



# GUIDELINES

## Welcome to Danube University Krems

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## Introduction

These guidelines are aimed at supporting higher education professionals dealing with enquiries and applications to their institutions by refugees or migrants with a refugee-like situation who would like to start or continue their higher education.

Typical questions asked by migrants have been formulated and the answers provided, grouped into four categories:

- General Information about the Institution and Departments
- Language Issues
- Funding and Financial Support
- Social and Practical Issues

At the end of the document you will find also the list of links to websites or/and documents used when writing this document that might be useful as a reference.

## General Information about the institution and departments

### ***Q: Where can an overview of this institution be found?***

**A:** [Danube University Krems](#) is a university for continuing education with courses specifically oriented towards the [needs of working professionals](#). It is located in [Krems](#), on the banks of the Danube River in Lower Austria. [Master's programs and short cycle](#) programs are provided in five areas of study:

- [Medicine, Health and Social Services](#)
- [Economics and Business Management](#)
- [Law, Administration and International Affairs](#)
- [Education, Media and Communication](#)
- [Arts, Culture and Building](#)

Around [9000 students from 93 countries](#) are studying at Danube University Krems. It is one of the leading providers of further education courses in Europe. At [Danube University's website](#) you can find out more about [study programs](#), the [organisation](#), [admission](#), study fees and [research projects](#).

### ***Q: Where is the institution and how can it be reached?***

**A:** Danube University Krems is located in Krems, Lower Austria. Krems is one hour away from Vienna and can be easily reached via train or car. Danube University Krems provides detailed instructions about the [location](#), [parking](#) and the [campus-plan](#) on its website.

### ***Q: What are the rules and regulations of the institution?***

**A:** Danube University Krems is regulated by the [Federal Law on the University for Continuing Education Krems](#), "[Bundesgesetz über die Universität für Weiterbildung Krems](#)", issued on the 1<sup>st</sup> of April, 2004.

### ***Q: Where do I start with my admission to the studies?***

**A:** First, choose a study program and read online which admission requirements need to be met. For each study program, the contact to the academic director of the study as well as his/her assistant is given. Feel free to contact them for further information about the admission procedure, they will be happy to help you. Furthermore, Danube University provides [general information about the admission procedure](#) online, too. Furthermore, Danube University also has an [Academic Service Center Unit](#), responsible for admission and

continuation procedures, student administration, statistics and administering the formal completion of a course of studies.

**Q: *Is it possible to take part in a course as a guest student to assess ability, suitability, etc. and use the institution's facilities?***

**A:** This depends on the [chosen study program](#). Please contact the academic director or his/her assistant to request participation as a guest student.

**Q: *Does the International Office or some other department in the institution provide any services specifically for migrants?***

**A:** There is an [International Office at Danube University Krems](#), supporting international students and fostering international cooperation.

**Q: *Who can be contacted at this institution to get into a validation procedure?***

**A:** The validation procedure is usually part of the admission process and is conducted by the academic director of the [chosen study program](#). Please contact the academic director, his/her assistant or the [Academic Service Center Unit](#).

**Q: *What is the Students' Union? What does it do?***

**A:** Danube University Krems has a Student Union called "[Österreichische Hochschülerschaft Donau-Uni Krems – ÖH Donau-Uni Krems](#)". They represent the students' general and curricular concerns and give advice on various topics like problems related to studies or social questions. Check out the [Unions' website](#) to learn more about them and their services.

**Q: *What is the timetable for the start of the semester, holidays, applications, etc.?***

**A:** You can check out the current [deadlines for applications](#), as well as [term dates](#), online. Also, the [Academic Service Unit](#) can give you more detailed information.

**Q: *Is the library available to everyone, not only students?***

**A:** Students as well as external users may use the library of Danube University Krems. [Library hours](#) can be checked out online.

**Q: *Where can information about preparatory courses in English or the local language be found?***

**A:** There are no general preparatory courses in English or the local language. Depending on the study program, preparatory courses are offered. Please contact the academic director of the desired study program or his/her assistant for more information.

## Language Issues

**Q: *Is it compulsory to be able to speak the local language?***

**A:** There are study programs held in English language and study programs in German language. Depending on the study programs specifications, it is necessary to have a very good command of English or German. The [English Course Program](#) is available online.

**Q: *Are language courses held to support foreign students?***

**A:** There are nor general, university-wide language courses for foreign students, but there are other possibilities to participate at language courses:

The [Erasmus+ Online Linguistic Support](#) (OLS) currently offers **online language courses** in Bulgarian, Czech, Danish, German, Greek, English, Spanish, French, Croatian, Italian, Hungarian, Dutch, Polish, Portuguese, Romanian, Slovak, Finnish and Swedish to higher education students, vocational education and training learners and young volunteers taking part in the [Erasmus+ programme](#). The European Commission has decided to **extend this service to the benefit of around 100,000 refugees** over three years, on a voluntary basis and free of charge for them. The OLS can be used at any time from a computer, tablet or smartphone with an internet connection. The OLS language courses include a variety of self-paced modules covering different linguistic areas, as well as "Live Coaching" interactive activities (online MOOCs, tutoring sessions and forums). More information can be found [here](#).

- [Duolingo](#) offers free language courses aimed at **Arabic speaking refugees**. The languages currently available are English, German, Swedish, Spanish and French, also available as an app.
- [Memrise](#) also offers **free languages courses** (app available) in more than 200 languages.
- Some regions may also offer refugees language courses as part of an **integration scheme**; the local council may be able to provide further information about this.

**Q: *Are there courses available in languages other than the local language, e.g. English?***

**A:** There are study programs held in English language and study programs in German language. Depending on the study programs specifications, it is necessary to have a very good command of English or German. The [English Course Program](#) is available online

**Q: *Is there a list of certified translators for document translation?***

**A:** [Foreign documents](#) must be submitted in notarially certified translations into German or English. Documents in English are accepted.

Translations of foreign documents carried out abroad must

- 1.) be carried out by a court-certified translator, officially registered in the respective country.
- 2.) These translations must also either be certified (foreign document) or confirmed by an Austrian court-certified translator.

The certified translation must be submitted attached to the certified original document or a certified copy. If the translation was carried out by a court-certified translator officially registered in Austria, certification of the translation is not required.  
[www.gerichtsdolmetscher.at](http://www.gerichtsdolmetscher.at)

Please note: Translations should be done only after legalisation if necessary!

## Funding and Financial Support

**Q: Are there any student fees? How much?**

**A:** You have to [pay fees](#) for any course that you do at Danube University Krems. Please refer to the course descriptions for the fees of the various [university courses](#).

**Q: Are there any special grants or financial support available at this institution?**

**A:** For many courses, Danube University Krems offers [study grants](#). These study grants are financed by the university's own resources. The study grants are focused on applicants from eastern Europe and countries that will enter the European Union in the future. Apart from these, various courses offer additional scholarships.

**Q: Does the institution provide any support for migrants with families?**

**A:** There are no specific initiatives for the support of migrants with families at Danube University Krems.

**Q: Is it possible to work and study at the same time?**

**A:** As part of Danube University Krems' [mission statement](#), our study model is oriented toward the specific requirements of adult learners in all phases of life and especially to the needs of working professionals. We offer innovative blended learning formats to support part-time study for working professionals.

***Q: Is support for finding a job available? Is there a careers office dedicated to refugees?***

**A:** There is no specific career office at Danube University Krems, but there is an Alumni Club, helping to establish professional contacts.

## Social and Practical Issues

***Q: Are any other migrants/overseas students in similar situations at this university? Where can they meet?***

**A:** There is no specific initiative yet at Danube University Krems, but advice and meetings can be requested at the [Student Union](#) or the [International Office](#).

***Q: Are there any clubs, sports facilities, etc.?***

**A:** [CAMPUS SPORT](#) offers a big variety of workshops, different sport and recreation courses, to preserve fitness and balance beside the everyday business and student life. [CAMPUS CULTURE](#) provides a few cultural activities at and around the campus.

***Q: Is there any support for students/migrants to settle in to the university?***

**A:** The Student Union of Danube University Krems supports students in different issues related to the studies but also social questions like settle in to the university. Check out the [Unions' website](#) to learn more about them and their services. Furthermore, also academic directors and their assistants are happy to assist in further questions about setting in to the university.

***Q: Is any support available for finding accommodation?***

**A:** Danube University Krems provides [a list of suggestion for accommodation online](#).

***Q: What is the student card used for?***

**A:** Acquisition of your [StudentServiceCard](#) not only brings you benefits that make studying at Donau University Krems even more pleasant, but also offers a whole series of services. The card includes the following:

- Student Identity Card ( only with valid Semester Sticker!)
- Library Borrowing Authority
- Participation in the Campus-Sports-program
- Free participation in the Campus-Culture-program

- Free WLAN
- Regional Services

Read more about it [online](#).

***Q: Where can I get my ICT devices repaired?***

**A:** Danube University Krems does not provide a service to have ICT devices repaired, but a IT Unit for central IT-services for students. Read more about it [here](#).

***Q: Can I use PCs and/or printers and photocopiers at the institution?***

**A:** At the [library](#) of Danube University Krems you can find a Photocopier and PCs to use.

***Q: Who can I talk to if I feel lost?***

**A:** If you feel lost, feel free to contact the [Student Union](#), the [Academic Service Center](#) or the academic director of your desired study program.



## Websites and Documents used in these Guidelines

- Danube University Krems: <https://www.donau-uni.ac.at/en/index.php>, accessed on April 28<sup>th</sup> 2018
- Student Union Danube University Krems: <http://www.oeh-duk.at/en/>, accessed on April 28<sup>th</sup> 2018
- Austrian Association of Certified Court Interpreters: <http://www.gerichtsdolmetscher.at/index.php/en/>, accessed on April 28<sup>th</sup> 2018
- Erasmus+ Online Linguistic Support: <https://erasmusplusols.eu/online-language-courses/>, accessed on April 28<sup>th</sup> 2018
- Erasmus+ Program: <http://ec.europa.eu/programmes/erasmus-plus/>, accessed on April 28<sup>th</sup> 2018
- Erasmus + Online Linguistic Support for Refugees: <https://erasmusplusols.eu/ols4refugees/>, accessed on April 28<sup>th</sup> 2018
- Duolingo: <https://www.duolingo.com/courses/ar>, accessed on April 28<sup>th</sup> 2018
- Memrise: <https://www.memrise.com/>, accessed on April 28<sup>th</sup> 2018

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