To make studying successful!

**Contact:**

COUNSELLING CENTRE
OF THE STUDIERENDENWERK HAMBURG

COUNSELLING CENTRE
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Our Counselling Services
www.stwhh.de

📞 Our Counselling Services
 isize/Counselling Centre for Social & International Affairs

**Eating**

- Breakfast, lunch, dinner, snacks – 13 cafeterias, 22 cafés/café shops, in 2 Pizzerias and at Campus Food Truck

**Accommodation**

- Our 26 halls of residence provide a home for approx. 4,400 German and International students and trainees.

**Finance**

- We offer advice on course financing (BAföG, scholarships, student loans etc.), and pay approx. 80.2 million Euros in BAföG funding a year.

**Social & International Affairs**

- Social counselling and emergency fund, international affairs, studying with chronic illnesses/disabilities, studying with a child, 5 child day-care centres, and flexible child care

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The Counselling Centre for Social & International Affairs — BeSI assists prospective and current students enrolled in Hamburg by clarifying social, personal and financial concerns. Individual consultations are private (digital) and confidential. They may also be anonymous. The counsellors are bound by professional secrecy. Consultations are free of charge.

Upon request and with prior reservation, interpreters, scribes and other communication assistants may be used.

We advise students who are pregnant or have children, for example on social security benefits, part-time studies, leave of absence, childcare options, how to organise their everyday life, parenting issues and family conflicts, taking into account their current and prospective living situation and study situation.

Advice is also provided to students with chronic illnesses/disabilities on the options available for organising their studies (e.g. reducing their workload, interrupting their studies, re-entry) together with the financial security provided by social security benefits, on discounts and reductions, and on the financing of support in terms of extra personnel and technical equipment in both their degree studies and their everyday life.

We offer students from abroad guidance on the higher education system in general and provide advice on the legal framework for residence, on financing their studies, getting part-time jobs and on the social and cultural offerings to be found in Hamburg.

### Social Benefits
- Housing allowance, child allowance, livelihood security, integration assistance etc.
- Requirements, application process
- Benefits: Reduction or exemption from the broadcasting licence fee, tax savings, certificate of eligibility to public housing or certificate of urgency

### Health Insurance
- Admission clarifications
- Differences between statutory and private health insurance
- Extension of the compulsory health insurance for students or family insurance
- Orientation to the health system

### Changes to Study Status
(Full-time, part-time, academic leave, de-enrolment for family reasons, chronic illness etc.)
- Impacts on study financing
- Acquisition/Discontinuation of social benefits (e.g. unemployment benefit II)
- Impacts on jobs, residence permit for study purposes and childcare
- Orientation and decision-making assistance

### Communication
with authorities, health insurances, landlords, creditors
- Counselling on application processes (informal, with forms, proof) and legal options
- Dealing with outstanding payments and creditors

### Crises and Conflict Situations
- Counselling and orientation in difficult life situations, doubts about studying or dropping out of university
- Information on specific university services, municipal establishments, and counselling centres in Hamburg
- Financial aid from the emergency fund and free meals at cafeterias to bridge times of financial stress

### Student Jobs
- Job types (e.g. mini jobs, student jobs, self-employment) and combinations
- Social security contributions and taxes
- Work permits
- Job offers
- ConAction: Jobs with added value
  ConAction is a project run by the Studierendenwerk Hamburg, with the aim of bringing together socially involved students seeking work and educational/social establishments to create a valuable link between academia and practice.

ConAction job offers on our website:
www.stwhh.de
- Study financing
- Working during your studies

### Child Care
- Counselling on the day-care centres and flexible care services at the Studierendenwerk, as well as on other services in Hamburg
- Orientation on the day-care voucher system

More detailed info is available:
www.stwhh.de
- Family service