

# UVM

UNIVERSIDAD VIÑA DEL MAR



# STUDENT HANDBOOK

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This is the first step in your journey abroad! We are here to help you to prepare your upcoming adventure. Not only will you be putting your academic studies into practice in an international setting, but you also have the chance to explore the beauty of the country and experience the Chilean lifestyle and language.

The Spanish Center of Universidad Viña del mar is  
«Accredited Center by Instituto Cervantes to teach Spanish as a foreign language».



Castillo Wulff-Viña del Mar



Campus Rodelillo-UVM

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# WELCOME MESSAGE

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## Universidad Viña del Mar Spanish Center

Dear student, we warmly welcome you to the Universidad Viña del Mar and our Spanish Center where we will provide you with a high-quality educational experience that combines Spanish language learning with immersion in Chilean and Latin American culture. We are committed to supporting your living in Viña experience, linguistic and cultural development throughout your time with us.



Cámpus Recreo-UVM





# OUR SPANISH CENTER

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Campus Recreo-UVM



Palacio Vergara-Viña del Mar

# STUDYING SPANISH WITH US

The Spanish Center at Universidad Viña del Mar (UVM) is accredited by the Instituto Cervantes, which means it meets the conditions set by the Instituto Cervantes Accreditation System for Centres, the only international accreditation exclusively focused on the teaching of Spanish as a foreign language. We offer Spanish language programs for international students to provide linguistic and intercultural training, combining education with cultural experiences. The center aims to be a leading institution in Spanish teaching, committed to academic excellence.

## Our Programs

To learn Spanish as a Second Language:

- Spanish Semester Program
- Intensive Spanish Program
- Spanish for Specific Purposes

To Teach Spanish as a Second Language:

- Diploma in Teaching Spanish as a Second Language for Intercultural Inclusion

## Student Services

- Placement tests
- Airport transfers
- Cultural activities & volunteer programs
- DELE Preparation courses and examination center
- Host Families Program

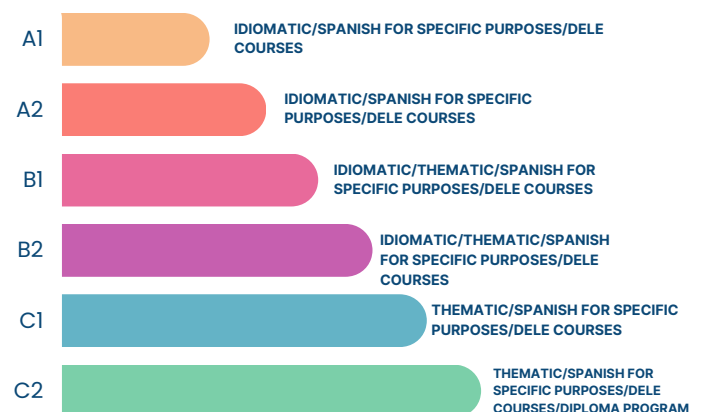
## UVM Facilities

- Classroom & Labs
- Library
- Restaurant and Cafeteria
- Adaptation Programs
- Emergencies Attention
- Student Spaces
- Cultural activities
- Wifi

Our courses for learning Spanish as a second language are designed in accordance with the Common European Framework of Reference (CEFR), allowing students to achieve specific competencies in Spanish as a second language. These courses range from level A1 to B2.

The DELE exam preparation courses cover levels A1 to C2. Additionally, we offer a selection of thematic courses focused on Social Sciences in Chile and Latin America, which require a minimum proficiency level of B1 for enrollment.

The Center also offers a range of Spanish programs for specific purposes, where the level of Spanish proficiency may vary depending on the focus. Additionally, we offer a diploma program that provides tools to enhance knowledge for teaching Spanish as a foreign language.





# OUR TEACHING METHODOLOGY

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In our classes to learn Spanish as a Second Language, we develop linguistic skills: listening comprehension, reading, speaking, and writing. Additionally, we incorporate cultural and historical content within the Chilean and Latin American context. Assessment is carried out continuously through summative and formative evaluations using activities and tests.

We incorporate communicative activities based on Littlewood's framework, divided into three main types:

## **Functional Communication Activities**

These focus on effectively conveying meaning in specific situations. Students engage in problem-solving tasks that involve sharing and interpreting information. Activities include identifying images, following directions, reconstructing narratives, and creating itineraries for real-life scenarios.

## **Social Interaction Activities**

These go beyond functional language use, incorporating social appropriateness and contextual awareness. Role-playing, debates, and simulations help students adapt their language use to different contexts. Teachers consider students' language proficiency, real-world application, and motivation to enhance participation.

## **Task-Based Learning Activities**

Rooted in the communicative approach, this method encourages students to complete meaningful projects through a series of interconnected tasks. Examples include planning an excursion, gathering information, and creating an itinerary. Task-based learning promotes communicative competence, motivation, authentic interaction, and student autonomy while integrating all language skills.

The teaching methodology follows the learning procedures outlined in the Instituto Cervantes Curriculum (PCIC). All courses focus on activating, regulating, and enhancing students' cognitive, emotional, and volitional resources during both the learning process and language use. Students apply strategies to process, store, and retrieve information effectively in various communicative situations in an immersive context.

Following a communicative, student-centered approach, the emphasis is on fostering interest in learning and developing communicative competence through real-life tasks. These tasks also support students' growth as social agents, intercultural speakers, and autonomous learners, as defined by the PCIC.

Methodological strategies are adapted to the specific demands of each task, requiring students to select, apply, and evaluate procedures consciously. This intentional use of strategies enhances both language learning and practical language application.

# PROGRAMS AND COURSES OFFER

## TO LEARN SPANISH AS A SECOND LANGUAGE

We offer a variety of programs designed to meet the needs and goals to learn Spanish and Chilean Culture

- **Spanish Semester Program:** 16 weeks program designed for students who want to take Spanish as a foreign language courses, along with elective courses related to Chilean and Latin American culture. Courses range from level A1 to B2, with credits/ECTS. [More information](#)
- **Intensive Spanish Program:** 4 weeks program, ideal for students who wish to quickly improve their Spanish skills. This program uses various teaching techniques to develop speaking, listening, reading, and writing competencies. [More information](#)
- **Spanish for Specific Purposes Program:** Specialized courses for groups or personalized courses looking to enhance their language skills in specific areas, tailored to their needs. [More information](#)

## TO TEACH SPANISH AS A SECOND LANGUAGE

- **Diploma in Teaching Spanish as a Second Language for Intercultural Inclusion:** Continuing Education Program that provides tools to enhance knowledge for teaching Spanish as a foreign language. [More information](#)

## SPANISH OFFICIAL CERTIFICATION

Our Spanish Center is a DELE Examination Center of Instituto Cervantes. [The Diplomas DELE](#) are official titles accrediting the degree of competence and domain of the Spanish language, granted by the Instituto Cervantes on behalf of the Ministry of Education and Vocational Training.

We also offer exam preparation courses, which are online and can be either group or individual sessions. [More information](#)

## ADDITIONAL SERVICES

We incorporate the following services into our Spanish programs and courses to enhance your learning experience:

- **Cultural Activities:** Participate in events and excursions that will help you learn more about Chilean culture.
- **Volunteering Programs:** Opportunities to engage with the local community and practice Spanish in real-life settings.
- **Academic and Cultural Orientation:** Orientation sessions to facilitate your academic and cultural adaptation in UVM and Chile.





# TIPS FOR LEARNING SPANISH WITH US

1. **Active Participation:** Engage in classes and cultural activities to practice Spanish in real contexts.
2. **Consistent Practice:** Dedicate time daily to reading, writing, listening, and speaking in Spanish.
3. **Social Interaction:** Take advantage of opportunities to interact with native speakers, whether through university activities or in the local community.
4. **Use of Additional Resources:** Utilize our library, digital media, and other resources provided by the center to enhance your learning experience.





Sur de Chile



Rapa Nui



Dunas de Concón-Valparaíso

# ARE YOU COMING TO CHILE?



Cerros de Valparaíso



Desierto de Atacama



Lagunas del Altiplano-Atacama



Dunas de Concón-Valparaíso

# TIPS

## FOR A SUCCESSFUL STUDY ABROAD EXPERIENCE

1. Positive and Enthusiastic: get excited about the experience.
2. If your classmates do not approach you in class, take the initiative to introduce yourself to them.
3. Flexible and open-minded.
4. Culturally competent: be mindful and respectful of the culture of the country that you will be working in as well as others.
5. Remember: Just because things may be different here, doesn't mean they are wrong.
6. Pro-active: take initiative and get involved.
7. Motivated and committed.
8. Enjoy yourself-have fun!



# TEMPORARY RESIDENCE PERMIT

## STUDY SUBCATEGORY

We expect that all those who come to engage in academic activities (studies) for a period longer than 90 days will apply for and obtain their Temporary Residence Permit - Study Subcategory (Permiso de Residencia Temporal – Subcategoría: Estudios) through the online platform of the Chilean National Immigration Service, following the instructions that have been sent to you through our office or the international offices of your home universities or agencies. [Link to the platform: <https://serviciomigraciones.cl/en/residencia-temporal-permit/subcategories/students>]



- **Those coming for 1 academic semester (March-July or August-December)** must compulsorily apply for and obtain the Temporary Residence Permit for Studies. However, since they will be coming for a period shorter than 180 days, and only if they have not received their Temporary Residence Permit for Studies before entering Chile, they could enter Chile without this latter permit and obtain a Temporary Stay Permit. The Temporary Stay Permit is obtained upon entry to Chile at a border control, it lasts for up to 90 days, and can be extended for an additional 90 days by paying \$100 through the online platform of the National Immigration Service. (<https://serviciomigraciones.cl/en/permanencia-transitoria-permit/subcategories/international-treaties/>).
- **Those coming for 2 academic semesters (March-July and August-December)** must compulsorily apply for and obtain the Temporary Residence Permit for Studies due to the extended period of time studying in Chile.



**[Guide to understand the registration form.](#)**



# TEMPORARY RESIDENCE PERMIT

## STUDY SUBCATEGORY

### For those who have obtained the Temporary Residence Permit

Once you have obtained the Temporary Residence Permit - Study Subcategory, and are already in Chile, you must do the following:

### REQUEST CHILEAN ID CARD (CÉDULA DE IDENTIDAD) AT THE CIVIL REGISTRY.

You must go to the Civil Registry (in any city) to request the Chilean ID card, which will be valid for the duration of your student visa.

#### WHERE TO GO:

- Civil Registry of Viña del Mar: Eduardo Grove 319, Plaza Parroquia, Viña del Mar (entrance in front of Viña del Mar Metro Station).
- Civil Registry of Valparaíso: Esmeralda 916, Valparaíso (across from the Turri Clock).

#### WHAT TO PRESENT:

- Original passport and student visa.
- Certificate of Temporary Residence Permit - Studies.
- Photocopies of:
  - Personal data page of the passport.
  - Certificate of Temporary Residence Permit - Studies.
  - Page with the entry stamp to Chile in the passport (\*the photocopy must clearly show the entry stamp with the date; if the copy is not clear, it is better to request a "Travel Certificate" from the PDI).
- Full names of father and mother (from the home country).
- Full address in Chile and phone number.
- CLP\$ 4,270 (Chilean pesos).

#### WHAT YOU WILL RECEIVE:

Receipt of the Chilean ID card application with personal data and a date to return and collect your ID card.



# INTERNATIONAL ARRIVALS

## At the airport

Chile has just one international airport: Aeropuerto Internacional Comodoro Arturo Merino Benítez – SCL. This Airport is at the capital city, Santiago, and it is 90 minutes away from Viña del Mar. When purchasing your tickets, make sure you choose this airport as your flight destination.

To enter Chile, you must check first at the International Police Control and show your identity documents (passport) and the stamped visa (if your program is more than 90 days). The police officer may ask some questions regarding the purpose of your trip, length and other general questions.

After passing through immigration control, you will proceed through the duty-free shop before reaching the baggage claim area. From there, you will continue to customs and SAG inspections. Make sure you are not carrying any nuts, fruits (dried or fresh), or animal products, as these items will be confiscated (whether declared or not), and you may also face a fine.

**IMPORTANT:** Depending on your home country, you may have to pay a reciprocity tax. Find out if you will have to pay this fee before your trip.

## How to get to Viña del Mar from the Santiago International Airport (SCL).

*This information is for students who are arriving before or after the official airport pick up date of your program, or if your program does not include airport pick up:*

- At Santiago Airport, outside the first floor, you can take a bus operated by "Centro" or "Tur-Bus" that goes directly to the "Pajaritos" bus station in Santiago.
- At the "Pajaritos" bus station, purchase a ticket to Viña del Mar from either the Tur-Bus or Pullman Bus ticket counter.
- Once in Viña del Mar, you can take a taxi or a local bus to your accommodation for the first few days.

### **Alternative Option:**

You may also take a taxi from the airport. Ensure that you request a taxi service inside the airport and confirm the exact fare before departure. Please note that UBER cars are not allowed to pick up passengers at Santiago Airport.

### **Recommended Transportation for Your Safety:**

For your safety, it is recommended to use the official transportation service provided by the UVM International Office on a designated date and time for airport pick-up (usually for arrivals before 11:00 AM). A UVM coordinator will be present at Santiago de Chile Airport (SCL) to assist you.

If you plan to arrive earlier, you can coordinate with the UVM Student Coordinator to join the group on the official airport pick-up date.

If you arrive on a different day, please inform the UVM coordinator in advance so they can help arrange a taxi service at a reasonable cost for you.



# GENERAL INFORMATION STUDYING IN CHILE

## SAFETY

- Common sense will be your best partner regarding the decisions you make about the places where you go and the time you do it.
- Always be careful with your belongings, especially the one of high value. Is it necessary to bring “this” article in this place at this time?
- Carry in your backpack/purse just what you need.
- At night, don't walk alone, especially if you have drunk more alcohol and you don't feel well enough to walk steadily. Go out in groups.
- Use taxi/Uber to go back home.
- Never accept drinks from any person you don't know.
- When going out at night, prefer using cash, leave your bank cards at home.
- Avoid wearing necklaces, watches and other flashy jewelry.
- Avoid using your smartphone while walking on the streets (talking and texting).
- Take care of your credit/debit cards. If you have more than one, keep them in different places

## EMERGENCY NUMBERS



Ambulancia (ambulance) **131**



Bomberos (Firefighters) **132**



Carabineros (Police) **133**



Guardia costera (Coast Guard) **137**



Violencia contra las mujeres  
(Violence against Women ) **1455**







# WHAT TO PACK

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- It is important to bring any medicine you take with you. Bring enough for your entire trip and a few extras.
- It is possible that during the September-April months the weather will be nice enough to use shorts/skirts and sandals. However, starting in May the temperature begins to change, and June-August are cold months. While your families will have a space heater, most buildings and restaurants do NOT have central heating and can be colder than outside. The key to staying warm during the winter here is to be pre-pared and use layers. Bring a jacket/coat appropriate for the cold and rain.
- Students should bring boots (rain and snow) in case they want to travel to the South or the Andes Mountains where they will encounter snow. Students should also bring a jacket/coat appropriate for the rain as June/July are rainy months here in Viña del Mar.
- You should have a photocopy of important documents: passport, credit card(s), debit card, and ID.
- For those who use contacts, eye care solution here is quite expensive in comparison to other countries.
- The sun in Chile is very strong and close to the hole in the ozone layer. So, make sure you bring a good sunscreen (at least 30 SPF).
- You should bring personal hygiene products with them as some items may not be found throughout Chile or Latin America.





# HOMESTAY VS. RENTING

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*The UVM offers all international students with the possibility to spend their semester living with a Chilean host family. These families have years of experience receiving international students into their homes, and we try to match students to families based on the housing questionnaire included in their application.*

*Host families provide students with a private living space, WIFI, laundry, and 3 meals per day, along with the experience of living the daily Chilean lifestyle.*

*If you would like to rent your own apartment, we suggest looking for one in the following neighbourhoods:*

*Recreo, Agua Santa, Centro or Plano  
for safety and proximity to the UVM campuses*





## COMMUNICATION

- Internet is widely used in cities and towns throughout Chile. The International Office at the UVM has a wireless Internet connection that is free for all international students and interns. WIFI can also be found
- at several establishments (i.e. Starbucks), but make sure to ask for their password
- If you're going to bring your cellphone, make sure it's unlocked. SIM cards are relatively inexpensive, or you can buy an affordable prepaid cellphone package from several providers such as Entel, Movistar



## MONEY

Credit cards are widely used in big cities, but carrying local currency is recommended when visiting small towns or rural areas. Traveler's checks are rarely accepted outside banks. Students can withdraw cash from ATMs in cities (with transaction fees both locally and internationally) or receive money via Western Union. Euros and US dollars can be exchanged at various locations, including shopping malls.

Currency exchange offices in Viña del Mar:

- AFEX: [www.afex.cl](http://www.afex.cl)
- CAMEX American Exchange: Mall Marina

# Transportation in Viña del Mar and Chile

**IMPORTANT:** In order to drive or rent a car in Chile, foreigners should get an International Drivers' License before coming to Chile. Students are not allowed to drive/rent a car unless they have this document.

**TAXI:** A taxi is an easy way to travel but it is also the most expensive. Taxis charge by kilometer and they have a meter that marks the price. If a taxi does not have a meter, beware!!! It is recommended that, if students go to the same place at night and have no other way of returning, they should call a taxi.

A safe and reliable taxi company is: **Radio Taxi**

**UBER** is also a good option!

**MICROS:** Local buses in Gran Valparaiso area. They operate on various routes connecting the main cities with surrounding areas with a tiered fare system based on travel distance and route type, the categories are: "Directo; Cerro-Plan and Local".

**TROLEBUS:** Valparaíso has a historic transportation system called the Trolebus, which operates mainly in the city center. Since 2024, the fleet has expanded with new eco-friendly trolleybuses, making it the only electric public transport in the city. You can board an electric trolleybus from various points in Valparaíso, connecting you to the city center and outer areas such as Placilla, Rodelillo, and Playa Ancha.

**COLECTIVO:** A "colectivo" is a taxi that has a fixed route and set fares. "Colectivos" have a sign on the top of the car that indicates the major streets they pass and the number of the "colectivo company. A "colectivo" can pick up to four people along their route; people get in and out of the "colectivo" just like a "micro". You should let the driver know where you would like to be dropped off when you get in.

**METRO VALPO - LOCAL TRAIN:** ([Web site](#)): The metro runs between Valparaíso and Limache. Prices vary depending on where you get on and on where you get off. Hours of operation are: 07:00 - 22:30.

**BUSES:** Viña and Valparaíso have major terminals with buses going to most large towns in Chile. Buses to Santiago leave from both terminals and some companies give discounts to students with the "Pase Escolar" and ISIC Card, just show your card. Buses to Mendoza, Argentina also leave from both bus terminals.





# HEALTH

## In case of an emergency

UVM recommends private hospitals for any medical attention. We recommend the following private hospitals:



CLÍNICA CIUDAD DEL MAR  
Address: 13 Norte 635, Viña del Mar, Región de Valparaíso.  
Phone number: (032) 245 1000.  
Web site: [www.ccdm.cl](http://www.ccdm.cl)



Hospital Clínico del IST Viña del Mar  
Address: Álvarez 662, Viña del Mar.  
Phone number: (32) 226 2000  
Emergencias: 800 20 4000 - 32 226 2133 - 32 226 2179  
Web site: <http://www.ist.cl/centros-de-salud/hospital-clinico-ist-viña-del-mar/>

## For other medical specialities, you can call:



Medical Center: Centromed  
Address: 4 Poniente 332, Viña del Mar.  
Phone number: 32 2389000



Medical Center: Red Salud  
Address: 3 Norte 464, Viña del Mar  
Phone number: 600 425 6000  
(it is recommendable to set the appointment personally). This medical center also offers dental attention.

If Spanish language is a barrier, you can ask the UVM student coordinator to set an appointment for you. Normally, it is expected that the students pay the attention at the private hospital with credit/debit card or cash, and later request a reimbursement to the insurance company.

**Medical Insurance:** All international students must obtain health insurance in their home country that is valid in Chile. Proof of the International Medical insurance must be submitted to the UVM International Office.

**Check with your insurance company if there are specific medical centers where you should go.**

**Paying for a Doctor's Bill and being reimbursed:**

- You must pay in Chilean pesos and have your passport or copy of your passport with you.
- You must save your receipt in order to request the reimbursement to your insurance company.
- Some insurance companies require that you have a doctor fill out an information sheet in order to be reimbursed.
- Please check with your insurance company before visiting the doctor.



# UVM SERVICES

## SUPPORT, SPORTS AND CULTURE

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### **Socio-Emotional Program:**

The General Direction of Students has an Integrated Student Support System that provides resources during your stay at UVM. One of the programs focuses on the socio-emotional aspects that may arise at different times, offering psychological support. Individual sessions are available with an expert in clinical psychology, with variable duration.

To access this service, you must contact the Program Coordinator and request the guide to enter the internal platform and apply for the service.

If you need external psychological care, please contact the Program Coordinator for support in scheduling an appointment at the designated health centers.

Additionally, both the Spanish Center faculty and the Head of the Center can help you manage situations that may arise during your stay and interfere with your learning process. Don't hesitate to contact us for assistance.

### **Medical Care:**

UVM provides nursing rooms on each campus for the entire university community to attend to emergencies that may occur while you are physically on campus.

During the orientation week or the orientation session of each program, a campus tour is conducted to showcase the available facilities and services.

***International Office contact for emergencies or support request at UVM:***

***Carlos E. Torres (24/7 emergencies)***

***International Office: 32 246 27 40 (Office Hours 9:00 am – 6:00 pm)***

***Cell phone: +56 9 9576 8846***

### **Sports Offerings**

The Student and Alumni Development Office offers sports activities that take place at UVM's sports facilities on the Rodelillo Campus. To access these activities and the gym (fitness room), you must request information from the International Programs and Spanish Center coordinators.

### **Cultural Offerings**

The Cultural Management Unit organizes cultural activities on UVM campuses, open to the student community. These include talks, workshops, fairs, artistic performances, and exhibitions, among others.

Stay informed about these activities on campus and through the International Programs and Spanish Center coordinators.





# INTERNATIONAL CLUB

At UVM, we believe that diversity and multiculturalism enrich the university experience. That's why the UVM International Club is the perfect space to connect with students from around the world, share cultures, and experience internationalization without leaving campus.

This club, driven by the International Cooperation Office, aims to integrate international students with the UVM community by fostering cultural immersion through networks of support and personal growth. It's a unique opportunity to broaden your horizons, improve intercultural skills, and build relationships that transcend borders.

## Why be a part of the UVM International Club?

For international students: You have the chance to authentically explore Chilean culture, get to know the city, form local friendships, and receive support in adapting to your new environment in Chile and Viña del Mar.

## How does it work?

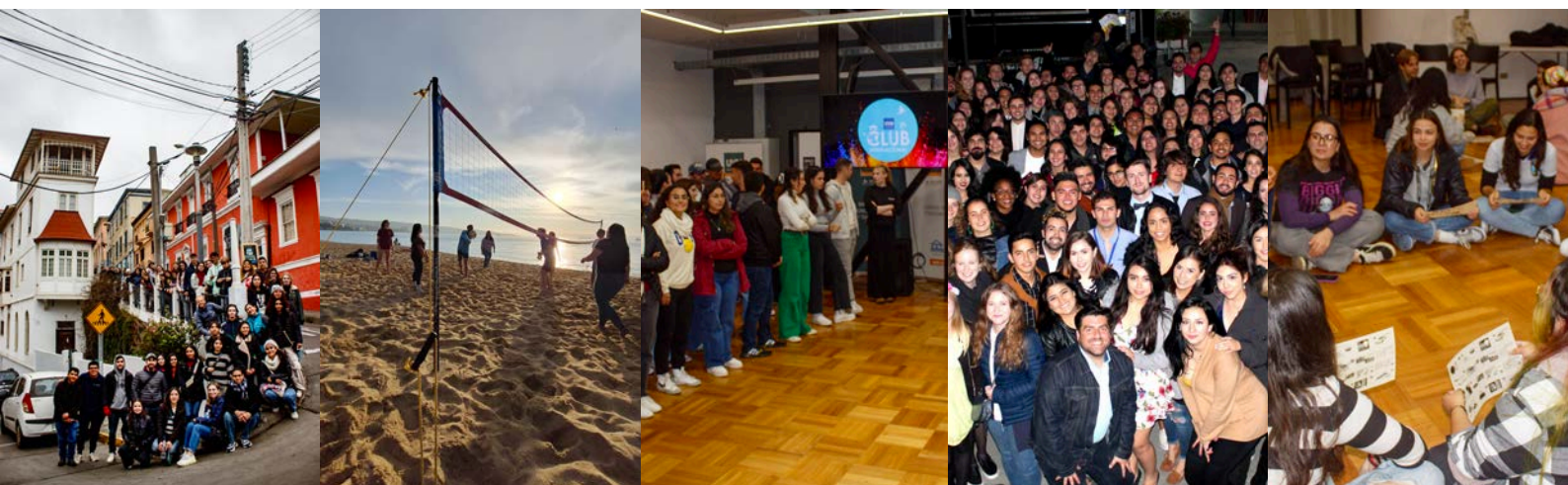
By joining the club, you can choose to have an international "brother" or "sister," a UVM student who will accompany you throughout your stay in Chile and assist with your integration process. You will also be able to participate in weekly activities such as cultural workshops, sports events, volunteer opportunities, film cycles, and much more.

The UVM International Club is open to all students with a global spirit and a desire to live an enriching experience.

If you want to be part of this global community, sign up when you arrive at UVM and start experiencing internationalization at home. We look forward to seeing you at the UVM International Club!



@clubinternacionaluvm







For any inquiries or assistance, you can contact us via email at: [international@uvm.cl](mailto:international@uvm.cl).

We are here to support you at every step of your educational journey.

We wish you great success in your Spanish learning experience and your immersion in Chilean culture. Make the most of the opportunities offered by the Spanish Center at Universidad Viña del Mar!

+56 32 246 2741

[Spanish Center Web Site](#)

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International UVM Chile

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