

First steps when you arrive in Karlsruhe



Legal notice

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Dear New Citizens of Karlsruhe



Welcome to Karlsruhe! You are now an important part of our city community! I'm glad to welcome you!

We hope this booklet will make your first few weeks and months in Karlsruhe a little easier, encourage you to discover new perspectives for yourself and, in time, find a new home. Many things in a new city may be unfamiliar at first. Many things may work differently from where you lived before. This welcome booklet aims to answer your questions about who is responsible for what. It contains a wide range of addresses and lots of information that you will probably need soon after arriving. If you're from another country and looking for further services and activities for people who have just arrived in Karlsruhe, please go to the website run by AniKA – Arriving in Karlsruhe. At www.anika-net.de you will find more information and plenty of leisure activities for people just like you. So, perhaps you will find something that interests you, too?

Meri Uhlig

Integrationsbeauftragte (Integration officer)

You are also welcome to call us at the Office for Integration on +49 721 133-5761.

We look forward to hearing from you!



AniKA – Ankommen in Karlsruhe
(Arriving in Karlsruhe)

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Tip: Due to the **Corona pandemic**, many consultation and opening hours have changed. Many appointments, for example for consultations, are currently being conducted by phone or online. We recommend that you phone to ask whether an office appointment is possible.

Registering in the city



Duty to register

In Germany, you are required by law to register your address or any change in your address to the authorities in your town/city of residence. **This is important: you may have to pay a fine if you do not do this in time.**

What document should I take with me when I register?

- Passport or identity card
- Foreign passport (if available)
- Electronic residence permit (if available)
- Confirmation from your landlord (e.g. rental contract)

Important: When you register, you will receive a **Meldebescheinigung** (confirmation of registration). Please keep this document in a safe place.

Registration

In Germany, when you move into a new house or apartment, you must register with the local authority within two weeks. You can do this at any **Bürgerbüro (citizens' office)** in the city of Karlsruhe.

Click this link to find the addresses of all citizens' offices in Karlsruhe: www.karlsruhe.de/stadt-rathaus/service-buergerinformation/terminvereinbarung

Changing address

Even if you move into a new house or apartment in the same city, you must also register your change of address with the local authority within two weeks.

Make an appointment

It is often a good idea to make an appointment at your local citizens' office before going. You can do this either by telephone – dial **+49 115** (telephone service centre for the city and district of Karlsruhe) – or online at www.karlsruhe.de/stadt-rathaus/service-buergerinformation/terminvereinbarung

Aliens' Registration Office (Ausländerbehörde)

Where do you have to register if you are not from an EU country?

If you are a citizen of a country **outside the EU** and are entering Germany to live here permanently, you must register with the local **Ausländerbehörde (Aliens' Registration Office)**. They will issue you with an **Aufenthaltstitel (residence permit)**.

Please make an appointment in advance either by phone – Tel. +49 115 – or online at:
www.karlsruhe.de/stadt-rathaus/service-buergerinformation/terminvereinbarung

Where?

Ausländerbehörde Stadt Karlsruhe
Ordnungs- und Bürgeramt
Kaiserallee 8, 76124 Karlsruhe
2nd, Rooms: E 219 to E 223

What documents do I need?

- Identity card or passport
- Confirmation of registration from the Bürgerbüro (p. 6 and 7)

What do I receive?

Residence permit, residence permit for specific purposes or other certificates

EU citizens enjoy freedom of movement within the European Union. This means they can move freely in other member states, enter or stay there. They do not have to register at the Aliens' Registration Office or apply for a work permit.

A place to live



How do I find an apartment?

- In **regional newspapers**, e.g. the **Badische Neueste Nachrichten (BNN)** (Wednesday and Saturday edition), **Der Kurier** (Friday edition),
- or in the **Internet** (for example, www.immonet.de, www.immowelt.de, www.wohnungsboerse.net, www.meinestadt.de, www.immobilo.de, www.immobilienscout24.de and other portals)
- If you would like to live with other people, you can also look for a **Wohngemeinschaft (WG)** (a shared house/apartment). You can find a list of WGs online at: www.wg-gesucht.de, www.wg-suche.de, or Facebook groups, e.g. WG Zimmer frei in Karlsruhe.

Tip: As in many large German cities, finding an apartment in Karlsruhe is not always easy. Ask friends, relatives, neighbours and colleagues whether they know of any available apartments!



Here are some useful abbreviations you will often find in apartment advertisements:

AB	Altbau (Old building)	NK	Nebenkosten (Utility charges)
B	Bad (Bathroom)	NR	Nichtraucher (Non-smoker)
BLK	Balkon (Balcony)	P/PP	Parkplatz (Parking space)
HT	Haustier (Pet)	Whg.	Wohnung (Apartment)
KM	Kaltmiete (Basic rent)	WM	Warmmiete (Rent incl. utility charges)
Kt.	Kaution (Deposit)	Zi	Zimmer (Rooms)
mbl.	möbliert (Furnished)	ZKB	Zimmer Küche Bad (Room + kitchen + bathroom)
mtl.	monatlich (Monthly)	ZKD	Zimmer Küche Dusche (Room + kitchen + shower)
NB	Neubau (New building)		

Tip: What should I take with me when I go to view the property? A copy of your identity card and, if you have one, confirmation that you have a job (e.g. a pay slip or a copy of your employment contract).

What is a deposit? Most landlords will ask you for a deposit before you move into the rented apartment. This is usually two or three months' **Kaltmiete (KM – basic rent)**, i.e. rent not including utility charges. You will get this money back when you move out – unless something in the apartment needs to be repaired.

Tip: Don't forget to write your name on your mailbox and doorbell – it's easily overlooked in the stress of moving to a new apartment.

What do utility charges include?

The rent for your apartment is made up of the Kaltmiete (basic rent) + Nebenkosten (utility charges)

Basic rent and utility charges together are sometimes described as **Warmmiete (WM)**.

Utility charges consist of

- water,
- electricity/gas and
- waste disposal fees.

Make sure you find out which utility charges are included in your rent. Sometimes you pay the utility charges directly to the landlord. However, you may also have to register with an electricity supplier and pay the electricity bills yourself.

Registering with an electricity supplier

Usually, you will only have to register with an electricity or gas supplier. You can do this with Stadtwerke Karlsruhe – the city's public utility company – or other suppliers. It is helpful and convenient to set up a SEPA direct debit with your bank. Your electricity costs will then be debited directly from your account every month.

Where?

Karlsruher Stadtwerke – Kundencenter

Daxlanderstraße 72, 76185 Karlsruhe

Tel.: +49 721 599-0

Internet: www.stadtwerke-karlsruhe.de

Office hours

Monday to Thursday: 7:30 am to 4:30 pm

Friday: 7:30 am to 3 pm

What documents do I need?

- Address
- Date you moved into the apartment
- Meter number and readings
- Possibly the name of the previous tenant

Social housing

In Germany, people with low incomes can rent apartments in social housing projects.

To rent one of these apartments you require a **Wohnberechtigungsschein (certificate of eligibility for social housing)**.

Where?

Liegenschaftsamt

Lammstraße 7 a (Rathauspassage), 76133 Karlsruhe

Office hours

Please phone to arrange an appointment

Tel.: +49 721 133-6427

What documents do I need?

- Passport or identity card
- Residence permit or other permit for recent migrants from non-EU countries
- Proof of income (i.e. of your wages or benefits payments)
- Your current rental contract

What do I receive?

Certificate of eligibility for social housing
(Please keep this document safe for future use)



Housing benefit

People on low incomes can apply for **Wohngeld (housing benefit)**. This is a payment that **subsidises your rent**.

Where?

Liegenschaftsamt – Wohngeld

Lammstraße 7a (Rathauspassage), 2nd
76133 Karlsruhe

Office hours

Please phone to arrange an appointment
Tel.: +49 721 133-6470

What documents do I need?

- Passport or identity card
- Proof of the incomes of all members of the household
- Proof of your rent (rental contract)

What do I receive?

Approval/rejection of your application for housing benefit
(Please keep this document safe for future use.)



TV and radio licence fee

What is that?

In Germany, citizens aged 18 and over who own a radio, television or computer must pay a **Rundfunkbeitrag (TV and radio licence fee)**. It is used to support public service programmes broadcast on radio and television and streamed on the Internet.

Public broadcasters include channels such as ARD, ZDF or SWR. They are obliged to provide independent, objective and non-partisan media reporting. The TV and radio licence fee helps to support a free press, which is important for our democracy.

How much does it cost?

The TV and radio licence fee is currently EUR 17.50 per month or EUR 52.50 per quarter per apartment – regardless of how many people live there or how many devices are in the apartment. You must pay this charge from the first month in which you are registered. Certain groups of people, such as those receiving social benefits or with a disability, do not have to pay the TV and radio licence fee or receive a reduction. Ask for advice if this applies to you!

How do I register?

The TV and radio licence fee registration form is available online at www.rundfunkbeitrag.de. Please send the completed and signed document together with the required proofs to:

ARD ZDF Deutschlandradio – Beitragsservice
50656 Köln



Waste separation

In Karlsruhe, garbage and organic waste can be disposed of in four different bins:

- **Residual waste (Restmüll):** e.g. cold ash, rubber, hygiene articles such as handkerchiefs, ceramics, diapers,
- **Recyclable materials (Wertstoff):** e.g. plastic or metal (packaging), untreated wood, aluminium foil, beverage/milk cartons, polystyrene,
- **Organic waste (Bioabfall):** e.g. flowers and potted plants, eggshells, fruit and vegetable waste, coffee grounds, fruit peel (e.g. orange peel), raw and cooked food leftovers, tea bags,
- **Paper/cardboard (Papier/Pappe):** e.g. paper, card and cardboard, books, catalogues, paper bags, writing paper, newspapers.

Other waste:

- Batteries, glass, textiles and green waste are collected at the **containers located throughout the city.**
- Hazardous materials must be disposed of at the **designated collection points or via mobile collections of hazardous materials.**

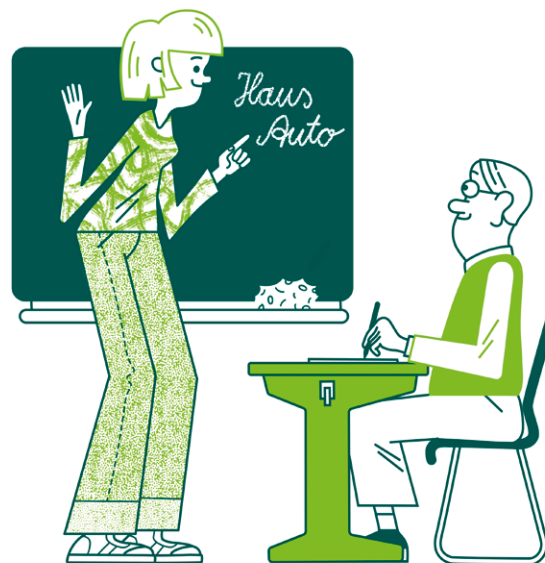


You can find more information about waste disposal facilities at: www.karlsruhe.de/abfall

Information about waste separation in foreign languages: www.karlsruhe.de/abfall
→ Informationsmaterial Abfallwirtschaft

Waste separation helps us to protect our environment as it makes it easier to recycle materials such as packaging.

Learning German



Integration courses

Integration courses are language courses that help you to become a part of German society. The integration course includes both a language course and an orientation course that gives you important historical, political and cultural background information about the country.

You should attend an integration course if you do not yet have a sufficient knowledge of the German language:

- If you are new to Karlsruhe and come from a country outside the EU, you have the right to attend one integration course.
- If you have been living in Germany for a longer period of time or are an EU citizen, you can also be admitted to the courses if places are available.

- If you are a German citizen, but do not have sufficient knowledge of the German language and want to integrate more effectively, you can also be admitted to the courses if places are available.

You can find more information at:

www.karlsruhe.de/bfi

→ Sprachkurse und Integrationskurse

Get advice from a **Migrationsberatungsstelle (migration advisory centre)** – addresses can be found from page 42) or from the **Büro für Integration (Office for Integration)** about which language course is suitable for you. For advice on language courses, please make an appointment in advance with the Office for Integration: Tel. +49 721 133-5727 or by email at: buero.fuer.integration@sjb.karlsruhe.de

More ways to learn German in Karlsruhe

There are many other ways to learn German in Karlsruhe besides the integration courses. For example, you can:

- Learn German with volunteers in an association,
- Expand your knowledge online,
- Take a job-related language course,
- Speak German with other people in a relaxed atmosphere, e.g. at the **“Sprecht miteinander” (“Let’s Talk”)** meeting in the **Bürgerzentrum Mühlburg** (Mühlburg community centre) and the **IBZ, Internationales Begegnungszentrum (International Center Karlsruhe)**.

You can find more places to learn German in Karlsruhe at:

www.karlsruhe.de/bfi

→ Sprachkurse und Integrationskurse

Working in Karlsruhe



Recognition of your professional qualifications

Did you complete your school-leaving certificate, apprenticeship or degree in another country? If so, your diploma can be examined and recognised in Germany.

Find out whether you need your qualification to be recognised in order to work in your profession on the website www.anererkennung-in-deutschland.de.

Call the hotline **“Working and Living in Germany”** **if you have questions about recognition of your qualifications, looking for jobs, entry and residence or learning German** (service is available in German and English). You can call the hotline from Monday to Friday between 8 am to 4 pm at the number: +49 30 1815-1111.

The IQ-Netzwerk at the IBZ can advise you on getting foreign educational and vocational qualifications recognised.

Where?

IQ-Netzwerk at the Arbeitsagentur Karlsruhe-Rastatt

Arbeitsagentur Karlsruhe-Rastatt,

Berufsinformationszentrum (BiZ), im Rundbau

Room 110 (1st floor), Brauerstraße 10, 76135 Karlsruhe

Internet: www.arbeitsagentur.de/vor-ort/karlsruhe-rastatt/aner kennungsberatung

IQ-Netzwerk at the IBZ

Kaiserallee 12 d, 76133 Karlsruhe

Monday, Tuesday and Thursday 10 am to 5 pm,

Wednesday afternoon

Internet: www.ibz-karlsruhe.de/projekte-dritter

Contact

Please phone to arrange an appointment

Tel. +49 621 43773113

Email: aner kennung@ikubiz.de



Obtaining a work permit

Whether you are allowed to work in Germany depends on your **Aufenthaltstitel (residence permit)**. Your residence permit is in your passport. It affects the status of your **Arbeitserlaubnis (work permit)**:

- EU citizens may work in Germany, look for a job or be self-employed without prior permission.
- If you have not applied for a work permit via a visa in your country of origin, you must submit an application to the **Ausländerbehörde (Aliens' Registration Office)** in Karlsruhe.

Please make an appointment by phoning 115 or contacting the office online at: www.karlsruhe.de/stadtrathaus/service-buergerinformation/terminvereinbarung

Where?

Ausländerbehörde Stadt Karlsruhe

Ordnungs- und Bürgeramt

Kaiserallee 8, 76124 Karlsruhe, 2nd

What documents do I need?

- Identity card or passport
- Confirmation of registration

What do I receive?

Residence permit, residence permit for specific purposes or other certificates

The **Bundesagentur für Arbeit (Federal Employment Agency)** has summarised important information for people from other countries who want to work in Germany:

www.arbeitsagentur.de/fuer-menschen-aus-dem-ausland/voraussetzungen-arbeiten-in-deutschland

Social security number and tax number

Social security card: If you want to work in Germany, you need a **Sozialversicherungsausweis (social security card) with a Sozialversicherungsnummer (social security number)**.

Your health insurance company, the BfA (Federal Employment Agency) or your employer will register you with the German pension scheme. You will then receive your insurance number. Please inform the relevant people if you already have a German insurance number.

Tax number: You also need a **Steuernummer (tax number)**. After you have registered, the **Bürgerbüro (citizens' office)** will automatically transmit this data to the **Finanzamt (tax office)**. You will then receive your tax number from the tax office by post.



How can you find a job/ training course?

If you don't have a job, you can register with the **Agentur für Arbeit Karlsruhe-Rastatt (Employment Agency)** in Karlsruhe.

There you can find:

- Support and advice about finding a job,
- Information and advice on training, higher education and professional development,
- Support for continuing vocational training,
- Financial help, e.g. unemployment benefit if you have lost your job (the duration of unemployment benefit depends on how long you have been employed and your age).

Where?

Agentur für Arbeit Karlsruhe

Brauerstraße 10, 76135 Karlsruhe

Contact

Tel.: 0800 4 5555 00

Email: karlsruhe-rastatt@arbeitsagentur.de

What documents do I need?

- Passport or identity card
- Confirmation of registration
- CV / Résumé

What do I receive?

- Help and information for finding a job
- Application form for **Arbeitslosengeld I (unemployment benefit I)**

Link

www.arbeitsagentur.de/vor-ort/karlsruhe-rastatt/startseite

If you need help looking for work

At the **Berufsinformationszentrum Karlsruhe (career information centre)** Karlsruhe you can:

- Write job applications, print, copy and scan documents,
- Find out about professions, apprenticeships, higher education courses, voluntary services or setting up a business,
- Find events in Karlsruhe and specialist literature to help you identify and apply for jobs.

Where?

Berufsinformationszentrum BiZ Karlsruhe
Brauerstraße 10, 76135 Karlsruhe

Contact

Email: karlsruhe-rastatt.biz@arbeitsagentur.de

Link

www.arbeitsagentur.de/vor-ort/karlsruhe-rastatt/biz-karlsruhe



Basic social security

You can get **Arbeitslosengeld II (unemployment benefit II)** if you work in Germany but earn so little that it is not enough to live on.

If you have worked in Germany for at least one year and lost your job involuntarily, you will usually receive **Arbeitslosengeld (ALG – unemployment benefit)** for 12 months. If you have not found a job after that, you will receive unemployment benefit II.

Where?

Jobcenter Stadt Karlsruhe – Office in Brauerstraße
Brauerstraße 14, 76135 Karlsruhe

Jobcenter Stadt Karlsruhe – Office in Durlach
Badener Straße 3, 76227 Karlsruhe

Contact

Tel.: +49 721 8319-0
Monday to Friday (from 8 am to 6 pm)
Email: jobcenter-karlsruhe-stadt@jobcenter-ge.de

What documents do I need?

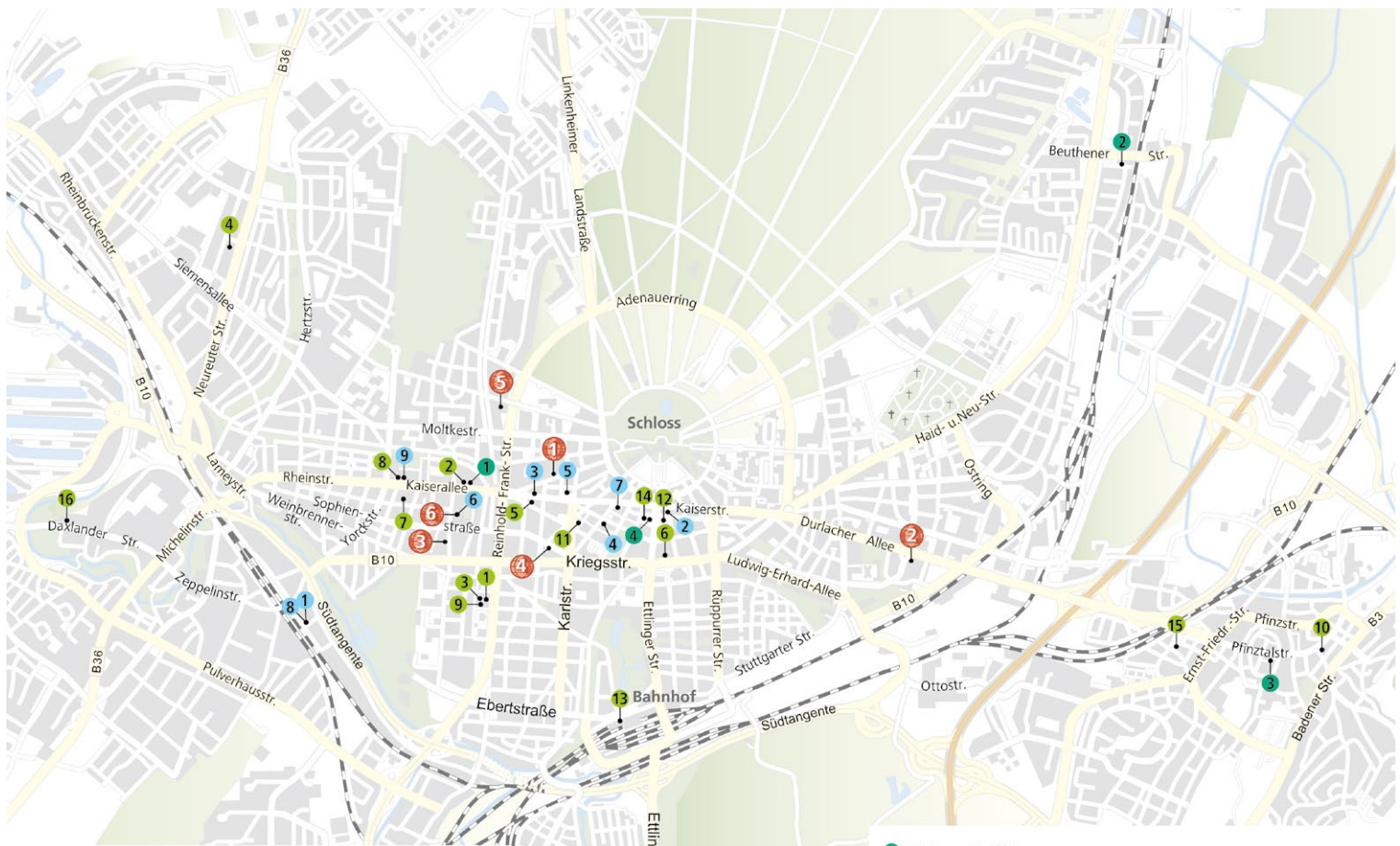
- Valid passport or identity card
- Confirmation of registration (not older than 3 months)
- Identity documents of persons in your household

What do I receive?

Unemployment benefit II

Link

www.jobcenter-stadt-karlsruhe.de



● Integration courses

- | | |
|---|---------------------|
| 1 AAW Karlsruhe | Griesbachstraße 12 |
| 2 Berlitz Sprachschule Karlsruhe | Kaiserstraße 215 |
| 3 Dialog Sprachschule Karlsruhe | Kaiserstraße 186 |
| 4 eduGLOBAL | Erbprinzenstraße 27 |
| 5 Futur Gate Bildung und Training | Kaiserstraße 156 |
| 6 Internationaler Bund | Scheffelstraße 17 |
| 7 Sprachakademie Karlsruhe | Waldstraße 41 |
| 8 USS Karlsruhe | Griesbachstraße 12 |
| 9 Volkshochschule Karlsruhe e. V. (vhs) | Kaiserallee 12e |

🌐 Migration advisory centre (MBE)

- | | |
|--|----------------------|
| 1 AWO Migrationsberatung | Stephanienstraße 52 |
| 2 Der Paritätische Migrationsberatung FKA | Alter Schlachthof 39 |
| 3 LmDR e.V. Migrationsberatung | Scheffelstraße 54 |
| 4 Ökumenischer Migrationsdienst | Sophienstraße 33 |
| 5 ZWST e.V. Migrationsberatung (Jüdische Kultusgemeinde Karlsruhe K.d.ö.R) | |
| 6 Internationaler Bund - Jugendmigrationsdienst | Knielinger Allee 11 |
| | Scheffelstraße 17 |

● Citizens' offices

- | | |
|-----------------------------------|--------------------------|
| 1 Bürgerbüro K8 | Kaiserallee 8 |
| 2 Bürgerbüro Ost | Beuthener Straße 42 |
| 3 Bürgerbüro Durlach Kundencenter | Pfinztalstraße 33 |
| 4 Digitales Bürgerbüro im Rathaus | Karl-Friedrich-Straße 10 |

● Important institutions

- | | |
|---|-------------------------|
| 1 Agentur für Arbeit Karlsruhe | Brauerstraße 10 |
| 2 Ausländerbehörde Stadt Karlsruhe | Kaiserallee 8 |
| 3 Berufsinformationszentrum BiZ | Brauerstraße 10 |
| 4 BiMAQ Bildungsberatung bei den Arbeitsförderungsbetrieben Karlsruhe | Daimlerstraße 8 |
| 5 Büro für Integration | Kaiserstraße 235 |
| 6 Familienkasse Karlsruhe | Kriegsstraße 100 |
| 7 Gutenbergschule (GWRS) | Goethestraße 34 |
| 8 Internationales Begegnungszentrum ibz | Kaiserallee 12d |
| 9 Jobcenter Karlsruhe | Brauerstraße 14 |
| 10 Jobcenter Karlsruhe | Badener Straße 3 |
| 11 Jugendfreizeit und Bildungswerk | Bürgerstraße 16 |
| 12 KVV-Kundenzentrum | Karl-Friedrich-Straße 9 |
| 13 KVV-Kundenzentrum | Bahnhofplatz 1 |
| 14 Liegenschaftsamt Stadt Karlsruhe | Lammstraße 7a |
| 15 Pestalozzischule (GWRS) | Christofstraße 23 |
| 16 Stadtwerke Karlsruhe Kundencenter | Daxlander Straße 72 |

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Bank account (current account)



Current account

In Germany, you need a bank account – ideally a **Girokonto (current account)**. You can use this account to pay your rent by bank transfer or receive your salary and other benefits. You can open an account at the bank of your choice. Get some advice: some banks charge a monthly **Kontoführungsgebühr (account fee)**. Ask the bank about their charges.

What documents do I need?

To open a bank account, you need your identity card, passport and/or residence permit.

Tip: Please note that there may be fees if you withdraw money from another bank. It is a good idea to ask the bank at which other banks you can withdraw money free-of-charge.

Please report your new address to the bank if you move to a new apartment.

Healthcare



Registering with a health insurance company

Everyone in Germany is required to have health insurance and there are a lot of health insurance companies to choose from. You can decide which **Krankenkasse (health insurance company)** you want to register with yourself.

Tip: If you have a job or receive social security benefits, your employer or the job centre can also register you with a health insurance company.

You can find a list of statutory health insurance companies here: www.krankenkassen.de/gesetzliche-krankenkassen/

If one parent already has health insurance, their spouse and children can be insured as family members free-of-charge with the same health insurance company.

You will receive a health insurance card (Krankenversichertenkarte) which you must take with you every time you visit a doctor.

Good to know: Civil servants, high earners and freelancers can register with a private health insurance company in Germany.

Visiting the doctor

If you are ill, you should first go to a **Hausarzt (general practitioner)**. If you have children, you can take them to a **Kinderarzt (paediatrician)**. You can find doctors' addresses in the telephone book or on the Internet. Use the link to find out which doctors in your area speak various languages: arztsuche.kbv.de

If you need special treatment, you can consult a specialist in a medical practice or hospital. Your general practitioner will refer you to a specialist. Sometimes you can go directly to a specialist, sometimes the specialist will ask for a referral from your general practitioner.

You can find all the important telephone numbers under "What do I do in an emergency?" (Page 49).



Children and family



Parents with children up to six years

Parents with babies and small children

The **Startpunkt-Elterncafés** offer an **open parents' café for all expectant parents and families with babies and toddlers**. Here you can meet other parents and education specialists and find out about activities and services for babies and toddlers:

www.karlsruhe.de/fruehepraevention



Childcare for pre-school children

In Germany, children are not required by law to attend a **day care centre (short: Kita)**. However, it is strongly recommended as your child will learn the language so much more quickly. You can find an overview of childcare facilities for children from 1 to 6 years on the **Karlsruhe Kita portal**: <https://kitaportal.karlsruhe.de>

Currently, you must pay a **parental contribution** if your child attends a Kita. This contribution depends on your income.

Please contact the **Servicestelle Kindertagesbetreuung (day care service centre) if you have any questions about registering your child in a Kita**:

Servicestelle Kindertagesbetreuung

Tel.: +49 721 133-5566

Telephone consultation hours: Monday and Wednesday, 9 am to 12 pm

Email: service@kita.karlsruhe.de

Do you not earn enough to pay the parental contribution? If so, you can **request a subsidy for your contribution**. Find out more at:

www.karlsruhe.de/kita-gebuehren

Advice on day care for small children

The **Kita Entry programme (Kita-Einstieg)** advises and informs parents about childcare and registering children at a Kita: www.karlsruhe.de/bildung-soziales/kinderbetreuung/kita-einstieg

Multilingual **Kita guides (Kita-Lotsinnen)** are available to help you register your child(ren) at a Kita and put you in touch with other activities and services:

www.karlsruhe.de/bildung-soziales/kinderbetreuung/kita-einstieg#acc58099

Registering your child with a school

Good to know: Children from 6 to 10 years usually attend a **Grundschule (primary school)** and then move on to a secondary school. In Karlsruhe, there are four different types of secondary school (10 to 19 years): **Werkrealschule, Realschule, Gemeinschaftsschule and Gymnasium**. After secondary school, you can also attend a vocational college or continue into higher education.

More information: www.karlsruhe.de/eltern_international

What do the different educational qualifications mean?

There are various school leaving certificates. The higher the school-leaving certificate, the more options you have when choosing a career. But you also have to go to school for longer.

With a secondary **Hauptschulabschluss** (school leaving certificate – after the 9th grade) or a **Mittlerer Bildungsabschluss** (middle school leaving certificate – after the 10th grade) you can enter vocational training.

You need the **Abitur** or **Hochschulreife (university entrance qualification, after the 12th or 13th grade)** to study at a university. After passing each exam, you can continue your studies to get a higher level qualification.

Even if you have dropped out of school, you can catch up on your qualification later. You can do this at a vocational school, for example. The **Bildungsnavi Baden-Württemberg** shows the possibilities and explains the different school types: www.bildungsnavi-bw.de

My child doesn't speak German. Where can they go to school?

Primary school

Children who do not yet speak German are placed in a **Vorbereitungsklasse (preparatory class)** to learn the language. Your child will attend the local primary school. This depends on where you live:

www.karlsruhe.de/bildung-soziales/liste-schulen

Register your child directly with the school. Make a registration appointment with the school secretary's office and take your child with you to the appointment in person.

Secondary school

If your child is between **11 and 15 years** old but does not yet speak German, you can register them for a **Vorbereitungsklasse (preparatory class, VKL)** at a secondary school. To do this, please contact one of the schools below. Your child will then be registered with a suitable school.

Gutenbergschule (GWRs)

Goethestraße 34, 76135 Karlsruhe

Email: info@gutenbergschulekarlsruhe.de

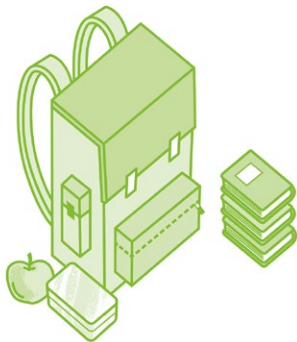
Tel.: +49 721 133-4674

Pestalozzischule (GWRs)

Christofstraße 23, 76227 Karlsruhe

Email: poststelle@pestalozzischule-ka.schule.bwl.de

Tel.: +49 721 133-4709



Young people from 16 years

Young people from 16 years old can be registered – or register themselves – for a **Vorbereitungsklasse** (preparatory class, VABO) at a vocational college. VABO classes prepare young people for German language examinations at the levels A2 to B1.

You can register for a VABO class online at:

wes.karlsruhe.de/anmeldung

After the VABO class, you can prepare for a German school-leaving certificate. Vocational colleges offer school-leaving certificates in a variety of subjects.

What documents should I take with me when I register?

- The child's birth certificate
- The child's passport
- Your own passport
- School reports (if available) for registration at a secondary school

My child already speaks German. Where can they go to school?

If your child speaks German and can attend a regular school, you can contact a school directly. You will be advised there by the school management.

You can find a list of public and private schools in Karlsruhe: www.karlsruhe.de/schulen

Tip: Karlsruhe also has schools with bilingual classes and a European School with regular classes in German, English or French.

The following pages provide contact details for institutions that can help you to choose a school, register your child and answer general questions about the school and education system.

Educational advice

If you have any questions about registering at a school, the education and training system or generally about education and schools, you can go to an educational advice service.

Migration Office

The **Arbeitsstelle Migration** (migration office) is the first point of contact at **Schulamt Karlsruhe** (Karlsruhe education authority) for parents who have just arrived from other countries. www.schulamt-karlsruhe.de

Youth Migration Service

The **Jugendmigrationsdienst** (Youth Migration Service) supports young people from 12 to 27 years old in the areas of learning German, schools and careers.

More information available at:

www.jugendmigrationsdienste.de/jmd/karlsruhe

Educational advice for young migrants and their parents

This project offers German language tuition for primary school children, information courses for parents and individual consultations.

Tel.: +49 721 350 4169

Email: jmd.karlsruhe@internationaler-bund.de

Internet: www.ib-baden.de/bildungsberatung-karlsruhe

Support for young people entering the education system from other countries

This project offers free German language tuition (also English if required) for young people from 12 to 18 years.

Tel.: +49 721 85019 841

Internet: www.internationaler-bund.de/angebot/5858



Educational/careers advisory service provided by the Karlsruhe-Rastatt employment agency

The educational and careers advisory service supports people in selecting degree courses/careers during their training and at the start of their professional life.

Agentur für Arbeit Karlsruhe

Brauerstraße 10, 76135 Karlsruhe

Request a consultation at

Tel.: 0800 4 5555-00 (free-of-charge) or online at

www.arbeitsagentur.de/bildung/berufsberatung

BiMAQ Bildungsberatung: Training and secondary school

BiMAQ Bildungsberatung offers educational advice for young people, young adults, parents and family members about the school and training systems, apprenticeships and secondary schools. The advisory and agency service is available in several languages.

AFB – Arbeitsförderungsbetriebe gGmbH

Daimlerstraße 8, 76185 Karlsruhe

Tel.: +49 721 97246-25 or -39

www.afb-karlsruhe.de/de/jugendliche-schueler-azubis/bimaq

Intercultural parent mentors

Intercultural parent mentors offer support in various languages for recently arrived parents on **general questions relating to schools and education** in Germany. Please send an email to:

bildungskoordination@sus.karlsruhe.de

Learning German is the key to your child's success at school. The educational coordinator for continuous language learning will be happy to answer your questions: buero.fuer.integration@sjb.karlsruhe.de

Services for families with children

Child benefit

All parents with children who live permanently in Germany are entitled to Kindergeld (child benefit).

They receive a benefit of at least EUR 200 per child per month. Child benefit is paid until the child turns 18, or until the age of 25 if they are in an apprenticeship, studying or doing voluntary service. Submit your application for child benefit to the Familienkasse (family benefits department).

Child benefit supplement

If you have a **low income**, you can apply to the Familienkasse for a Kinderzuschlag (child benefit supplement) in addition to standard child benefit.

Where?

Familienkasse

Kriegsstraße 100, 76133 Karlsruhe

Kontakt

Tel.: 0800 4 5555-30

(Monday to Friday 8 am to 6 pm)

Email: familienkasse-baden-wuerttemberg-west@arbeitsagentur.de



What documents do I need?

- Passport or identity card
- Birth certificate

Child benefit: Application for child benefit and, if necessary, certificate of attendance for school, apprenticeship or higher education.

Child benefit supplement: Application for child benefit, details and proof of accommodation and heating payments, income and assets, alimony payments

What do I receive?

- Notice of child benefit (Please keep this document safe for future use)

or

- Notice regarding the approval/rejection of your application for the child benefit supplement (Please keep this document safe for future use)

Link

www.familienkasse.de

Karlsruher Kinderpass/Karlsruher Pass/ Karlsruher Pass 60+

The Karlsruher Kinderpass/Karlsruher Pass/Karlsruher Pass 60+ are special cards that generally give free admission, discounts or vouchers in the areas of leisure, sports, culture, education and mobility to citizens of Karlsruhe who have a lower income or receive social benefits. These include, e.g. up to a 50 percent discount on travel tickets sold by Karlsruher Verkehrsverbund (KVV) and admission to open-air/indoor swimming pools, subsidised holiday activity programmes, education vouchers, free admissions or discounts for museums in Karlsruhe and the region. The offers vary depending on the pass.

You can find more information at: www.karlsruher-pass.de

If you have a low income, use the online calculator to find out whether you are entitled to the Karlsruher Pass/ Karlsruher Kinderpass:

www.karlsruher-pass.de/online_rechner

Where?

Jugendfreizeit- und Bildungswerk

Bürgerstraße 16, 76133 Karlsruhe

What documents do I need?

- Current passport photo
- Valid passport or identity card
- Other documents relevant to your application:
 - Notice of social benefits,
 - Disabled person's ID card,
 - Birth certificates, confirmation of registration or family register (for families with five or more minor children)
 - For families with low incomes: documents calculating this income

What do I receive?

Karlsruher Kinderpass or Karlsruher Pass

Contact

Appointments by arrangement

Tel.: +49 721 133-5671

Email: jfbw@stja.de

Internet: www.karlsruher-pass.de

Parental allowance

Elterngeld (parental allowance) is available to **mothers or fathers after the birth of their child**.

Mothers or fathers can receive the basic parental benefit for 12 months,

- If they are the primary carers for the child after its birth,
- And do not work, study or train for more than 30 hours per week,
- If both parents share the childcare time, the parental allowance can be paid for up to 14 months.

There are several types of parental allowance.

Find out more at: www.familienportal.de

Where?

L-Bank – Bereich Familienförderung

76113 Karlsruhe

Contact

By telephone: Monday to Friday (from 8 am to 4:30 pm)

Tel.: 0800 6645-471

Email: familienfoerderung@l-bank.de

What documents do I need?

- Birth certificate (original)
- Proof of your income
- Possibly other proofs, please enquire by phone

What do I receive?

Notice of parental allowance

(Please keep this document safe for future use)

Link

www.l-bank.de/produkte/familienfoerderung/elterngeld

Advice and service



During your first weeks and months in Karlsruhe, you are certain to have a lot of questions. Staff at the **Migrationsberatung** (migration counselling service) will help you to solve problems in areas such as:

- Learning German (e.g. arranging language and integration courses),
- Questions about residence permits,
- Professional career and recognition of qualifications (e.g. recognition of school-leaving certificates, apprenticeships, degrees, job search),
- Housing (e.g. support and basic information about finding accommodation),

- Health (e.g. medical care, health insurance),
- Family and children (e.g. questions about childcare, school),
- Marriage and partnerships (e.g. support during pregnancy, marriage counselling).

Advice for migrants

In Karlsruhe, there are five migration advisory centres for adult immigrants (**MBEs**) and a youth migration service (**JMD**) for young people between 12 and 27 years of age. Consultations are free-of-charge.

You can find a list of further advice services offered by independent organisations in Karlsruhe here: www.karlsruhe.de/bildung-soziales/psychologische-soziale-beratung/beratungsstellen-fuer-migrantinnen-migranten

Migrationserstberatungsstellen für erwachsene Zuwanderer (MBE)

AWO Karlsruhe

Stephanienstraße 52, 76133 Karlsruhe
Tel.: +49 721 16089-412, -414, -433, -434
Email: mbe@awo-karlsruhe.de
Appointments by arrangement

Der Paritätische. Freundeskreis Asyl Karlsruhe

Alter Schlachthof 59, 76137 Karlsruhe
Tel.: +49 721 7836-8878
Email: mbe.karlsruhe@fka-ka.de
Office hours for short consultations: Monday, 10 am to 3 pm and appointments by arrangement

Landmannschaft der Deutschen aus Russland e.V.

Scheffelstraße 54, 76135 Karlsruhe
Tel.: +49 721 8933-8385
Appointments by arrangement

Ökumenischer Migrationsdienst

Sophienstraße 33, 76133 Karlsruhe

Tel.: +49 721 9124-314 or -316

Email: sekretariat-oemd@caritas-karlsruhe.de

Office hours for short consultations: Wednesday, 9 am to 12 pm and appointments by arrangement

Zentralwohlfahrtsstelle der Juden in Deutschland e.V.

Knielinger Allee 11, 76133 Karlsruhe

Tel.: +49 721 7509-9535

Email: info@jg-karlsruhe.de

Appointments by arrangement

Jugendmigrationsdienst (JMD)

Jugendmigrationsdienst Karlsruhe

Scheffelstraße 17, 76135 Karlsruhe

Tel.: +49 721 85019-70 or -816

Email: jmd-karlsruhe@ib.de

Appointments by arrangement

City of Karlsruhe: Zentrale Verweisberatung beim Büro für Integration (Bfi)

You can go to the Central Referral Counselling Service at the Office for Integration:

- if you need advice or information on language and integration courses,
- if you want to know which advice centres you can go to in Karlsruhe,
- if you would like general advice.

Büro für Integration

Kaiserstraße 235, 76133 Karlsruhe

Tel.: +49 721 133-3840

Email: buero.fuer.integration@sjb.karlsruhe.de

Appointments by arrangement

Transport



Trams, local railway services and buses help you to get around the various parts of the city quickly and conveniently. At www.kvv.de – the website of the local public transport company **Karlsruher Verkehrsverbund (KVV)** – you can find all the key information such as timetables for the individual routes, the different types of tickets and their validity.

The KVV.live app gives you information about bus and train departure times.

Good to know: Karlsruhe is a great city for cyclists – there are cycle paths next to the pavement in many streets.

How do I buy a ticket?

If you are travelling by bus or train once or occasionally:

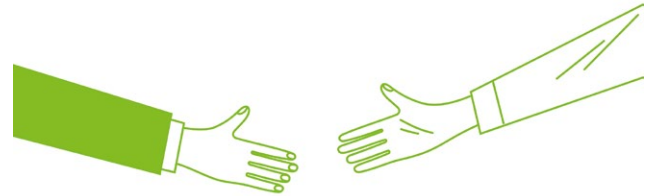
- **AVG local railway or VBK tram:** You can buy a ticket at the ticket machine at the bus stop or on the train. In most cases you can only pay with cash.
- **Bus:** Bus tickets can be bought at the ticket machine or from the driver.
- You can also buy tickets and subscriptions via the KVV mobile phone ticket portal: <https://kvv.mobilesticket.de/ticketportal/>
- The ticket is validated by stamping it on the train or bus.
- You can download the KVV.mobil app quickly and easily via your smartphone. You can then buy tickets for buses and trains conveniently via your account in the app.

Tipp: If you travel **regularly** by bus or train, it is worth buying a **monthly or annual** ticket. There are many different types of tickets. Children, pupils, apprentices, students, people over 65 and people looking for work pay less. They can buy tickets at a reduced price.

There are many different types of tickets, e.g. individual tickets, group tickets, special tickets for pupils, apprentices and students, monthly tickets, annual tickets and tickets that are only valid after 9 am. You can get advice at the KVV customer centres in front of the main railway station and on **Marktplatz** (Karl-Friedrich-Straße 9)!

Good to know: The price of your ticket depends on the distance you travel. For journeys in the Karlsruhe city centre, you need a **two-zone** ticket.

Places to meet people



After arriving in Karlsruhe, you will soon want to meet other people. Here are a few options:

The **International Center Karlsruhe (IBZ)** is a meeting place for people from all over the world. There is a welcome café as well as courses and activities for learning German, meeting places to make friends, events and much more. Find out more at: www.ibz-karlsruhe.de

- Karlsruhe is a city of culture and has a vibrant cultural life: www.kulturinkarlsruhe.de
- **Sport** is always a good way to meet new people. You can find a list of sports clubs in Karlsruhe here: web1.karlsruhe.de/db/sportvereine
- If you would like to get to know other people from your own country or region, you can contact one of the **over 80 migrant associations** in Karlsruhe: www.karlsruhe.de/bfi → Migrantenvereine
- There are lots of meeting places for **children and young people**: www.stja.de/einrichtungen
- **vhs Karlsruhe** (adult education centre) offers a wide range of courses: www.vhs-karlsruhe.de
- In Karlsruhe's libraries, you can borrow media, learn or spend time in the reading café: www.karlsruhe.de/kultur-freizeit/literatur-und-bibliotheken

Information websites for new immigrants in Karlsruhe

The website run by the alliance **"AniKA - Ankommen in Karlsruhe"** (Arriving in Karlsruhe) provides information about services and activities for new immigrants in Karlsruhe:

www.anika-net.de

- The Welcome Center TechnologieRegion Karlsruhe is a central point of contact for **international specialists and young professionals** who want to work and live in the TechnologieRegion and for companies in the region that are interested in international specialists: www.welcome.technologie-region-karlsruhe.de/de/welcome-center
- The **Karlsruhe Institute of Technology (KIT)** has a coordination office for the integration of refugees and migrants: www.intl.kit.edu/english
- The website www.expats-ka.com offers English language information for **expats** in Karlsruhe.

The website run by the **Bündnis zur Unterstützung von Geflüchteten in Karlsruhe (bunt)** provides information about services and activities for refugees who are accommodated in the initial reception facility in Karlsruhe:

www.bunt-ka.de



What do I do in an emergency?

Medical on-call service/Emergency service

If you fall sick at night, at the weekend or on a public holiday, you can go to the ärztlicher Bereitschaftsdienst (medical on-call service). Go to the medical on-call service if your illness is not life-threatening but treatment cannot be postponed until the next day.

Call this number to find out which practice is open near you: **+49 116 117** or on page 2 of the free newspaper DER KURIER.

Emergency Room

If you have an acute, life-threatening illness or have an accident, go to the Notaufnahme (accident and emergency room) at your local hospital or call the **Rettungsdienst** (ambulance) on **112**.

Ambulance

If you are injured in an accident or have a sudden, life-threatening illness, call the **Rettungsdienst** (ambulance) on **112**. Paramedics will treat you on-site and take you to hospital.

Fire department

In the event of a fire, call the fire department on **112**.

Police

In the event of theft, burglary, assault or domestic violence, contact the police on **110**.



