PRACTICAL INFORMATION
FOR NEW INTERNATIONAL STUDENTS
AAU CPH
2019
# Table of Contents

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome to Aalborg University Copenhagen</td>
<td>4</td>
</tr>
<tr>
<td>Planning your stay</td>
<td>6</td>
</tr>
<tr>
<td>How to register in Denmark for non-EU students</td>
<td>8</td>
</tr>
<tr>
<td>How to register in Denmark for EU-Students</td>
<td>9</td>
</tr>
<tr>
<td>Insurance and healthcare</td>
<td>10</td>
</tr>
<tr>
<td>NemID</td>
<td>11</td>
</tr>
<tr>
<td>Accommodation in Copenhagen</td>
<td>12</td>
</tr>
<tr>
<td>Living in Denmark</td>
<td>14</td>
</tr>
<tr>
<td>Transportation</td>
<td>16</td>
</tr>
<tr>
<td>Services at AAU CPH</td>
<td>20</td>
</tr>
<tr>
<td>The AAU card - student ID card</td>
<td>23</td>
</tr>
<tr>
<td>Important contacts</td>
<td>26</td>
</tr>
<tr>
<td>The study and career counseling</td>
<td>29</td>
</tr>
</tbody>
</table>
WELCOME TO AALBORG UNIVERSITY COPENHAGEN

AAU consists of three campuses, which are situated in Aalborg, Esbjerg and Copenhagen. Common to all three campuses is AAU’s strong focus on Problem Based Learning (PBL) as well as research based innovation - but there are also local differences in study environments, study programmes and practicalities.

This Practical Information folder will help you, as new international student, to prepare your journey and arrival at campus AAU CPH, so please read the folder carefully and make use of the information.

The Study and Career Guidance at AAU CPH acts as a central service unit for all students, where you can get non-academic guidance both prior to your arrival and throughout your studies.

We strive to provide you with excellent service and look forward to assist you in making your stay a great experience.

STUDY AND CAREER GUIDANCE AAU CPH

HOW TO CONTACT US?

E-MAIL
Student guidance:
studentguidance@cph.aau.dk
Career guidance:
karriere@cph.aau.dk
Accommodation guidance:
accommodation@cph.aau.dk

WEB
en.cph.aau.dk/degree-programmes/student-guidance-centre/
JOIN US!

/ Aalborg Universitet København - AAU CPH
/ AAU-CPH International Corner
/ International Accommodation Office AAU CPH
/ Social Life AAU CPH
/ International Office Aalborg University
/ Student Guidance AAU CPH

@ aaucph
@ aaustudieliv

www.cph.aau.dk
www.en.cph.aau.dk/intranet/
www.newstudents.aau.dk/
# Planning Your Stay - Check List

## To Do Before Arrival
- Apply for visa and residence permit (non-EU students only).
- Arrange for insurances (for example health/travel/personal insurance).
- Apply for the EU European Health Insurance Card (the blue card) (EU students only).
- Make travel arrangements.
- Find accommodation.

## Remember to Take With You
- Valid passport and ID card (and 2 photo copies).
- Debit card/traveller’s cheques/Danish currency.
- Travel adapter for electrical appliances (220V).
- Any documents required for your registration in Denmark.

## International House Copenhagen
Find all updated information at International House Copenhagen - the one point entry office for the reception and retention of international talent - that means you! Please visit their website to find opening hours and important information:

https://ihcph.kk.dk/
PLANNING YOUR STAY
RESIDENCE PERMIT & CPR NUMBER

As an international student you must apply for both a residence permit/certificate and a Civil Personal Registration number (CPR-number).

To obtain a residence permit/certificate you must be enrolled and active in a study programme. If this is not the case, the Danish Immigration Service can revoke your residence permit/certificate. The University is obliged to inform the Immigration Service, if you are not actively attending the study programme.

To obtain a CPR-Number you must meet some criteria, including the requirement of having a place to live. It must be a valid Danish address, meaning that you have the right to register your address in the CPR system. Please make sure to get a confirmation from your lessor in regard to the CPR registration of the address. Apply for your Civil Personal Registration Number (CPR number) online at https://ihcph.kk.dk and wait for an invitation letter for an ID Check at the International House Copenhagen.

NON EU/EEA STUDENTS
Non EU/EEA students are expected to apply for and receive their residence permit prior to their arrival in Denmark.

EU/EEA STUDENTS
EU/EEA students must submit an application of EU residence to the Danish Agency for International Recruitment and Integration (SIRI). You can read more on page 9. www.nyidanmark.dk

NORDIC STUDENTS
If you are a citizen of Finland, Iceland, Norway or Sweden, you are free to enter, live, study and work in Denmark. You do not need a visa or residence permit.
HOW TO REGISTER IN DENMARK FOR NON-EU STUDENTS

YOU NEED

- **VISA**
  You need to apply for/receive your visa BEFORE your arrival

- **RESIDENCE PERMIT**
  You need to apply for/receive your residence permit BEFORE your arrival

- **CIVIL PERSONAL REGISTRATION NUMBER**
  You need to apply online for your CPR-number at ihcph.kk.dk and wait for an invitation letter to go to the International House in order to receive your CPR-number.

TO OBTAIN A CPR NUMBER, YOU NEED TO APPLY ONLINE AND BRING THE FOLLOWING TO THE INTERNATIONAL HOUSE:

- Your passport or other valid national ID with photo
- Valid residence permit if you are a non-EU Citizen
- A place to live - your Danish address (e.g. rental contract / housing confirmation / payment receipt)
HOW TO REGISTER IN DENMARK FOR EU STUDENTS

YOU NEED

RESIDENCE CERTIFICATE

SIRI will issue your registration certificate. Please find the procedure and the list of necessary documents you need to bring here:

CIVIL PERSONAL REGISTRATION NUMBER (CPR)

You need to apply online at https://ihcph.kk.dk

RECIDENCE CERTIFICATE:

When you arrive in Denmark you need to register your arrival. The Danish Agency for Recruitment and Integration (SIRI) will have special opening hours for students in August/September. If you visit SIRI during these opening hours with the necessary documents, an EU registration certificate can be issued on the same day (while you wait).

Special opening hours for students in August and September 2019 at SIRI: Carl Jacobsens vej 39, 2500 Valby

- Tuesday 27/8 at 8.00 - 14.00
- Thursday 29/8 at 8.00-14.00
- Tuesday 3/9 at: 8.00-14.00
- Thursday 5/9 at: 8.00 - 14.00

Please make sure to arrive early!

PLEASE NOTE
If you visit SIRI outside these opening hours you need to book an appointment and go to Siri at: Njalsgade 72c, 2300 København
https://www.nyidanmark.dk/en-GB
INSURANCE AND HEALTHCARE

When you have received your residence permit and live in Denmark, you are entitled to the health insurance services and treatment offered by general practitioners (GP) and at hospitals.

When the procedure for obtaining your CPR number is complete you will receive your yellow insurance card by snail mail at your address of residence in Denmark (identical to the address printed on the card). The card allows you to receive free medical treatment (and the CPR number is essential in relation to any contact with the Danish authorities as well). Always remember to bring the yellow Health Insurance Card when you see your GP or dentist. The name, address and phone number of your GP will be printed on the card. Please note that this card does NOT cover the costs of emergency repatriation and personal liability. Before leaving your home country we therefore encourage you to purchase an additional travel insurance covering the full period of your stay in Denmark. A travel insurance will typically cover the expenses related to illness, injuries, medical and dental treatments and some cases of theft. We also recommend you to take out a personal accident insurance to cover your stay in Denmark.

It is particularly important for students conducting laboratory work to insure that their insurance covers accidents involving laboratory work. Please note, since medical treatment is only free of charge when you have received you residence permit, you may want to take out a personal insurance to cover the first 4 to 6 weeks of your stay in Denmark. The permit may take a few weeks to arrive.

HEALTH INSURANCE
For more information:
https://goo.gl/eaDkAL
It is also a good idea to obtain a “NemID”. NemID is a common secure login on the internet, whether you are doing your online banking, finding out information from the public authorities or engaging with one of the many businesses that use NemID. NemID is the same login everywhere. NemID consists of a user ID, a password and a code card containing codes (one-time passwords). When you log on, you first enter your user ID and password and then a code from your code card.

NemID is issued at the local Citizens Service Centre or your Danish bank. You can obtain NemID when:

- You have a Danish CPR number
- You have reached the age of 15
- You are able to meet the ID requirements.

You do not need to be a Danish citizen to request NemID. You can obtain NemID if you have a Danish residence permit or study in Denmark. If you do not have a Danish CPR number, you can only obtain NemID for online banking, if your bank offers this.

For more information:
https://www.nemid.nu/dk-en/
ACCOMMODATION IN COPENHAGEN

Finding accommodation in Copenhagen is a great challenge, but there are various ways you can look for a place to live in Copenhagen. Most people find housing through their network. You need to find out whether you want to rent a room in a student dormitory, a private apartment, or if you want to share a flat or a house with others. Renting a room in Copenhagen usually costs between DKK 3,500-5,500 per month, small apartments start from DKK 6,000.

There are two main offices, KKIK and CIU that administer student accommodation in Copenhagen. We recommend that you join their waiting lists if you plan to study in Copenhagen for more than one year. Please note, it may take up to 6-12 months before you receive an offer from them.

The International Accommodation Office at AAU CPH (IAO AAU CPH) cannot offer housing guarantee along with your place of study. We have an informative webpage where you can find links and guides to search for accommodation on your own: https://www.en.aau.dk/education/international-accomodation-office/find-housing-cph/

LOOKING FOR FLATMATES OR SUBLEASERS?
Find our paper based pin-board in building B, just in front of the small canteen.

STUDENT ACCOMMODATION THROUGH IAO AAU CPH
You are welcome to register on our waiting list, please inquire at: accommodation@cph.aau.dk. We have only few student dormitory rooms at our disposal, so please register as early as possible.
AALBORG UNIVERSITY COPENHAGEN
2019
PRACTICAL INFORMATION
FOR INTERNATIONAL STUDENTS
LIVING IN DENMARK

BANK ACCOUNT
You can choose any bank you want. All banks require your personal Civil Registration number (CPR number) in order for you to open a bank account. You must also bring a photo ID, a letter of enrolment/admission (an AAU email), and provide the bank with information on your name, current address, date of birth, nationality, gender, e-mail address and CPR number. Remember to ask the bank whether they charge a fee for opening an account and whether they offer internet banking in English.

CURRENCY
The estimates in this brochure are stated in the Danish currency called ‘KRONER’ and abbreviated ‘kr.’ or DKK. 1 Danish krone is equal to 100 Danish ‘Øre’.

Living expenses in Denmark are high compared to other countries.

AVERAGE LIVING EXPENSES

Renting a room in Copenhagen:
approx DKK 3,500-5,500 per month

Renting an apartment in Copenhagen:
approx DKK 6,000 - 15,000 per month

Basic food expenses:
approx DKK 1,500-2,000 per month

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June 2019
1 US-dollar = DKK 6.66
1 Euro = DKK 7.47
STUDENT JOBS
The amount of student jobs available to international students in Copenhagen is rather limited. However, if you get a student job remember that you have to pay Danish tax on your salary. You are allowed to work a maximum of 20 hours a week. To search for student jobs, please visit AAU Jobbank at: https://jobbank.aau.dk/en
You can find important information about working in Denmark, Danish tax rules etc. at:
- https://www.workindenmark.dk
- https://www.nyidanmark.dk/en-GB
- www.facebook.com/globejob
At AAU CPH you can also make an appointment with our career counsellor. They offer career coaching, information about the Danish system and how to apply for jobs in Denmark.

LEARNING DANISH
Learning to speak Danish can be difficult even if you speak its close linguistic cousins, e.g. German or English. Still, it is highly recommendable to attend Danish language courses in order to get to know the Danish language and culture. Attending these lessons will give you a grasp of the language, and an understanding of the Danish society. Besides, your visa may require you to learn Danish. Different language providers are available in Copenhagen and you can choose any Danish language provider you wish. In order to sign up for a Danish Language Education, you will need to contact a language education provider yourself. You can find a list of the language providers in Copenhagen by googling “learn Danish in Copenhagen”.

We are also happy to inform you that one of the providers offer Danish language courses on campus.

CAREER GUIDANCE
(at the Student Guidance Centre)

CONTACT karriere@cph.aau.dk
PHONE (+45) 99 40 37 51
BOOK AN APPOINTMENT ONLINE at www.en.cph.aau.dk/student-guidance-centre

DANISH LANGUAGE PROVIDER ON CAMPUS
www.en.cph.aau.dk/international-students/learning-danish/
TRANSPORTATION

PUBLIC TRANSPORTATION

Public transportation in Denmark consists of buses, trains and the metro.

To find out how to get from one place to another you may use the app CityMapper or the app Journey Planner (in Danish ‘Rejseplanen’). Type in where you will be travelling from and to then the apps will generate options for your trip.

FIND FURTHER TRAVEL INFORMATION:
Train:  [www.dsb.dk/en/](http://www.dsb.dk/en/)
Metro:  [intl.m.dk](http://intl.m.dk)
Bus:  [www.dinoffentligetransport.dk/service/for-tourists/](http://www.dinoffentligetransport.dk/service/for-tourists/)

TICKETS AND ZONES

The Greater Copenhagen area is divided into zones. At bus stops and stations you can find zone maps (see the image on the next page).

At each station you will find a card, attached to the map, indicating its zone. Zones are divided by the white lines, and the names written in black are names of all the stations in each zone. The coloured areas on the map are referred to as zone rings.

Tickets can be purchased at ticket offices, from ticket machines at train and metro stations or directly from your smartphone.

When travelling by bus you can also buy tickets from the bus driver, if you bring small change (coins only). Remember to keep your ticket throughout the journey in case a conductor wants to see it. Travelling without a valid ticket will incur a fine of DKK 750.

PRICES

There are several ways of obtaining discount on public transport. You can buy a monthly travel card at a ticket office. You must bring your ID e.g. your passport and passport photo. For more information on monthly travel cards, please visit the ticket office at Copenhagen Central Station.

You can also apply for an “Ungdomskort”, which will give you student discounts on public transportation. You can apply for the “Ungdomskort” when you have obtained a NEM-ID. Apply for the “Ungdomskort” at [http://www.ungdomskort.dk/ungdomskort/](http://www.ungdomskort.dk/ungdomskort/)
TRAVEL CARD (REJSEKORT)

“Rejsekort” is an electronic ticketing system for travelling by bus, train and metro. “Rejsekort” unites the different transport operators, travel zones, ticketing systems and discount schemes into one common system.

You can buy a “Rejsekort” at:

http://www.rejsekort.dk/?sc_lang=en

PRICE EXAMPLE - 2 ZONES:

<table>
<thead>
<tr>
<th>Ticket Type</th>
<th>Price</th>
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<tbody>
<tr>
<td>Monthly travel card</td>
<td>DKK 395</td>
</tr>
<tr>
<td>Single Ticket</td>
<td>DKK 24</td>
</tr>
</tbody>
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ZONE MAP

SYDHAVN S-TRAIN STATION
(Station closest to Aalborg University Copenhagen)
BUS STOPS AND S-TRAIN NEAR CAMPUS
BICYCLES

Travelling by bicycle is usually cheaper than other alternatives, healthier and sometimes faster. When it is dark outside, you are required by law to have lights on your bike, so remember to always bring two lights for the bicycle, a white light at the front and a red light at the back.

A new bicycle costs between DKK 1,500-4,000.

There are many places you can buy bicycles in Copenhagen and you can get them either new or used. You can buy a used bicycle at either the Police Auction for lost properties, or on the Internet. Please note when buying a bicycle at an auction, additional expenses for repairs may arise.

There are also many bike renting opportunities in Copenhagen, though this may quickly prove expensive. The renting company “Bycyklen” (‘The City Bike’) has a dropzone on campus right by the bikeracks.

POLICE AUCTION
Tæbyvej 3 B, 2610 Rødovre
Phone: (+45) 36 72 73 74
www.topauktioner.dk/auktionskalender/

DBA.DK
Visit www.dba.dk to find used bikes - search for ‘cykler’ or ‘cykel’
SERVICES AT AAU CPH

CANTEEN
The main canteen is located in Building A, first floor, and a smaller canteen is located in Building B, ground floor.
You can see the menu of the week here: Intranet.cph.aau.dk.

MAIN CANTEEN
Monday - Thursday  7:30 – 15:00
Friday  7:30 – 14:30

SMALL CANTEEN
Monday - Thursday  9:00 – 14:30
Friday  9:00 – 14:30

CONTEMPLATION ROOM
The contemplation room is open to all students and may be used for quiet reflection, meditation etc. The room is located at Building A, 3rd floor, room 3.060.

IT SUPPORT
IT support is available to all students at AAU CPH. Visit the webpage www.its.aau.dk for topics concerning login, guides, printers, lab computers, personal computers, network drives etc. If you have problems, contact IT support:
E-mail support@its.aau.dk
Phone (+45) 99 40 20 20
Local Service Desk A.C. Meyers Vænge 15, Building A, 5th floor
Opening hours:
Monday - Thursday:  8:00 - 15:30
Friday:  8:00 - 15:00

THE LIBRARY (AUB)
The library (AUB) on A.C. Meyers Vænge 15, building A, does not contain books. You can order books from the homepage with your AAU login. During opening hours, the librarians can order books for you from the main library in Aalborg, and the books are then sent to AAU CPH for you to pick up: en.aub.aau.dk.

Opening hours:
Monday - Thursday:  9:00 - 16:00
Friday:  9:00 - 15:00

FIND MORE SERVICES ON THE CAMPUS INTRA
www.en.cph.aau.dk/campusintra-students
STUDY SECRETARIES
The study secretaries keep track of various information. If you have any practical questions you can always contact your study secretary. A study secretary is assigned to one or more specific programmes. Find a list of the secretaries including contact information:
https://www.en.cph.aau.dk/campusintra-students/support-and-contact/#programme-secretaries

PROGRAMME SPECIFIC STUDENT COUNSELLORS
In addition to the general study counselling, the various study programmes have local student counsellors of their own. The counsellor can inform you of the composition of your study, including its study programme and study environment. To find your student counsellor, go to the webpage for your study programme and click on “Contact and student guidance” in the information box on the right-hand side.

TUITION WAIVERS
If you have any questions regarding tuition waivers, please direct them to:
masteradmission@aau.dk

STUDENT GRANTS AND LOAN SCHEME (SU)
Questions related to students grants and loan schemes must be directed to the SU office which is located in Aalborg. For further information please visit:
www.sukontor.aau.dk/english/
Phone (+45) 99 40 94 30 between Mon-Fri 12:00 - 14:00 Wednesday: Closed
E-mail su@aau.dk

THE TUTOR TEAM
You will meet the Tutor Team on the International Welcome Day and on the Study Start Day. During the first semester, your Tutor Team will support, help and connect with you, for instance at the Friday bar or other events. They will also be able to give you insights about life on campus and in Copenhagen.
E-mail tutor.buddy.team@cph.aau.dk
AAU CPH CAMPUSINTRA

WWW.EN.CPH.AAU.DK/INTRANET/

On AAU CPH’s student campusintra you will find all the information you need regarding campus related services - such as info about sport and fitness on campus, the menu in the canteen, rules about parking, labs on campus etc. All you need to do is to go to: https://www.en.cph.aau.dk/campusintra-students/

Campus intra is the place to go if you need to get updated on:
- Events
- News
- Practical information relating to campus
- Information about the study environment at the Copenhagen campus
- Contact information
- And much more
The AAU card is your student ID card during your entire time of study at AAU CPH. The card is required for entering the University buildings both during and outside regular opening hours.

**NOTE!**

In order to receive your AAUcard, you must order it at UniStart (www.en.unistart.aau.dk) by uploading a photo. You will then receive an e-mail, when it is ready to be picked up with information on where to find it.

If you lose your AAU card we ask you to report this immediately in order to prevent misuse.

If you lose your AAUcard, you need to contact your local Facility Support Team at campusserviceCPH@cph.aau.dk or send an email to aaucard@adm.aau.dk as soon as possible.

Learn more about how you can use your AAUcard at: [www.en.aaucard.aau.dk/students](http://www.en.aaucard.aau.dk/students)

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**YOU NEED THE AAU CARD IN ORDER TO:**

- Enter the university buildings
- Use library services
- Use printing services
- Document your affiliation with the University, if asked to by campus security
FOR YOUR SMARTPHONE OR LAPTOP

**AAU STUDENT APP**
AAU Student is an app developed to make your study life easier. Among other things, you can access your schedule, subscribe to news and view events near you.


**CITY MAPPER**
If you need to find out how to get from one place to another by public transportation, on foot or by bike - an easy way is to use Citymapper. Just type in your starting point and ending point and citymapper will map out your entire trip.

[https://citymapper.com/copenhagen](https://citymapper.com/copenhagen)

**AAU MAP APP**
With AAU map you can easily navigate around Aalborg University. Just search for what you need to find and let the app guide you to your destination.

[http://www.its.aau.dk/app/aau-map/](http://www.its.aau.dk/app/aau-map/)
IMPORTANT CONTACTS

HOSPITALS WITH ACCIDENT AND EMERGENCY DEPARTMENTS
(In Danish: ‘Skadestue’)

BISPEBJERG HOSPITAL
Bispebjerg Bakke 23
2400 Copenhagen NV
Phone: (+45) 38 63 50 00

HERLEV HOSPITAL
Herlev Ringvej 75
2730 Herlev
Phone: (+45) 38 68 38 68

HVIDOVRE HOSPITAL
Kettegård Alle 30
2650 Hvidovre
Phone: (+45) 38 62 38 62

AMAGER HOSPITAL
Kastrupvej 63
2300 København S
Phone: (+45) 38 62 82 22

IN CASE OF
EMERGENCY 112
SICKNESS 1813

112
Call 112 if you need to contact any emergency service such as an ambulance, the fire department or the police.

1813 (HELP LINE)
Call 1813 outside your own doctors opening hours. The nurses at the phone will advise you about proper treatment and can also refer you to a hospital, if necessary.

IMPORTANT!
ALWAYS CALL 1813 BEFORE GOING TO AN EMERGENCY ROOM
DOCTORS
(In Danish ‘Læge’)

GENERAL PRACTITIONERS (GP)
When you receive your Health Insurance Card (yellow card) from the Citizen Service Centre (International House), a GP has been assigned to you. You can visit your GP free of charge. Before visiting your GP, you must make an appointment. The contact details of your new GP will be printed on your Health Insurance Card. When visiting your GP, please remember always to bring your Danish Health Insurance Card.

FOR THOSE WHO DO NOT YET HAVE A CPR NUMBER / HEALTH INSURANCE CARD
If you do not have a CPR number and a Health Insurance Card (yellow card) yet, you may visit the Citydoctors. Citydoctors welcome English-speaking patients and charge per consultation. To see a list of their prices and opening hours visit: citydoctors.dk/in-english

Citydoctors
Lille Strandstræde 20, 1254 Copenhagen K
Phone (+45) 33 33 84 84

DENTISTS
(In Danish: ‘Tandlæge’)

If you need to see a dentist, you may choose any dentist and simply call to make an appointment. Please note that dental treatment is not free of charge in Denmark. You can find a list of dentists based in Copenhagen here:
http://www.degulesider.dk/search/København/tandlæger/1/

DENTISTS - OUTSIDE OPENING HOURS
(In case of emergencies)

EMERGENCY DENTAL SERVICE
(in Danish ‘Tandlægevagten’)
Oslo Plads 14,
2100 Copenhagen Ø
Phone (+45) 70 25 00 41

Monday - Friday 20:00 - 21:30
Weekends, holidays 10:00 -12.00 and 20:00 - 21:30
PHARMACY
(In Danish: ‘Apotek’)

There are many pharmacies in Copenhagen, all of which are sanctioned by the Danish Medicine Agency. You can find a list of all pharmacies in Denmark here: https://www.apoteket.dk/alle-apoteker

PHARMACY OUTSIDE OPENING HOURS

The only pharmacy in Copenhagen that is open around the clock is the Copenhagen Steno Pharmacy (Close to the Central Station).

Address
Vesterbrogade 6C
1620 Copenhagen V
Phone (+45) 33 14 82 66

POLICE
(In Danish: ‘Politi’)

The police can always be contacted (24 hours a day) both in regards to emergencies and non-emergencies.

Phone: 114
Emergency: 112

LIBRARY
(In Danish: ‘Bibliotek’)

THE CENTRAL LIBRARY
(in Danish: ‘Hovedbiblioteket’)
Krystalgade 15
1172 Copenhagen K
www.bibliotek.kk.dk/temaer/copenhagen-libraries-english
Phone (+45) 33 66 30 00

THE ROYAL LIBRARY
(In Danish: ‘Det Kongelige Bibliotek’)
The National Library of Denmark and Copenhagen University Library
www.kb.dk/en/index.html
Phone (+45) 33 47 47 47
THE STUDY AND CAREER COUNSELLING

The Study and Career Counselling is available from your first day on campus and until you complete your studies at AAU CPH. We can help you find answers to questions that may arise during your studies. These may relate to your participation in group work, internship or questions related to your career considerations. At the Study and Career Counseling the counsellors will help you make the most of your studies at AAU CPH. If required, we will refer you to the proper expertise.

OUR SERVICES INCLUDE:
• Leave of absence due to illness, maternity leave, etc.
• Study methods
• Lack of personal motivation, loneliness and other personal issues
• Guidance in planning and searching for internships
• Career opportunities with your programme and preparations for work life
• Accommodation in Copenhagen

FIND US AT
Building B, Ground floor, next to the small canteen or find us online at:
AAU CPH

ADDRESS
A.C. Meyers Vænge 15
2450 Copenhagen SV
Denmark
Phone: (+45) 99 40 25 00

WEBSITE
www.en.cph.aau.dk

WHERE TO FIND
THE STUDENT GUIDANCE CENTER

Building B (ground floor)
Frederikskaj 12, 2450 Copenhagen SV

Cross the bridge from Building A to Building B. You will find the Student Guidance Center on the ground floor - next to the small canteen.