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# GUIDE FOR INCOMING STUDENTS

School of Medical Engineering and Applied Social Sciences  
Linz Campus

[www.fh-ooe.at/campus-linz](http://www.fh-ooe.at/campus-linz)



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UNIVERSITY  
OF APPLIED SCIENCES  
UPPER AUSTRIA



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## 18 International Students in Linz

# Life as an International Student in Austria

Congratulations on your decision to embark on one of life's greatest adventures: living and studying abroad. We hope that your stay in Linz will be a wonderful and unforgettable experience.

International exchange students all over the world usually experience various phases of adjustment during their stay abroad. At first you will probably see everything through the eyes of a tourist. Everything is new and exotic. After this stage you get down to the business of living your everyday life, which for some people is accompanied by a sense of disorientation or culture shock. This is a quite natural phenomenon when someone is in completely unfamiliar surroundings where everything is new.

If this affects you, please do not hesitate to speak to one of the staff. We have been through this ourselves and will be more than willing to listen and talk with you about it. You may also find it helpful to bear in mind that this is a phase that will pass and, in the meantime, try to keep an open mind and seek contact with other people.

## The University of Applied Sciences Upper Austria (FH Upper Austria)

The University of Applied Sciences Upper Austria is the largest university of applied sciences in Austria and is an integral part of the tertiary education system. The organisation is defined by the requirements of regional employment and research needs. Four locations in Upper Austria's central area offer innovative and interdisciplinary academic degrees, each with a different focus.

- » School of Informatics, Communications and Media – Hagenberg Campus
- » School of Medical Engineering and Applied Social Sciences – Linz Campus
- » School of Management – Steyr Campus
- » School of Engineering – Wels Campus

Universities of Applied Sciences – in German 'Fachhochschulen' (FH) – are relatively new in Austria: the law authorising their introduction was passed in the early '90s and the first degree programmes were launched in autumn 1994. The aim of Austria's Universities of Applied Sciences is to provide a more practice-oriented education to complement the range of courses offered by traditional universities. Education is founded on academic, research-based principles; Universities of Applied Sciences are required to carry out applied research and development, which are

integrated into the curricula. Students are involved in R&D projects already from an early stage of their studies.

Keeping in line with the Bologna Declaration, however, the transition to the Bachelor/Master system at the University of Applied Sciences Upper Austria has already been completed in all degree programmes. The transition does not only serve to improve international comparability and recognition, but also leads to a greater degree of flexibility for the students.



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# Study at Linz Campus

## School of Medical Engineering and Applied Social Sciences

The University of Applied Sciences, Linz Campus, moved into a beautiful, spacious new building in the hospital district in 2007, which includes a well stocked, professionally run library and state-of-the art classrooms and laboratories. At present, more than 800 students are studying here. Our academic programmes focus on three main fields:

**Social Work/Social Services**  
**Human Services Management and Public Management**  
**Medical Technologies**

Each programme has a clearly defined, practice-oriented focus. All include business courses, project work and research, and training in personal communication skills. Extensive internships are required in all degree programmes.

### General Information about Linz

Linz is a vibrant place – busy during the day, plenty of cultural highlights and a great atmosphere in the many bars and restaurants in the evening. The idyllic old alleys leading to the stylish main square are a great contrast to the contemporary art and virtual worlds to be found in the Ars Electronica Centre. The Landestheater, the Brucknerhaus, Lentos und the Design Centre provide a rich background for culture. Linz provides a wonderful infrastructure for the University of Applied Sciences – it is an ideal place to study intensively. Linz is the capital of Upper Austria, Austria's third largest city (pop. 200,000) and in 2009, Linz was the Cultural Capital of the EU.

People in Linz do lots of sports along and on the Danube: running, inline skating, bicycling, rowing, etc. And the Salzkammergut lakes, the hills ('Sound of Music'), and the Alps are not far, either, so day trips for hiking in the mountains, swimming, sailing, or skiing are no problem whatsoever. Linz is also a city of festivals: Linzfest, Buskers' Fest ('Pflasterspektakel'), Brucknerfest. For chillier days there are a multitude of good fitness and wellness clubs which often have special offers for students. You can dabble your toes (and swim) in the centrally situated Parkbad, in the Hummelhofbad in the south and in the Biesenfeld pool to the north of the town. There is a beach volleyball court near the VOEST bridge in Urfahr, and there are two excellent lakes to bathe in – Pleschingersee to the north and Pichlingersee to the south – where you can also play table tennis outdoors. You can find further information on [www.linz.at/english/tourism](http://www.linz.at/english/tourism).

### Final Degree Awarded

- 1 General university entrance qualification or Pre-entry course for university
- 2 Bachelor (6 Semesters)
- 3 Master (4 Semesters)
- 4 Eligible for Doctoral study programme at a university

### The Structure of our Degree Programmes

The Bachelor's degree programmes (three years, 180 ECTS) require extensive internships during which students work in organisations or research institutes in Austria or abroad. Training in soft skills is an additional feature of our programmes.

The Master's degree programmes (two years, 120 ECTS) offer in-depth specialisation in specific fields with emphasis on strategic thinking and problem-solving skills.







# Our Degree Programmes

The academic year 2006/2007 marked a year of change to the Bachelor/Master system. Linz Campus currently offers Bachelor's degree programmes in the fields of Medical Engineering, Social Services Management and Public Management, and Social Work; as well as Master's degree programmes in Medical Engineering, Health Care, Social and Public Management and Social Work; in all of our programmes, students acquire specialist expertise, social skills and practical experience.

## Bachelor's Degree Programmes

### **F** Medical Engineering

Students acquire specialised knowledge of engineering and extensive instruction in medicine, as well as basic knowledge of public health policies and trends. They become familiar with the language, priorities, and problems of modern medical care as they work with medical devices in laboratories and hospitals.

### **P** Social Services Management and Public Management

Students in this programme begin with common core courses before specialising in preparation either for a career in the social services sector or for a career in public administration and nonprofit organisations. Graduates work in human resource management and development, project and quality management, marketing, public relations, product development, and finance.

### **F P** Social Work

Professional training in the counselling, guidance and support of people in distress is the focus of the social work programme. This research-based programme includes extensive internships/practica, which may be done abroad. After an introduction to eight areas of social work, students have the opportunity to specialise starting in the third semester.

## Master's Degree Programmes

### **P** Health Care, Social and Public Management

Graduates of this programme are qualified for complex management work in the public sector and in the field of social or health services. This course is based on the concept of Health Care, Social and Public Management developed by the EU, and prepares graduates to assume management positions in government, nonprofit organisations, as well as in consultancies.

### **F** Medical Engineering

This programme is an in-depth graduate programme in Medical Engineering with emphasis on medical device and rehabilitation technologies based on current practice. Additional modules, extensive project work and a Master's thesis complete the requirements of this specialised graduate programme.

### **P** Social Work

The Master's programme in Social Work is designed for graduates of Universities of Applied Sciences and academies of social work. It is an in-depth, research-based graduate programme in Social Work with a focus on intercultural communication skills, which are essential in all fields of social work in Austria due to an increasingly non-homogenous population.

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# Internationalisation

The International Office is in charge of international relations between Linz Campus and our partner institutions around the world. We maintain contacts with partner universities on almost all continents. Our International Office promotes student and staff exchanges, and provides services for incoming as well as outgoing exchange students and staff. It is also responsible for the acquisition and administration of bilateral agreements with our partner universities, and is involved in internationalisation 'at home' on our campus.

## Contact International Office Linz

Head of Int. Office: Mag. Iwona Hunstorfer  
Phone: +43 5 0804 54060  
iwona.hunstorfer@fh-linz.at  
international@fh-linz.at  
www.fh-ooe.at/incomings



## ECTS

ECTS ('European Credit Transfer System') credits are a numerical value (between 1 and 60) allocated to course units to denote the student workload required to complete them. They reflect the quantity of work required by each course in relation to the total quantity of work necessary to complete a full year of academic study at the institution including lectures, practical work, seminars, tutorials, fieldwork and private study as well as assessment activities. Thus, ECTS is based on a full student workload and not limited to contact hours only. The basic allocation of academic credits in ECTS is 60 credits for a full year of study; 30 credits per semester.

Credits are awarded only when the course has been completed and all required examinations have been passed. In other words, students do not get ECTS credits simply for attending classes or spending time abroad, but must fulfil the assessment requirements of the host institution; they must complete all requirements for each course to satisfy the specified learning objectives.

## Upon Arrival

Upon arrival at Linz Campus, please come to the International Office room A-11d (ground floor) of the main building A at Garnisonstrasse 21, where you will get all the information that you need to get started.

## Grading System

The Austrian education system works with 5 grades:

Austrian Grade	Equivalent
sehr gut (1)	excellent
gut (2)	good
befriedigend (3)	satisfactory
genügend (4)	sufficient
nicht genügend (5)	insufficient

Usually 50% of available points have to be obtained to pass an exam.





# Academic Information

Although the primary language of instruction at Linz Campus is German, as part of our commitment to internationalisation, selected courses may be offered in English. Courses in German are available to foreign exchange students with sufficient command of the German language. Incoming exchange students can arrange to take examinations in English. Please note: B2 proficiency in the German language is required of all students before they apply to study in Linz. Exception: The Master's Degree Programme in Medical Engineering is fully taught in English. B2 proficiency in English is obligatory for this programme.

## Academic Calendar

The University of Applied Sciences Upper Austria has an academic year divided into two semesters:

- » **Winter Semester:**  
Beginning of October to mid-February
- » **Summer Semester:**  
Beginning of March to mid-July
- » **Examination Period:**  
End of January to mid-February (winter semester),  
End of June to mid-July (summer semester)
- » **Breaks:**  
Christmas (2 weeks), February (2 to 4 weeks),  
Easter (1 week), summer holidays in July/  
August/September (12 weeks).

**The following church holidays are also public holidays in Austria:**

Ascension Day	Christi Himmelfahrt
Whitsuntide	Pfingsten
Corpus Christi	Fronleichnam
Assumption	Maria Himmelfahrt
Easter Monday	Ostermontag

### Public Holidays:

1 January	New Year's Day – Neujahrstag
6 January	Epiphany – Hl. Drei Könige
1 May	Labour Day – Tag der Arbeit
26 October	Austrian National Holiday – Nationalfeiertag
1 November	All Saints' Day – Allerheiligen
8 December	Immaculate Conception – Maria Empfängnis

## Types of Classes

### Block Instruction

In many cases, particularly in subjects which are taught as lectures combined with a lab, instruction does not take place weekly, but is instead delivered in longer units of more intensive instruction, or 'blocks' (e.g., one block every two weeks or even one block per term). Blocked laboratory sessions are often followed by blocked lectures.

### Excursions

Some courses occasionally include excursions, and attendance is generally obligatory. Usually students arrange transportation themselves, mostly in groups by car.

### Project Work

All of our students are required to participate in research projects as part of the curriculum. They work in teams and do research in selected fields. In some programmes, they may work in organisations or government offices. These are not theoretical projects, but 'real' work that requires careful planning and organisation. Students are guided and supervised by faculty members, but most of the time they work on their own.

Not only do students learn project management and research skills, they also learn to work in a team, and teamwork is an essential element of our education.

At the end of the project, some of which can run as long as a year, students present their findings to faculty and representatives from the organisations/offices involved.





## Survival German for Student Life

This short glossary of German terms related to life on Linz Campus should help you in your orientation as a student here.

Bibliothek	library
Endnote	final mark / grade
Fachbereich	department
FachbereichsleiterIn	head of department
Hauptberuflich Lehrende/r (HBL)	full-time professor
Hörsaal (HS)	lecture hall
IVS	student organisation
IT-/EDV-/PC-Raum	IT room (computer room)
JahrgangssprecherIn	class representative
Klausur	written exam
Labor	laboratory
Laborübung	laboratory tutorial
Lehrveranstaltung (LVA)	module / course
Mündliche Prüfung	oral exam
Nebenberuflich Lehrende/r (NBL)	part-time lecturer
Note	mark / grade
Prüfung	exam
Sekretariat	administration office
Seminarraum (SR)	seminar room
StandortsprecherIn	student representative of Linz Campus
Studiengang	degree programme
StudiengangleiterIn	head of studies
Stundenplan	schedule
Studienplan	curriculum
Übung	practical class
Vorlesung (VL/VO)	lecture

## German Language Courses

Can be arranged on demand.

## Personalised Schedule

Because we keep groups small, every student has a personalised schedule. There is a meeting at the beginning of each semester for exchange students to help you set up your schedule.

## Attendance Policy

Students are expected to attend and participate fully in seminars, projects and workshops. Attendance in lectures (German: Vorlesungen) is not mandatory.

## Examinations

Final examinations usually take place in January/February and July (i.e., at the end of each semester), but sessions for resits (called 'Sammeltermine') take place throughout the academic year at regular intervals.

Students are informed of the date, place and time of examinations, and given details of the examination procedure by the instructor and course administrator.

Lectures are generally assessed by final examination. Academic performance in tutorials, seminars, projects, integrated courses, labs and communication training is assessed continuously during the semester.

# Services and Facilities

## Student ID card

At the International Office (ground floor, first door on your left), you will get your student ID card, which contains your student number. The ID card also works as a key to the building, which is necessary if you need access to the computers or printer/copiers after hours. The card also has a library chip.

## IT Information

The IT department provides the following services for our students, which you will have access to as well:

- » free wifi on campus (eduroam)
- » student e-mail account (firstname.lastname@students.fh-linz.at)
- » print & copy system
- » student's online information system (Levis)
- » free access to over 50 computers on campus for individual studying

The IT helpdesk can be contacted via e-mail [helpdesk@fh-linz.at](mailto:helpdesk@fh-linz.at) or by phone +43 5 0804 55555

## Austrian Student's Union

The Austrian Students' Union (ÖH) is the official representative of all students' interests in Austria. Similar to other chambers in Austria membership is compulsory. Thus every student, registered at an Austrian University have to pay the Student's Union fee (currently € 19,20 per semester). The membership entitles you to a variety of services and discounts.

## Accommodation

Linz has numerous student residence halls. The rent for a standard single room ranges from € 280 to € 310.

- » Heim Garnisonstraße and Heim Kaisergasse  
[www.wist.uni-linz.ac.at](http://www.wist.uni-linz.ac.at)
- » Dr. K. Grüner Haus:  
[www.ooe-heimbauverein.at](http://www.ooe-heimbauverein.at)

For a complete list, please see our homepage:

- » [www.fh-ooe.at/en/linz-campus/international/incomings/accommodation](http://www.fh-ooe.at/en/linz-campus/international/incomings/accommodation)

Please make sure to register in time with the chosen dormitory. Most of the offered dormitories use the online-application process which enables you an independent registration.

Please note that the first month's rent, and in most cases also a security deposit, will have to be paid prior your arrival. The security deposit will be returned to you at the end of your stay if the room has been left in a proper condition, just a small fee for the final cleaning may occur.

You can also find accommodation in an apartment/flat alone or with other students. The local newspapers list flats/rooms for rent every weekend.

Please note that the International Office is unable to provide assistance with private house hunting.



# Dos and Don'ts



Austria is a German speaking country. The current students' generation is the first that received a good general education in English from primary school onwards. Many of the older people don't speak any foreign language. While in tourist areas many people speak some English, elsewhere shop assistants and waiters most likely don't. Especially the older generation may consider it arrogant to expect everyone to speak English. Showing respect for Austrian culture by learning a few key words of German can help make everyday communication run more smoothly.

'Bitte'	please
'Danke'	thank you
'Entschuldigung'	excuse me / pardon me
'Guten Morgen'	good morning
'Grüß Gott'	hello (formal)
'Guten Abend'	good evening
'Auf Wiedersehen'	goodbye

When entering shops, especially smaller ones, but even larger ones, greet the salesperson. A 'Grüß Gott' is simply expected of well-mannered persons. This even applies to outdoor markets.

In Austria academic, professional and honorary titles (e.g. 'Professor', 'Ingenieur' etc.) are widely used when you are addressing someone, especially in formal conversations and business.

Especially in academic environments many Austrians are quite sensitive about this and feel insulted if not addressed by their titles. Although many of the academic staff at Hagenberg Campus prefer to be addressed simply as 'Herr A' or 'Frau B', this is not the norm. Whenever you are in a company, doing some project work however, always pay attention to the company culture. When in doubt, it is always better to use the title than to omit it. If it is not common in the company to use titles you will be told so. Whenever talking to staff of a traditional university never forget to use their title.

Austrians usually take their shoes off as soon as they enter someone's home. Most of the time the host responds by telling you not to do so; it is

however better to take them off nevertheless as the host's request to leave them on might be just politeness. If other guests are present the easiest way is to do as they do to get it right.

Austrian waiters generally expect tips. This applies not only in restaurants but also in cafés and pubs. It is not customary to leave the tip on the table when leaving but to inform the waiter when paying what he should keep. For example, if the bill comes to € 9.20, you should round it up and tell him 'make it 10'. In good restaurants Austrians tip 10% for particularly good service.

When invited to someone's home for a party or a meal it is always wise to bring along a little present. Austrians usually bring along a bottle of wine, sweets, flowers, etc.

Never take purchases you have made elsewhere into shops selling similar products in Austria. You may be asked to show the contents of your shopping bag or backpack at the checkout and it can lead to difficulties if you have products in your bag that are also sold in the shop concerned. Many large stores provide lockers where you can store your purchases before you enter.

Under Austrian law it is compulsory to separate your rubbish for recycling. Special bins are provided for glass, metal, plastic packaging, organic waste, recyclable paper and remaining non-recyclable waste. Additionally, all packaging materials have to be washed before being thrown away. In order to maintain a harmonious relationship with your neighbours, landlord and even to avoid problems with the authorities, it is important that you comply with this law.



# Events / Free Time Activities

Linz Campus organises various events throughout the academic year. Parties on and off-campus take place regularly (at least once a week), and in November the ball season begins.

## Sports & Leisure

In 2007 we founded our own Athletic Association for students, alumni and staff. Our 'Sportverein' offers a number of activities like soccer/football, badminton, volleyball, aerobics, ballroom dancing (both standard and Latin American), climbing, and we also have our own football teams and championships (see 'Sportverein' under 'Campus' on the Linz homepage).

In addition to activities offered by our Athletic Association, our brilliant location invites both students and visitors to do all kinds of sports: tennis, squash, biking, inline skating, rowing, swimming, ice-skating, climbing, snowboarding, skiing, hiking, etc.

In the winter, the mountains offer wonderful slopes for skiing and snowboarding in the Mühlviertel as well as in the south of Upper Austria (Salzkammergut) and in the neighbouring provinces of Salzburg and Styria.

## Reductions for Students

Austria is very student-friendly; many businesses grant price reductions to students. When sightseeing or attending events, concerts, balls or even parties, just ask whether a reduction is given, and identify yourself as a student by showing your student ID card.

For more information on student reductions in Linz, visit: [www.studay.at](http://www.studay.at)

As a student registered and with a principal residence in Linz, you may apply for the so called 'Aktivpass', which will enable you to receive further discounts, eg. a monthly-ticket for the public transport (buses/trams) in Linz for € 10.









# Essential Information

## Registration with the Local Authorities

EU Citizens: For students from EU countries and Switzerland, a valid passport is sufficient.

Non-EU Citizens: Non-EU citizens must contact the local Austrian Consulate in their home country for details regarding current visa regulations for Austria. In order to enter Austria and to live here, you must apply for a residence permit. The following documents are required:

- » Passport (must be valid for at least one more year)
- » Birth certificate
- » rental agreement or confirmation from residence hall
- » Letter of confirmation issued by the university
- » Proof of health insurance coverage
- » Bank statement (Austrian bank account required)
- » Police clearance certificate
- » 1 Passport-sized photo (size 45 x 35 mm)

Please note that the residence permit is NOT a work permit for Austria. The letter of confirmation for the embassy will be sent to you by the International Office.

Under Austrian law, all changes of address have to be registered with the local authority within three working days, and of course this also applies to international exchange students. In order to register, you will need to take your passport (with a valid visa, if applicable) and Residence Registration, 'Meldezettel', to the local registration office, 'Meldeamt' or 'Bürger-service'.

'Meldezettel' forms are available free of charge at your residence hall or at the International Office. Furthermore, your Residence Registration must be signed by your landlord/lady prior to registration. After registration, you will be given an official printout of your registration details which must be kept in a safe place because you will need it to report your departure.

The nearest Meldeamt/Bürgerservice can be found in City Hall, 'Neues Rathaus Linz', Haupt-

straße 1–5, 4041 Linz, or in the 'Wissensturm', which is located opposite of the main train station. [www.linz.at](http://www.linz.at)

## 'Anmeldebescheinigung' – Confirmation of Registration

(For Nationals of EU/EEA countries only!)

If you are staying in Austria for longer than 3 months you have to apply for a confirmation of registration (Anmeldebescheinigung) at the municipal authority (Magistrat). You have to apply for this confirmation within the first four months of your stay in Austria. This – second – registration form is also required (in addition to the 'Meldezettel' registration). In case of non-compliance with this regulation, a fine may be imposed.

## Climate and Clothing

Austria gets very cold in the winter with temperatures sometimes dropping below  $-10^{\circ}\text{C}$ , so we recommend that you bring warm clothes and shoes with good sturdy soles for the winter term; however, although you may associate Austria with winter sports, we often enjoy warm summers with temperatures sometimes up to and even above  $30^{\circ}\text{C}$ .

## Currency

Since the beginning of 2002, Austria's currency has been the Euro (€). 1 Euro = 100 cents

## Shopping

Linz has a variety of shopping possibilities.

The big shopping malls are situated, as in most countries, in the outskirts of Linz.

Plus City, Pluskaufstrasse 7, 4066 Pasching  
[www.pluscity.at](http://www.pluscity.at)





But if you want to go shopping, you just have to visit 'Landstrasse' which is the long and main shopping street in Linz. You will find many interesting shops there. Also on the Landstrasse, you will find the mall 'Passage' and on the other side of the bridge 'Niebelungenbrücke' the shopping mall 'Lentia City'

#### Typical prices of everyday products:

Accommodation incl. halfboard.....	€ 300,- to € 360,-
1 litre of milk .....	€ 1.00
1 loaf of bread .....	€ 2.80
100g cheese .....	€ 1.20
1 yoghurt .....	€ 0.50
½ litre of beer (supermarket) .....	€ 0.80
150g ham .....	€ 1.90
1 kg apple .....	€ 2.40
1 litre of orange juice .....	€ 1.00
500g pasta .....	€ 1.00
375g cereal .....	€ 2.20

## Banks and Cash Withdrawal

Most banks offer free student accounts. To open an account with an Austrian bank you need your student ID card, your passport and your 'Meldezettel.' After about a week, the bank will mail you your ATM/debit card with the additional 'Quick' option. To load the 'Quick' chip on your card, you can use a conventional ATM/CashPoint or special loading unit (there's one just inside the main entrance on campus).

On campus the 'Quick' function can be used for printing and copying. You can also use 'Quick' to pay for coffee or a soft drink from the vending machines.

Banking hours in Austria vary, but as a general rule, banks are open between 8:00 and 4:30 Monday to Friday and often close for one or two hours at lunchtime. Many banks are closed Friday afternoons. But please check the exact opening hours of the bank of your choice.

## Credit Cards

An increasing number of businesses in Austria accept international credit cards such as Visa and Mastercard, although some companies only accept these for purchases above a certain price.

## Medical Services and Pharmacies

Austria boasts an excellent network of pharmacies and medical practitioners. Pharmacies operate a rota system for night and Sunday duty. When a pharmacy is closed, a notice is displayed giving details of the nearest pharmacies that are open.

#### Pharmacy close to Linz Campus:

Prinz Eugen Apotheke  
Prinz-Eugen-Straße 10 b  
Phone: 0732 601500  
Open Mon – Fri 8:00 – 6:00; Sat 8:00 – 12:00

#### Hospitals:

There are numerous hospitals in Linz. The two closest to campus are:

- » Allgemeines Krankenhaus (AKH)  
General Hospital, Krankenhausstraße 9a, Linz
  - » Unfallkrankenhaus (UKH)  
Emergency Hospital, Garnisonstraße 7, Linz
- Please see the local newspaper listing of the hospital on call after hours ('Aufnahme')

## Emergency Numbers

Ambulance (Rettung) /	
Emergency Doctor (Notarzt) .....	Phone: 144
Fire Brigade (Feuerwehr) .....	Phone: 122
Police (Polizei) .....	Phone: 133
Mountain rescue service (Bergrettung) .....	Phone: 140

Information on local medical emergency services is available from local police stations as well as in telephone directories and daily newspapers.



## Health Insurance Coverage

Austria has an excellent public healthcare system. If you are staying in Austria for less than one year, you should find out if there is an agreement between your home country and Austria regarding health insurance. There is reciprocal health insurance among EU countries. You must bring proof of health insurance coverage from your own insurance company or your health insurance card when you come to Austria in order to ensure that you will be treated here without having to pay anything out-of-pocket in the event of illness.

International exchange students who are non-EU citizens must obtain full health insurance coverage in Austria e.g. from the Upper Austria Health Insurance Company (OÖGKK) for a monthly fee (about € 54). Students can insure themselves for as long as necessary. To register for insurance with OÖGKK you need the following:

- » Confirmation of enrolment at Linz Campus (Inskriptionsbestätigung)
- » your Residence Registration ('Meldezettel')
- » Proof of health insurance coverage in your home country during the last 12 months

The Upper Austria Health Insurance Company will then issue you an insurance card which covers hospital stays, medical treatment and services, and reduced prescription charges (currently € 5,55 each).

## Non-Emergency Medical Treatment

If you need non-emergency medical treatment and are from an EU country that has a reciprocal health insurance agreement with Austria, you must take your passport and proof of health insurance coverage from your own insurance company or your health insurance card from your home country to the general medical practitioner or the medical specialist you have chosen. These documents entitle you to receive most medical treatment free of charge from doctors that have a contract with this regional public health insurance organisation. Such doctors usually advertise with the words 'alle Kassen' on the wall plates outside their offices, and it is to them that you should go for non-emergency medical treatment.

If you are from a country that does not have a reciprocal healthcare agreement with Austria, you must take your passport and your health insurance card (e-card) to the general medical practitioner or the medical specialist you have chosen. After your registration with the Upper Austria Health Insurance Company (OÖGKK) it usually takes 2 weeks until you receive your e-card. If you need medical care before you have received your e-card, use your Residence Registration (Meldezettel) instead.

## Public Transport

### Railways

Two railway companies offer their transport service: [www.oebb.at](http://www.oebb.at) and [www.westbahn.at](http://www.westbahn.at)

### Discount Rail Travel ÖBB customer card 'ÖBB-Vorteils-card<26'

Students intending to travel extensively within Austria are advised to purchase an ÖBB-Vorteils-card<26. The Vorteils-card<26 entitles holders to a 50% discount on all tickets for travel in the Austrian Federal Railway Network, is available to anyone under 26 years of age at the reduced price of € 19, and is valid for one year. In order to buy a Vorteils-card<26, you need a passport-sized photograph and a valid ID. The application form is available on the ÖBB website or at any railway station ticket counter. The card is not valid for travels with the Westbahn.

The 50% discount is granted immediately if you buy your train ticket at a ticketing machine. If you buy the ticket at the counter, the reduction on the regular fare is only 45%.



## Special Rates for International train tickets 'Spar Schiene' or 'City Star' Tickets

For city travelling to selected cities within Europe, ÖBB offers extra cheap 'Spar Schiene' tickets. Book as early as possible (usually 3 months before you want to travel) because only a limited number of tickets is available for each train. For detailed information please check the ÖBB homepage.

For information on public transportation in Linz, please see: [www.linzag.at](http://www.linzag.at)

## Getting to Linz

Linz is located at 130km from Salzburg and 180km from Vienna. The city has direct train connections to Vienna, Salzburg, Hamburg, Berlin, Budapest, etc. There is a bus to the railway station from campus.

By aeroplane, we recommend that you fly to Linz, Salzburg, Vienna or Munich airport and then take a train (from Munich airport by train via Salzburg).

### From Linz airport

Linz airport is situated a few kilometres outside the city. From 8 a.m. until 7 p.m. there is a shuttle bus to the train station in Linz every hour (tickets available on the bus). Please note that on Sundays and public holidays, there is no shuttle bus connection.

### From Salzburg airport

Bus no. 2 to the train station departs from Salzburg airport every 15 minutes. From there, trains to Linz leave every hour; travel time one hour and fifteen minutes. Tickets for the bus can be bought at the newspaper shop inside the airport or from the driver.

### From Vienna airport

There is a direct bus connection between the airport and the 'Westbahnhof' (train station west) or the 'Hauptbahnhof', where trains to Linz leave hourly. The bus stop is in front of the arrivals hall. Tickets are sold on the bus. Travel time from Vienna Westbahnhof to Linz by train is approximately two hours.

Additionally the ÖBB is operating long-distance trains directly from Vienna Airport to Linz train station.

On request, our student buddies will pick you up at Linz train station.

Acknowledgment and Disclaimer – Every effort has been made to ensure that the information contained in this booklet is accurate and current, but the University of Applied Sciences Upper Austria, Linz Campus, cannot accept responsibility for any errors or omissions. (Linz, January 2017)

## Important Vocabulary

Praktischer Arzt	general medical practitioner
Facharzt	medical specialist
Zahnarzt	dentist
Frauenarzt	gynaecologist
Augenarzt	eye specialist
Urologe	urologist
HNO-Arzt	ear, nose and throat specialist
Ordination	medical practice
Sprechstunden	consulting hours
Termin	appointment
Nach Vereinbarung	by appointment
Schmerzen	pains
Behandlung	treatment
Rezept	prescription
Apotheke	pharmacy





## International Students in Linz

'Hi, I'm Amela Balihodzic. I'm from Bosnia, and am studying social work at FH OÖ (University of Applied Sciences Upper Austria) in the part-time programme. Studying in Linz is very interesting. You meet so many nice people that language is never a problem. In addition to lectures, we work in small cohort groups of about 15 students – we're like one big family. Thanks to careful scheduling, I have time for classes, my job as a nurse, my family, and my hobbies. I can highly recommend studying here!'

Amela Balihodzic, Bosnia

'My name is Nicoleta Puskas. I was born in Romania, but I live here in Austria. When I came to Austria, I couldn't speak German. But I studied German at Johannes Kepler University for 3 semesters because I had intended to study sociology. I gave up because I couldn't afford to pay the tuition fees. Also, at that time Romania was not in the EU, so I couldn't work here and there was no way I could finance my studies. Now I am studying social work at FH OÖ. I live here alone, and my family lives in Romania. I don't have financial support, and so FH OÖ is a great place to study. I work for Siemens and study part-time. I am very grateful to have the opportunity to study in Linz and to learn about a foreign culture. My German language skills have also improved, and I have made many friends here.'

Nicoleta Puskas, Romania

'If you look, you will find really nice, open people. I'm from Lower Bavaria, and am enjoying listening to the various Austrian dialects. You can do all kinds of sports here, and climbing, dancing, volleyball, etc., don't cost much at all. Plus you meet a lot of interesting people. Evenings are never boring. Both JKU (Johannes Kepler University) and FH organize parties regularly; there is at least one every week. There are free admission nights at Billiardtempel, karaoke, music, dance, theatre, literature, and film. After the movies I usually have hot chocolate with chilli-coconut, honey and cinnamon or peppermint at one of the many pubs nearby. If there's snow, you'll find me out skiing. It's so easy to do outdoor activities if you live in Linz – the Danube, lakes, forests, and mountains are close by. If you're looking for a part-time job or even a flat, go to: [oeh.fh-ooe.at](http://oeh.fh-ooe.at). If you earn less than € 1,164 – apply for an Aktivpass at 'Bürgerservice' to save money on streetcar tickets and admissions to many, many places (see [www.linz.at](http://www.linz.at)). I could go on and on and on. But come to Linz and see for yourself – I am still in the process of discovering Linz myself!'

Melanie Biber, Bavaria

'I have been studying here in Linz for several years. At first I did not know which side of the Earth Linz was on. So I started searching somewhere in Australia, and I found it in Europe, in Austria.'





As you can see on the pictures, Linz is beautiful. I do not know how I can describe it. The best way to say it is 'Just come and see.' You will find different people from different countries. You will enjoy the weather. You will always want to climb mountains surrounding Linz. The best of all is that you can, with your bike, go everywhere in a short time. Finally, I would like to say that Linz does not sleep (Life goes on 24/7).<sup>4</sup>

Gaspard NY, Rwanda

'My name is Michael Sekulic and I am 22 years old. I was born in Linz and I grew up here. I began to study social work at Linz Campus, which was a decision that I don't regret. Here I am surrounded by lots of nice and helpful people. The education I get is high standard. Linz is a nice place to live, especially for students. It's no problem getting a part-time job here in case you need to finance your studies on your own. For registered students there are benefits in the city of Linz, such as lower fares for public transportation, cheaper admissions, etc. Linz also offers a lot of things to do in your spare time. I'm quite happy to have the opportunity to live and study here.'<sup>4</sup>

Michael Sekulic, Linz

'The programme in social services management is demanding, and you really need a good command of German, but studying in Linz is fun. Also, I know that this practice-oriented education will give me a great advantage in the job market. In Russia, where I am from, there are no programmes that combine management and social sciences.'<sup>4</sup>

Ekaterina Lingur, Rostov





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