

**INTERNATIONAL COLLEGE OF TOURISM
AND MANAGEMENT
– ITM GMBH**



**ECTS
INFORMATION PACKAGE**



Table of Contents

<u>1 WELCOME TO THE INTERNATIONAL COLLEGE OF TOURISM AND MANAGEMENT – ITM GMBH</u>	<u>4</u>
<u>2 GENERAL INFORMATION ABOUT THE INSTITUTE</u>	<u>5</u>
2.1 NAME AND ADDRESS	5
2.2 GENERAL DESCRIPTION OF THE INSTITUTE	6
<u>3 ITM PREMISES</u>	<u>6</u>
3.1 PC LAB	7
3.2 COLLEGE GARDEN HOTEL BISTRO AND STUDENT LOUNGE	7
<u>4 STUDYING AT ITM</u>	<u>7</u>
4.1 GENERAL INFORMATION CONCERNING STUDIES	7
4.1.1 ACADEMIC CALENDAR	7
4.1.2 ATTENDANCE	7
4.1.3 BOOKS AND COURSE MATERIAL	8
4.1.4 CERTIFICATES	8
4.1.5 COUNSELLING	8
4.1.6 COURSES AND SCHEDULES	8
4.1.7 COURSE SELECTION	8
4.1.8 DRESS CODE	8
4.1.9 ECTS CREDITS	9
4.1.10 ECTS LEARNING AGREEMENT:	9
4.1.11 EXAMINATIONS	9
4.1.12 FAXING	9
4.1.13 GERMAN COURSES	10
4.1.14 GRADE TRANSCRIPT/TRANSCRIPT OF RECORDS	10
4.1.15 INFO BOARDS	10
4.1.16 INTRODUCTION DAYS	10
4.1.17 MAIL	10
4.1.18 PHONES	10
4.1.19 SMOKING	10
4.1.20 SYLLABUS	11
4.1.21 QUALIFICATIONS	11
4.2 TEACHING METHODS	11
4.3 COURSE PROGRAMME	12
4.4 LOCAL AND ECTS GRADING SCALE	14
4.5 PROGRAMME OFFERED AND DURATION OF STUDIES	15
<u>5 BAD VÖSLAU – INTERNATIONAL STUDY PLACE AT THE GATES OF VIENNA</u>	<u>15</u>
5.1 LEISURE	15
5.1.1 LEISURE ACTIVITIES GENERAL	15
5.1.2 THERMALBAD	15
5.1.3 WINE TAVERNS	16

6	APPLICATION INFORMATION	16
6.1	APPLICATION DEADLINES/APPLICATION FORMS	16
6.2	COURSE REGISTRATION	16
6.3	ACCOMMODATION	17
7	ARRIVAL INFORMATION	17
7.1	AUSTRIA – BASIC FACTS	18
7.2	ENTRY AND VISA FORMALITIES/RESIDENCE PERMITS	19
7.3	HEALTH AND INSURANCE	20
7.3.1	MEDICAL INSURANCE	20
7.3.2	MEDICAL FACILITIES	21
7.4	MONEY	21
7.5	OTHER SERVICES	22
7.5.1	TOURIST INFO BAD VÖSLAU	22
7.5.2	TELEPHONES	22
7.5.3	BANKS AND CREDIT CARDS	23
7.5.4	TRANSPORTATION	23
7.5.5	SHOPS	23
7.6	HOW TO REACH BAD VÖSLAU	24

1 Welcome to the International College of Tourism and Management – ITM GmbH

To study means.....

to develop your talents and strengths,
to question things,
to reflect on impressions and learning,
to find your way to your personal success, and most of all,
to stay curious your entire life

**Dear Partners,
Dear Students,**

The present ECTS Information Package contains, in a concise form, the most important information necessary in order to plan and prepare a term abroad at the International College of Tourism and Management – ITM GmbH, Bad Vöslau, Austria. It is intended to be a means of advice and assistance offering general as well as academic information. Please note that this manual should be complemented by the information given at the ITM webpage – www.itm-college.eu and the ECTC Information Package (download from the webpage).

In case that some of your questions remain unanswered, it will be our pleasure to help you and answer your queries – by email, telephone or fax.

We are looking forward to welcoming you and your students to the International College of Tourism and Management – ITM GmbH



Claudia Rothwangl, M.A.
Director of Studies

2 General Information about the Institute

2.1 Name and address

ITM College
 Johann Strauß Straße 2
 A-2540 Bad Vöslau
 Austria

tel: +43 2252 790 260
 fax: +43 2252 790 470
 email: office@itm-college.eu
 URL: http://www.itm-college.eu
 Erasmus ID: A KREMS 02

The ECTS institutional co-ordinator

All ECTS issues are settled by the ITM office.
 Co-ordinator: Mrs. Claudia Rothwangl, MA
 Johann Strauß Straße 2, 2540 Bad Vöslau, Austria
 tel.fax: +43 2252 790260
 e-mail: office@itm-college.eu

Our office is open Monday-Friday from 08.00-16.30,
 Saturday and Sunday and on public holidays closed.

Academic calendar 2010/11

Event	Calendar week	Date	Schedule
Fall Semester			
Start of the Academic Year	week 40	Oct. 4 th ITM I: 09:00 am ITM II: 10:00am	orientation classes/exams
Semester 1	week 40 - 3	04/10/2010- 21/01/2011	classes/exams
Semester 3	week 40 - 3	04/10/2010- 21/01/2011	classes/exams
Public holidays	week 43 week 44 and 46 week 49	Oct. 26 Nov. 1, 2, 15, Dec. 8	no classes
Christmas holidays	week 51 - 1	Dec. 21 - Jan. 9	no classes

Spring Semester			
Semester 2	week 4 – 20	24/01/2011 - 20/05/2011	classes/exams
Semester 4	week 4 – 16	24/01/2011 - 15/04/2011	classes/exams
Semester break	week 6	Feb. 7 – Feb. 12	no classes
Easter break	week 16 - 17	April 16 - 26	no classes
Public holidays	Week 18	May 1	no classes

2.2 General description of the institute

The International College of Tourism and Management was founded in 1986 in Semmering.

The 4 semester programme provides young adults with a solid foundation for mid-level management positions in the hotel and tourism industry.

Students are taught to develop marketing and communication abilities, as well as being thoroughly trained in guest relations, service, and cuisine. Furthermore, ITM encourages students to enhance their language competency while learning to understand the importance of multicultural aspects.

ITM is recognized as a post-secondary educational institution by the Austrian Ministry of Education and Cultural Affairs.

Up to now, more than 1400 students have graduated from ITM and entered the tourism industry or have gone for Bachelor degrees to partner institutes in the UK or in the US.

Since English is the medium of instruction, a profound knowledge both in reading and writing is required.

The ITM lecturers are highly qualified experts of hospitality management and tourism. Their practical experience is ideally combined with business management theory, to offer students the knowledge and information essential for a successful career. In order to provide students with an allround education, lecturers are recruited from specific areas, such as the Austrian Tourism Industry, international & Austrian universities and practical training instructors from the hospitality industry.

3 ITM Premises

Located in the center of the wellness resort Bad Vöslau, the ITM Campus comprises of the director's office and administration, several seminar rooms and the EDP-lab, a student lounge and cafeteria. The building features a patio and is surrounded by a park landscape

Each of the seminar rooms is equipped with whiteboards, TV, video, and a beamer.

Furthermore, the ITM Campus accommodates the College Garden Hotel***. Certain areas such as the entrance hall, computer stations and the cafeteria will be used both by students and hotel guests. Student accommodation is also available in the hotel.

3.1 PC lab

The PC-lab is equipped with computers and a laser printer, which are used during Computere Sciences (C.Sc.) classes, but students may also use them for doing their home assignments or any other writing. The programmes installed include Access, Excel, Power Point and Word. All computers have internet access and are available during opening hours.

3.2 College Garden Hotel Bistro and student lounge

The bistro offers small snacks and drinks and is located on on the ground floor of the building. Students may enjoy their lunch breaks in the lounge or may gather with fellow students in the student lounge next to the semiar rooms.

4 Studying at ITM

4.1 General Information concerning Studies

The two year programme is split into four semesters, whereby the first year comprises semester 1 and 2, and the second year consists of semester 3 and 4. During the summer break between study year I and II, students must complete a practical training (13 weeks) in a tourism related enterprise.

After successful completion of the diploma exams at the end of year II, the students are awarded the ITM Diploma, which is officailly recognized by the Austrian Federal Ministry for Education, Science and Culture.

4.1.1 Academic calendar

A detailed calendar will be issued by the beginning of semester 1 and semester 3 in autumn.

4.1.2 Attendance

Once a course has been signed in by any exchange student, he/she has to attend 80% of the lessons. That works out as follows: the student may miss up to 6 lessons per subject and per semester, if he/she misses more, an incomplete exam has to be taken and the student is charged an examination fee of € 44,00. Detailed information will be given by each lecturer.

4.1.3 Books and Course Material

As Sokrates student you are not required to pay any study fees, however, costs are to be covered by you for

- the internet: Euro 45,-- for the whole semester.
- books/scripts borrowed from the library: € 5,-- per book/script for the semester.
- cooking material when attending Food Preparation Courses € 95,-- per semester, in addition a standard cooking uniform is required.
- beverages when attending Restaurant Service and the Wine Sommelier classes: € 55,00 in addition a service uniform is required (black shirt / trousers, white blouse /skirt/black bow tie).

4.1.4 Certificates

All documents required are handled by the administration. Discount certificates you may need for transportation and student identification cards are issued by the secretary.

4.1.5 Counselling

With regard to any student exchange matters you may see the director by appointment. For subject specific matters, you must talk to the lecturers, who are available before and after classes or by appointment.

4.1.6 Courses and schedules

For the start of the semester, check the Academic Calendar. At the beginning of each semester, students receive a semester schedule which might be subject to slight changes throughout the semester. Classes are held from Monday 08.00 to Friday 17.30. Saturdays and Sundays are free.

4.1.7 Course selection

International students may compose their own study plan choosing the courses most appropriate to their studies and according to the requirements of their home institution. However, as the courses of the different semesters are run on a parallel basis, schedule clashes may occur if a student selects courses from different semesters. It is therefore recommended to choose the majority of courses from one and the same semester. In case of group divisions, students can choose the group most appropriate to their schedule.

4.1.8 Dress code

All ITM students, including exchange students, are expected to be professionally dressed, no caps, T-shirts, tennis shoes are permitted in

class. If students do not adhere to the dress code, lecturers won't give the attendance. A name-tag is to be purchased in the administration for € 8,00.

4.1.9 ECTS credits

The European Credit Transfer System is used in order to measure a student's workload in a particular course. The number of ECTS points attributed to a course reflects not only the contact hours in class but all study work (preparation, assignments, projects, exams etc) related to a course. The normal workload per semester is 30 ECTS.

International students should contact their national coordinator to know the number of ECTS credits they are required to achieve during their stay at the ITM College. In order to justify a semester, the ITM strongly recommends the international students a minimum attendance of at least 5 regular courses (minimum 15 ECTS).

4.1.10 ECTS learning agreement:

Each incoming international student has to present an ECTS learning agreement approved by his/her home institution. Changes to this agreement can only be made during the first three weeks of a term and must also be approved by the home institution. Once registered for a course, attendance of this course becomes mandatory in order to receive a grade and ECTS credits.

4.1.11 Examinations

The exam schedule is fixed by each lecturer at the beginning of a semester in accordance with the class. Usually there are two written exams per semester, for assessment details check the syllabi. **No dictionaries and no language computers are permitted during written exams/tests/quizzes!**

Please note that no extra dates can be arranged. Students who miss the final exam will not be graded nor receive ECTS credits.

4.1.12 Faxing

Students can use the fax machine at the ITM office during office hours.

Costs: one page within	Austria and Europe	€ 1,20
	Overseas	€ 2,50

4.1.13 German courses

German courses at beginner's and advanced levels will be offered. A German test has to be taken during the Introduction Days in order to be assigned to the best suited level.

4.1.14 Grade Transcript/Transcript of Records

Students will receive a transcript of grades for their studies after the end of each term. The original grade report showing the number of hours per week, ECTS credits and grades will be sent to the students' home institution.

4.1.15 Info boards

There is a big info board in the corridor downstairs near the PC lab and the reading room. It is necessary that students check it regularly for any information such as changes on the time table, excursions, group divisions etc.

The board is the fastest communication channel from the administration to the students.

4.1.16 Introduction Days

Attendance of the Introduction Days is considered mandatory in order to allow a solid preparation and a smooth beginning of the term.

During these days, the incoming students are made familiar with the most important information, the rules and regulations of the College and the computer system. Furthermore, a get together with the regular ITM students and an excursion to the surroundings are organized.

4.1.17 Mail

The mail is delivered daily and may be collected in front of the library as of 10:00 a.m. E-mails can be downloaded and printed out by the students during the opening hours. Parcels are to be picked up in the administration.

4.1.18 Phones

Cell phones should kindly be switched off during the courses, in the computer labs and the library.

4.1.19 Smoking

As in all public buildings in Austria, smoking is forbidden in the ITM premises.

Smoking is only allowed outside the building.

Please use ashtrays! Do not throw the cigarettes ends on the ground.

Smoking is not allowed in the classrooms, the corridor on the first floor, the seminar rooms, the hotel rooms, and in front of the ITM College entrance.

4.1.20 Syllabus

The syllabi make sure that the contents of the subjects are well structured and adapted to the rapidly changing needs and demands of the tourism- and hospitality industry.

4.1.21 Qualifications

ITM is a post-secondary educational institution focusing on the international hospitality and tourism industry, the language of instruction is English for all subjects. After the four semesters of successfully completed studies, the students are awarded a Diploma.

The requirements for applicants are, eligibility for university studies (secondary education completed), good command of written and oral English, neat appearance.

The aim of this programme is to provide the students with a solid foundation for mid-level management positions in the hospitality-, hotel- and tourism industry, based on cultural, intellectual and moral development in a multicultural environment.

4.2 Teaching methods

The overall aim of ITM education, is to turn young, serious and dedicated students into experts of the tourism and hospitality industry, who are capable of comprehensive theoretical thinking as well as competent decision making. The graduates enter the industry in mid management positions and develop by work experience and interaction.

The multi cultural student body and the faculty team drawn from the different backgrounds, guarantee a unique atmosphere for studies presupposing respect and tolerance towards all different cultures and its citizens.

Throughout the first two semesters the students are guided by the instructors to create a basis for comprehensive learning. Later on, the methods applied support the independent, self-guided aspects of study. The students apply the theoretical knowledge acquired in class for their practical training and on the other hand transform their own experience into learning experience. New practical experiences provide new issues for research and development orientated learning.

Students create a willingness to learn more, ability to take responsibility for their studies and professional skills.

Lecturers act as guides, tutors, coaches, mentors, critics and researchers.

The most frequent teaching methods at ITM are:

Lectures, group work, case work, learning projects, discussions, essays, summaries, practical applications, internship reports, use of computers and electronic communication, simulations and excursions.

4.3 Course programme

The programme comprises of 60 study weeks –30 weeks in year 1 and 30 weeks in year 2- plus 13 weeks of internship placement between semester 2 and 3. Each study year is divided into two semesters.

At the end of semester 4 each student takes the diploma exams.

Course No.	Course Title	CHW	ECTS
ENGLISH			
HTEN1	English	2	2
HTEN2	English	2	2
HTEN3	English	2	2
HTEN4	English	2	2
FRENCH			
HTFR1	French	3	3
HTFR2	French	3	3
HTFR3	French	4	3
HTFR4	French	4	3
GERMAN			
HTGE1	German	3	3
HTGE2	German	3	3
HTGE3	German	4	3
HTGE4	German	4	3
SPANISH			
HTSP1	Spanish	3	3
HTSP2	Spanish	3	3
HTSP3	Spanish	4	3
HTSP4	Spanish	4	3
RUSSIAN			
HTRA1	Russian	3	3
HTRA2	Russian	3	3
HTRA3	Russian	4	3
HTRA4	Russian	4	3
COMPUTER SCIENCE			
HTCS1	IT Basics	2	1
HTCS2	Office Application Software	2	1
HTCS3	Rational Database Management Systems	2	1
HTCS4	Webpage Design and Office, Programme Integration	2	1

* *CHW = contact hours per week*

Beverage Management			
HTWS2	Wine Sommelier	2	4
HTWS3	Wine Sommelier	3	4
HTWS4	Wine Sommelier	3	4
BUSINESS OPERATIONS			
HTBO1	Front Office Management	2	1
HTBO2	Facility Management	2	1
HTBO3	Front Office Management	2	1
HTBO4	FO Mgt/Personality Training	2	1
MARKETING			
HTMT1	The Marketing Process	2	2
HTMT2	Core Marketing Concepts	2	2
HTMT3	The Marketing Mix	2	2
HTMT4	Applied Marketing	2	2
TRAVEL AND TOURISM			
HXXX1	Introduction to the Tourism Industry	2	2
HXXX2	Transportation and Travel Geography	2	2
HXXX3	Travel Agency Management	2	2
HXXX4	Applied T&T (Career development and how to open a travel agency)	2	1
BUSINESS ADMINISTRATION			
HTBA1	Introduction to Management	2	3
HTBA2	Fundamentals of Project Management	2	2
HTBA3	Organizing and Human Resource Mgt.	2	2
HTBA4	Leading and Motivating	2	2
ECONOMICS			
HTEC1	Organisations and Markets Leisure/Tourism	2	3
HTEC2	Economics of Tourism Sectors	2	2
HTEC3	Leisure and Tourism Impacts on the National Economy	2	2
ACCOUNTING			
HTAC1	Introduction to Accounting	4	4
HTAC2	Financial Accounting	4	4
HTAC3	Financial and Cost Accounting	3	3
HTAC4	Pricing	3	3
CONTROLLING			
HTC03	Hospitality / Controlling	3	3
HTC04	Hospitality Planning / Controlling	3	3

* *CHW* = contact hours per week

LAW			
HTLW2	The Legal System	2	2
HTLW3	Law	2	2
FOOD & BEVERAGE MANAGEMENT			
HTFB1/1	Restaurant Services 1	3	2
HTFB1/2	Nutrition and Dietary Trends	2	2
HTFB2/1	Restaurant Services 2	3	3
HTFB2/3	Practical Food Production 1	3	1
HTFB3/1	Restaurant Management	2	1
HTFB3/2	Practical Food Production 2	3	1
HOTEL AND EVENT MANAGEMENT			
HTHE1	Introduction to Hotel Operations	2	2
HTHE2	The World of Hospitality	2	1
HTHE3	Banquet and Event Management	2	2
HTHE4	Meeting industry Management	2	3
TOURISM MANAGEMENT			
TSM1	Tourism: Organization, Culture & Sociology	2	1
TSM2	Destination Management	2	1
TSM3	Impacts and Cross Cultural Aspects	2	2

* *CHW = contact hours per week*

WELLNESS AND SPA MANAGEMENT			
SPAMGT1	Introduction to the Wellness & Spa Hotels	2	2
SPAMGT2	Natural Sciences and Applications	4	3
SPAMGT3	Human Resource Management	4	2
SPAMGT4	Spa Customer Service	4	2
BUSINESS ORGANISATION			
SPAORG2	Spa Business Operations & Facility Mgt.	2	1
SPAORG3	Finance and Reporting	2	1
SPAORG4	Sales and Marketing	4	2

Please note that the uneven numbers indicate the fall semester and the even numbers stand for the spring semester.e.g.: HTAC1 and HTAC3 is taught in fall semester (October – January), HTAC2 and HTAC4 in spring semester (February – April/May).

4.4 Local and ECTS grading scale

At ITM, both the Austrian and American grading systems are used, as graduates receive transcripts for American universities on request.

Austrian system		American system		ECTS system
100%-91%	1-Excellent	100%-90%	A-Excellent	A-Excellent
90%-79%	2-Good	89%-80%	B-Good	B-Very Good
78%-63%	3-Satisfactory	79%-70%	C-Satisfactory	C-Good
62%-51%	4-Pass	69%-60%	D-Sufficient	D-Satisfactory
50%-0%	5-Fail	59%-0%	F-Fail	E-Sufficient
				F,FX-Fail

4.5 Programme offered and duration of studies

After successful completion of the 4-semester programme, students are awarded with a **Diploma**, recognized by the Austrian Ministry of Education and Cultural Affairs.

Students may continue their bachelor studies in Bad Vöslau by enrolling in bachelor programme "Business Administration in International Management" which is offered by the European University. In addition, ITM offers **bachelor degrees** in cooperation with partner universities in the Europe, Australia and the USA.

5 Bad Vöslau – International study place at the gates of Vienna

The town of Bad Vöslau, with about 11.000 permanent residents, is located about 30 km south of the city Vienna. It is easily accessible by train and by car (federal highway).

Tourism plays a significant role in Bad Vöslau. The popular health resort is famous for its beautiful scenery, mild climate and hot springs. The healing effects of the hot springs in Bad Vöslau were already familiar to the Romans. Today, the *Vöslauer* mineral water, which springs from 660 m below the surface, is exported throughout Europe.

5.1 Leisure

5.1.1 Leisure Activities General

Leisure activities in Bad Vöslau include:

- ice skating
- parachuting
- fitness facilities
- bowling
- climbing
- mini golf
- hiking
- mountainbiking and bicycle riding
- horse riding
- tobogganing
- swimming
- squash
- tennis

5.1.2 Thermalbad

Enjoy an architectural jewel from the turn of the century – the *Thermalbad*. With its two pools of healing mineral hot water from the local hot springs and an enchanting park landscape, it offers plenty of space for relaxation.

5.1.3 Wine Taverns

The city features 37 *Heurigen* wine taverns where wine enthusiasts can particularly enjoy the *Vöslauer Roter*.

6 Application Information

6.1 Application Deadlines/Application Forms

Registration to the Erasmus exchange can be done either with the ECTS application form or the ITM student registration form. One of these forms should be sent to ITM by mail or fax.

by 15 June, if applying for the autumn semester
by 15 November, if applying for the spring semester.

The ECTS learning agreement has to be filled in, approved by the home institution and mailed or faxed to ITM prior to arrival at Bad Vöslau in order to confirm the course availability.

by 20 September, if coming for the autumn semester
by 18 December, if coming for the spring semester.

The language of instruction is English. In order to be able to follow the lectures and conduct the assignments or exams included, you will need a good command of spoken and written English.

Exchange students have to finance their own accommodation, meals, living expenses, excursions and possible course literature and other reading material. Erasmus exchange students do not pay any tuition fees!

6.2 Course Registration

Together with the Student's application form, the ECTS learning agreement with a provisional study plan has to be handed in. Students must sign up for their courses during the first two weeks at the International College of Tourism and Management. Since incoming students may take courses from both classes, we advise them to hand in their learning agreement together with the application forms so that there is sufficient time to check the schedules for possible clashes. The courses chosen have to be approved by their home institution.

30 ECTS credits is the normal workload for one semester. Incoming exchange students should take at least 15 ECTS credits or a minimum of 5 courses.

6.3 Accommodation

ITM provides on-campus housing for students in the College Garden Hotel***. All rooms are fully furnished with a coat rack, bed, desk and chair, small sofa, shelves etc. and feature a private bathroom. Bed covers, sheets and towels are provided. The single room costs 410,00 € per month, the double room 280,00 € per month/ person. All utilities as well as a weekly laundry service for towels and bed sheets are included in the price. A shared kitchen with all amenities is available.

A deposit of € 820,-- for the single room and € 560,-- for the double room/per person is due upon arrival

Students who prefer to live off-campus are recommended to check online newspapers for available private apartments.

Living away from home is a maturing experience, which carries certain responsibilities. As a student living in the community, you are a representative of ITM and your conduct will reflect directly on the institute. It is important to understand that ITM has no interest in regulating what goes on in the privacy of your room, however, when private actions or behaviour become public and attract the attention of hotel guests, neighbours or others within the community, that is when ITM becomes involved.

7 Arrival Information



7.1 Austria – Basic facts

Area: approx. 84.000 km²

Population: 8.1 mio

Capital: Vienna

Languages: German

English is by far the leading second language in the educational system and thus widely understood and spoken.

Topography: Austria's landscapes range from the peaks of the Alps to hills and plains. Austria's highest mountain is the Grossglockner (3.797 m); its longest river is the Danube.

Climate: Austria's climate in general is rather moderate. Temperatures range from minus 5 degree Celsius during the winter period (short periods of strong frost are however possible with temperatures of even – 15 C!) up to plus 30 degrees Celsius during the summer season. Students coming during the fall term should bring warm winter clothes with them as the winters in Austria are often cold. Students coming for the spring term should also know that February and March may still be cold: Periods of rain are usual both in fall and in spring – so be prepared for all kinds of weather!
Generally, Bad Vöslau is famous for its rather mild and pleasant climate.

Austria is a Federal State, consisting of nine provinces. It is a member of the European Community, playing its role as an intermediary between the halves of a once divided Europe.

At the heart of the Alps, Austria covers an area of 84 000km²/32 430 sq metres, sharing a border with Germany, the Czech Republic, Slovakia, Hungary, Slovenia, Italy, Switzerland and Lichtenstein.

The total population numbers 8,1 million, about a third of the inhabitants live in the five main cities: Vienna, Graz, Linz, Salzburg and Innsbruck.

Tourism, agriculture, forestry and the timber industry, mining, heavy industry, textile and chemical industries contribute to Austria's flourishing economy.

Tourism especially, is extremely important to the Austrian economy, both in terms of job creation and as a source of revenue which makes an invaluable contribution to the country's balance of payments.

Cities like Innsbruck, Graz, Salzburg and, above all Vienna, have fine buildings and incredibly rich museum collections. Innumerable castles dot the landscape, many of them have been turned into hotels and restaurants.

Famous musicians such as Beethoven, Mozart, Schubert, Strauss and Karajan are part of Austria's culture.

Austrian cuisine has drawn on the culinary tradition of the different folkgroups incorporated in the old Empire: German, Italian, Hungarian, Serb and Czech.

The main meal is generally served at lunch time and consists of soup, followed by the main dish-mostly meat (pork, beef, chicken) with vegetables and rice/noodles or potatoes – and the desert. There is a great variety of Austrian sweets such as Sacher cake, Turnover (Strudel) filled with apples or cream cheese and currants, plum or apricot fritters, which are enjoyed by tourists all over Austria.

Vineyards cover about 58 000 ha/143 000 acres of Austria. The annual vine production is around 3,5 million hectolitres/77 million gallons, of which, more than a third is exported.

To acquaint our students – especially the non Austrian students – with Austria the institute will organize excursions on a voluntary and/or compulsory basis to various cultural sites.

Please feel free to communicate with our leisure coordinator, about any destinations that may arouse your interests.

Info links in Austria

Austrian Foreign Affairs Ministry
Bad Völsau
Vienna
Austrian National Tourist Office
Austrian Train Service

www.bmaa.gv.at
www.badvoeslau.at
www.wien.info
www.austria.info
www.oebb.at

7.2 Entry and visa formalities/residence permits

In general, international students must always have a valid passport / ID card during their stay in Austria. **Nationals of EU/EEA** countries do not need a visa and enjoy freedom of domicile. For entry into Austria and residence they only need a valid travel document.

After arrival students have to register at the **Meldeamt (Bürgerservicestelle** in the Rathaus, Schloßpark;) which is due within three working days of entry into Austria (EU/EEA and NON EU/EEA students). Opening hours are from Monday to Friday from 8:00 a.m to 4:00 p.m, and on Wednesday from 8:00 a.m to 7:00 p.m.

Students who are nationals of non EU/EEA countries, need - provided that they stay for no longer than 6 months – a residence and travel visa D+C for entry and residence in Austria. This visa has to be applied for at the Austrian representative authority (embassy, consulate) in your country of residents, before leaving for Austria and it will be issued by this authority. This visa cannot be renewed in Austria.

To apply for visa you need:

- Fully completed and signed application form (available from the Austrian representative authorities);
- Recent photograph
- Valid passport (and photocopies of all pages that contain entries and stamps)
- Proof of accommodation in Austria
- Proof of health insurance that is valid in Austria
- Letter of acceptance of the university
- Proof of funding for your stay
- Return ticket
- A fee of EUR 75,-is payable for the visa

Please note that you have to submit your learning agreement to the Austrian embassy in the course of your visa application. If you submit the agreement you normally don't have to show your funds for your stay in Austria.

7.3 Health and insurance

7.3.1 Medical Insurance

Exchange students from EU-countries must hand in a copy of **the Europ Assistance card** upon arrival to prove coverage by health insurance. If medical consultation is needed, the card must be shown either to the doctor or the employee at the hospital. Please make sure that you indicate a valid address in case of further requests.

International students coming from NON-EU countries must take **private insurance** in their home countries to cover travel, sickness and accidents. A copy of the insurance policy must be handed in to the administration upon arrival.

Please note that if you seek medical advice at the hospital or at a doctor's you are obliged to pay for consultation and claim reimbursement of the costs from your insurance company at home.

Students must be insured when staying in Austria. If you have insurance covering the costs of medical treatment in Austria, that will be sufficient. Otherwise ITM takes care of insurance at a price of € 55 per month valid for the duration of your stay. For further information contact the coordinator.

In case you have to see the doctor, you will have to pay € 37 cash per appointment and send the bill to your insurance company for refunding.

7.3.2 Medical facilities

There are eight general practitioners in Bad Vöslau. Dr. Karl Scherz is the main practitioner in Bad Vöslau.

Address: 2540 Bad Vöslau, Hochstraße 1, Tel.: 02252/76306.

Opening hours: MO 16:00 – 19:00; TU 7:30 – 11; WE 14:00 – 17:00, FR 7:30 – 11:30.

An appointment for any doctor is recommended, but emergency cases are also treated without an appointment. Medicine can be bought from the doctor or in pharmacies (Apotheke); in Bad Vöslau there are two pharmacies: Hochstraße 25 and Badener Straße 12.

Hospital: Landeskrankenhaus Baden, Wimmergasse 19, 2500 Baden, Tel. 02252/2050

For a detailed list of health services available in Baden, please go to [Homepage Bad Vöslau](#).

<i>Emergency numbers:</i>	Rotes Kreuz (Ambulance)	144
	Polizei (Police)	133
	Feuerwehr (Firebrigade)	122

7.4 Money

The Euro € is the official currency in Austria.

The budget for studies in Austria covering food, accommodation, transportation and some entertainment will be about € 590,-- per month. Note that you will need a larger amount for the first month, for the deposit (accommodation), books, scripts. There is no tuition fee to be paid.

On the following page, there is a list of some of the costs of living in Austria. The list was gathered from the local supermarket in May 2009 and prices (in Euro) are subject to change. The prices of vegetable and fruit depend on the season.

AT THE SUPERMARKET			
Apples (1 kg)	€ 1,99	Bananas (1kg)	€ 1,60
Oranges (1kg)	€ 1,00	Broccoli (500 g)	€ 1,30
Tomatoes (1kg)	€ 2,50	Rice (1kg)	€ 1,50
Lettuce	€ 1,50	Flour (1kg)	€ 1,20
Potatoes (1kg)	€ 1,00	Bread (1kg)	€ 3,50
Noodles (1kg)	€ 2,50	Bisquits (1 pack)	€ 1,70
Sugar (1kg)	€ 1,20	Chicken (1kg)	€ 3,50
Canned tuna	€ 2,00	Chops/pork (1kg)	€ 5,50
Canned sardines	€ 1,30	Beef/gulasch (1kg)	€ 7,30
Turkey (1kg)	€ 6,30	Tea bags (20 pieces)	€ 2,50
Fish/frozen (1kg)	€ 7,50	Margarine (500g)	€ 1,50
Butter (250g)	€ 1,09	Jam (250g)	€ 1,70
Cheese (100g)	€ 1,50	Coke (1 litre)	€ 1,20
Wine (0,7 l)	€ 4,00	Apple juice (1 litre)	€ 1,30
TRANSPORT			
Tram ticket Vienna 1day	€ 5,70	Train to Vienna (one way)	€ 6,20
Vienna Airport - Bad Vöslau	€ 9,20	Train to Wiener Neustadt	€ 4,50
ENTERTAINMENT			
Museums	€ 6,00	Concerts (from)	€ 9,00
Theatre (from)	€ 7,50	Cinema ticket	€ 7,50
WELLNESS			
Thermalbad, day ticket weekend	€ 9,20		

7.5 Other Services

7.5.1 Tourist Info Bad Vöslau

Rathaus, Schloßplatz 1

Opening hours: MO-FR 08:00-16.00; WE 08:00 – 19:00.

7.5.2 Telephones

Phone cards can be bought from the supermarket and the tobacco shop. When making calls abroad there are international operators to choose from. The international prefixes include 00. Before placing your calls, check the charges for your country as they may vary from provider to provider.

Due to the decreased number of public phones, it is recommended to have a mobile phone. A deposit may be required before opening the connection. The deposit (from € 90 to € 300) is usually determined once the telephone company has received the agreement. In some cases, direct credit card invoicing may be required. Cards accepted include Visa, EuroCard and MasterCard.

A pre-paid card is a good option for persons who will only stay in the country for a short period of time.

For further information contact the following telephone companies:

www.telecomservice.at
www.one.at
www.mobilcomaustralia.com

7.5.3 Banks and credit cards

There are four different banks in Bad Vöslau:

- BAWAG: Wiener Neustädterstraße 4
- Sparkasse Baden: Schloßplatz 5
- Raiffeisenbank Baden: Badnerstraße 2
- Volksbank Baden: Schloßplatz 4

Check their services and conditions individually for your specific needs. It is recommended that all non-Austrian students open a bank account on arrival in Austria. The account will entitle the account holder to a bankcard, which can be used to pay bills and withdraw money from automatic teller machines (Bankomat) around the clock. If you will be working in Austria, your employer will need a bank account number to which the salary is payed.

Credit cards are also common in Austria. You can use Visa, Mastercard, Access, Diners Club and American Express all over the country. You can also withdraw cash with a Visa card, MasterCard and EuroCard from automatic teller machines displaying the logos.

7.5.4 Transportation

Austria has a very efficient public transport system, including railway and busses. In the cities, there are trams and/or the U-Bahn in Vienna. Trains to the nearest towns and Vienna operate every hour. Application forms for reduced student tickets are available at the train stations. For trips to the nearest towns Baden and Wiener Neustadt you may take the bus too.

7.5.5 Shops

Bad Vöslau features a good range of supermarkets, stores and shops. The biggest shopping mall in Austria – Shopping City Süd (SCS) – can be reached within only 20 minutes by car. Shops are generally open on weekdays and Saturdays from 08.00-18.00, and closed on Sundays.

7.6 How to reach Bad Vöslau

If you arrive by air at Vienna International Airport:

The easiest and cheapest way from the airport to the institute is to take the train to Wien Südbahnhof and to change to the train to Baden. Then you need to change to Bad Vöslau. From the train station in Bad Vöslau, you either take a 10 minute walk or simply take a taxi to the ITM College.

If you arrive by train at Wien Westbahnhof:

Trains from the eastern, western and northern European countries, arrive at Vienna Westbahnhof. From there you must take the underground U6 to Philadelphiabrücke/ Wien Meidling and take the regional train to Bad Vöslau (direction Wiener Neustadt). After arriving at the station in Bad Vöslau, you simply walk or take a taxi to the ITM College.

For more information on train services, please visit the Austrian Federal Railways at www.oebb.at.

The ITM-College is located in the centre of Bad Vöslau, only a stone's throw away from the main stores, shops and public services and facilities of the city.

Please let us know the time of your arrival one week in advance, so that we can guarantee that everything has been prepared for you prior to your arrival.

After your arrival please see Ms. Rothwangl, director of studies or Ms. Schnehen, at the ITM office (weekdays 08:00-16.30).