

Frequently Asked Questions (FAQ)



DISCOVER YOUR WORLD

Index

1	Re-Register	3
1.1	How can I re-register?	3
1.2	How can I indicate that I do not want to re-register for the next collage year?	3
1.3	I do not know if I will graduate yet, do I still need to re-register?	3
1.4	I need a Proof of Registration / Proof of Payment	4
2	De-register	4
2.1	I want to de-register (I have graduated)	4
2.2	I want to de-register (I have not graduated)	4
2.3	I want to temporarily discontinue my studies. Until when do I have to pay tuition fees?	5
2.4	Until when can I cancel my registration? And how do I do this?	6
3	Tuition fees	6
3.1	How much tuition will I have to pay?	6
3.2	Someone else pays my tuition but is not able to confirm the authorisation. What can I do now?	6
3.3	I am going to graduate during the academic year (e.g., November / December), do I still then have to pay a full year's tuition?	6
3.4	I have two courses; do I have to pay the tuition twice?	7
3.5	The direct debit could not be debited from my account, should I transfer the fee myself?	7
3.6	Can I change the date when the direct debit will be withdrawn from my account?	7
3.7	In what month will the first and last monthly direct debits be taken?	7
3.8	How can someone authorise my tuition from abroad without DigiD, but within SEPA area?	7
3.9	I want to pay in instalments, I have EU nationality and I do not live in an EEA country.	7
3.10	I made a mistake entering my payment information.	7
3.11	How can I change my bank account details?	7
4	Webshop MORE	8
4.1	How do I authorise to pay in instalments for the other contributions?	8
4.2	How do I change my password in Webshop MORE?	8
4.3	It is not possible to place an order; I did receive an ID code but no password.	8
4.4	Can I, although I did indicate that I wanted to pay in instalments still pay the amount in full?	8
4.5	I am having trouble logging in.	8
5	Additional	8
5.1	How and when can I reach the Student Office?	8
5.2	I still have not received any information about the new academic year.	8
5.3	When can I log into my student account?	8
5.4	I need Breda University of Applied Sciences to sign a form.	9
5.5	I would like to update my address.	9
5.6	My question is not listed.	9

1 Re-Register

1.1 How can I re-register?

To re-register you must complete the following two steps:

Step 1: Re-register

Log into Studielink and go to "Study programmes" and choose the option "Arrange your re-enrolment" and confirm. Your re-enrolment must be finalised before 31 August. In case you need help, please look at the FAQ in Studielink.

Step 2: enter payment details and arrange your payment.

Go to the tab "Payment" in Studielink and choose "enter payment details" and arrange your payment.

Please note: You can confirm your payment details only once. After confirmation it will no longer be possible to make any changes.

If you want to continue studying at Breda University of Applied Sciences, you will have to complete all the required steps correctly and on time. If you fail to do so, your right to study at Breda University of Applied Sciences will expire.

Make sure you arrange your re-enrolment on time. If you cannot remember your DigiD inlog details you can apply for a (new) DigiD username via [DigiD](#), please allow five days for processing.

1.2 How can I Indicate that I do not want to re-register for the next collage year?

If you have already re-registered:

Log into Studielink and go to "Studyprogrammes" then search for your chosen course for the upcoming year with the status "request submitted or enrolled" As long as the academic year has not yet started you can select "withdraw request for enrolment" As a result any granted authorisation will automatically be cancelled.

If you have not yet re-registered:

Log into Studielink and go to "Study programmes", choose the relevant Programme and select "I do not want to re-enrol".

1.3 I do not know if I will graduate yet, do I still need to re-register?

We assume that you are going to pass this academic year. If you are graduating after 1st September, then you will need to re-register before 1st August and therefore not before 31st August.

If, however you do fail, you need to immediately re-enrol and arrange payment in your Studielink account.

- 1) You can choose for the time being to not indicate Studielink. In that case you will receive an automatic reminder concerning your re-enrolment.
- 2) You can also specify in Studielink that you do not want to re-enrol and then (if necessary) make changes at the end of August. In that case you will not receive an automatic reminder.

**If you submit a late registration and wish to pay in instalments, then the first two instalments will be withdrawn on the date of the 2nd period.*

[Return to menu](#)

1.4 I need a Proof of Registration / Proof of Payment

If you need a proof of registration, you can download this via Osiris: [Proof of registration](#): Click on Personal Details, in this screen you will find the link; 'Status registration for degree programme'. As soon as you are enrolled you can download a proof of registration here.

If you need proof of payment, click on the application form below: [Proof of payment](#).

2 De-register

2.1 I want to de-register (I have graduated)

To ensure that you are deregistered as a BUAs student, you will have to submit a request for termination of enrolment via Studielink. With this request for termination, you indicate on which date you would like your registration to end. The first possible date to end your registration is the last day of the month in which you graduated. This date will be determined by the Board of Examiners of your study programme.

No refunds will be issued if deregistration requests are submitted in the month June, July or August. In these months' deregistration is only possible by mutual agreement.

Studielink does not consider requests for termination of enrolment for a date in the past, so always specify the date by which you want to be deregistered in the "comments field". If you do not specify a date in the comment field, you will be deregistered by us on the last day of the month in which you submitted your request for termination of enrolment.

Procedure in Studielink:

- > Log into Studielink and go to 'Study programmes'.
- > Select the study concerned and the current academic year.
- > Click on "Request for deregistration"
- > Fill in the required details and confirm what you have entered.
- > After confirmation, the request will be forwarded to BUAs.
- > The financial administration will see if you are entitled to a refund. If this is the case, the money will be repaid to the account number that is known to us.

Please note that there will be a processing time of approximately 1 - 1.5 months.

Note: If Student Office does not receive a request for deregistration through Studielink, then no deregistration action will be taken, an e-mail is not sufficient. The date we receive the request for deregistration in Studielink is leading.

Please note: - You will have to get in touch with DUO to cancel your 'studiefinanciering' and your 'OV- jaarkaart'.

2.2 I want to de-register (I have not graduated)

To deregister prematurely (except for June, July and August), you must submit a request, via Studielink, for deregistration. You will not be deregistered automatically.

Please be advised to contact the secretarial office of your study programme, because sometimes students are required to make an appointment with the student counsellor before deregistration will be possible.

[Return to menu](#)

You will be deregistered on the last day of the month in which you have made your request for deregistration. This means that if you submit a request for deregistration, for instance on 1 November, you will be deregistered per 30 November. If you submit for deregistration on the 1st of November and indicate that you want to be deregistered per 15th December, you will then be deregistered per 31st December.

No refunds will be issued if deregistration requests are submitted in the month June, July or August. In these months' deregistration is only possible by mutual agreement.

How to deregister in Studielink:

- > Go to 'Study programmes'
 - > Select the study programme in question, and the current academic year.
 - > Select "Deregister"
 - > Fill in your details and confirm.
 - > After confirmation, the request will be forwarded to BUAs.
 - > The financial administration will see you are entitled to a refund. If this is the case, the money will be repaid to the account number that is known to us.
- Please note that there will be a processing time of approximately 1 - 1.5 months.

Please note :-You will have to get in touch with DUO to cancel your 'studyloan/grant' and your 'OV- travel card'.

Note: If Student Office does not receive a request for deregistration through Studielink, then no deregistration action will be taken, an e-mail is not sufficient. The date we receive the request for deregistration in Studielink is leading.

2.3 I want to temporarily discontinue my studies. Until when do I have to pay tuition fees?

You can submit a cancellation request via Studielink. In response to your request, we will then de-register you on the last day of the relevant month. After we have processed your deregistration, we will put a stop to your direct debit and refund any tuition fees you are entitled to.

You will be deregistered on the last day of the month in which you have made your request for deregistration. This means that if you submit a request for deregistration, for instance on 1 November, you will be deregistered per 30 November. If you submit for deregistration on the 1st of November and indicate that you want to deregister per 15th December, you will then be deregistered per 31st December.

You only pay tuition fees for the months you are registered.

No refunds will be issued if deregistration requests are submitted in the month June, July or August. In these months' deregistration is only possible by mutual agreement.

Exception: If you follow the course (Master) Imagineering, then you have no right to a refund. If you started the course (executive) Master Media Innovation before 01-09-2014, then you also are not entitled for a refund.

[Return to menu](#)

2.4 Until when can I cancel my registration? And how do I do this?

You can revoke your registration free of charge until September 1 through Studielink.

Once you have logged in Studielink, the method is as follows:

- > Go to <Study programmes>
- > Click on the x for <Remove> after the enrolment that you wish to terminate.
- > Enter the details in the <Request for termination of enrolment> form.
- > Confirm your selection.

3 Tuition fees

3.1 How much tuition will I have to pay?

Please visit our [fee classification](#) page.

3.2 Someone else pays my tuition but is not able to confirm the authorisation. What can I do now?

When someone else is paying your tuition fees (and has an account within SEPA area), that person must confirm the digital authorisation via DigiD. You will receive an email with a link that you must send through to this person. It is important that the authorisation is confirmed before 1st August. If this is not possible, you can change the payment details via 'my studies' in Studielink, this way you can confirm the authorisation. Make sure you have sufficient funds in your account.

3.3 I am going to graduate during the academic year (e.g., November / December), do I still then have to pay a full year's tuition?

It is essential you make a payment or an authorisation for the whole college year, you can pay in full or in monthly instalments. We advise you when filling in your payment details to choose for authorisation in instalments (if you have an account within SEPA region). If you have graduated and want to stop the direct debit for the next few months, you will need to submit a cancellation request through Studielink. For more info see question 'I want to de-register (I have graduated)'.

For example, if you graduate on 2nd November and submit a cancellation request on 3rd November via Studielink, you will officially be deregistered on 30th November. In response to your cancellation request we will put a stop on your direct debit, if you are entitled to a refund because you might have paid the full amount, we will deposit this within 1 to 1.5 months.

When you graduate during the year and you do not submit a cancellation request, you will automatically be deregistered on 31st August. You will then have to pay the full tuition fee. Even if you graduate in June, July or August, you pay the full tuition fees and you will automatically be deregistered on 31st August. If too much has been debited, you will automatically be refunded.

- > *If Student Office does not receive a request for deregistration through Studielink, then no deregistration action will be taken, an e-mail is not sufficient.*
- > *The date we receive the request for deregistration in Studielink is leading. This can only be issued retroactively if so, indicated in the field in which you can place an explanation / comment. The earliest possible date to be deregistered is the last day of the month in which the Examining Board has determined that you have graduated.*

[Return to menu](#)

> *Student Office will carry out a check on the graduation date which they receive from the Board of Examiners. If the date in the comments field is earlier than the date of graduation, then the last day of the month in which you have graduated will be maintained.*

3.4 I have two courses; do I have to pay the tuition twice?

If you have chosen to follow two courses, then it is not the intention that you pay at two institutions. Normally you issue the authorisation through Studielink for just one institution. If you are in this situation, you can request a "proof of payment" for Breda University of Applied Sciences; you can arrange this through the BUas Student Portal and click through to the Self Service Desk Online. You can then hand this into the other relevant institution where you are going to follow a second course, so that they can incorporate this into their system and not charge you.

3.5 The direct debit could not be debited from my account, should I transfer the fee myself?

When a direct debit fails, you will receive a reminder with the details. When you receive this reminder, you will have to transfer the instalment, stating your student number. If you do not do this on time, you will receive another reminder, and the claim will eventually be sent to the collection agency. For more information see the [arrears settlement](#).

3.6 Can I change the date when the direct debit will be withdrawn from my account?

This is not possible. See for more information the [arrears settlement](#).

3.7 In what month will the first and last monthly direct debits be taken?

The first direct debit will take place in September, the latest in August.

3.8 How can someone authorise my tuition from abroad without DigiD, but within SEPA area?

We advise you to ask whoever is going to pay, to transfer the fees to your bank account. It is not possible to confirm digital authorisation without DigiD.

3.9 I want to pay in instalments, I have EU nationality and I do not live in an EEA country.

If you would like to pay in instalments you need a bank account within SEPA area. In this case, you should fill in the payment details via Studielink as soon as you open a Dutch bank account. Normally the deadline is 1 August. If this is not possible for you, you should do this as soon as possible, but certainly before 1st September. In this case we will deduct the first two instalments on the date of the 2nd term.

You can also choose to pay at once. Then you need to fill in the payment details of your current bank in Studielink. Then you will be requested to transfer the money to Breda University of Applied Sciences. This simplifies your registration.

** If you choose to pay in 12 instalments, you will be charged an extra € 24 for administration fees. The direct debit will take place every month around the 25th. Please ask whoever is going to pay, to transfer the fees to your bank account. It is not possible to confirm digital authorisation without DigiD.*

3.10 I made a mistake entering my payment information.

Digital authorisation can only be confirmed once. Thereafter, changes are no longer possible.

3.11 How can I change my bank account details?

If you would like to change your bank account details, please [click here](#). Select the tile "students" and then go to "Change bank details" or via Studielink please click [here](#).

[Return to menu](#)

4 Webshop MORE

4.1 How do I authorise to pay in instalments for the other contributions?

When you have added a product in the webshop and want to complete your payment, you have to choose for the option 'instalments'. You will then receive an authorisation form to pay in instalments*. Please print this, fill it in, sign it and return it by e-mail or hand it in to the Servicedesk. Both the student and account holder must sign the form. Once this is received and processed, registration and payment are final. You will receive a proof of payment as a conformation.

** If you choose to pay in 12 instalments, you will be charged an extra € 24 for administration fees. The direct debit will take place every month around the 25th.*

4.2 How do I change my password in Webshop MORE?

Your Webshop MORE login details are the same as Breda University of Applied Sciences Student Portal. If you do not remember your password for the portal, you can send an email to Servicedesk@buas.nl.

4.3 It is not possible to place an order; I did receive an ID code but no password.

You receive your password one day after you have submitted your application.

4.4 Can I, although I did indicate that I wanted to pay in instalments still pay the amount in full?

If you have indicated that you want to pay in instalments, but want to pay at once, you need to send an email with the order number to finance@buas.nl requesting to cancel the order. Then you once more must log into Webshop MORE and reapply for the chosen activity. For payment you need to choose 'electronic payment', you can use iDeal, PayPal or credit card.

4.5 I am having trouble logging in.

Unfortunately, webshop MORE does not always work as it should in Internet Explorer, try using another browser such as Google Chrome or Firefox. Or try to login again later.

5 Additional

5.1 How and when can I reach the Student Office?

You can reach Student Office by phone on the following number: 076-5332333 on Monday, Tuesday and Thursday from 09:30 am – 04:00 pm.

Student Office is also accessible via mail: studentoffice@buas.nl.

5.2 I still have not received any information about the new academic year.

If you have not yet received information about the new academic year by mid-July, you can contact the support staff of your course. Registration and payment must be arranged digitally via Studielink. Registration and payment for your student activities can be arranged via more.buas.nl.

5.3 When can I log into my student account?

When you have registered via Studielink you will receive an e-mail with an ID code. Afterward's you can expect another e-mail with details about your course, password and your student account.

[Return to menu](#)

5.4 I need Breda University of Applied Sciences to sign a form.

There are several types of forms. Below is a distinction between the different forms and where to go to get your form signed.

Uitwisseling/exchange

If you are going on an exchange, then your institution will often have to fill in some forms.

Examples: exchange declaration, transit fees abroad (for sharing / exchange), etc.

All information regarding the above can be found on LMS, for further questions please contact exchange@buas.nl.

Work Placement

When you have an internship, your institution will often need to fill in and sign forms for you. Examples: internship certificate, transit fees abroad (for internship / placement), etc. With these forms you need to go to the Placement Office /Business Desk of your academy.

Regarding your course

All forms that explain something about substantive credits, grades or subjects.

Examples: public transport/ extra travel expenses.

With these forms you can go to the secretarial department of your academy.

Other forms

All other forms can be mailed to Student Office: studentoffice@buas.nl. Student Office strives to have these forms signed within 5 working days. Examples: pension funds, statement fees, etc.

Note: Forms will not be sent to third parties

5.5 I would like to update my address.

If you log in with DigiD you cannot change your home address yourself in Studielink. This is only possible if you have never logged in with DigiD. In case you log in with DigiD you will have to notify the municipal authorities of your address change. Generally, they will notify Studielink and your institution of higher education on your behalf.

If you do not log in with DigiD and you would like to update your home address in Studielink then please take the following steps:

- > Go to the Studielink website and log in
- > Go to "my details" and scroll down to your address details.
- > Enter your new address and confirm
- > Your address is automatically passed on to Breda university of Applied Sciences

Please note that your address will not be passed on to DUO, department student grants or other departments. This must be done separately, make sure you arrange this. On the DUO website you can find more information.

5.6 My question is not listed.

If your question is not in this list of frequently asked questions, we kindly ask you to send an email with your question to: studentoffice@buas.nl. For faster processing, please state your course name and student number.

[Return to menu](#)



Games



Leisure & Events



Tourism



Media



Data Science & AI



Hotel



Logistics



Built Environment



Facility

Mgr. Hopmansstraat 2
4817 JS Breda

P.O. Box 3917
4800 DX Breda
The Netherlands

PHONE
+31 76 533 22 03

E-MAIL
communications@buas.nl

WEBSITE
www.BUas.nl

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