 of June	1 of November
International students requiring entry Visa and Housing	1 of May	1 of October
(International) Students who would like to apply for a scholarship	2 months before the application deadline of the scholarship programme	2 months before the application deadline of the scholarship programme

- You (will) have finished a Bachelor's degree before the 1 September (to start the 1<sup>st</sup> semester) or 1 of February (to start the 2<sup>nd</sup> semester)
- You meet the English requirements; see [www.utwente.nl/admissionoffice](http://www.utwente.nl/admissionoffice)
- You have the following documents digital to upload\* it during your online application
  - Your Bachelor's degree certificate or equivalent (if available yet)
  - Certified translation of your Bachelor's degree if not in Dutch, English or German
  - (Preliminary) transcript of records (in Dutch, English or German)

- Valid passport or ID card
- English test results\*\*
  - Academic IELTS, overall band score of at least 6.5
  - TOEFL, internet based (TOEFL-iBT) of at least 90
  - Cambridge CAE-C (CPE)
- Abstract of your final Bachelor's project (Thesis)
- CV
- Letter of motivation
- Course descriptions (if required)
- Additional Higher Degree certificate and transcript
- GMAT certificate (for Business Administration applicants only)
- GRE/GMAT certificate (for Industrial Engineering & Management applicants only)

\*If you do not have the possibility to scan and upload your documents, there is also the opportunity to send your documents by regular post.

\*\*You are exempt from the English language requirement if:

- you are a native English speaker from Australia, Canada, Ireland, New Zealand, United Kingdom or United States of America.
- you have obtained a relevant Bachelor's degree from an accredited academic institution in the Netherlands
- you have obtained a Bachelor's degree (three-year) in one of the following countries: Australia, Canada, Ireland, New Zealand, United Kingdom, or United States of America.

#### **Additional for Chinese nationals:**

Nationals of the People's Republic of China need to obtain a NUFFIC-certificate as validation of their qualifications in addition to their English test score documents. The UT requires your NUFFIC-certificate (formally known as NESO-certificate) for your visa application. For more information please visit [www.nesochina.com](http://www.nesochina.com).

**For some degree programmes more specific information may also be required (e.g. specific course descriptions, documents proving mathematic and research skills).**

#### **4.6.2 Step 2: Online application**

If you meet the criteria you can fill in the online application at the website [www.utwente.nl/master/how-to-apply/onlineapplicationform.doc](http://www.utwente.nl/master/how-to-apply/onlineapplicationform.doc). During this online application you have to create an account first. After filling out all your personal details, you will get an e-mail to confirm your account. In this e-mail your Student ID-number is also given to you.

After confirming your account you can start the application by filling in the form and uploading the required documents. Keep in mind that you have to answer all questions correctly for the Admission Office to be able to process your application. After submitting your application you will receive a confirmation of your application by e-mail. If you do not receive this e-mail your application has not been submitted correctly.

#### **4.6.3 Step 3: Admission procedures**

If you have completed your application the Admission office will verify your application and will start the admission procedures. During this procedures the Admission office will have contact with you by email. The admission committee of your chosen Master's programme will evaluate your application and will send the decision in a letter by email and/or by regular mail.

#### **Entrance Accepted Form**

After you are admitted to one of the MSc programmes you will receive an email from the Admission office with a link to the Entrance Accepted Form (EAF). By filling out and returning this form you confirm that you will come to the University of Twente. Please complete this form, sign it and return it to the Admission office of the University of Twente. As soon as they have received the EAF, all the registration procedures will start.

#### **Certified\*\* copies of your documents**

For the enrolment at the University of Twente the Admission Office requires certified copies of (1) your Bachelor degree certificate, (2) Translation of your Bachelor degree certificate and (3) final transcript

of records. After receiving your admission letter you need to send these documents to the Admission Office by regular post if you did not do so already to the following address.

University of Twente  
Admission Office – Vrijhof  
P.O. Box 217  
7500 AE Enschede  
The Netherlands

If you would like to send your documents by Express Mail services, please send to:  
University of Twente  
Admission Office - Vrijhof  
Drienerlolaan 5  
7522 NB Enschede,  
The Netherlands

\*\* A **certified** photocopy is a copy with an official stamp and signature to verify that it is a true copy of the original document. This official stamp and signature may be from a notary, school or local authority. Photocopies or scans of the documents mentioned above are no legal proof and therefore they cannot be accepted.

**Please note: All documents submitted become property of the University of Twente and will not be returned to you.**

#### **4.6.4 Step 4: Visa & Housing**

Visa application – Temporary Residence Permit (MVV)

All students from outside the European Union (non EU/EEA-students) except students from Australia, New Zealand, United States of America, Japan, Canada, Monaco, Vatican City and Switzerland need a temporary residence permit (MVV) when coming to study in the Netherlands and apply for your residence permit once you are in the Netherlands.

Admitted UT students are assisted with arranging visa formalities by International Office. Students cannot apply for a visa themselves; all international Bachelor, Master or exchange students requiring visa or residence permit will be contacted by International Office and assisted with all visa procedures. For information about visa requirements, visa procedures, deadlines and frequently asked questions please visit the webpage for international students. For questions about VISA please send an email to [visa@so.utwente.nl](mailto:visa@so.utwente.nl)

#### **Housing application**

If you would like the University of Twente to assist you in finding (furnished) accommodation on campus you can register at our Housing Office at [www.utwente.nl/internationalstudents/housing/](http://www.utwente.nl/internationalstudents/housing/) After submitting your completed online application form you will receive an automatic confirmation of receipt, including the online Housing Application Form. If you still have questions after reading the "Application conditions" on the site mentioned above, please contact our Housing Office at: [housing@so.utwente.nl](mailto:housing@so.utwente.nl) or phone: + 31 53 489 4031.

#### **4.6.5 Step 5: Preparation**

If you have started all the steps above, you can also start the preparation for your arrival in the Netherlands.

#### **Health & liability insurance**

All international students staying in the Netherlands are required by Dutch law to have health- and liability insurance. International Office can help you arrange a complete insurance package covering most health and liability costs during the introduction day for international students. For more information visit the webpage for international students: [www.utwente.nl/internationalstudents](http://www.utwente.nl/internationalstudents). Here you can also find more information about Dutch bank account, pick-up services and more.

Flights:

[www.klm.com](http://www.klm.com)  
[www.cheaptickets.nl/en/](http://www.cheaptickets.nl/en/)  
[www.worldticketcenter.nl/flighttickets](http://www.worldticketcenter.nl/flighttickets)  
Public transport (train):  
[www.ns.nl/en](http://www.ns.nl/en)  
[www.nshispeed.nl/en](http://www.nshispeed.nl/en)  
International student organization:  
[www.esn.org/](http://www.esn.org/)  
[www.aiesec.nl/](http://www.aiesec.nl/)

#### **4.6.6 Step 6: Arrival and Final Registration**

The last weeks of August are the introduction period (*Kick-in*) at the University of Twente. During this period there will be an international market where you will be assisted to finalize your enrolment. If you have not provided certified copies of your Bachelor's Degree Certificate and transcript yet, please make sure you hand them in.

Visit this website for all practical information upon arrival:  
<http://www.utwente.nl/internationalstudents/uponarrival/>

## 5 Recruitment for environmental energy management programme (MEEM)

Since 1990 the Twente Centre for Studies in Technology and Sustainable Development of the University of Twente has been offering courses and Master's programmes on Environmental and Energy Management. The international Master of Environmental and Energy Management (MEEM) was launched in 2000 and since then has trained and educated participants from all over the world with a variety of educational and professional backgrounds.

The Master of Environmental and Energy Management is administered and (partially) executed at the CSTM Fryslân in the city of Leeuwarden about 200 km north from Enschede (thus, not at the University campus in Enschede). This is a city in the North of the Netherlands. In Leeuwarden we are located at the Van Hall Larenstein University of Applied Sciences [www.vanhall-larenstein.com](http://www.vanhall-larenstein.com) where we share our offices with Wetsus: [www.wetsus.nl](http://www.wetsus.nl)

The application procedure is not yet integrated with the UT because of the different location and type of programme.

The MEEM programme offers three specializations:

- Environmental Management
- Energy Management
- Water Governance

### 5.1 Application & admission contact person MEEM

Your main contact person for admission questions during MEEM applications will be:

Ms. Rinske Koster & Mrs Hilde van Meerendonk

Email address [meem@utwente.nl](mailto:meem@utwente.nl)

Post address:

University of Twente

P.O. Box 7658

8903 JR Leeuwarden

The Netherlands

### 5.2 Admission requirements

In order to qualify for participation in the Master's programme in Environmental and Energy Management, applicants should fulfil the following requirements:

- have at least a Bachelor's degree in a related discipline in the natural, technical, environmental or social sciences (if applicable, 2<sup>nd</sup> class or higher). For more details, see next section.
- work experience is recommended or, depending on disciplinary background, required (see next section)
- have a basic understanding of chemistry (high school level)
- demonstrate sufficient proficiency in English by means of a minimum score of 6.5 on the Academic IELTS test. Internet based TOEFL-iBT scores are also accepted. The required minimum score for admission is 90.

#### REQUIREMENTS PRIOR EDUCATION AND WORK EXPERIENCE

With respect to the disciplinary background and work experience mentioned above, the following criteria apply:

##### 1. Admission based on relevant disciplinary background

Candidates with a Bachelor's in the following fields can be admitted:

##### A. Natural, Technical and Environmental Sciences

Bachelors in the field of Engineering Sciences, Technical Sciences, Natural Sciences (chemistry, physics, geology, biology, ecology, etc.), Environmental Studies / Sciences, Agricultural / Forestry Sciences, Earth Sciences, Natural Resources Management, Environmental Health Sciences.

##### B. Social Sciences

Bachelors in the field of Business / Business Administration / Commerce, Policy Studies / Political Science, Economics, Law, Management / Accounting Sciences, Public Management, Environmental /



Natural Resource / Agriculture / Forestry Management, Public Health, (physical, regional, economic) Planning Sciences.

For applicants with an educational background in these areas, work experience is recommended.

#### *2. Admission based on prior education plus expertise*

Candidates with other Bachelors in the Natural, Technical, Environmental or Social Sciences can be admitted based on at least 3 years of work experience that includes some tasks related to knowledge / skills covered in the Master Programme, or when there are several relevant items in the prior education.

#### *3. Admission based on work experience and Bachelor's Degree*

Applicants with a Bachelor that is not in the Natural, Technical, Environmental or Social Sciences (here referred to as Human Sciences) can be admitted when possessing at least 5 years of directly relevant work experience. That is, the experience entails many tasks that relate to the skills and knowledge covered in the MEEM programme.

### **5.3 Application procedure**

The next programme will start at the end of August 2014. The duration of the programme will be 12 months (52 weeks).

To apply for the programme, the applicant has to send:

- the application form proof of having a basic understanding of chemistry (for example a transcript of your high school or Bachelor degree)
- a letter in which you explain and motivate why you want to participate in the course
- a curriculum vitae, summarizing educational career and working experience
- a certified copy of a diploma that proves the required entry level for the programme (see the admission requirements), together with the official transcript of academic records
- two letters of recommendation from references on letterheaded paper, including the address, telephone number, fax number or e-mail address
- an academic IELTS test with a minimum Academic score of 6,5, or a TOEFL-iBT with a minimum score of 90.

Please send these documents as soon as possible. However, the documents should reach us no later than the 1st of May 2014.

### **5.4 Online application tool**

Please note that unfortunately it is not possible to apply for the MEEM using the online application tool (Osiris) on the general website of the University of Twente. Our apologies for this inconvenience. If you do want to apply online, then please scan the application form and the required documents and send them to us through email: [r.j.koster@utwente.nl](mailto:r.j.koster@utwente.nl)

### **5.5 Selection procedure**

The programme Board will assess your documents. If the assessment is positive you will receive a letter which indicates that you are qualified for the programme. With this letter you can apply for scholarships.

Qualified students will only be accepted after the tuition fee is paid or after guarantee/proof is given for the tuition fee by the funding organization.

The maximum number of participants in the programme is 35. The first 35 qualified students who have paid the tuition fee will be admitted as participants. The rest will be put on a waiting list.

For all three specializations of the Master programme (Environment, Water and Energy) the documents should be send to:

University of Twente  
f.a.o. Ms. Rinske Koster  
P.O. Box 7658  
8903 JR Leeuwarden  
The Netherlands  
[meem@utwente.nl](mailto:meem@utwente.nl)



## 6 Recruitment for ITC programmes

This section will focus on ITC master programmes. The reason for this separate approach is that ITC became the sixth faculty of the University of Twente on 1 January 2010. The admission requirements, process, tuition fee and deadlines are not similar of UT procedures and regulations.

### 6.1 Application & admission contact person ITC

Your main contact person for admission questions during ITC programme applications will be:

Mr. John Horn, MPhil

Email address: [j.a.horn@utwente.nl](mailto:j.a.horn@utwente.nl)

Faculty/Department FACULTY GEO-INFORMATION AND EARTH OBSERVATION (ITC)

Building ITC Room 2-005

Phone nr +31(0)534874494 Phone 2 +31(0)534874255

Mail address

ITC Faculty

University of Twente - ITC

P.O. Box 217

7500AA Enschede

The Netherlands

### 6.2 ITC programmes

ITC offers two types of programmes, a Master programme (12 months) and a Master of Science programme (18 months) with several specializations:

Master degree programme in Geo-information Science and Earth Observation has two specializations:

- Geoinformatics

Master of Science (MSc) degree programme in Geo-information Science and Earth Observation offers six specializations:

- Applied Earth Sciences
- Geoinformatics
- Land Administration
- Natural Resources Management
- Urban Planning and Management
- Water Resources and Environmental Management.

The first nine months of the MSc programme can be followed as a 'Postgraduate' course.

In addition, ITC is a partner in the MSc programme Geographical Information Management and Applications: [www.msc-gima.nl](http://www.msc-gima.nl) and also a partner in the MSc Course in Geo-information Science and Earth Observation for Environmental Modeling and Management (GEM).

### 6.3 Admission requirements for ITC programmes

The Master of Science and Master programmes in Geo-Information Science and Earth Observation of ITC have specific entry requirements, especially according to the English language level. Please find all up to date information on this website [www.itc.nl/study](http://www.itc.nl/study) and a summary below.

#### Academic level and background

Applicants for the Master of Science (MSc) degree programme at ITC should have a Bachelor's degree from a recognized university in a discipline related to the course, preferably combined with working experience in a relevant field.

## English language

As all courses are given in English, proficiency in the English language is a prerequisite. If you are a national of one of the countries in listed on the following website, you are exempted from an English language test: [http://itc.nl/Pub/study/Admission\\_requirements/Requirements-MSc-degree](http://itc.nl/Pub/study/Admission_requirements/Requirements-MSc-degree)

Please note: the requirements when applying for fellowships may vary according to the regulations of the fellowship provider.

### English language tests: minimum requirements

Only internationally recognized test results are accepted.

TOEFL Paper-based Test (PBT)	550
TOEFL Internet-based Test	79-80
British Council / IELTS	6.0
Cambridge	CPE/CAE

## Computer skills

Although introductory lessons on computer skills are scheduled in the Master of Science (MSc) degree programme, applicants lacking computer experience are strongly advised to follow basic courses in their home countries.

## 6.4 Application deadline ITC Master and Master of Science

As demand for courses is high and places are limited, it is essential to apply early.

It should be noted that candidates who intend to apply for some form of sponsorship (e.g. Netherlands Fellowship Programme, World Bank Joint Japan Scholarship Programme, International Fellowship Programme of the Ford Foundation, STUNED, European Union) will be required to adhere to the deadlines imposed by the sponsor, and in many cases these may be as early as **nine months** before course commencement.

"Early bird" deadline: **Seven months** before the starting date of the course.

For applicants who wish to apply for fellowships and thus need early notification of admission.

Main deadlines: **Three months** before the starting date of the course. For applicants who need a residence permit to enter the Netherlands. **Six weeks** before the starting date of the course. For applicants who wish to apply for a short course or distance education course.

Late deadline: **One month** before the starting date of the course.

For applicants who do not need a visa and/or do not wish to apply for a fellowship.

## 6.5 Application procedure for ITC master programmes

Select a course in the [Course Finder www.itc.nl/study](http://www.itc.nl/study) and click the register link. This will take you to the ITC online course application system.

### Pre-application

The procedure to complete the pre-application is as follows:

- select the course for which you wish to apply
- check your eligibility
- if you are eligible, please complete and submit the online form
- after submission, you will receive an email that will ask you to confirm your application
- click on the link in the email to confirm your application.

After confirmation a "personal application page" will be created.

### Upload information to your personal application page

On the personal application, you will find:

- the status of your application
- option for printing a provisional letter of acceptance and provisional invoice (depending on the status of your application)

- option for printing the application form
- option for uploading a copy of your degree/diploma (jpg-file)
- option for uploading a course record (jpg-file)
- option for uploading your English test results (jpg-file)
- option for uploading a copy of your passport (jpg-file)
- option for writing your motivation for applying
- option for adding relevant educational records
- option for adding relevant employment records
- option for sending email to the student registration office.

Your application will be considered only when we have received all necessary documentary evidence.

### **Confirmation of admission**

Final decisions regarding both admissions and the requirements applying to individual applicants rest with committees composed of academic staff.

At least four months before the course begins, and after due consideration, you will be told whether your application has been successful or not. Please note that a delay in uploading any of the documentation or references means a delay in considering your application. This is because we need to have as much information about you as possible before we can reach a decision.

### **Payment**

If your application is successful, ITC will send you an invoice for the course fees, health insurance premium and living expenses. These charges must be paid in full at least three months before the starting date of the course.

On receipt of payment, we will send you:

- a letter confirming admission
- the provisional reservation of a room or apartment at the ITC International Hotel
- an entrance acceptance form
- a medical form.

### **Registration**

To register, you should:

Complete and sign the entrance acceptance form and return it, together with the medical form duly completed by your doctor and all necessary documents, to reach ITC at least three weeks before the course begins.

Please find all information about Visa and to prepare your stay on: [www.itc.nl/study](http://www.itc.nl/study)

### **Fees**

The course fees specifically related to ITC courses are found on the website at:

<http://www.itc.nl/Pub/study/Money-matters/Fees-and-costs>

## **7 Recruiter payments and commissions**

### **Payments**

Commissions are payable according to the Recruiter Agreement signed with University of Twente. Specifically, a commission is payable if a student is recruited by the recruiter, is accepted into a full degree programme; and has paid the respective tuition fees to the University.

### **Invoicing**

Recruiters must submit an individual invoice for each student listing:

- student S-number
- the family name and given names of the student
- programme for which student was admitted into
- on the recruiter's letterhead, displaying current address, telephone, fax and email
- details of the recruiter
- an invoice number or reference
- any other information as required.

Commissions claimed by a recruiter must be sent directly to your UT contact person (Marlies Overbeek).

The university will pay the required commission fees after 31 October for September intake, or 31 March for February intake.

## 8 ANNEX 1 glossary of terms

<b>Academic staff</b>	All teaching and research staff, including Professors (the most senior), Associate Professors or Readers, Senior Lecturers, Lecturers and Associate Lecturers.
<b>Academic year</b>	Begins 1 September, and ends 31 August.
<b>Bachelor (of science) degree</b>	Normally the basic (first) undergraduate degree BSc.
<b>Programme</b>	A programme of study leading to a degree or diploma.
<b>Diploma</b>	A formal qualification usually requiring the equivalent of one to five years of full-time study.
<b>Faculties</b>	The administrative structure of the University is based on faculties, which are: Faculty of Behavioural Sciences, Faculty of Management and Governance, Faculty of Engineering Technology, Faculty of Electrical Engineering, Mathematics and Computer Science, Faculty of Science and Technology, Faculty of International Institute for Geo-Information Science and Earth Observation (ITC)
<b>Graduate</b>	A person who has received his or her degree.
<b>Graduation</b>	A ceremony at which degrees are conferred and diplomas awarded.
<b>Postgraduate degree/diploma</b>	Students must normally have an undergraduate degree to begin studying any postgraduate programme.
<b>Semester</b>	The academic year is divided into two semesters – S1: September to January and S2: February to July.
<b>Undergraduate degree/ diploma</b>	A first degree or diploma.

## 9 ANNEX 2 recruiter review

After the first 12 months, the University of Twente will conduct a review of recruiter activities to determine if the recruiter full contract is to be extended for a further period of 12 months or terminated. UT will conduct a Review meeting with the recruiter and complete, in consultation with the recruiter, an Recruiter Review Sheet.

The purpose of the review is to consider Recruiter activities with reference to:

- Number of Students placed
- Character of the students placed
- Complaints against the recruiter
- Complaints against the university

For each category of review UT and the recruiter will consider past activities and recommendations for improvement. The information gathered through these review sessions will also be used as client feedback in the UT continuous improvement process.

### Recruiters Review Sheet

Dear UT - Student Recruitment Recruiter,

As per the UT Policy and Procedure governing Student Recruitment Recruiters and in the interests of all parties complying with legislation thank you for your co-operation with this yearly review.

#### Recruiter Details

**Company Name:**

**Review Contact Name:**

**Email:**

**Position:**

**How was review conducted:** Interview/ Post/ E-mail

**UT Staff member undertaking review:**

**Position:**

**Purpose of Review** Yearly review of full contract / Recruiter sent no student during a contract

#### PART I

##### Review points

##### NUMBER OF STUDENTS PLACED

How many students were placed and in what programmes

##### University Observations

Number:  
Programmes:

##### BONAFIDE STUDENTS

What was the average student academic record  
Were students reported for unsatisfactory programme progress

Satisfactory Unsatisfactory  
Yes No

##### COMPLAINTS AGAINST RECRUITER

Were there any complaints against the recruiter?  
What type of complaints?

Yes No

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#### UNIVERSITY RECRUITER CONTRACT DECISION

**Does the university wish to renew the recruiters contract Yes / No**

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University signature Date

-----  
Recruiter's signature Date

**UT Recruiter Feedback form**

Recruiter Name

Recruiter Address

Recruiter's agreement expiry date

UT values the partnership with their recruiters and would like to invite you to contribute to the continuous improvement of the services and information that we provide our recruiters and potential students. Please tick the response you feel best describes the service provided by UT in the following areas

	Poor	Satisfactory	Above average	Excellent
UT provided me with the information regarding entry requirements for all programmes currently on their scope				
UT has provided my agency with an recruiter kit and agency agreement				
UT keeps me informed of changes to timetables or programme information				
A member of the UT marketing team contacts me on regular intervals to maintain current marketing material				
Recruiters inquiries are handled in an efficient and professional manner by Marketing Team				
Information provided by UT is clear and easy to understand				

Any addition comments/suggestion on how we can improve the services we provide to you and the students that use your service would be appreciated.

.....  
 .....  
 .....  
 .....

.....  
 Signature

.....  
 Position of person completing this form