

Rotterdam Business School

International Business and Management Studies



HANDBOOK FOR INCOMING EXCHANGE STUDENTS

2015 / 2016

Welcome to Rotterdam Business School!

You have enrolled in one of the study programmes of Rotterdam Business School (RBS), which houses the international study programmes of Rotterdam University, University of Applied Sciences.

The study programmes of Rotterdam Business School are located at the Kralingse Zoom building, in a fully renovated accommodation with state-of-the-art facilities.

As Rotterdam Business School has its own part of the building, it will be easy for the students to reach the lecturers and the administrative staff in clearly recognizable places. The renovated building has been equipped with a large number of project rooms and work places for students. On the first floor there is also a central education plaza, which will serve as a meeting point for students, lecturers and administrative staff. The lecture rooms have modern ICT facilities.

For some years now the study programmes have been in a process of educational innovation. At the heart of this innovation there are a greater self-study element on the part of the student, more project-based activities and individual study based on the student's own research. The location offers excellent facilities which enable the students to follow modern educational programmes within this innovated concept.

Our education aims at producing competent graduates who have good opportunities in the labour market, both nationally and internationally. As we see it, a competent graduate has the proper knowledge and skills required for the position he or she is going to occupy, as well as the proper attitude, both professionally and socially. This attitude is developed during the studies in the contact with lecturers and fellow students, but also during the placement in a new work environment.

Within RBS you will encounter a multitude of nationalities of your fellow students. This makes your study interesting, creates an international atmosphere, but it also requires understanding of and respect for each other's culture. Of course you learn a lot about this during your studies, but the everyday practice is at least as important. This international environment is not only found at RBS but also in the city of Rotterdam. The international experience you will gain at a relatively young age will be of immense value for your future career.

The slogan "In Rotterdam you meet the world" proves to be true time and again, in a buzzing city with a multi-cultural population and economic activity that is highly international because of the Port of Rotterdam and its related sectors. During your studies you will get to know this city. Rotterdam Business School places high value on maintaining a solid relationship with all aspects of the city.

In view of the reality of this very moment this means studying hard in a stimulating international environment and working towards good results, both individually and group-wise. The lecturers and staff of Rotterdam Business School will support you in this, coaching you in your studies and helping you in administrative and organizational matters.

In addition to all this it is also of great importance that you have a good time in Rotterdam Business School and the city of Rotterdam.

On behalf of all lecturers and staff members of Rotterdam Business School I wish you a pleasant and successful study exchange period.

Tineke van der Gaast
Exchange Coördinator IBMS

Table of contents		Page
Chapter 1	<i>General Information</i>	4
1.1	the Netherlands	4
1.2	Rotterdam in brief	5
1.3	The “Rotterdam Education Model” of Rotterdam University	6
1.4	Rotterdam Business School	8
1.5	International Business and Management Studies	8
1.6	Academic Calendar	10
Chapter 2	<i>Programme for Exchange students</i>	11
2.1	Course Offerings IBMS 2013/2014	11
Chapter 3	<i>Who’s who in the IBMS Study Programme</i>	13
3.1	Course Director	13
3.2	Coördinator of International Exchange Programmes IBMS	13
3.3	Coördinator Student Affairs	13
3.4	Administration Office	13
3.5	Center of International Affairs	13
3.6	Student Counsellor	14
3.7	(Education and) Examination Board	14
3.8	IPAC – IBMS Programme Advisory Committee	14
3.9	Studying with a Disability	14
3.10	IBMS Lecturers	15
Chapter 4	<i>Organisation of the Academic Year</i>	16
4.1	Educational Units, Modules and Partial Modules	16
4.2	Electives	16
4.3	Lectures	17
4.4	Exams, Grades and Re-sits	18
4.5	ECTS	18
Chapter 5	<i>Information Supply</i>	19
5.1	Information Screens	19
5.2	Reception Desk (<i>Entrance / Main Hall</i>) / Front Desk	19
5.3	How to find your Schedule on the Internet	19
5.4	Computer Access	20
5.5	Rotterdam University E-mail Account	20
5.6	Web mail	20
Chapter 6	<i>Facilities</i>	21
6.1	Computer Rooms / ICT Help Desk	21
6.2	Copiers	21
6.3	Catering	21
6.4	Sports Facilities	21
6.5	Multi-media Library	21
Chapter 7	<i>How to get to Rotterdam Business School</i>	22
Chapter 8	<i>Important Addresses and Telephone Numbers</i>	23

1 GENERAL INFORMATION

1.1 The Netherlands

The Netherlands today is one of the world's most prosperous countries. A highly developed system of social welfare ensures that everyone in The Netherlands has an opportunity to share in this prosperity.

Geography

The Netherlands is one of the most densely populated countries in the world. Some 17 million people live in an area of approximately 37,000 km². About 60% of the population live in the western part of the country, which is called Holland. This name is often used to refer to The Netherlands as a whole.

'The Netherlands' literally means 'the Low Countries'. The name refers to the fact that about half of the country lies below sea level. It would be under water if it were not for the system of dykes and dams that prevent the land from being flooded. This constant battle against water is reflected in the popular saying 'God made the world, but the Dutch made The Netherlands.'

Landscape

The country occupies a large river delta: the place where the rivers Rijn (Rhine), Maas (Meuse) and Schelde (Scheldt) run out and flow into the North Sea. The landscape is flat; there are only a few small hills in the centre and in the south. Stretches of forest are only to be found in the centre and the east. More typical features of the Dutch landscape are the broad sandy beaches and dunes that draw many Dutch and foreign tourists to the North Sea coast.

Climate

The climate is typical of a maritime west coast: unstable but moderate, with mild winters and cool summers. Days with temperatures below minus 5 degrees or above 30 degrees Centigrade are unusual. Clouds and wind are common features. The annual rainfall is moderate but unpredictable; therefore, a raincoat and an umbrella are essential. Because of the fact that the weather is very unpredictable, it is a topic of never-ending discussion.

Royal Family

The Dutch royal house is the House of Orange Nassau. This dynasty has been connected with The Netherlands since the 16th century. Prince William of Orange (1533-1584) is the ancestor of the royal family. In 1890, the male line of succession ended with the death of King William III. Queen Beatrix has been Head of State of The Netherlands since 1980.

Language

Dutch, a Germanic language, is spoken everywhere in the country. In addition, Friesian (a related Germanic language) is spoken in Friesland, one of the northern provinces.

The Netherlands are internationally oriented. Many Dutch people speak at least two foreign languages; nearly everyone understands and speaks English.

The Dutch tend to be well informed about world affairs, which becomes evident when looking at the wide news coverage offered by the Dutch media. Books and periodicals from other countries are used extensively in higher education and a growing number of courses and study programmes are given in English.

Traditions and Customs

One of the first things that foreigners in The Netherlands will notice is the fact that the Dutch have a great respect for privacy. As a consequence you are expected to introduce yourself: it is up to you (the stranger) to make the Dutch person aware of the sort of contact you want. After that, your Dutch acquaintance will introduce you to other people.

You will also notice that Dutch people use their 'agendas' (diaries) a lot. Do not be surprised if you have to arrange a date for next week, or even later.

All Dutch people expect to be treated as equals. Whenever a Dutch person feels that he is treated in an arrogant way, he will express this by saying so or by shrugging his shoulders with indifference. His intention is not to be impolite, but to put mutual relations in their proper perspective or clarify them.

The Dutch have a very direct manner of speaking, especially when expressing their opinions. They avoid superlatives and tend to be negative. Compliments are rarely given or they can hardly be recognised as such. The Dutch like to criticise all kinds of things. This may sometimes seem worrying; however, to the Dutch this is often a sign of interest.

Socializing in the Netherlands

A café in The Netherlands is what the British call a pub, and the Americans a bar. Rotterdam has hundreds of cafés, spread all over the city. The diversity is enormous. You can spend your evening in a so-called 'bruin' café (pub), in one of the 'grand cafés' or in any other kind of café. People from Rotterdam go to a café to meet friends and acquaintances, to make new friends, to play cards or billiards or simply to chat all evening. During the summer most people go to a café with a terrace, to sit outside and enjoy the beautiful evening.

Once you are studying in Rotterdam, a healthy social life will undoubtedly enhance your stay. Social contacts are very important, especially for exchange students who arrive in a new country with a different culture. It is in fact this particular 'student culture' together with the different 'education culture' which makes a period of study abroad so worthwhile.

One of the best ways to get in touch with other students is to visit one of the many student associations in Rotterdam. Student associations are primarily established for extra-curricular activities. Here you will find students from all faculties and departments. The associations usually have their own off-campus locations where their members meet. The different student associations of Rotterdam have distinctive features.

Holidays

In The Netherlands, not all holidays are celebrated in an equally exuberant manner. Christmas, for instance, is often celebrated in the family circle. The Queen's Birthday is, however, a feast that is celebrated in the streets. Tens of thousands of people go out into the streets to enjoy the delicious food, the various bands and the stalls selling all kinds of (second-hand) goods.

1 January	New Year's Day
27 April	Kings day
5 May	Liberation Day
5 December	Saint Nicholas' Eve
25 & 26 December	Christmas Day & Boxing Day
Variable dates	Good Friday, Easter Sunday and Monday, Ascension Day and Whit Sunday (Whit sun) and Monday

1.2 Rotterdam in brief

Rotterdam is the largest port in the world, the second city and the industrial heart of the Netherlands and the economic, social and cultural centre of the Rijnmond ('Rhine Estuary') region. In addition, Rotterdam is a city of modern architecture, events, leisure and recreation. More than one million people from 162 countries live in the Rotterdam region.

Rotterdam was founded in the mid-13th century after a dam had been constructed in the River Rotte on the site of the present Hoogstraat. Rotterdam received municipal rights in 1340. Over the centuries Rotterdam grew from a fishing village into an international centre of trade, transport, industry and distribution. At the beginning of the Second World War, on 14 May 1940,

virtually the entire city centre was devastated by a German bombardment. This explains why there are scarcely any pre-war buildings in this part of Rotterdam. After the war, reconstruction of what had been destroyed was given the highest priority. Now, sixty years later, a new, modern city centre has risen from the ashes. The avant-garde architecture is famous at home and abroad.

Rotterdam is the largest port in the world. Being the 'Gateway to Europe' Rotterdam has a hinterland of 500 million inhabitants. Its international orientation as a port and the regeneration of its city centre have made Rotterdam a business city without parallel. Since the opening of the borders to Eastern Europe, the hinterland has considerably increased in size. Innumerable trade and distribution companies operate from Rotterdam. All national and most international banks and insurance companies have an office here. Access to the city is excellent thanks to the close vicinity of Rotterdam and Schiphol airports and in a few years time the city will also be accessible from Paris and London by high speed train (TGV). Rotterdam offers an attractive economic climate for both large and small businesses.



Your way into Rotterdam.

Upon arrival see to it that you receive the booklet "Find Your way into Rotterdam", a booklet that provides you with all sorts of useful and general information about Rotterdam, its facilities, its educational institutions, health and dental care and other extremely crucial pieces of information.

Besides, it is advisable to pay a visit to Use-It, a small information- and service centre located next to Rotterdam Central Station. This agency will provide you with all kind of information on Rotterdam: festivals, exhibitions, where to sleep cheap, etc. You can also have a look at their website: www.use-it.nl

1.3 The "Rotterdam Education Model" of Rotterdam University

Rotterdam University has chosen to work along a specific education model. This is called the Rotterdam Education Model (ROM) in view of the strong relation between Rotterdam University and the city of Rotterdam and because the model is typical of Rotterdam: Rotterdam University wants to provide attractive and intensive education to its students, in which professional practice plays a central part. Student are clearly put on track and challenged to develop themselves as well as possible: Exceed Expectations! In the Rotterdam Education Model three types of education are distinguished:

Knowledge-driven education

As a knowledge centre Rotterdam University has the duty to provide the students with up-to-date knowledge of concepts and skills in the context of those fields that are relevant to the specific institutes, in a well-structured manner. This gives the students the basis they need to set off well prepared in professional practice.

This type of education in particular gives the students a structured study environment: as a large part of the study is offered in the form of lectures, group work and assignments, the students know clearly what is expected from them. This is in line with the principle that the student is coached in the transition from guided to independent learning.

In this approach a diversity of teaching methods are used. In addition to the 'traditional' lectures, tutorials, practicals and training sessions, one could think of problem-based education, self-study assignments, if necessary supported by information and communication technology, cases (= situations taken from professional practice), simulations, games and skills labs.

Practice-driven education

In the study programmes of Rotterdam University the most important thing is that students learn to effectively approach the issues occurring in professional practice. This is done best by means of projects or working in that practice, dealing with real issues from professional practice and by expecting them to focus on results (in co-operation). The intended product must be relevant to professional practice at all times.

In the first years of the full-time study practice will mainly manifest itself in projects of an orienting and investigating nature. The projects are based on a case, preferably from relevant professional practice in the region, either with a real, external client or in a virtual setting. In any case the projects will produce a result that is relevant to the professional practice, a product in the shape of e.g. a research report, a presentation of a possible solution from problem occurring in practice.

In this approach the principle of 'outside in – inside out' is embodied: practice is brought into the education and enriches it and, on the other hand, the results of the education contribute to the development of professional practice. In the first part of the study these contributions will be of a relatively simple nature; in the course of the study they will make an increasingly essential contribution to the professional practice.

In project-based education students learn to work together on solutions for practical problems. They work together in groups of 6-12 students with a lecturer as project supervisor, whose task is mainly to supervise the approach to the project and the group process.

Student-driven education

The diversity of the student population increasingly requires tailor-made approaches, causing a considerable part of the curriculum to focus on the personal development of the student. It is only in this way that the curriculum can anticipate the wide variety of learning demands, on the one hand caused by a diverse starting situation, but, on the other hand, also by diverse demands with regard to the exit qualifications. Student-driven education comprises:

- Study Career Coaching (5% of the study)
- Remedial courses and electives (10% of the study in the 1st and 2nd year)
- Minor (25% of the study in the 3rd and 4th year)

Study Career Coaching

The task of the Study Career Coach is to monitor study progress and competency development, supervising the student in making choices in his study and making (contractual) arrangements for the study activities the student will undertake. For this purpose every student has a mentor/coach. At least three times a year they have an individual meeting. The student's portfolio – containing his study results (results of tests, contribution to projects, placement assessment), the progress of his development towards professional competencies and the arrangements concerning further study activities (PDP), is an instrument used in these meetings. Especially in the first year of study the main thing is to deal with possible obstacles in the study, so that every student can work effectively as soon as possible in his study.

1.4 Rotterdam Business School

Today Rotterdam Business School students may join exchange programmes with over 80 partner universities all over the world. All these partners have been carefully selected and provide programmes of which the contents are in perfect harmony with the International Business and Management Studies (IBMS) programme in Rotterdam. This allows for an uninterrupted continuation of the studies abroad or in Rotterdam.

In Rotterdam Business School students find an international environment. The interest shown by foreign students to study at IBMS increases every year. IBMS is already hosting thirty nationalities. The closeness of the Trade Management aimed at Asia (TMA) programme also adds to the international character.

The international experience that students gain in this way, both in their studies and in the social environment, gives them a head start over other students that will be reflected by their success rate in applying for jobs.

Rotterdam Business School offers international study programmes at undergraduate (Bachelors) level and at post graduate (Masters) level.

Undergraduate programmes:

- International Business and Management Studies (IBMS)
- International Business and Languages (IBL)
- Trade Management Aimed at Asia (TMA)

Postgraduate programmes (official language English):

- Master in Finance and Accounting
- Master in Consultancy and Entrepreneurship
- Master in Logistics Management

Rotterdam Business School also offers preparation on accelerated programmes.

1.5 International Business and Management Studies

Incoming exchange students are placed in the International Business and Management Studies (IBMS). The object of study in the IBMS course is the dynamics of the international economy within which companies operate and the appropriate management activities in this context. The primary focus will be on the international dimension of conducting business. IBMS sets itself the target of training people, partly on the basis of a broad and primarily professional international orientation, to be prepared for commercial and economic management positions. In first instance, this involves starter positions in the labour market.

The IBMS curriculum is competency-based, which was agreed upon in the National IBMS Committee. The definition of competency to be used in the IBMS is: "the ability to combine knowledge, skills and attitude to show expected behaviour when performing a professional task in an intercultural business context". The IBMS program prepares students for responsible positions in organizations actively engaged in the global marketplace. In Rotterdam Business School, the individual student is the focal point which is in line with the "Rotterdam Education Model". His or her development towards the competencies relevant for the study program will be monitored (portfolio) and coached (student career coaching, placement and thesis supervision). Through coaching the students will develop more awareness and understanding of themselves so that they can improve their weaknesses and use their strengths in the best way possible.

The student is given room to give direction in his development via elective modules, a study abroad program, minors, placement and final thesis assignments. By doing so the student achieves his independence by progressing gradually from guided, via supervised to independent and self-reliant learning, which is in line with the "Rotterdam Education Model".

The students learn and apply the rules of international trade: the legal aspects of doing business globally, including options for resolving international business disputes; the pitfalls of international licensing of intellectual property; and the complexities of working with multiple cultures.

The IBMS program is a management study program, containing all aspects of international business and management issues. During the study program the student is expected gradually to control his own learning process.

The profile of the IBMS program is based on competencies, which were defined after intensive consultation of the business world and society concerning the knowledge, skills and attitude needed by future managers.

The didactic concept used in the IBMS-curriculum of Rotterdam Business School is constructivism. *Constructivism views learning as a process in which the learner actively constructs or builds new ideas or concepts based upon current and past knowledge. In other words, "learning involves constructing one's own knowledge from one's own experiences." Constructivist learning, therefore, is a very personal endeavor, whereby internalized concepts, rules, and general principles may consequently be applied in a practical real-world context. The teacher acts as a facilitator who encourages students to discover principles for themselves and to construct knowledge by working to solve realistic problems.*

Constructivism itself has many variations, such as generative learning, discovery learning, and knowledge building. Regardless of the variety, constructivism promotes a student's free exploration within a given framework or structure. Curiosity, understanding, meaningfulness, formulation, reflection and application are important for building knowledge in the constructivism approach. Time and time again students will go through a cycle of learning, which will be broadened every year.

Year 1

The first year starts with an inward focus on the different elements of a business. All core modules (Marketing, Finance & Accounting, Logistics Management, Managing Organizational Behaviour, and Economics) start with the principles in which different theories are addressed and explained. After the principles an applied module follows, in which it goes from problem based learning to real business situations. The core modules finish with an advanced level in which students go more in-depth into the subject.

At the start of the program students will discover their learning style and learn how to use it effectively. In the Study & Career Coaching there will be attention for the learning strategies as well. In year one the students are also introduced to the theory of project management, which will have to be applied in the following years.

Year 2

The second year focuses on the business and its surroundings. It continues with an outward focus by introducing Economics, Social & Commercial Politics and Cross Cultural Management, external factors that influence the management of a business. Besides this knowledge part, students will develop their skills in practice by writing a business plan and execute a junior enterprise.

Languages & electives

In the first two year students will have Business Communication and a second language. Business Communication prepares the students for writing reports, giving presentations, business correspondence. They have the possibility to give direction to their own studies by choosing electives in the first two years.

Placement

The third year starts with a placement period of one semester. While students will be working on practical assignments in the placement organization for four days a week, the fifth day has to be used for making an internal analysis of the placement organization by comparing theory to the practice within the company.

Major semester 6

In semester 6 students have a general program focusing on European Affairs, Business Ethics & Corporate Social Responsibility, Entrepreneurship, Globalization, Risk Management, Consultancy & Change Management, Strategic & Innovation Management and Emerging Markets.

Minor semester 7

In semester seven students will do their minor, this can be in-depth (Marketing Management, Finance & Accounting, Logistics Management, International Human Resource Management) or a broadening minor (Business Opportunities in Sustainability & Innovation, Risk & Investment Management). The minors have been divided in a knowledge part and a practical project.

Research and thesis assignment

Research is included throughout the four years program to prepare the students for their projects and the final thesis assignment in the last semester.

We aim to learn from the students and ourselves and continually improve our performances. We are exploring and developing new pedagogic models for learning, e.g. using electronic learning and learner-centred approaches.

Through lectures, team teaching, case analysis, group discussions, readings, the students need to apply the principles learned in their courses in a real-life setting. As part of a multidisciplinary team including students from the Marketing, Finance and Logistic programs, they learn to think as a general manager rather than as a marketer, accountant, or finance person. They need to learn to think strategically by taking into account each element of a company to achieve their goals.

1.6 Academic Calendar 2015/2016 (subject to change)

Classes

Quarter 1	7 September	-	13 November 2015
Quarter 2	16 November	-	29 January 2016
Quarter 3	8 February	-	22 April 2016
Quarter 4	24 April	-	1 July 2016

Holidays

Fall break	19 October 2015	-	23 October 2015
Christmas holiday	21 December 2015	-	1 January 2016
Spring break	22 February 2016	-	26 February 2016
Good Friday	25 April 2016		
Easter Monday	28 April 2016		
Kings day	27 April 2016		
May holiday	2 May 2016	-	6 May 2016
Ascension Day	5 May 2016		
Whit Monday	16 May 2016		
Summer holiday	11 July 2016	-	26 August 2016

2 PROGRAMME FOR EXCHANGE STUDENTS

2.1 Course offerings IBMS 2015/2016

Fall semester 2015:

Block 1: Dates: 7 September - 13 November 2015 (*subject to change*)
 Exams: 9 November - 13 November 2015 (*subject to change*)
 Resits: 1 February - 5 February 2016 (*subject to change*)

IBMMK315R2	Applied Marketing	2 nd yr	3 ECTS
IBMOM115R2	Int. Environment & Business	2 nd yr	3 ECTS
IBMCT115R2	Critical Thinking	2 nd yr	2 ECTS

Block 2: Dates: 16 November - 29 January 2016 (*subject to change*)
 Exams: 25 January - 29 January 2016 (*subject to change*)
 Resits: 18 April - 22 April 2016 (*subject to change*)

IBMSUS15R2	Sustainability	2 nd yr	2 ECTS
IBMOM215R2	Social Behaviour & Management	2 nd yr	3 ECTS
IBMFA315R2	Applied Finance & Accounting	2 nd yr	3 ECTS

Minors Block 1 +2:

MINRBSMLM15	Minor Logistics Management	4 th yr	30 ECTS
MINRBSMMK15	Minor Marketing Management	4 th yr	30 ECTS
MINRBSMF15	Minor Finance & Accounting	4 th yr	30 ECTS
MINRBSMHR15	Minor Int. Human Resource Management	4 th yr	30 ECTS
MINRBSCEC15	Minor Circular Economy in the Cloud	4 th yr	30 ECTS
MINRBSREB15	Minor Real Experience Borderless Entrepreneurial Learning	4 th yr	30 ECTS

Electives Block 1 and/or block 2 and/or block 3 and/or block 4:

RBSARM01K	Art & Money	block 2, 3	2 ECTS
RBSDUC01K	Dutch Culture	block 1, 2, 3, 4	2 ECTS
RBSSAM01K	Shakespeare & Management	block 1, 2, 3, 4	2 ECTS
RBSIC01HP	Intercultural Competence & Innovation	block 3, 4	2 ECTS
RBSBIC01K	Business Innovation & Creativity	block 1, 2	2 ECTS
RBSSAL01K7	Master Class Sales	block 2, 3	2 ECTS
RBSBRI01K	Fathoming Britain	block 1, 2, 3, 4	2 ECTS
RBSMPL01K	Marketing Plan for Life	block 2, 3, 4	2 ECTS
RBSFRA01K	Fraud	block 2, 3, 4	2 ECTS
RBSVCO01K	Visual Communication	block 2, 3, 4	2 ECTS
RBSUSA01K	Americana	block 2, 3, 4	2 ECTS
RBSSEPR01K	Social Entrepreneurship	block 2, 3	2 ECTS
RBSSMK01K	Sustainable Marketing	block 3, 4	2 ECTS
RBSEMK01K	e Marketing	block 3, 4	2 ECTS
RBSDUT01K	Dutch for Beginners level 1	block 1, 3	2 ECTS
	Dutch for Beginners level 2	block 2, 4	2 ECTS

Please note that once you have been assigned to your chosen modules, **you will not be allowed to alter your selection**. It is therefore imperative that you consider your options carefully.

Deadline subjects Fall 2015 semester:

1 June 2015 (T.E.van.der.Gaast@hr.nl)

Spring semester 2016:

Block 3: Dates: 8 February - 22 April 2016 (*subject to change*)
 Exams: 11 April - 15 April 2016 (*subject to change*)
 Resits: during block 4 (*subject to change*)

IBMLM315R2	Applied Logistics	2 nd yr	3 ECTS
IBMOM315R2	Organizational Behaviour & Design 1	2 nd yr	3 ECTS
IBMRIM15R2	Risk Management	2 nd yr	2 ECTS
IBMEUR15R3	European Affairs	3 rd yr	2 ECTS
IBMEM12R3	Emerging Markets	3 rd yr	3 ECTS
IBMHRM15R3	Applied Human Resource Management	3 rd yr	2 ECTS
IBMCHM12R3	Consultancy & Change Management	3 rd yr	3 ECTS
IBMLM12R3	Logistics Management	3 rd yr	2 ECTS

Block 4: Dates: 28 April - 26 June 2015 (*subject to change*)
 Exams: 22 June - 26 June 2015 (*subject to change*)
 Resits: 6 July - 10 July 2015 (*subject to change*)

IBMEC315R2	Applied Economics	2 nd yr	3 ECTS
IBMOM415R2	Organizational Behaviour & Design 2	2 nd yr	3 ECTS
IBMHRM15R2	Human Resource Management Development	2 nd yr	2 ECTS
IBMGLO12R3	Globalization	3 rd yr	2 ECTS
IBMEPR12R3	Entrepreneurship	3 rd yr	3 ECTS
IBMCSR14R3	Business Ethics & Corporate Social Responsibility	3 rd yr	2 ECTS
IBMSIM15R3	Strategic & Innovation Management	3 rd yr	3 ECTS
IBMFA12R3	Finance & Accounting	3 rd yr	2 ECTS

Electives Block 1 and/or block 2 and/or block 3 and/or block 4:

RBSARM01K	Art & Money	block 2, 3	2 ECTS
RBSDUC01K	Dutch Culture	block 1, 2, 3, 4	2 ECTS
RBSSAM01K	Shakespeare & Management	block 1, 2, 3, 4	2 ECTS
RBSIC01HP	Intercultural Competence & Innovation	block 3, 4	2 ECTS
RBSBIC01K	Business Innovation & Creativity	block 1, 2	2 ECTS
RBSSAL01K7	Master Class Sales	block 2, 3	2 ECTS
RBSBRI01K	Fathoming Britain	block 1, 2, 3, 4	2 ECTS
RBSMPL01K	Marketing Plan for Life	block 2, 3, 4	2 ECTS
RBSFRA01K	Fraud	block 2, 3, 4	2 ECTS
RBSVCO01K	Visual Communication	block 2, 3, 4	2 ECTS
RBSUSA01K	Americana	block 2, 3, 4	2 ECTS
RBSSEPR01K	Social Entrepreneurship	block 2, 3	2 ECTS
RBSSMK01K	Sustainable Marketing	block 3, 4	2 ECTS
RBSEMK01K	e Marketing	block 3, 4	2 ECTS
RBSDUT01K	Dutch for Beginners level 1	block 1, 3	2 ECTS
	Dutch for Beginners level 2	block 2, 4	2 ECTS

Please note that once you have been assigned to your chosen modules, **you will not be allowed to alter your selection**. It is therefore imperative that you consider your options carefully.

Deadline subjects Spring 2016 semester: 1 December 2015 (T.E.van.der.Gaast@hr.nl)

3 WHO'S WHO IN THE IBMS STUDY PROGRAMME

3.1 Course Director

The course directors of the IBMS study programme, Mr Martin Rog and Mr Rob Claassens, are responsible for the management of the study programme; see to the contents and the running of the study programme and co-ordinate the daily course of events within the study programme. You may contact the course director for all organisational matters or problems that you cannot discuss with your Study & Career Coach. In order to do so you can make an appointment through the Administration Office of the Rotterdam Business School or @: M.V.Rog@hr.nl L.R.Klienbannink@hr.nl

3.2 Co-ordinator of International Exchange Programmes IBMS and Study & Career Coach

The co-ordinator of International Exchange Programmes, Mrs Tineke van der Gaast, is the contact person for your home university (T.E.van.der.Gaast@hr.nl).

Besides the teachers, the study coaches are available to the students. The coach first of all explains the organisation and the regulations of the university and RBS in general and the IBMS study programme in particular. A coach will inform you about exams, the credit system and all other matters related to your study and your study results. You can see your coach about any study problems you might have. The study coach for incoming exchange students is Mrs Tineke van der Gaast, @: T.E.van.der.Gaast@hr.nl Room D1.160.

3.3 Co-ordinator Student Affairs

Mrs Nathalie Barendswaard is the co-ordinator of Student Affairs. She is the contact person for exchange students regarding organizational affairs (schedules / module registration / grades). In case of absence of the Exchange Coordinator, she is the person to turn to. Mrs Nathalie Barendswaard, @: N.J.P.M.Barendswaard@hr.nl Room D1.160.

3.4 Administration Office

The administration of the IBMS study programme is part of the Administration Office. This office supports the overall activities of Rotterdam Business School, of which the study programme is part. For all administrative matters you may turn to the front desk of the Administration Office. Here you can also go with questions about such matters as registration, exams, grades, schedules and information about absence or presence of your lecturers. The Administration Office is located in room W0.405 and the reception desk is normally open on weekdays from 10.00 to 12.00 hrs and 14.00 to 16.00 hrs, except for Mondays (from 14.00 hrs) and Fridays (until 12.00 hrs).

The Administration Office can be reached by phone at 010 – 794 6314 or @: Administration.RBS@hr.nl

3.5 Center of International Affairs (CoIA)

The Center of International Affairs works for the entire Rotterdam University and helps Dutch and international students with their study abroad. As far as international exchange students are concerned: CoIA deals with your application, student card and computer account. Upon arrival you can pick up your student card at CoIA.

In order to receive your computer account, please go to the ICT help desk. Do not forget to bring your student card together with your ID card (passport).

You can turn to CoIA for any general questions you might have. CoIA is located at Kralingse Zoom, 2nd floor, room B2.119-120.

Contact persons:

Mrs Fiona Waldram-Geilman	- Head Exchange CoIA	F.Waldram-Geilman@hr.nl
Vera Fase	- Contact incoming students	coia-exchange@hr.nl
Elly Rietveld & Erika Janse	- Contact outgoing students	studyabroad@hr.nl
Housing General	- Housing Office	StudentHousingOffice@hr.nl

3.6 Student Counsellor

The student counsellor is the person who you can **always** turn to with your questions or problems. These can also be matters of a personal nature or things that involve your relatives or partner. Whatever it may be, the student counsellors will always treat it with the utmost confidentiality. During the open consultation hours you can go to the student counsellors with so-called 2-minute matters. For problems that require more time you can make an appointment.

It is important that you inform the student counsellor when illness or other circumstances make it difficult for you to study. Any delay in your study can be recorded in this way. This is very important if you want to be able to make use of the arrangements for special circumstances or financial support from the graduation fund.

Disabled students can also apply for special support, if they have contacted the student counsellors. The student counsellor for IBMS is Mrs J. Verdonk (room B1.135), telephone number 010 – 794 6248; email J.Verdonk@hr.nl

3.7 (Education and) Examination Board

The Education and Examination Board is responsible for a proper course of things during the examination periods of the study programme and sees to the correct application of the education and examination regulations. Mr. De Waard is the chairman of the Exam Board.

3.7 IPAC – the IBMS Programme Advisory Committee

This committee consists of student representatives and lecturers of the study programme. The committee looks after the interests of the study programme and has consultations with the management about these matters. The members of IPAC are appointed after they have been elected. Mr D. van Moppes is the chairman of IPAC. Open elections are held for the student members.

3.8 Studying with a Disability

Hogeschool Rotterdam has special arrangements for disabled students. The arrangement is geared to each individual student. For example: students with dyslexia or dyscalculia get longer examination time and a separate exam room with other students with the same disability. Students who have hand co-ordination difficulties can take exams on a computer; students with other physical restrictions get the facilities that they realistically need.

The procedure is that the student in question first has an intake interview with the Student Counsellor, Ms J. Verdonk, who will refer the student to the Institute co-ordinator for students with a disability, Mr J.R. van Zuilen. Together with the co-ordinator, a contract is drawn up with the student describing the student's special needs. After that, things are officially arranged.

3.9 IBMS lecturers

At this moment a total of 43 lecturers are working in the IBMS study programme.

Name	First name	Abbreviation in schedule	Subject	E-mail
L. Cepinskas	Linus	CEPLI	European Affairs	L.Cepinskas@hr.nl
P.C.J. Verschoor	Pieter	VERSP	Logistics	P.C.J.Verschoor@hr.nl
A.E. Fibbe	Arita	FIBAE	HRM / Org. Management	A.E.Fibbe@hr.nl
B. Stoelinga-Brus	Britta	BRUSB	Marketing	B.C.Stoelinga-Brus@hr.nl
H. Buurman	Hans	BUURH	Logistics	H.Buurman@hr.nl
B. Vermeulen	Bert	VELJT	Economics	L.J.Vermeulen@hr.nl
L. Uljee	Louis	ULJJL	Economics	J.L.M.Uljee@hr.nl
D. van Moppes	David	MOPPD	Economics	D.A.F.van.Moppes@hr.nl
D.T.Frankl	Daniel	FRADT	Marketing	D.T.Frankl@hr.nl
T.E. van der Gaast	Tineke	GAATE	Dutch Culture / Coaching	T.E.van.der.Gaast@hr.nl
P. Cadovius	Paul	CADOP	Logistics	P.Cadovius@hr.nl
T. Dimitrova	Tanya	DIMISA	Marketing	S.A.Dimitrova@hr.nl
F. Madertoner	Florian	MADEF	Finance & Accounting	F.Madertoner@hr.nl
R.E. Hagemeijer	Roeven	HAGER	Org. Management / Research	R.E.Hagemeijer@hr.nl
D. Knol-Veldhuizen	Dea	VELDE	Finance & Accounting	D.E.Knol-Veldhuizen@hr.nl
C.H. de Koe	Kees	KOECH	Business Communication	C.H.de.Koe@hr.nl
T.K. Komlosz	Teresa	KOMTK	Business Communication	T.K.Komlosz@hr.nl
E.J.Langras	Egbert	LANEJ	Business Communication	E.J.Langras@hr.nl
C. van Leeuwen	Cor	LEEUC	Sustainability / Marketing	C.van.Leeuwen@hr.nl
A.M. Osté	Arjan	OSTAM	Finance & Accounting	A.M.Oste@hr.nl
N.J.P.M.Barendswaard	Nathalie		Coordinator Student Affairs	N.J.P.M.Barendswaard@hr.nl
M.M.E. Boudesteijn-de Boer	Mathilde		Org. Management	M.M.E.Boudesteijn-de.Boer@hr.nl
M. Walsh	Maura	WALSM	Org. Management	M.A.Walsh@hr.nl
A.D.P. Nielsen - de Vries	Astrid	NIELA	Logistics	A.D.P.Nielsen-de.Vries@hr.nl
K.J.V.G. Nielsen	Kristiaan	NIEKJ	Research / Project Mngt	K.J.V.G.Nielsen@hr.nl
M.P.N.C. Soyer	Mirella	SOYMP	Org. Management / Research	M.P.N.C.Soyer@hr.nl
A. Philipsen - Royeca	Adelina	ROYEC	Economics	A.Philipsen-Royeca@hr.nl
D.W. Richters	Dennis	RIGDW	Marketing / Organization Management	D.W.Richters@hr.nl
M.V. Rog	Martin	ROGMV	Organizaton Management / Marketing / Project Mngt	M.V.Rog@hr.nl
E. Zijl	Eelco	ZIJEE	Marketing / Sales	E.Zijl@hr.nl
N. Osentoski-Monsma	Nicole	OSENJ	Logistics	N.J.Osentoski@hr.nl
J. Valk	Janet	VALJS	Organization Management	J.S.G.M.Valk@hr.nl
B. Pesalj	Biljana	PESAB	Finance & Accounting	B.Pesalj@hr.nl
M. Greving	Maaïke	GREVM	Marketing / Org. Management	M.Greving@hr.nl
E. van Kogelenberg	Ernst	KOGEE	Int. Human Resource Mngt	E.van.Kogelenberg@hr.nl
P.P.Zonneveld	Pieter	ZONPP	Law / European Affairs	P.P.Zonneveld@hr.nl
J.R. van Zuilen	Jan Roel	ZUIJR	Business Communication	J.R.van.Zuilen@hr.nl
F. Berkhout	Frits	BERKF	Entrepreneurship	Berkf@hro.nl
R.H. Weijs	Rink	WEIRH	Management	R.H.Weijs@hr.nl
D.D. Dakova	Desi	DAKDD	Finance & Accounting	D.D.Dakova@hr.nl
J. Looman	Jan	LOOJA	Marketing	J.L.Looman@hr.nl
H.J. Schiltmans-Wit	Jessica	WIHJE	Marketing	h.j.schiltmans-wit@hr.nl

4 ORGANISATION OF THE ACADEMIC YEAR

The propaedeutic year of IBMS consists of two semesters and, in turn, a semester consists of two blocks. Consequently, the academic year has four blocks, also called quarters. Each quarter covers 10 weeks.

At the end of each quarter an exam week has been scheduled. There are four exam rounds in an academic year. In a number of cases the subject matter is examined during the block. As a rule, each exam is offered two times per year of study. The re-sit exams of each educational block are, in principle, scheduled in the block during the following quarter.

The study guide, the year calendar, the lecture schedule, the exam schedule and other important information about RBS in general and IBMS in particular are published on the website <http://hint.hro.nl>

4.1 Educational units, Modules and Partial modules

The curriculum of the study programme consists of a coherent set of educational units, reflecting the profile of the study programme. The subject matter of the educational units is contained in modules. A module is, in fact, a certain amount of subject matter. For a module you can score a grade and credits. If you have mastered the subject matter and you pass your exam, you will receive credits. One credit reflects 28 hours of study.

The number of credits to be scored for a module therefore depends on the number of lectures, the number of self-study hours and the time needed to prepare yourself for the exam. It is possible that a module has been divided into partial modules (usually two). This means that you have to take two exams for a module instead of one. For partial modules you do not receive credits. Credits are only given for complete modules that have been passed.

The total study load (in credits) for the entire study programme is 240 credits. The propaedeutic phase counts for 60 credits and the post-propaedeutic phase is 180 credits.

4.2 Electives

Rotterdam University considers it important for students to be able to fill in part of their studies by themselves. For this reason you have the opportunity to choose a number of electives as early as the first year. This choice can be made from a range of subjects taken from all study programmes of the university. It is important that you register for the electives in time.

The RBS offers more or less 30 electives. A number of them are being taught in English. Throughout the Rotterdam University there are approximately 200 electives. English-taught electives are also being offered by other institutes. You are also referred to the Intranet under : "Mijn gegevens > Studenteninfo > Keuzevakken".

In every block time has been reserved for the elective modules, which are being offered throughout Rotterdam University. Inspect the schedules for more information. Classes are usually during the day. However, some electives may be taught in the evening hours. In the descriptions of the modules further information is given about the times and locations. Students who have registered for a module will be informed in time about such things as the teacher's name and the books to be bought. In principle there will be no ordinary lectures at the times when the elective modules are being taught.

More information about electives can be found on the website of the university under 'keuzevakken' (www.hogeschool-rotterdam.nl).

4.3 Lectures

The following distinction is made:

- Formal Lectures
- Tutorials
- Language Laboratory classes
- Projects
- Workshops

a. Formal Lectures

Formal lectures are attended by an entire group or several groups in a standard (theory) classroom.

b. Tutorials

For such subjects as IT and languages there are also tutorials, in addition to the formal lectures. For these tutorials the groups are often split up. Usually tutorials are compulsory.

c. Language Laboratory Classes

For languages it applies that a number of classes are taught in a language laboratory. In principle these lectures are compulsory.

d. Projects

Per educational block a number of subjects is taught in the form of problem-based learning. Supervised by a tutor, the students work on practice-oriented tasks.

e. Workshops

These are thematic days in which a certain theme is highlighted, such as a two-day workshop about International Sales. Also certain software packages are offered in workshops.

4.4 Exams, Grades and Resits

Exams

At the end of each education quarter (block) there is an exam period. A module usually consists of one exam. Sometimes there may be more exams for one module. In that case we speak of partial modules. An exam is passed if the grade is 5.5 or higher.

Grades

The passing grade for a module is 5.5. You can only re-sit an exam if your score for the module is lower than 5.5. Credits are only linked to modules and are awarded only once. If a module consists of partial modules, the average of the partial modules must be 5.5 or higher. In project education the results of all tasks must be sufficient.

Grading system in the Netherlands

10 =	Excellent
9 =	Very good
8 =	Good
7 =	More than sufficient
6 =	Sufficient
5,5 =	passed
5,4 =	not passed
5 =	Almost sufficient
4 =	Insufficient
3 =	Very insufficient
2 =	Poor
1 =	Very poor

Re-sits

The number of times an exam can be taken (including re-sits) per module is limited to two per academic year.

Review

Within two weeks after you have received the results of the subject examined you have the opportunity to review the written exam, either during the lectures or at a special review session. The assessment criteria are available during this review and you may ask the lecturer to explain how these criteria were applied.

The grade can be changed within 14 days after the review. If the exam is reviewed at another time, after permission of the examination board (e.g. if the lecturer involved has corrected the exam at a later point in time due to illness), the grade may be changed within 14 days after the review as well.

4.5 ECTS

ECTS, the European Course Credit Transfer System, was developed by the European Commission to provide common procedures to guarantee the full transferability of credits for university studies abroad in order that they might count towards a final qualification in the home country.

It provides a way of measuring and comparing academic merits and transferring them from one institution to another. The system is based on three core elements: information (on study programmes and student achievement), mutual agreement (between the partner institutions and the student) and the use of ECTS credits (to indicate student workload). In itself, ECTS in no way regulates the content, structure or equivalence of study programmes, the credits are simply a value allocated to course units as a means of describing the workload required to complete the course/module. In ECTS, 60 credits normally represent the workload required for one year's full-time study, 30 credits per semester or 20 credits per term (in a tri-semester system).

5 INFORMATION SUPPLY

5.1 Information Screens

Check the information screens every morning before you go to class. On the screens the lecturers are listed who are absent and you receive information about changes and announcements.

5.2 Reception Desk (Entrance /Main Hall) / Front Desk Kralingse Zoom

The staff at these desks can answer questions of a general nature. The Front Desk of the Kralingse Zoom location is located in the Main Hall and can be reached by phone at 010 – 794 6261. The Front Desk is open from Monday through Thursday from 08.00 to 22.30 hrs and on Fridays from 08.00 to 17.30 hrs.

Using your Chip Card at Rotterdam University.

At Rotterdam University you can only pay by means of your chip card. This applies to the copiers, printers, reader shop, restaurant, etc at almost all locations of Rotterdam University. Chip cards can be bought at Donner bookshop in the Main Hall next to the reception desk.

Lost and Found

If you find anything in the building, you can deliver them to the Reception Desk (Entrance). The caretakers register these article and keep them at the Reception Desk for eight weeks maximum. After this period valuable items will be handed over to the police.

Posting and Mounting

It is not allowed to move or mount anything in the hallways, in view of free passage and (fire) safety. If you want to mount posters etc. you can contact the Front Desk.

Food and Beverage

It is not allowed to bring coffee etc. to the classrooms, project rooms and / or work spaces in the hallways. Smoking is not allowed in the building.

First Aid

When first aid is needed, dial the emergency telephone number 6112 or contact the Reception Desk. First Aid kits are available at the administration offices of the study programmes and at the other departments. Here (and at the Reception Desk) you can also get Aspirins.

Parking

Students can park their cars at the P4 parking area. Under certain conditions a discount card can be obtained from the Front Desk. A ticket machine is located in the main hall of the North building for paying or upgrading the parking ticket.

5.3 How to find your Schedule on the Internet

On the Internet the schedule can be found on the site www.hint.hr.nl

The description given below applies for all students and lecturers.

1. Go to student information and then to "Roosters" (Schedules).
2. Select: "kalenderweek" (calendar week) and choose the week by means of the grey arrow.
3. Select "Soort" and then select the group ("klas"), lecturer ("docent").
4. Select under element the group, lecturer.
5. The exchange students group / "klas" is IBMS320

6. If you want to make a print-out, click on the schedule itself and then print.

Each lecture week is provided individually on the website. You are advised to check the website every weekend for possible changes.

At the Main Entrance reception desk there is a computer on which you can inspect your schedule as well.

The schedule:

In the schedule you find:

1. The module code.
2. The lecturer's abbreviation (see paragraph 3.8 IBMS lecturers).
3. The classroom. The classroom number consists of a letter and four digits. The letter refers to the part of building in which the classroom is located:
The first digit indicates the floor and the digits behind the point give the classroom number.
4. A number following the classroom number. This number refers to the legend, which gives more information. This could be the period in which the module is taught or modules which are taught simultaneously.

5.4 Computer Access

All registered students have computer access in the Rotterdam University buildings. The ICT Helpdesk (see paragraph 6.1) provides students with their username & password. You will have to bring your student number and passport or other identification paper.

5.5 Rotterdam University E-mail Account

All registered students have their own unique Rotterdam University E-mail account. Your E-mail address is: *your studentnumber@student.hr.nl*. To access your E-mail account you will have to click on the "GroupWise (E-mail)" icon on the desktop after you have logged in to the student network. ***All important information regarding your study at Rotterdam Business School will be communicated through this E-mail account.***

5.6 Webmail

Your E-mail account can be accessed from all over the world. On Internet go to the following link: <http://webmail.hr.nl> and log in with your student number and password.

6 FACILITIES

6.1 Computer rooms / ICT Helpdesk

Students have free access to the computer rooms, unless these are being used for lectures. You have access to the Internet. You can also use the Internet at home by using your school account. As soon as you have been registered with Rotterdam University and you have paid your tuition fees, you will be informed about this.

The Helpdesk is in charge of installing, connecting and maintaining all (fixed) computer, audiovisual and telephone facilities of Rotterdam University. It also supports students and staff using these facilities. The Helpdesk provides laptops and audiovisual equipment for short-term loan. Maintenance of laptops other than those supplied on loan is definitely not a task of the Helpdesk ICT. If you need more information, you can contact the ICT Helpdesk (room B1.126) at telephone number 010 – 794 6257, e-mail Helpdesk.ICT.KralingseZoom@HR.nl.

6.2 Copiers

Behind the Reception Desk the large, professional Copy Shop of Xerox is located. The copiers in the building are available to all users. Payment is by means of your chip card. For printing theses and reports, A3 copies, colour copies, overhead sheets, etc. you can contact the Xerox service centre.

6.3 Catering

Restaurants

At the Kralingse Zoom you find the restaurants of the Campus Catering. The restaurants provide wide range of products, from fresh rolls to hamburgers, from various dairy products to soups.

Each location of Rotterdam University has its own restaurant.

Grand Café

On the first floor of the location Kralingse Zoom (up the stairs at the main entrance, route 41) the Grand Café is located. Here you can buy and enjoy various non-alcoholic and alcoholic beverages.

Vending Machines

In the building there are several vending machines where you can buy coffee, tea, rolls, candy bars and soft drinks. They are maintained by the catering company. You pay with your chip card.

6.4 Sports Facilities

At Erasmus University (EUR) you can buy a sports card. In the month of September you can try sports for free, so that you can decide whether the sports card is what you want. With this card you can use the EUR sports facilities all year long, e.g. tennis, squash, fitness or aerobics and various team sports. The International Office can give more information.

6.5 Multi-media Library

The Kralingse Zoom location Multi-Media Library is connected to the multi-media library of Erasmus University. This enables you to find the information about a multitude of books and to borrow books from the EUR library. You need your student card to borrow books.

7 HOW TO GET TO ROTTERDAM BUSINESS SCHOOL

The Rotterdam Business School is situated in the Kralingse Zoom location of the Hogeschool Rotterdam.

Public transport

Tram line 1 from Rotterdam Central Station:

Direction 'De Esch'. Step out at stop 'Honingerdijk', cross the ('busy-traffic') road, then turn right and walk alongside the same road towards the Kralingse Zoom Location of the Hogeschool Rotterdam. After 2 minutes walking, you can see the building on the left.

Tramline 7 from Rotterdam Central Station:

Direction 'Woudestein'. Step out at the end stop. Walk in the direction of the parking areas of Erasmus University and of Kralingse Zoom Location of the Hogeschool Rotterdam (P4). After 2 minutes walking, you can see the Kralingse Zoom location of the Hogeschool Rotterdam on your right.

Subway from Rotterdam Central Station:

Get off at 'Beurs' and take another subway, direction 'Ommoord/Zevenkamp'. Step out at stop 'Kralingse Zoom'. From here, walk south to the Kralingse Zoom location of the Hogeschool Rotterdam which you can see on your right after 10 minutes.

By Car

From direction Breda/Dordrecht:

From the 'A 16', after the 'Van Brienenoord' bridge take the exit direction 'Rotterdam Centrum/Capelle aan de IJssel' and turn left at the traffic lights, towards 'Rotterdam Centrum'. Now take the first exit on the right, direction 'Brainpark/De Esch /Autostrada'. On top of the fly-over, turn right. Turn left after 50 metres. Now you can find the Kralingse Zoom location of the Hogeschool Zoom location on your left and the parking area (P4) on your right.

From direction Utrecht/Den Haag:

Drive towards the A 16, direction Breda/Dordrecht. Take the exit towards 'Kralingen/Feijenoord/IJsselmonde' (N 210). Take the exit 'Rotterdam Centrum/Capelle aan de IJssel'. At the traffic lights, turn right. Now take the first exit on the right, direction 'Brainpark/De Esch /Autostrada'. On top of the fly-over, turn right. Turn left after 50 metres. Now you can find the Kralingse Zoom location of the Hogeschool Rotterdam on your left and the parking area (P4) on your right.

8 IMPORTANT ADDRESSES AND TELEPHONE NUMBERS

Rotterdam University / Rotterdam Business School		
(Main Building) Hogeschool Rotterdam Museumpark 40 3015 CX Rotterdam The Netherlands Tel. ..31 (0)10 241 41 41 Fax ..31 (0)10 241 42 11	Rotterdam Business School Kralingse Zoom 91 3063 ND Rotterdam The Netherlands Tel. ..31 (0)10 794 66 63 Fax ..31 (0)10 794 60 01	Postal address P.O Box 25035 3001 HA Rotterdam The Netherlands
http://www.hogeschool-rotterdam.nl		
http://www.rotterdambusinessschool.nl		
Dr. J.H.P. Oudeman 's- Gravendijkwal 24 3014 EB Rotterdam	Doctor	010-4201100 (before 17.00 a.m.) 010-4669573 (after 17.00 a.m. and in the weekend) pay cash
Tandartsenpraktijk Sana Smile De Ruyterstraat 4-6 3071 PJ Rotterdam	Dentist	010- 4141200 pay cash
GGD Schiedamsedijk 95 3011 EN Rotterdam	Public Health Care	010-4339933
IND Immigration Postbus 3022 2280 GA Rijswijk	Immigration Office	070-2749017
Police Rotterdam Westblaak 134 3012 KM Rotterdam	Police	0900-8844 010-2749040 Emergency number 112