

Welcome Guide for Exchange Students

—
Odense



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University College

Welcome to UCL University College

As you embark on this journey as UCL student, we would like to offer you the best help possible to get a head start both at our institution and as a resident in Denmark.

In this document, we have collected fundamental information regarding your student status and what you need to know as a new resident in Denmark.

Please, read the provided information carefully and keep this guide throughout your stay, as a great part of the information here provided may come in handy later on.

You are also welcome to let us know what you think about this guide.

We wish you the best of luck and a fruitful stay in Denmark and at UCL.

Kind regards,
International Office

Table of Contents

1. Moving to Denmark

- 1.1. Residence permit
- 1.2. CPR number
- 1.3. Health insurance card
- 1.4. MitID

2. Danish Healthcare System

- 2.1. Healthcare service for non-registered residents (without CPR number)
- 2.2. Healthcare services for registered residents (with CPR number)
- 2.3. Medical consultations
- 2.4. Dental care

3. Insurance

4. Accommodation

- 4.1. If you have received accommodation through UCL University College
- 4.2. If you have found accommodation on your own
- 4.3. Rent and deposit
- 4.4. Damages and malfunctions
- 4.5. Termination of tenancy agreement

5. Studying in Denmark

- 5.1. The Danish higher education system
- 5.2. The 7-point grading scale
- 5.3. The Danish way of teaching

6. Studying at UCL

- 6.1. Campus Seebladsgade
- 6.2. Campus Niels Bohrs Allé
- 6.3. Digital Transcript of records
- 6.4. Online tools for UCL students
- 6.5. Facility and IT Service
- 6.6 UCL Service portal

7. Living in Odense

- 7.1. Transportation
- 7.2. Social and cultural events
- 7.3. Holidays and other important events

8. Useful Links and Contacts

1. Moving to Denmark

1.1 Residence permit

When moving to a new country, it is your responsibility to make sure you have the right to reside there. Denmark is no exception. As an EU country, Denmark applies different rules to EU/EEA/Swiss citizens and non-EU citizens. Here is a brief overview of what you must do upon arrival, based on your citizenship.

For EU/EEA/Swiss citizens

As an EU/EEA citizen or Swiss national, you may stay in Denmark for up to three months without a residence permit. If you work while you are here, you can stay up to six months. If you wish to stay longer, you will need a new residence permit. The residence permit may be obtained from The Danish Agency for International Recruitment and Integration (SIRI).

How to apply for a residence document as EU/EEA/Swiss citizen

Visit SIRI Odense (see address in the contacts section) and bring the following with you: You must bring the following to your appointment with SIRI:

- Your original passport and / or your national ID card
- An accurate passport-size photo
- The reference number of the [OD1 form you completed online before the appointment](#)
- Letter of acceptance from the Danish educational institution or another form of documentation of final acceptance at a Danish educational institution

If your documents and application are in order, you can expect to receive your residence permit during your appointment with SIRI.

Important:

Your residence permit is connected to your student status. If any of the conditions change (you complete your studies, you start a full-time job, etc.), it is your responsibility to make sure your permit matches your new status. Contact SIRI Odense to learn more about this.

For non-EU/EEA/Swiss citizens

As a non-EU/EEA citizen, you must be granted a Danish residence permit in order to study in Denmark prior to your arrival. All non-EU/EEA/Swiss citizens who wish to study in Denmark must have their photograph, fingerprints and signature recorded digitally when they submit their application for a Danish residence permit. If your exchange includes a traineeship, you must be granted a residence permit before the beginning of your traineeship or clinical placement.

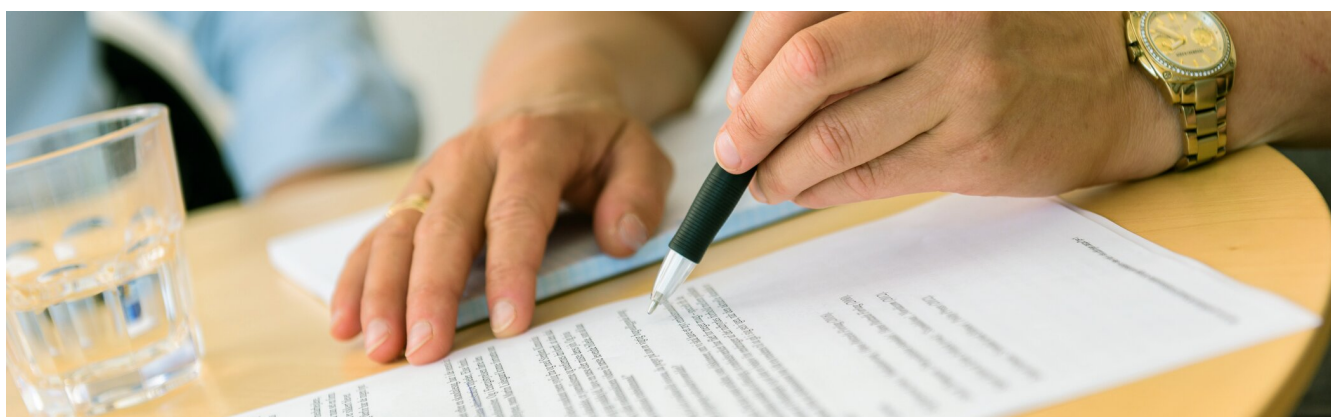
For Nordic citizens

If you are a citizen of Finland, Iceland, Norway or Sweden, you are free to enter, live, study and work in Denmark. You do not need a visa or residence permit.

Read more about this topic on:

newtodenmark.dk

lifeindenmark.dk



1.2 CPR number

The CPR number is a 10 digits personal code, which is unique for every person residing in Denmark. This number is used to identify you and proves you are legally residing in Denmark. Your CPR number is issued by the public administration and used to identify you in connection to several services. You may be asked to provide your CPR number when you get a job, open a bank account or get a library card among others. As the CPR number is connected to several personal and sensitive information, it is important you do not share your CPR number publicly, unless specifically asked to by an authority.

ATTENTION: Your residence period must be of at least 3 months in order to be eligible to obtain a Danish CPR number

How to apply for a CPR number

After obtaining your residence permit, you must visit the local Citizen Service (Borgerservice) and apply for your CPR number. You will immediately receive a letter including your CPR number. This document is very important and must be carefully preserved for your entire stay.

In order to apply for your CPR number you must bring the following documents:

- Copy of your residence permit
- Proof of legal residence in Denmark (copy of your tenancy agreement)
- Valid ID/passport

1.3 Health insurance card (Yellow card)

During your meeting with the Citizen Service Center (Borgerservice), you must apply for Danish health insurance. You can read more about its coverage further in this document. No appointment is needed, but some waiting time can be expected, especially at the beginning of each academic semester. On the spot, you will be asked the following:

- To choose a doctor (If you don't have specific preferences, you will automatically be assigned one in your municipality)
- To decide if you want to pay Kirkeskat (church taxes)

A couple of weeks after your application, you will receive your Danish health insurance card (yellow card) via postal service. Read more about the health insurance card in the dedicated section.

1.4 MitID

MitID is a form of secured login used by several institutions in Denmark, including the Danish public administration and online banking. It is important to have a MitID to access online banking and the secured digital post you will receive via e-boks. Until you apply for a MitID, all information by the public administration and other institutions will be sent to you via postal service. The MitID is constituted of 2 parts:

- Your username, which you can self choose and must type each time you use MitID
- A secure validation via the MitID app on your smartphone

How to apply for MitID

After you have received your Danish health insurance card, you can order your MitID at the local Citizen Service (Borgerservice).

You must book an appointment and bring a witness who has had their MitID for at least 10 days.

Read more about CPR number and MitID:

lifeindenmark.borger.dk

2. Danish Healthcare System

The Danish healthcare system offers equal and universal access for all registered residents. As an international student and registered resident in Denmark, you are entitled to free medical treatments. These do not include dental care and special treatments like physiotherapy, where a fee is applied for all patients. You can find a list of doctors on sundhed.dk (in Danish).

You are a non-registered resident if:

- You are enrolled at UCL for a total period of less than 3 months
- If you are enrolled at UCL for a total period of at least 3 months but you have not received your yellow health insurance card yet.

2.1 Healthcare services for non-registered residents (without CPR number)

Students from outside the EU/EEA/Switzerland without CPR number

In accordance with the Danish Health Act, all non-registered residents in Denmark are entitled to emergency hospital care free of charge 'in the event of an accident, childbirth, acute illness or sudden aggravation of a chronic disease'. You or your private insurance must pay for all other healthcare services. Please note: The Danish public healthcare system does not cover transportation to your home country in the event of illness.

Students from the EU/EEA/Switzerland without CPR number

If you are an EU/EEA/Swiss citizen and you plan to stay in Denmark for less than 3 months, and you are covered by a statutory health insurance service in another EU country, you can use your European Health Insurance Card (EHIC) to access any healthcare service that becomes medically necessary during your stay in Denmark. You will benefit the same healthcare services offered to residents in Denmark and the charge for these services will be forwarded to the statutory health insurance service that issued the EHIC.

Please note: Special rules apply to Nordic citizens.

2.2 Healthcare services for registered residents (with CPR number)

Upon registration with the Civil Registration System, you will receive a national health insurance card (Sygesikringskort). The card is proof that you are entitled to all public healthcare services in Denmark and you must present it at every consultations with doctors, at the hospital and to pharmacists when collecting prescription medication. The card states your name, address and your Civil Personal Registration (CPR) number as well as the name and address of your doctor.

2.3 Medical consultations

Emergency

In case of an emergency, call the emergency services at 112 for ambulance, police and firefighting services. When you dial the emergency call center, you will be asked for your name, address and the phone number from which you are calling. The call center will then make sure that appropriate help is sent immediately.

Medical consultation during regular working hours

You can book an appointment via phone or online at your doctor's office. Use the contact printed on your health insurance card. Keep in mind that the office may have limited office and telephone hours and that appointments may be assigned at different hours, based on the urgency of the specific case. The regular working hours for doctors and medical centers are between 8.00 and 16.00, Monday to Friday.

If you have not received your health insurance card yet, you can contact any doctor for an appointment. You can use the contact information of the doctor of a fellow student or your buddy.

(see next page for consultations outside working hours)

Medical consultation at night, weekend and during holidays

If you need to consult a doctor outside the regular opening hours (night, weekend and holiday), you can contact the doctor on call (Lægevagten). Find the contact information in the contacts section. Lægevagten may decide to perform the consultation via telephone or to give you an appointment for a consultation at the nearest hospital. For students living in Odense, this service is available at Odense University Hospital. The entrance is on the right side to the emergency room. Please note: It is not possible to receive a consultation by the doctor on call without first calling the phone number. In case of emergency, contact directly the emergency number at 112.

2.4 Dental care

Dental care is not covered by the public healthcare system in Denmark. It is your responsibility to find a dentist, according to your necessity. Be aware that fees are applied to all dental care consultations. It is your right to ask for the cost of any type of dental consultation or procedure before it is performed. Once it is performed, it is your duty to pay, even if you did not ask for the price prior to the consultation/procedure.

Pharmacy

The Danish word for pharmacy is Apotek.

If you need a pharmacy outside regular shop opening hours, you must use the pharmacy called Ørnen at this address: Filosofhaven 38B, 5000 Odense.

Most supermarkets sell basic medications (e.g. cough syrup, paracetamol, ibuprofen, etc.) at the cashier or at their kiosk.



3. Insurance

Danish educational institutions cannot be held liable in the event of theft or loss of property. Therefore, be sure to subscribe adequate insurance while studying in Denmark, especially if you are a non EU/EEA citizen.

We strongly recommend that you take out adequate insurance while studying in Denmark.

The following insurance coverage is recommended.

Third-party liability insurance:

covering expenses if you have to pay compensation to another person

Accident insurance:

covering the financial consequences of an accident

Home insurance:

for your personal belongings

Car insurance:

If you bring a car with you, please make sure it is properly insured. If you decide to take out the insurance in Denmark, try contacting some of the larger insurance companies.

Danish names for insurance policies:

Ansvarforsikring:

third-party liability insurance

Ulykkeforsikring:

Accident insurance

Bilforsikring:

Car insurance

Sygesikring:

healthcare insurance

Rejseforsikring:

Travel insurance



4. Accommodation

4.1 If you have received accommodation through an accommodation partner (SDU Bolig)

If you have officially accepted the offer you received from SDU Bolig, this accommodation will be reserved for you and will be available at a specific date for you to enter. It is not possible to access the room before said date. UCL University College cannot help you finding alternative accommodation, if you decided to decline the offer or resign from the offered accommodation during your stay.

Further information on how to officially accept the offer is sent to each applicant via email. Please, read your tenancy agreement carefully, sign it and return it the right office as soon as possible. The tenancy agreement specifically explains what is included in your agreement and what costs are included in your rent. You should also be aware of the end date of your tenancy agreement and the conditions for termination of tenancy.

4.2 If you have found accommodation on your own

This means you have not been offered an accommodation through SDU Bolig or you, as an incoming exchange student, have not accepted the offer presented to you by SDU Bolig. In case you found private accommodation, we recommend you to read your tenancy agreement even more carefully, as special rules may apply. If you have any doubt, please contact your landlord directly. UCL cannot provide assistance in issues related to private accommodation.

4.3 Rent and deposit

Your rent is defined in your tenancy agreement. It is your duty to pay your rent as indicated in the tenancy agreement or as agreed with your landlord. In case you miss this deadline, you may be notified by your landlord and a fine for the delayed payment may be applied. Missing or delayed rent payments can be motivation for the immediate termination of the tenancy by the landlord. When confirming your accommodation you will be asked to pay the first month rent and a deposit.

According to the Danish law, your landlord can ask up to three months' rent as deposit. This deposit will be used to cover any damage suffered by your room and the common areas and to reinstate the condition in which the accommodation was given to you (e.g. wall paint). The remaining amount will be returned to you after the end of the tenancy. It is important that you document any damage present in your accommodation (your room and the common areas) at the time of your moving in. You should take pictures of the damage and send them to your landlord as soon as possible.

4.4 Damages and malfunctions

In case of pipe leakage, blackout, or any other malfunction connected to your accommodation, you should refer to your janitor/landlord. The contact information of your janitor should be indicated in your tenancy agreement. Keep in mind that the janitor intervenes for free when the damage or malfunction is connected to something included in the tenancy agreement (e.g. water supply, heating, big electric appliances). In case of any other intervention, a fee may be applied, especially outside regular working hours. If you lock yourself out and the intervention of a locksmith is necessary, a very expensive fee will be applied, especially outside regular working hours.

4.5 Termination of tenancy agreement

The tenancy agreement must be terminated at a precise date and generally at least 3 months in advance. If you do not inform your landlord in time (at least three months before your moving out date), he has the right to require 3 months' rent from the date you notify your move out date. This sum may be withdrawn from your deposit. At the time of moving out, please read your tenancy agreement carefully, as specific rules and requirements may apply for you to receive your deposit back. It is also important that you make sure your landlord has your bank information, in order to transfer the deposit back after the room has been checked by the janitor.

5. Studying in Denmark

5.1 The Danish higher education system

Public Higher Education Institutions in Denmark are regulated by national legislation concerning degree structures, teacher qualifications and examinations. Accreditation in higher education is undergoing transition from programme-based accreditation to institutional accreditation. Programmes and institutions are accredited by national, independent accreditation agencies and the Accreditation Council.

5.2 The 7-point grading scale

The grading system used in all state-regulated education programmes as of September 2007 is the 7-point grading scale. Apart from the 7-point grading scale, pass/fail assessment may also be used. 02 is the minimum grade for passing an exam.

What do Danish grades mean?

- 12: For an excellent performance displaying a high level of command of all aspects of the relevant material, with no or only a few minor weaknesses
- 10: For a very good performance displaying a high level of command of most aspects of the relevant material, with only minor weaknesses
- 7: For a good performance displaying good command of the relevant material but also some weaknesses
- 4: For a fair performance displaying some command of the relevant material but also some major weaknesses
- 02: For a performance meeting only the minimum requirements for acceptance
- 00: For a performance which does not meet the minimum requirements for acceptance
- -3: For a performance which is unacceptable in all respects

5.3 The Danish way of teaching

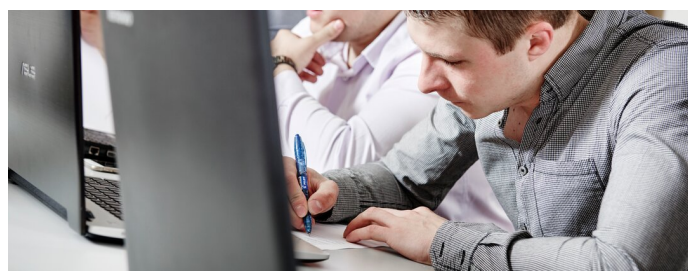
Danish higher education has a long tradition of combining academic excellence with a dynamic and innovative approach to education and research. Danish higher education is well-known for its high international standards. Educational institutions offer a dynamic study environment, emphasizing independent study, initiative and project-oriented learning. Studying in Denmark can be an excellent stepping stone for your future career, and will provide you with new skills and a unique experience.

As a student at a Danish higher education institution you are expected to play an active role in your learning process, and take responsibility for planning and carrying out your projects, either independently or together with other students. In addition to attending lectures you will be expected to participate in discussions and continuously develop your critical thinking and analytical skills.

For international students, the Danish approach to teaching and learning can introduce a whole new way of studying and thinking, which will challenge you and provide you with an excellent platform for your future career.

We encourage you to talk to your teachers and coordinator at UCL regarding the exam format and what is expected of you in order to successfully pass your tests.

Read more about this topic on:
studyindenmark.dk



6. Studying at UCL

6.1 Campus Seebladsgade

UCL campus on Seebladsgade 1 is located between the train station and the harbor, and is divided in 4 main buildings: A,B, C and D. While classrooms and labs are located mainly in building A and B, the other buildings are used for events such as conferences and meetings. UCL campus is accessible by foot, car and bicycle. The train and bus station is located only a few minutes away and a bridge above the railway allows this connection to be even faster. In the nearest surroundings, you can find the student Friday bar “Beerbox”, and a co-working space. Not much further, you can find the street-food market “Storms Pakhus” Odense Havnebad, a free outdoor swimming pool and sauna. Parking at the campus is free but number plates must be registered. Ask at the reception desk on campus about registration to avoid fines. Bicycles and scooter can be parked for free behind or next to building B. The campus is accessible to all on work days between 7.00 and 18.00. Outside these hours, students can access the majority of campus (excluding labs and offices) by using their student card. The student card can be obtained at the ground floor of building A, given you have provided your valid CPR number to the student administration. To obtain a chipped key, it is necessary to have a CPR number. If you have questions or doubts, please refer to the information point at the main entrance.

Address

Seebladsgade 1
5000 Odense C, Denmark



6.2 Campus Niels Bohrs Allé

UCL campus on Niels Bohrs Allé 1 is located 4 km from the train station. UCL campus is accessible by car and bicycle. On bicycle, you should expect a 15-minute journey from the train station to campus. This campus is located closely by the University of Southern Denmark (SDU), where you can find an olympic-size swimming pool of approximately 50 meter in length, 25 meter in width. (Parking at the campus is free but number plates must be registered. Ask at the reception desk on campus about how to register your car in order to avoid a fine of up to DKK 795. Bicycles and scooters can be parked for free on campus.

Address

Niels Bohrs Allé 2
5230 Odense M, Denmark

6.3 Digital Transcript of records

You will receive your Transcript of records latest 5 weeks after the end of your exchange. Please note that UCL only issues digital diplomas due to our environmental-friendly policy. Thus, you will not be able to receive your Transcript of Records in hard copy. You are responsible for forwarding the document to your home institution.



6.4 Online tools for UCL students

Itslearning

Itslearning is the Learning Management System at UCL University College. You can access Itslearning using your student login. With Itslearning it's easy to access learning material from your courses and keep up with your coursework and lessons. You can download the Itslearning app to your mobile device, view assignments on the go, check for deadlines, and never be late with your homework.

Mail

All official communication to and from students must occur via the UCL student email. You have a personal student email, which you can access with your student login on Outlook.

Wiseflow

Wiseflow is the platform used to upload your assignments. It is important you familiarize with it before your exams start, in order not to waste time and to prevent technical difficulties. Before the deadline for your exam, you will receive an e-mail with a link to Wiseflow. Use this link when you wish to hand in/upload your assignment to Wiseflow.

TimeEdit

Your timetable is available online on TimeEdit and Itslearning.

If you do not have access to any of these tools, please contact the student administration to resolve the problem. It is your responsibility to check your schedule regularly, as cancellations and changes may occur throughout the semester.

You can also use this platform to book specific rooms on campus for your group work.

UNI-login

You will receive your UNI-login via email before the start of your exchange.

6.5 Facility and IT service

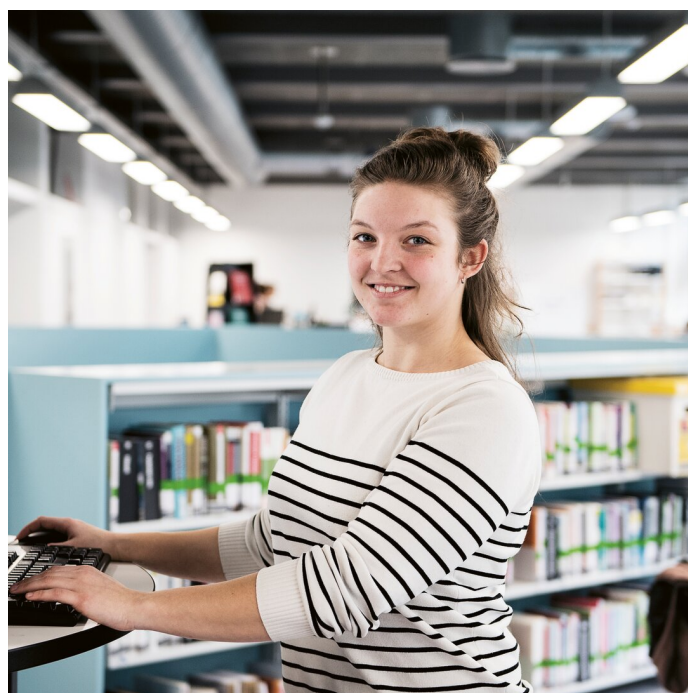
Facility service and IT service can help you with a wide range of matters. For anything related to the campus areas and its facilities (including student card), you can contact the Facility service on service.ucl.dk or call (+45) 6318 4040 for urgent matters (e.g. being locked out of a room).

You can contact the IT service if you have issues accessing any of the digital platforms for students or the network on campus. The IT service can be contacted via service.ucl.dk or by phone at (+45) 6318 4444 for urgent matters.

6.6 UCL Service portal

Technical support from our Facility service and IT service can be obtained by creating a ticket on service.ucl.dk. This portal requires you login with your UCL UNI-login. The portals includes also a list of articles that can help you with different services, like accessing printers on campus.

We recommend you login on this platform at the beginning of your exchange, in order to change the default language to English and familiarize with the service.



7. Living in Odense

7.1 Transportation

Bicycle

The best way to move around the city of Odense is by bicycle. If you are staying for one semester or two, we recommend you to find a second hand bicycle. A new bicycle may cost a minimum of 1000 DKK and a second hand bicycle can cost a minimum of 500 DKK. You can find a second hand bicycle as follows:

- Second hand online pages and groups
- Bicycle dealers (selling both new and second hand bicycles)
- Bike rental services
- Buy privately

When buying a second hand bicycle from a private citizen, make sure the item you are about to purchase is not registered as stolen. The seller must provide papers testifying the rightful

property of the vehicle. You can also check the bicycle's serial number through the Danish police mobile app. In case the police investigates and finds you riding a bicycle which is registered as stolen they will confiscate the vehicle and you may be fined for it.

Car

Using a car in Denmark can be rather expensive, both in terms of fuel and parking fees. Parking fees should be paid via credit card or mobile app. If you are coming to UCL by car, remember to read the parking signs on campus carefully and register your number plate at the UCL reception desk at the entrance.

Public transportation

Public transportation, meaning trains and busses are very efficient in Denmark and can be used all over the country. In order to plan your journey, you can visit the website www.rejseplanen.dk or download the app. Train tickets can be purchased online on www.dsb.dk or through the DSB app (this requires a Danish bank account). Bus tickets can be purchased on board of busses via cash payment or through the Rejsebillet app

Rejsekort

On both busses and trains in Denmark, you can use a Rejsekort (travel card). This is a personal card you can obtain at the local FynBus office which allows you to avoid purchasing tickets for each segment of your journey. In order to receive a personal Rejsekort you must be a resident in Denmark, have a CPR number and a Danish bank account or you can buy an anonymous Rejsekort if you are not registered.

Your rejsekort must be checked in at the beginning of your journey and in every station where you shift vehicle (e.g. train to bus or train to train). You must check out at the end of your journey, otherwise you will be automatically charged a default fee for your journey. Read more about Rejsekort here: <http://www.rejsekort.dk>.

7.2 Social and cultural events

ESN Odense

The Erasmus Student Network (ESN) is a student organization that arranges trips and activities for hundreds of international students in Odense. You can partake in these activities by becoming a member of the organization and following the activity calendar. Students from Denmark and the rest of the world decide to join this organization to meet other students and to get to know other cultures. You can ask the International Office for more information about this organization or visit <https://www.facebook.com/esnodense>.

Friday bar

Both UCL campuses in the city have a volunteer-driven facility called: Friday bar.

All students are welcome to use the Friday bar and it's a great place to hang out, listen to music and chill with your fellow students and friends.

7.3 Holidays and other important events

Academic calendar

The autumn semester: Starts in August or September and ends in December or January.

The spring semester: Starts in January or February and normally ends in June.

Public holidays

Please keep in mind that shops and services may be closed on these days.

- January 1st, New Year's Day (Nytårsdag)
- Thursday before Easter, Maundy Thursday (Skærtorsdag)
- Friday before Easter Sunday, Good Friday (Langfredag)
- Easter (Påske)
- Monday after Easter Sunday, Second day of Easter (2. påskedag)
- Ascension Day (Kristi Himmelfartsdag)
- Monday after Whitsunday, Second day of Whitsun (2. pinsedag)
- June 5th, Constitution day (Grundlovsdag)
- December 24th, Christmas Eve (Juleaften)
- December 25th Christmas Day (1. Juledag)
- December 26th, Second Day of Christmas (2. juledag)

Important events in the city

H.C. Andersen Festivals:
www.hcafestivals.com

Odense Blomsterfestival:
<https://www.blomsterfestival.dk/en/home/>

Generator:
<https://generatorfestival.dk/>

OFF Odense Film Festival:
<https://filmfestival.dk/en/>

MIX Odense:
<https://mixodense.dk/> (in Danish)

Magiske dage:
<https://magiskedageodense.dk/>

HCA Julemarked:
<https://www.hcajulemarkedet.dk/> (in Danish)

Want to stay up to date?

Follow CityOdense on Facebook and Instagram for events.

Shopping during public holidays

Shops and most supermarkets are closed on public holidays. Please check online what supermarkets are open during public holidays in your area.



8. Useful Links and Contacts

UCL University College

ucl.dk/international
Tlf. (+45) 63 18 30 00
Email: ucl@ucl.dk

VisitDenmark (tourist information)

<https://www.visitdenmark.com/>

VisitOdense (tourist information)

<https://www.visitodense.com/>

Life in Denmark (information for residents in Denmark)

<https://lifeindenmark.borger.dk/>

New to Denmark (residence permit)

<http://newtodenmark.dk/>

Rejseplanen (Journey planner - Danish public transportation)

<https://www.rejseplanen.dk/>

International Office

Student Service campus Seebladsgade: Thursdays and Fridays, h. 9.00 - 12.00
Campus Niels Bohrs Allé, room G.119 on Mondays and Tuesdays
Email: international@ucl.dk

Citizen service (Borgerservice) + SIRI

Tlf. (+45) 78 73 52 79
Address: Østre Stationsvej 15, 5000 Odense
Mondays, Tuesdays, Wednesdays, h. 9.30 - 15.00
Thursdays, h. 9.30 - 17.00
Fridays, h. 9.30 - 13.00

Doctor on Call (Lægevagten)

Tlf. (+45) 70 11 07 07
Mandatory telephonic consultation before appointment

Local police (Fynsk Politi)

Address: Hans Mules Gade 1, 5000 Odense
Tlf. (+45) 66 14 14 48

EMERGENCY NUMBER

Tlf. 112



ucl.dk



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