

# Frequently Asked Questions

Breda University of Applied Sciences

---

CREATING MEANINGFUL EXPERIENCES

## Table of Contents

<b>1</b>	<b>Re-enrolment</b>	<b>2</b>
1.1	How can I re-enrol?	2
1.2	How can I indicate that I do not want to re-enrol for the next college year?	2
1.3	I do not know if I will graduate yet; do I still need to re-enrol?	2
1.4	I need a Proof of Registration / Proof of Payment	3
<b>2</b>	<b>Deregister</b>	<b>4</b>
2.1	I have graduated and I would like to deregister	4
2.2	I have not graduated and I would like to deregister	4
2.3	I want to stop my studies during the year. Until when do I have to pay tuition fees?	5
<b>3</b>	<b>Tuition fees</b>	<b>6</b>
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 authorization. What can I do now?	6
3.3	I am going to graduate during the academic year	6
3.4	I chose 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3.6	Can I change the date when the direct debit will be withdrawn from my account?	7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 DigiID, 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
<b>4</b>	<b>Webshop MORE</b>	<b>8</b>
4.1	How do I authorise to pay in instalments for 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
<b>5</b>	<b>Additional</b>	<b>9</b>
5.1	How and when can I reach the Student Office?	9
5.2	I still have not received any information about the new academic year.	9
5.3	I need Breda University of Applied Sciences to sign a form.	9
5.4	I would like to update my address.	9
5.5	My question is not listed.	10

*Disclaimer: the information on these pages has been compiled with the best possible care, but is intended as general information only. No rights may be derived from this information.*

# 1 Re-enrolment

## 1.1 How can I re-enrol?

To re-enrol at Breda University of Applied Sciences, follow these two essential steps:

### 1. Re-enrol:

- Log into Studielink.
- Navigate to the 'Study programmes' section.
- Choose the option to 'Arrange your re-enrolment' and confirm.
- Ensure that your re-enrolment is finalized before 31 August.
- If you need assistance, refer to the [FAQ](#) in Studielink.

### 2. Enter payment details and arrange payment:

- Visit the 'Payment' tab in Studielink.
- Select 'Enter payment details' and complete the necessary arrangements. Please note, from this academic year onwards, your payment details will be used on an ongoing basis. Which means that we will use these payment details for multiple academic years, until you change them or have finished studying at our university.\*
- Made a mistake while confirming your payment details? No worries, one hour after you filled them out, you can change them via Studielink. More information can be found via [Step-by-step instructions – Changing payment details \(studielink.nl\)](#)

Remember, timely completion of these steps is crucial if you wish to continue studying at Breda University of Applied Sciences. Failure to do so may result in the expiration of your right to study there. If you've forgotten your DigiD login details, consider applying for a new DigiD username via [DigiD](#) (allow five days for processing).

\*A Q&A about filling out your payment details in Studielink can be found [here](#)

## 1.2 How can I indicate that I do not want to re-enrol for the next college year?

### If you have already re-enrolled:

- Log into Studielink.
- Navigate to 'Study programmes'.
- 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'.
- This action will automatically cancel any granted authorization.

### If you have not yet re-enrolled:

- Log into Studielink.
- Visit 'Study programmes'.
- Choose the relevant programme.
- Select 'No, I do not wish to re-enrol'.

Remember to follow these steps promptly to ensure a smooth process!

## 1.3 I do not know if I will graduate yet; do I still need to re-enrol?

If you graduate after 1 September, it is necessary to arrange your re-enrolment before 31 August and make sure to fill out your payment details via Studielink. If you graduate on or before 31 August, you do not need to re-enrol yourself.

If it appears at the end of August that you did not graduate, you will have to arrange your re-enrolment and payment via Studielink before 31 August.

*Disclaimer: the information on these pages has been compiled with the best possible care, but is intended as general information only. No rights may be derived from this information.*

If you do not indicate anything via Studielink (for the time being), you will automatically receive reminders about your re-enrolment.

\* When paying in instalments, in case of re-enrolment after 1 September, the first 2 instalments will be collected on the date of the second instalment (October).

#### **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 re-enrolled you can download a proof of registration.

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

Please note that you can only request a proof of payment if you are fully enrolled and meet all requirements!

*Disclaimer: the information on these pages has been compiled with the best possible care, but is intended as general information only. No rights may be derived from this information.*

## 2 Deregister

### 2.1 I have graduated and I would like to deregister

To ensure that you are deregistered as a BUAs student, you will have to submit a request for termination of enrolment via Studielink (except for June, July and August\*). 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.

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.

\* For a deregistration request in the months of June, July or August, de-registration always takes place on 31 August. Please note that no refunds will be issued in these months.

How to deregister in Studielink:

- Log into Studielink and go to 'Study programmes'.
- Select the study concerned and the current academic year.
- Click on 'terminate enrolment'
- Fill in the required details and confirm what you have entered.
- After confirmation, the request will be forwarded to Breda University of Applied Sciences.
- The financial administration will check whether you are entitled to a refund. If so, the money will be refunded to the account number 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 de-registration through Studielink, then no de-registration action will be taken, an e-mail is not sufficient. The date we receive the request for de-registration in Studielink is leading.

Furthermore, you will need to cancel your 'study finance' (studiefinanciering) and your 'OV card' yourself at DUO. Be aware that these are two different actions!

### 2.2 I have not graduated and I would like to deregister

To deregister prematurely (except for June, July and August\*), you must submit a de-registration request via Studielink. Please be advised to contact the secretarial office of your study programme, sometimes students are required to make an appointment with the student counsellor before de-registration.

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

\* For a de-registration request in the months of June, July or August, de-registration always takes place on 31 August. Please note that no refunds will be issued in these months.

*Disclaimer: the information on these pages has been compiled with the best possible care, but is intended as general information only. No rights may be derived from this information.*

How to deregister in Studielink:

- Log into Studielink and go to 'Study programmes'.
- Select the study concerned and the current academic year.
- Click on 'terminate enrolment'
- Fill in the required details and confirm what you have entered.
- After confirmation, the request will be forwarded to Breda University of Applied Sciences.
- The financial administration will check whether you are entitled to a refund. If so, the money will be refunded to the account number 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 de-registration through Studielink, then no de-registration action will be taken, an e-mail is not sufficient. The date we receive the request for de-registration in Studielink is leading.*

*Furthermore, you will need to cancel your 'study finance' (studiefinanciering) and your 'OV card' yourself at DUO. Be aware that this are two different actions!*

### **2.3 I want to stop my studies during the year. Until when do I have to pay tuition fees?**

If you wish to terminate your studies early, you can submit a de-registration request via Studielink.

You will be deregistered on the last day of the month in which you submit your de-registration request. This means that if you submit your de-registration request on, say, 1 November, you will be deregistered as of 30 November.

If you make your deregistration request on 1 November and you indicate, for example, that you want to be de-registered from 15 December, we will deregister you from 31 December.

You only pay tuition fees for the months you are enrolled but note that if you deregister in the months of June, July or August, no refund will be granted to you.

Exception: if you follow the Master Imagineering or the Master Sustainable Outdoor Hospitality Management, you are not entitled to a refund. If you started the (Executive) Master Media Innovation before 01-09-2014, you are also not entitled to a refund.

*Disclaimer: the information on these pages has been compiled with the best possible care, but is intended as general information only. No rights may be derived from this information.*

## 3 Tuition fees

### 3.1 How much tuition will I have to pay?

Please find an overview of the tuition fee [here](#).

### 3.2 Someone else pays my tuition but is not able to confirm the authorization. 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 31 August.

If this is not possible, you can change the payment details via 'payment' in Studielink, this way you can confirm the authorisation. On 25 September the first tuition fee will be deducted\*. Make sure you have sufficient funds in your account.

\* If the 25<sup>th</sup> falls on the weekend, the tuition fee will be deducted after the weekend in most cases.

### 3.3 I am going to graduate during the academic year

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, you will need to submit a de-registration request through Studielink. For more info see question '[I want to deregister \(I have graduated\)](#)'.

If you graduate on 2 November and submit a de-registration request on 3 November via Studielink for example, you will officially be deregistered on 30 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 de-registration request, you will automatically be deregistered on 31 August and pay the full tuition fee.

If you graduate in June, July or August, you pay the full tuition fees and you will automatically be deregistered on 31 August.

Please note that:

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

*Disclaimer: the information on these pages has been compiled with the best possible care, but is intended as general information only. No rights may be derived from this information.*

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

If you have chosen to follow two bachelor programmes, you are not supposed to pay the tuition fee at both institutions. In that case, you can apply for a proof of paid tuition fees (BBC). A BBC is a piece of evidence showing that you have paid the statutory tuition fee at an educational institution in higher education.

Depending on whether the educational institution supports this, the BBC can be requested digitally and forwarded in Studielink. If the educational institution does not support this, you will request the BBC outside Studielink from the educational institution where you have already paid. You will then forward the BBC to the educational institution where you want to pay your tuition fees with a BBC. Read this [Step-by-Step instruction about how to arrange 'a request for proof of paid tuition fees'](#). Please note: you can only use a 'Proof of Payment' if you owe the statutory tuition fee at both institutions.

### **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. More information can be found at the [arrears settlement](#).

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

This is not possible. More information can be found at 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 if you pay in instalments.

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

We advise you to ask the person paying to transfer the tuition fees to your bank account so that you can confirm the authorisation yourself. It is not possible to have the digital authorisation confirmed by someone else without a 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 31 August. If this is not possible for you, please make sure to do so as soon as possible.

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 25<sup>th</sup>.

### **3.10 I made a mistake entering my payment information.**

One hour after entering your payment details, it is possible to update your payment details again in Studielink.

### **3.11 How can I change my bank account details?**

It is possible to change your account number through Breda University of Applied Sciences' Service Desk Online. You can do this [here](#). There, choose the 'Finance' tile and go to 'change bank details' or by using the following [link](#) in Studielink.

*Disclaimer: the information on these pages has been compiled with the best possible care, but is intended as general information only. No rights may be derived from this information.*

## 4 Webshop MORE

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

When you have added a product in the web shop 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 Service Desk. 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 25<sup>th</sup>.

### 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, please send an email to our Service Desk via [servicedesk@buas.nl](mailto:servicedesk@buas.nl)

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

The password, which belongs to your student number, will be sent to you one day after you receive your student number.

### 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](mailto: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, Websop 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.

*Disclaimer: the information on these pages has been compiled with the best possible care, but is intended as general information only. No rights may be derived from this information.*

## 5 Additional

### 5.1 How and when can I reach the Student Office?

You can reach Student Office by phone on the following number: 076-533 2333 on Monday, Tuesday and Thursday from 9:30 AM – 4:00 PM. Student Office is also reachable by email [studentoffice@buas.nl](mailto: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](https://more.buas.nl)

### 5.3 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.

#### Exchange

If you are going on an exchange, then your institution will often have to fill in some forms. Examples of such forms include exchange declaration, transit fees abroad (for sharing / exchange), etc.

All information regarding the above can be found on the page of [Going Abroad - Exchange](#) for further questions please contact [exchange@buas.nl](mailto:exchange@buas.nl).

#### Work Placement

When you have an internship, your institution will often need to fill in and sign forms for you. Examples of such forms include 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 of such forms include 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 emailed to Student Office: [studentoffice@buas.nl](mailto:studentoffice@buas.nl). Student Office strives to have these forms signed within 5 working days. Examples of such forms include pension funds, statement fees, etc.

Please note that filled out forms will not be sent to third parties.

### 5.4 I would like to update my address.

If you are planning to move, notify the municipality where you will be living as soon as possible. In most cases, this change is automatically passed on to Studielink and to Breda University of Applied Sciences.

If you wish to change your address and you do not have DigiD, you should do so via Studielink. To do this, take the following steps:

- Go to the Studielink website and log in
- Go to the tab 'my details' and scroll to your address details
- Enter and confirm your new address
- Your address is automatically passed on to Breda University of Applied Sciences

*Disclaimer: the information on these pages has been compiled with the best possible care, but is intended as general information only. No rights may be derived from this information.*

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.

### **5.5 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](mailto:studentoffice@buas.nl). To expedite processing, kindly provide your programme name and student number.

*Disclaimer: the information on these pages has been compiled with the best possible care, but is intended as general information only. No rights may be derived from this information.*



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](mailto:communications@buas.nl)

**WEBSITE**  
[www.BUas.nl](http://www.BUas.nl)

CREATING MEANINGFUL EXPERIENCES