



UNIVERSITY WEST

Student Exchange Information 2026



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Fact Sheet Exchange and Study Abroad Students 2026/27

Address:

Gustava Melins Gata 2
S-461 32 Trollhättan, Sweden
Website: hv.se/en

International Office

Employees at International Office



Stefan Kudryk (Team leader and Press Communication)
stefan.kudryk@hv.se



Maria MacDonald (Institutional Mobility Coordinator and outgoing exchange)
maria.macdonald@hv.se



Veronika Strupf (Incoming International Coordinator)
veronika.cordula-strupf@hv.se



Madeleine Hoffman (Housing and International Coordinator)
madeleine.hoffman@hv.se

... and Student Ambassadors

Contact Details

Email: international@hv.se (General)
accommodation@hv.se (Housing)

Phone: +46 520 22 30 00

In person: available for you at the Service Center of the university during weekdays 11:00 to 13:00.
During the start of the semester you can find us there for extended hours:
<https://www.hv.se/en/meet-university-west/Contact-and-visit/Opening-hours/?sq=opening%20hours>

Zoom: Link on request

Social Media:

Facebook: www.facebook.com/UniversityWest/

Instagram: www.instagram.com/universitywest_sweden/

LinkedIn: www.linkedin.com/school/h-gskolan-v-st-university-west-/about/

YouTube: www.youtube.com/user/hogskolanvast

Primary Functions

- Accommodation allocation
- Student Registration
- Student recruitment for incoming and outgoing students
- Arrival and Introduction Coordination
- Webinars before arrival
- Arrival and Arrival/Departure certificates
- Service Center Support
- Mobility Online Administration
- Socializing programs and events
- Implementation of Internationalization Strategies at University West
- Program student support and communication before and during the study period
- Tuition-fee refund and scholarship administration

We are also closely collaborating with the Registrations Office, Admissions Office, Finance Office, Student Union, Student Health Service, Service Center, and the Faculties of University West, who support the enrolment of semester exchange and study abroad as well as full-degree international students

Campus Map

A = Student Union

B = Student pentry

C = Central café

D = Gregarts student book store, Student health E = Main entrance, Restaurant Västan, Library

F = "Stråket", entrance floor, "Albertsalen"

G = Servicecenter, Study and Career Councelling, Study administration

H, I, J = Study area with student kitchenettes, computer rooms, lockers and group study X = Assembling point in case of fire

Find your facilities: Example: F211 - you find F211 in the F-house on the 2nd floor.



University West’s Mission and Vision

"We act and work together with society to create a more sustainable world. Together with a wide range of partners we create knowledge and strive to make it more accessible."

Our vision describes our university’s overarching mission, which we constantly strive to uphold. It expresses our role and the benefits to the society-at-large that we can offer. It is a compass in our daily work as well as for the long-term direction of our journey.

Our vision places demands upon us. Being an active member of the society means that we see a need, take a stand, take the initiative, and propel developments forward. We act and work together with the world around us, which means we are always seeking opportunities for collaboration outside of our academic sphere.

And making knowledge accessible to more people means that we take our role as an active player within society seriously and are constantly striving to broaden our recruitment base and reach more people. This imposes educational and communicative demands upon us to be accessible, open and inclusive. Our longterm efforts shall result in us contributing towards a more sustainable world through our actions.



Goal 1.

We are brave and help each other to grow



Goal 2.

We improve the world every day



Goal 3.

We are a regional driving force, a national leader and...

GOAL 1.

We are a leading WIL university for lifelong learning and sustainable societal development >

GOAL 2.

Students are attractive on the labour market, equipped for lifelong learning and a driving force for sustainable development >

GOAL 3.

Research meets the complex challenges for regional, national, and international sustainable social development >

Link: <https://www.hv.se/en/meet-university-west/about-university-west/vision-objectives-andstrategiesform/?sq=Vision>

Faculties

When applying for exchange studies at University West, your course selection will be examined by the coordinator in order to set up the Learning Agreement for the exchange period. The Departmental Coordinators contacts you can find below. You can contact your departmental coordinator if you need help with which courses you should/can choose, or for other learning-related questions.

If you have questions related to transcript of records, accommodation, practicalities, or similar, you should contact the International Office.

School of Business, Economics and IT

Link: <https://www.hv.se/en/meet-university-west/organisation/institutions/school-of-business-economicsand-it/exchange-studies/?sq=School%20of%20Business,%20Economics,%20and%20IT>

Coordinator:

Wilma Lundqvist-Westin; e-mail: wilma.lundqvist-westin@hv.se

Department of Engineering Sciences

Link: <https://www.hv.se/en/meet-university-west/organisation/institutions/department-of-engineering-science/?sq=Department%20of%20Engineering%20Science>

Coordinator:

Darwen Al-Taeshi, e-mail: darwen.al-taeshi@hv.se

Department of Health Sciences

Link: <https://www.hv.se/en/meet-university-west/organisation/institutions/department-of-healthsciences/?sq=Department%20of%20Engineering%20Science>

Coordinator:

Dragana Milesic Karlsson, e-mail: dragana.milesic-karlsson@hv.se

Department of Social and Behavioural Studies

Link: <https://www.hv.se/en/meet-university-west/organisation/institutions/department-of-social-andbehavioural-studies/?sq=Department%20of%20Social%20and%20Behavioural%20Studies>

Coordinator:

Helena Gregorc Lööv, e-mail: helena.gregorc-loov@hv.se



Other Student Service Offices

The university offers many services to you as a student, and you are very welcome to use these services. They all must be also provided in English, so feel free to ask the various departments if English information seems to be not available.

Service Center and IT

Her you can get IT-support or help regarding finding your way in university building, Student access card (entrance, printouts etc.), Student account, Facilities in university building, and much more. Reach them at servicecenter@hv.se or visit them in person during these opening hours: <https://www.hv.se/en/meetuniversity-west/contact-and-visit/>



Restaurants on campus

We have two cafes and one restaurant on campus. Details, special events, and opening hours can be found here: <https://www.hv.se/en/meet-university-west/contact-and-visit/restaurants-atcampus/?sq=restaurant>

Library and Student Book Shop

In the library you can borrow course literature or find a study or group workspace. You can also receive help regarding proper referencing for your essays, plagiarism-avoidance, writing support, and research assistance. More details here: <https://bibliotek.hv.se/en/meet-the-library/library-facilities-and-resources/openinghours/?sq=library>

Additionally, to the library we also have a book shop on campus if you prefer to buy your course literature: Gregart's Book shop directions and opening hours can be found here: <https://www.hv.se/en/student/studies/program-and-course-information/courseliterature/?sq=gregarts%20bokhandel>

The Language Resource Centre

If you need support with reading and writing academic texts or oral presentations, the Language Resource Centre/Akademiskt språk, can help you. We offer guidance in reading, writing and rhetoric, in Swedish and English, for you as a student at University West.

<https://www.hv.se/en/student/support-and-service/studyresources/language-resource-centre/>

Study Counsellors

University West's Study counsellors can help you with study related questions - such as general questions about higher education or questions about our university's programs, courses, and studies. You as an exchange student, however, might be better off contacting your departmental coordinator to switch courses.

The study counsellors can help with recognition of courses from other universities, degree requirements, and study technique lectures. You can find more information and contact details here: <https://www.hv.se/en/student/support-and-service/study-counselling/>

Free Student Union Membership and International Student Committee

The Student Union contributes to a more colorful student life. During their introduction week called "Inslussningen" they organize many welcome activities, including an amazing race, Treasure Hunt, pubs, seatings, and raft building. They are organized into committees that you can also join like the International Student Committee. Also during the year, they organize many pubs and parties.

You as an exchange student have free membership at the student union. To get access to your membership please contact Susanne at the student union at kansliansvarig@shv.hv.se

She can also provide help with the Mecenat Card, with which you can prove that you are a student and get discounts.

If you find yourself in disagreement with a teacher or university staff then the student union is also there to support you in conflict situations!

More information can be found here: <https://carli.shv.hv.se/en/new-student/>



Student Chaplaincy

The University Chaplain, Andreas Pervik, is also available for you! More details: <https://www.hv.se/en/student/support-and-service/chaplaincy-at-university-west/>

Studying with disability

To have a disability is not an obstacle for you to have an interesting, rewarding and exciting study period at University West! We provide targeted study support to students that need help due to a disability. You can find more information and contact details here:

<https://www.hv.se/en/student/support-and-service/students-with-disabilities/?sq=FUNKA>

Student Health Service

As a student at University West, you can benefit of the Student Health Service if you are in need of support during difficult situations that can affect your studies and your student life. You can find more information and contact details here:

<https://www.hv.se/en/student/support-and-service/student-health-service/>

Tourist information: Trollhättan City and the Region

Trollhättan City has many fun activities offered year around. You can check the website here: <https://www.trollhattan.se/en/homepage/>

<https://www.vastsverige.com/destinationer-i-vastergotland/>



Online Application Procedure

1. University West receives a nomination by your home university

All exchange students must be nominated by their home university coordinator for exchange studies.

2. University West sends information to nominated students on how to apply

Once we have received your nomination, we will send you information with a link for your application via email.

3. Submit application form

The link will take you directly to the application form for incoming exchange studies at University West. Fill out the form and send it.

Please note that although you will be prompted to choose a subject area of your studies at University West through a drop-down list, you will still be able to select courses from any department later on in the process.



4. Create account in MobilityOnline

We use a system called MobilityOnline for incoming student application and documentation. Once you have submitted your application form, you will receive an e-mail with instructions on how to create your account in MobilityOnline.



5. Prepare and upload relevant documents

Once you have created your account you will need to upload a Transcript of Records. This needs to be translated into English if it is issued in another language originally.

6. Submit your application

Once you have uploaded the documentation, confirm the submission in your Mobilityonline account.

Please note that we do not limit the number of participants for our courses, so providing you are eligible for the course you have applied for - you will get a seat in the class.

7. Complete your course selection

As an Erasmus student you should be able to select your courses on your home universities Mobility Platform and after approval from your home university coordinator the Digital Learning Agreement should be synced over to our Mobility Online System.

If you do not have access to a *Digital Learning Agreement* or are a non-EU exchange student you are welcome to select your courses manually in our Mobility Online workflow by clicking the link "Complete Course Selection" when you are logged in to your Mobility Online account.

After you submitted your course choice University West's departmental coordinator will approve your course choice or suggest changes. Please continuously check your emails!

8. Receive your Letter of Acceptance and Insurance Certificate.

Once your course choice got approved by your departmental coordinator. We will send your Letter of Acceptance and Insurance Certificate via email to you.

9. Apply for a visa or residence permit

If you are a citizen in a non-EU country, you will have to apply for a Visa with the Swedish Migration Agency. We recommend doing this as soon as you have received your Letter of Acceptance as the waiting times can be quite long.

The fastest way to get a visa/residence permit is to apply online at the Migration Board webpage and make sure your application is complete. Apply for a residence permit for studies at higher education – Swedish Migration Agency

Important! You should NOT apply for a visa called "Mobility Studies in an EU country with a stay in Sweden". This is the wrong permit. Choose instead a regular study permit for higher education as in the link above, otherwise your application will result in a denial.

When your application is registered and you have received a control number, visit the nearest Swedish embassy/consulate in order to be photographed and take fingerprints for the residence permit card.

NB! Don't wait for the decision about residence permit before doing this, because it will delay the process.

If you are an EU citizen, you do not need to apply for a visa or residence permit.

10. Apply for a student accommodation in Trollhättan

You will receive info about university accommodation later on. You have a housing place guaranteed here. The accommodation office will send out the application for housing with us on November 1st/ May 1st and the deadline to apply is November 15th/ May 15th. You will hear about where you have been placed December 11th/ June 15th. Please send housing questions to accommodation@hv.se

11. Arrive to Trollhättan and attend the Introduction Days

We are happy to welcome you here soon! As a new student, you'll take part in the Introduction Days, where you'll receive plenty of useful tips and insights to help you navigate both your student life at University West and your everyday life in Trollhättan.

Please regularly check your email inbox.

Application deadlines

You want to stay during the Autumn semester (starting in end Aug/beg Sept):
15th of April
You want to stay during the Spring semester (starting in end
January): 15th of October

What courses we offer and how you can combine and access them

On these pages you find information about our courses offered to exchange students. All courses listed on these pages are taught in English:

<https://www.hv.se/en/education/exchange-studies/courses-offered/>

Entry requirements for courses

Requirements of the courses are always listed on our website if you look for the course on our website [University West - Courses at University West](#)

English requirements

At University West, we do not require an English language test for exchange students. However, to be able to follow the lectures and participate in seminars and groupworks, a good knowledge of English is necessary. According to EU recommendations, the level B1 is advisable. Read more at the Europass webpage.

If you have already done a TOEFL or IELTS test, the following results are what we recommend to have to study here on exchange:

IELTS: An overall mark of 6.5 and no section below 5.5

TOEFL: Score of 4. (scale 1-6) in written test and a total score of 575 (paper-based). Score of 20 (scale 0-30) in written test and a total score of 90 (internet-based).

Visa information for exchange students

Students that have no EU or Swedish citizenship or residence permit have to apply for a study permit. We recommend students who need a visa/study permit for their stay in Sweden to start the application process for this immediately after the application to us. Study permits take often long time to be processed by the Swedish Migration agency. If you are missing documentation, just send us an email to international@hv.se.

The fastest way to get a visa/residence permit is to apply online at the [Migration Board webpage](#) and make sure that the application is complete. When your application is registered and you have received a control number, visit the [nearest Swedish embassy/consulate](#) in order to be photographed and take fingerprints for the residence permit card.

During and end of stay

Course changes and Schedule clashes exchange students

If you would like to change your course, you can edit your course choice in Mobility Online in the blue section "During the mobility". This also works during the semester under circumstances. If you are unsure which course you would like to choose instead, then you can contact your departmental coordinator and set up a meeting with him/her.

Schedule for my courses

If you go to www.hv.se/newstudent, you will find a checklist before arrival. Under section 8 in this list, you will find links and information for [Kronox Schedule](#) search the schedule is also published on the learning platform Canvas (see below).

All course schedules will be published two weeks prior to course start. Courses starting in the start of the semester will be published two weeks prior to start of semester. If you cannot find your schedule, it may mean that your course starts later in the semester. On the information page for your course (www.hv.se/education), you can find the section Programme/Course date. Start and end week of the course is listed in the middle of this section.

T-number

The T-number serves as a substitute for a Swedish Personal number, but only works inside of the university!

You need your T-number to register for your studies. We will send it to you via email a couple of weeks before the semester starts. (After that, it can also be found on your Ladok page, at the bottom of the menu on the right column)

It looks like this: YYYYMMDD-TXXX

(YEAR-MONTH-DATE-TXXX)

Please have this number ready when asking the service center or any other university administrative service an question.

Learning Platform Canvas

Almost all courses at University West run via the learning platform canvas. You (as an exchange student from a partner university) will receive your T-number and instructions on how to access Canvas around 3 weeks before the semester starts. If you are registered for the right course in Ladok then you should be able to see your course on Canvas if you log in through this link:

<https://hv.instructure.com/>



Please note that Canvas shows only courses that are currently running or courses that you already did in the past. If you are planning on taking a course that is running at the end of the semester it will not yet show on canvas, but will appear around 2 weeks before the course starts.

In the learning platform canvas you can find out what books you need, who your teacher is, what your schedule looks like as well as communicate with your teacher.

Here you can find further information on the registration process:

<https://www.hv.se/en/student/newstudent/before-start-of-studies/>

Registration and Transcript Platform Ladok



For the transcript of records/results, exchange students usually have access to Ladok for around 3 months after your stay.

You can download the Transcript of Records (and other certificates) from your Ladok page. The certificates are verifiable by a control code and therefore do not need to be signed or stamped by the university staff.

More information on the certificates and how to download them can be found on our web page University West - Certificates from Ladok (hv.se)

Student Email

Teachers might communicate with you through your student email address. Please login to your student email here:

<https://www.hv.se/en/student/it-services-and-support/web-services/office-365-e-mail/>

West Card and Mecenat Card

Your West Card is a white card that you can use to enter the university building, copy and print and it is your library card. You will get it during the introduction days or at the Service

center. More information and instructions how to use it here:

<https://www.hv.se/en/student/it-services-and-support/west-card/>

Your Mecenat Card is a digital card that proves that you are a student, earns you discounts in shops and proves your student union membership. You as exchange students have a free membership (see above). You can access it here: <https://help.mecenat.com/hc/en-gb/sections/360000157123-Applying-for-a-Mecenat-card> If you face issues you can reach out to Susanne from the student union: at kansliansvarig@shv.hv.se

Exams at University West

Exams can have various formats. They can be take-home exams, sit-in exams, laboratory exams or seminars. **Compulsory registration applies to all sit-in exams, both regular and re-sits.** The registration period is open from 25 to 8 days before the exam. You register for exams via [Ladok for students](#).

The application link for the exam can be found either under the heading CURRENT or under the heading UNCOMPLETE, depending on whether the course's study period has passed.

If you forgot to sign up to an exam in time, please contact servicecenter@hv.se.

Recognition and Grading System

Recognition means that you can use approved courses completed at another educational institution towards your degree. How you can calculate your grades earned here into other grading systems you can find here: <https://www.hv.se/en/education/exchange-studies/recognition-and-grading-system/>

In Sweden the GPA scale is not used as other grading scales are used instead. We can only refer you to websites that explain how you can calculate the GPA yourself.

<https://gpacalculator.net/grade-conversion/sweden/>

Certificate of stay at the beginning and the end of stay

Your home university might require you to provide them with a certificate of stay for you to receive your

Erasmus scholarship. We are happy to sign these documents for you. Please fill the form as good as you can (e.g. personal details, dates of stay, ...). After that please send it to international@hv.se and we can sign the document digitally. We unfortunately cannot sign for events in the future, which means that if your departure date lies in the future, please send your document with your personal information after you have left.

Prolongation of stay

If you want to extend your stay, please send us a document from your coordinator from your home university stating the approval of your extension. We will change your Mobility Online documentation accordingly. What will happen after that? You can enter a new course selection. We adjust your dates of stay and send you your new letter of acceptance and your new insurance certificate for the next semester.

Academic year – setup and study pace

Fulltime studies in Sweden means that you study 30 Higher Education Credits (HE credits) per semester. 1 HE credit is equal to 1 ECTS credits

Each academic year comprises of two semesters, each 20 weeks long and divided into two study periods. Each study period is 10 weeks long, which means that you study 15 credits during one study period if you study full-time.

A single subject course can run at different paces, normally either at full-time or at part-time.

- 7.5 credit course with study pace full-time will run for 5 weeks
- 7.5 credit course with study pace part-time (50%) will run for 10 weeks

If you wonder about who the teachers for your courses are, we recommend you to email servicesenter@hv.se with your question.

The number of hours in-class teaching vary depending on your course. On average, lectures make up 5-9 hours weekly, but you also have to calculate time for seminars, group work, single projects, and reading time. So, in total, the time effort is 40 hours a week for full-time studies.

Semester Breaks

There are no set holidays during the academic year at University West apart from the summer in between spring and autumn semester. In the winter there is no official break. Most students are able to find time off anyway, but we cannot say if and when you will have time off. Schedules are set two weeks before the start of the course. That means that the schedules for the second part of the semester will not be set until about 8 weeks into the semester.

Questions regarding time off should always be dealt with by the teacher of your course/s so you can contact them.

We recommend - if you wish to book your return flight early - that you choose an option which allows you to make changes to your booking (i.e. departure date/time return flight) if needed.

Important dates

University West - Important dates

Nomination deadlines

(by home university)

Autumn semester (starting in end Aug/beg Sept): 1 April

Spring semester (starting in end January): 1 October

Application deadlines

Autumn semester (starting in end Aug/beg Sept):

15 April

Spring semester (starting in end January): 15 October

Arrival day

Introduction days

(attendance mandatory)

Autumn semester 2026: (week 35) 26–28 August 2026

Spring semester 2027: (week 3) 11–12 January 2027 (online)

subject to changes

Academic year

2026/2027

Autumn semester: 31 August 2026 to 17 January 2027

Spring semester: 18 January 2027 to 06 June 2027

2027/2028

Autumn semester: 30 August 2027 to 16 January 2028

Spring semester: 17 January 2028 to 04 June 2028

Arrival Info

You will be provided with the best arrival service when you arrive on our arrival day. On this day we will have student representatives waiting for you at the Landvetter Airport, Gothenburg train station, and Trollhättan train station from 09:00 to 20:00. It is mandatory to follow the info sessions during the Introduction days online via Zoom or on campus. The Introduction days are strongly recommended to attend on campus. The schedule for the Introduction days you can find here: <https://www.hv.se/en/education/practicalities/>

Info about the arrival day and key pick up will also be published on the website above.

Introduction days

The Introduction days introduce you to all the relevant parts of the university. You will get crucial information, have time to mingle with your new class mates and you can visit a campus tour (prior registration required). Usually we also record the sessions and they will be posted to this website:

[University West - Inslussningen Kick-Off](#)

There you can also find our PowerPoint presentations.

How to get to Trollhättan from Airport

Step 1: I assume that you are arriving by plane at Gothenburg Landvetter airport. When you leave the security zone and enter the airport hall you can find a shop called “Pressbyrån” to your right OR a bit further straight ahead then also to your right, near the exit is a ticket machine. There you can buy a ticket for the “Flygbussarna” bus-ride to the Gothenburg Central station also called “Nils Ericson Terminalen”. It costs 119 SEK. You can also download the Flygbussarna-App and buy your ticket there.

Step 2: Great! Now you have a ticket! Now you exit the airport building through the exit next to the bus-ticket machine. There you can either already see the bus with the Flygbussarna logo on it or a sign which says, “Wait here for the Flygbussarna bus”. Enter the bus. The trip takes 30 minutes

Step 3: Hop off the bus at the last stop called “Nils Ericson Terminalen”. Then you automatically must enter the train station.

Step 4: When you entered the building, you can see a ticket office called “Västtrafik”. There you can buy a ticket for the next train trip. OR you download an app called “To Go Västtrafik”. There you have to open “Travel Planning” and enter “From: Göteborg C” and “To: Trollhättan C”, then buy the ticket.

Step 5: Great now you have the train ticket! Now go to the right platform. You can find the right platform at the big destination board in the station.

Step 6: Hop on the train. The trip takes around 40 minutes.

Step 7: Welcome to Trollhättan! Now google maps is a good tool to use to find University West, your apartment or where ever you need to go.

We are looking forward to having you here in person!

Buddy Programme

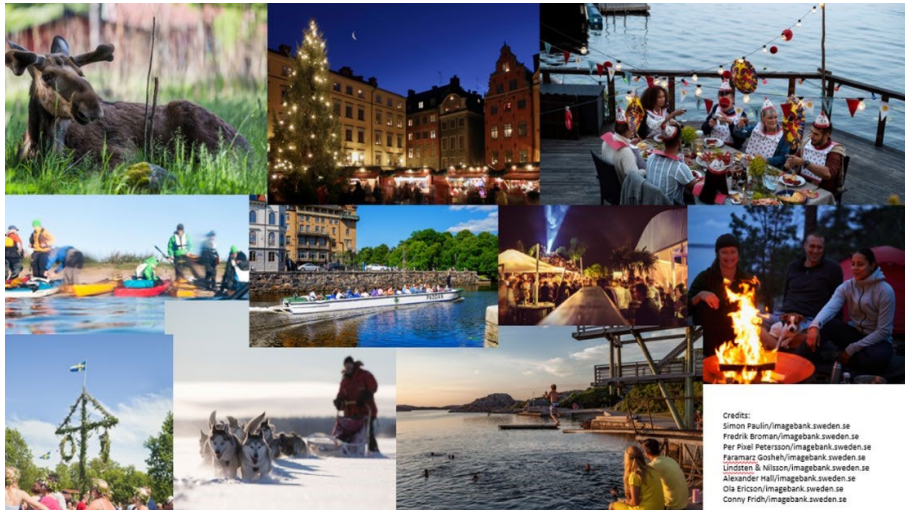
What is the Buddy Programme?

With this Programme we at the International Office are providing you as a student with ideas and input to make your stay in Sweden an even greater experience, to get to know other

students and Swedish culture. Please find more detailed info here:
<https://www.hv.se/en/education/exchange-studies/international-office/>

How can I sign up for the Buddy Programme?

Please email to international@hv.se indicating for which semester you would like to join the Buddy programme and we add you.



Swedish Language Lessons

Learn basic Swedish for everyday life. University is collaborating with Kunskapsförbundet, helping provide international programme students with basic Swedish language skills. The Swedish class is free of charge.

More info here: [University West - Swedish Language Lessons](#)

Where:

On campus in F312

When:

Every Wednesday at 17.00-19.00



Daily life Practicalities

SIM Card for phones and coordination number

If you would like to buy a Swedish SIM card I would recommend you buy it at the airport or central train station in Gothenburg, once you arrive in Sweden. "Pressbyrå" (yellow sign) sells them. They usually are happy to just take your date of birth. If you would like, once you are here you can apply for a coordination number which is a substitute for a Swedish personal number for students who stay less than a year in Sweden.

Coordination number application instructions

You would need a coordination number as a substitute for a Swedish Personal number. However, we recommend applying only to a coordination number if you would like to apply for jobs in Sweden or if you need it for another important reason. To be able to support you with the application for a coordination number the following steps need to be taken:

1. After arrival - Bring your passport and information about your address in Sweden to the Servicecenter at University West (Monday to Thursday between 11:00 and 13:00)
2. We will take a copy of your passport and fill the application together with you
3. You have to go to a Skatteverket office in person

4. Once a decision is taken, we inform you and you can pick up the decision letter from the Swedish tax authority

Insurance

As an exchange student you are insured through the university's insurance with Kammar Kollegiet. If you have been in need of or you are going to need medical assistance, then you can submit a claim to the insurance company Kammar kollegiet to cover the expenses (or some of it). To do so you have to:

1. Fill out the insurance form and sign it
2. Give the form to us at the International Office via email or by visiting us to the Service center
3. Attach any receipts or invoices related to the medical assistance
4. We sign it and send it by post to the insurance company. The insurance company will then contact you.

The right claim form for you as an exchange student is the following: [Inresande utbytesstudenter \(Student IN\) - Kammarkollegiet](#)

It is super important to fill in everything and fill in correctly! So please check if everything is filled in properly. Please, attach the receipt that proves what and how much you paid.

If you need help with the form please go to the service center between 11:00 and 13:00. There you can get help. After you fill in the form accordingly, please send it to international@hv.se and we will sign it, stamp it, and hand it to the insurance. Please be prepared for a longer refund period.

More general information about insurance can also be found on our web page

<https://www.hv.se/en/education/practicalities/visa-and-insurance/>





Accommodation

As an exchange student you are provided with an accommodation from the university in collaboration with the Landlords Eidar and Steiner. You will receive information about university accommodation. The application for housing with us is sent to you on November 1st/May 1st and the deadline to apply is accordingly November 15th /May 15th. You will hear about where you have been placed December 11th /June 10th.

When you want to move out please consider the termination periods of 1 to 3 months.

Accommodation further process /invoice payment

As soon as you received an offer for your accommodation and you accepted the offer, you are guaranteed the place. Just do not deny the offer. If you deny the offer, we cannot

guarantee to place you again. You will get your contract and an invoice via email in mid August/December. Then you simply pay your first month's rent via bank transfer.

Contacts at the housing companies:

In case there is something broken in your apartment, or you lost your key or are locked out of your apartment you have to contact the housing company directly. The university is only responsible for the initial placement of students.

The contact information of you landlord you can find on your contract.

For emergencies and if you lock yourself out of the apartment you can contact:

Eidar: If you are locked out of your apartment please contact +4652087799. This will cost you around 900kr.



Steiner Fastigheter: After 15.00 if you are locked out or if it there is an emergency with your apartment you can call this number: +46 720 - 70 05 70. This will cost you around 2,500SEK for missing keys.



Other accommodation questions you can send to accommodation@hv.se

General Tourist information

Currency, Banks, and no-cash society

The currency in Sweden is the Swedish krona (SEK). Check the currency converter for updated exchange rates. Credit cards can be used in most shops, cafes and restaurants. It is recommended to get a Credit- or Debit-card before coming to Sweden, as cash is often not accepted.

Only students staying longer than 12 months in Sweden are permitted to get a Swedish bank account.

Examples of Swedish banks are: Handelsbanken, Nordea, Swedbank, ... You will also hear during your stay about Swish, which is a Swedish app to make quick payments as a substitute for cash. Unfortunately, you can only get the Swish app if you have a Swedish Bank account. An international bank like Revolut or Wise can be an alternative.

Climate

Trollhättan's weather can vary from +30 degrees in the summer to -20 degrees in the winter. So, make sure to bring both sun cream, shorts, and bathers as well as a very thick winter jacket, gloves and a hat. But most importantly do not forget a raincoat and an umbrella. It

can be quite wet outside all year round. Also, reflectors help to reduce accidents and increase visibility for the darker season in the winter.

Adapters

In Sweden, power plugs and sockets (outlets) of type F are used. The standard voltage is 230 V at a frequency of 50 Hz.



Emergency contact numbers

112	Emergencies of any kind (Ambulance, Police, Fire brigade)
114 14 (+46 77 114 14 00)	Police number for non-urgent matters (reporting on crimes)
1177 (+46 771 1177 00)	Health care advice (for non-urgent healthcare issues e.g., a cold)
+4652087799	Landlord Eidar (e.g. locked out of apartment)
+4652033014	Landlord Hammar Nordic (e.g. locked out of apartment)

Public Transport and Car Parking



The local public transportation company (in Västra Götaland) is Västtrafik. You can buy tickets in their app, called "TO GO". There they offer yearly/monthly/daily/time tickets. You can get a student discount on period tickets with the Mecenat card but keep in mind this only goes for period tickets not on hour-limited tickets.



The tickets can only be paid for by credit card, cash is not accepted. Tickets are cheaper to buy through the app instead of on the counter.



For longer distance travel within Sweden or abroad SJ is a train provider. There you can also buy tickets online.



If you arrive here by car, download the easy park app to be able to park on the university parking lot, you also need to register your car at the Service center in order to be able to park on the university parking lot.

Living Cost

Living costs in Sweden are similar to most European countries and depend largely on your individual lifestyle. The estimated cost of living for a student is around 10,000 SEK (Swedish krona) per month.

Visit Study in Sweden's Cost of Living in Sweden page as a guide:

<https://studyinsweden.se/moving-tosweden/accommodation-budget>. Please note that as a student in Sweden you have to buy your own textbooks. This cost varies from course to course.

Student discounts are given at numerous shops, stores, cafés, etc. in our area.









