

## **Student Charter**

Institution-specific part

Hanze University of Applied Sciences Groningen

Adopted by the Executive Board on 11 May 2021

**This document is a translation. In the event of any dispute as to the interpretation of any of the provisions set out in this document, the official version in Dutch shall prevail.**

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## Chapter 1 General Provisions

### **Article 1.1 Publication**

- 1.1.1. The Executive Board will publish the general, institution-specific part of the Student Charter by putting the text on the Hanze UAS internet and intranet sites, and will also inform students directly. The Student Charter is also available from the department secretariats and can be viewed in the multimedia libraries and the Student Counsellors' Office.
- 1.1.2. If the Student Charter is amended during an academic year, the students will be informed of this by the Executive Board. Amendments can only take effect after they have been published.
- 1.1.3. If a student switches from one degree programme to another within Hanze UAS, the student will be given access to the Student Charter or to the part of it that is relevant to the degree programme in question.

### **Article 1.2 Students' Rights and Obligations**

- 1.2.1. The Student Charter regulates the legal status of students insofar as their status results from their enrolment at Hanze UAS. It also provides for the legal status of external students insofar as the parts apply to them. In addition, the Student Charter governs the legal status of exchange students. The Charter does not govern the legal status of those students (course participants) who take courses that are not registered in the Central Register of Higher Education Programmes (CROHO). The legal status is described in the general part of the Student Charter in terms of the rights and obligations that apply to all students enrolled at Hanze UAS.
- 1.2.2. The rights and obligations of students that apply specifically to the degree programme in which they are enrolled are regulated in the teaching regulations of the degree programme.
- 1.2.3. Teaching regulations are specific to degree programmes, but form part of the Student Charter, which applies to all students enrolled at Hanze UAS. Teaching regulations are adopted by the Dean upon their approval by the School Representation Council and the Education Committee.
- 1.2.4. Teaching regulations are published on the Hanze UAS intranet and students are notified of this. They are also available from the department secretariats.
- 1.2.5. The rights and obligations of students are based on:
  - the applicable legislation and regulations, in particular the provisions of the Higher Education and Research Act (WHW);
  - the decisions made by bodies of Hanze UAS, which includes this Student Charter.
  - The rights and obligations of students who have enrolled in a module of the Associate degree programme Project Leader Engineering are based on the Demand-side Financing in Higher Education (Experimentation) Decree [Besluit experiment vraagfinanciering hoger onderwijs] as well as on the statutory regulations relating to demand-side financing experiments and the Greater Flexibility in Higher Education pilot, and the educational agreement made with the student. If these rights and obligations conflict with other rules or provisions that apply within Hanze UAS, such as those contained in this Student Charter, then the rights and obligations pursuant to the law and the educational agreement concluded with the student shall prevail.
  - The rights and obligations of students who have enrolled in one of the following degree programmes: Speech Therapy (bachelor, part-time), Health Care Management (Associate/bachelor, part-time/dual), Social Work (bachelor, part-time), Nursing (bachelor, part-time/dual), Project Leader Engineering (Associate, part-time), Electrical Engineering (bachelor, part-time), Industrial Engineering and Management (bachelor, part-time), Mechanical Engineering (bachelor, part-time) or Marketing (bachelor, part-time), are based on the Demand-side Financing in Higher Education (Experimentation) Decree as well as on the statutory regulations relating to demand-side financing experiments and the Greater Flexibility in Higher Education pilot, and the educational agreement made with the student. If these rights and obligations conflict with other rules or provisions that apply within Hanze UAS, such as those contained in this Student Charter, then the rights and obligations pursuant to the law and the educational agreement concluded with the student shall prevail.

- The rights and obligations of students who have enrolled in one of the following degree programmes: Nursing (bachelor's programme, full-time), Information and Communication Technology (bachelor's programme, part-time), Laws (bachelor's programme, full-time), Social Legal Services (bachelor's programme, full-time) or Architecture (master's programme, part-time) are based on the Demand-side Financing in Higher Education (Experimentation) Decree as well as on the experimental scheme for flexible studying adopted by the Executive Board.

1.2.6. The legal relationship between the student and Hanze UAS is governed by Dutch law.

### **Article 1.3 Adoption of and Amendments to the Student Charter**

- 1.3.1. Insofar as it applies to the rights and obligations of all students enrolled at Hanze UAS, the Student Charter is adopted by the Executive Board after the University Representative Council has given its assent.
- 1.3.2. The teaching regulations, which describe the rights and obligations of students that apply to the various degree programmes, are adopted by the Dean of the degree programme concerned on behalf of the Executive Board, and after the assent of the University Representative Council has been obtained. The teaching regulations in any case contain:
- a. a description of the programme structure and of the support facilities which the degree programme offers the student, consisting of: information about the set-up of the degree programme, the educational organisation and implementation, educational facilities, and student tutoring and counselling;
  - b. the Teaching and Examination Regulations;
  - c. the composition of the Examination Board and the Admissions Committee of the degree programme;
  - d. the composition of the Education Committee.
- 1.3.3. The Student Charter is amended if, as a result of decisions taken by, or on behalf of, the Executive Board, any part of the Student Charter is no longer in accordance with those decisions. Students are informed of the decisions and amendments to the Student Charter by, or on behalf of, the Executive Board.
- 1.3.4. The provisions of the Student Charter are only valid if, and insofar as, they do not conflict with any rules or regulations of higher authorities or the relevant funding conditions. In such cases, no rights can be derived from the provisions in question.
- 1.3.5. The Student Charter is amended if, as a result of amendments to rules and regulations made by higher authorities, or as a result of changes in the funding conditions applying to Hanze UAS, any part of it is no longer in accordance with the relevant Act, decision, regulation or funding conditions. The students are informed of the amendments by, or on behalf of, the Executive Board.

### **Article 1.4 Principles and Mission Statement of Hanze University of Applied Sciences Groningen**

- 1.4.1 Hanze UAS provides non-denominational education.
- 1.4.2 Hanze UAS has an egalitarian philosophy and makes no distinctions on the grounds of disability or chronic illness, gender, sexual inclination, religion, philosophy of life, cultural background or race.
- 1.4.3 The student has a right to follow an undergraduate degree programme in higher professional education. This type of education also has regard to personal development and encourages social responsibility.
- 1.4.4 It is also an objective of Hanze UAS to encourage the emancipation of socially disadvantaged groups.
- 1.4.5 The mission statement of Hanze UAS is as follows: 'Hanze University of Applied Sciences Groningen educates students to become enterprising, socially responsible and internationally orientated professionals, and contributes to circulation of knowledge in the Northern Netherlands.'

### **Article 1.5 Administrative Organisation of Hanze University of Applied Sciences Groningen**

- 1.5.1 The Hanze University of Applied Sciences Groningen Foundation has Statutes, as referred to in

Section 10.3b of the Higher Education and Research Act (WHW). In the Statutes, the Board of Governors has laid down the general rules and regulations regarding the basic structure of the organisation pursuant to, or arising from, legal requirements.

- 1.5.2 The Board of Governors has delegated the powers assigned to it in accordance with the statutory provisions of Section 10.3(1) of the WHW, to the Executive Board, except for the powers which are explicitly reserved to the Board of Governors by the Articles of Association.
- 1.5.3 The Executive Board can order bodies of Hanze UAS to exercise the powers belonging to the Executive Board on its behalf. If the delegated powers concern powers for adopting regulations, decisions require the approval of the Executive Board.
- 1.5.4 Hanze UAS has schools which are organisational units as referred to in Section 10.3a of the WHW, and which offer degree programmes.

**Article 1.6 Working days**

In this Student Charter, working days means: days which are not a Saturday, a Sunday or a public holiday, or days which do not fall within periods set by the Executive Board, in which no teaching takes place.



## Chapter 2 Enrolment

### **Article 2.1 Educational Entry Requirements for Enrolment in bachelor's or Associate degree Programmes**

- 2.1.1 Anyone who wishes to enrol in a bachelor's or Associate degree programme as a student, including external students, must satisfy one or more of the following educational entry requirements:
- a. a VWO diploma;
  - b. a HAVO diploma;
  - c. an MBO diploma granting admission to higher professional education (HBO);
  - d. a propaedeutic certificate;
  - e. a diploma (final award) from a university of applied sciences (*hogeschool*) or an academic university;
  - f. a diploma approved by the Minister as being at least equivalent to a diploma as referred to under (a), (b) or (c);
  - g. a diploma which the Admissions Committee of a degree programme considers to be at least equivalent to a diploma as referred to under (a), (b) or (c).
- 2.1.2 For a student to be admitted to a certain degree programme, his/her diploma, as referred to in article 2.1.1 under (a) and (b), must be in conformity with a VWO or HAVO profile, as determined by the Minister. These profiles are described in the teaching regulations of the specific degree programmes.
- 2.1.3 For the purpose of admission, the Minister may designate subjects which must have been taken for the diploma or certificate referred to in article 2.1.1 under (a) up to and including (f). Where applicable, these subjects will be named in the teaching regulations of the relevant degree programmes.
- 2.1.4 In connection with the desired articulation of the diplomas referred to in article 2.1.1(c), the Minister may set additional requirements to enrolment in a specific programme or group of programmes.
- 2.1.5 A programme's Teaching and Examination Regulations set out the requirements which the holder of a diploma that does not comply with the requirements referred to in 2.1.1 or the profiles referred to in 2.1.2, the subjects referred to in 2.1.3 or the requirements referred to in 2.1.4, must meet to be exempted from these requirements and to be allowed to participate in the examinations of the degree programme, conditional upon the student passing a supplementary examination before their first year of enrolment.
- 2.1.6 The Dean can provide that the holder of a diploma that does not meet the requirements referred to in 2.1.1 or the profiles referred to in 2.1.2, the subjects referred to in 2.1.3 or the requirements referred to in 2.1.4, may not enrol if it cannot reasonably be expected that the student will obtain the exemption referred to in 2.1.5 during their first year of enrolment.
- 2.1.7 A student who does not meet the entry requirements of 2.1.1 or the profiles referred to in 2.1.2, the subjects referred to in 2.1.3 or the requirements referred to in 2.1.4, and who cannot be exempted from these requirements under 2.1.4, may nevertheless be admitted to a degree programme if he or she is at least 21 years of age and if the Admissions Committee deems him/her to be suitable for a particular degree programme on the grounds of a supplementary examination. The requirements of the supplementary examination are included in the Teaching and Examination Regulations of the degree programmes. As regards degree programmes for the fine and performing arts, and students who obtained their diplomas abroad, the age limit of 21 years may be waived.
- 2.1.8 A student who holds a diploma such as referred to in 2.1.1 under (f) or (g) which was issued outside the Netherlands, must also hold the following qualifications to meet the admission requirements:
- a. a National Diploma NT2-II, 'Dutch as a second language', which is comprised of four modular certificates, and (if the student has taken part in the preparatory year of the Alfa College)
  - b. a certificate of the preparatory year of the Alfa College, with the appropriate examination subjects, or a positive report from the Admissions Committee with regard to diplomas

obtained abroad.

In special cases the Dean may decide to depart from the requirement mentioned under (a). Students who possess a previous education qualification issued in Aruba, Curaçao, Sint Maarten or Suriname are exempted from the requirement under (a) above if the course was taught in Dutch. If any additional requirements are set for proficiency in the Dutch language, the Dean will include them in the teaching regulations.

- 2.1.9 Students who hold a diploma that was issued outside the Netherlands and want to be admitted to an English-language programme must have achieved a minimum IELTS score of 6.0 or an equivalent score if a different kind of admission test was used. If additional requirements are set to the scores or the overall band score to be achieved, the Dean shall include them in the teaching regulations. The student must prove that the language test was taken no more than two years before the start date of the first programme of study in which he/she wishes to be enrolled. Students who hold a previous qualification that was issued within the European Economic Area (EEA) are exempted from this requirement if the diploma is included in the list of diplomas drawn up at the behest of the associations of higher education institutions, which is published on the 'Code of Conduct International Student in Dutch Higher Education' website, <http://internationalstudy.nl/sites/default/files/Diplomalijst.pdf>. Students holding an International or European Baccalaureate are also exempted, as are students with a previous qualification issued in the United States of America, Canada, Australia, New Zealand, United Kingdom or Republic of Ireland. Finally, the exemption applies to students who hold a previous qualification issued outside the EEA if they can submit a statement from the educational institution where they took the course testifying that it was taught in English. The Dean may obtain advice from the NUFFIC in such cases.
- 2.1.10 For the purpose of enrolment in certain degree programmes, the Minister may set additional requirements over and above the normal entry requirements or the requirements concerning the combination of examination subjects, if:
- the practice of the occupation or occupations for which the degree programme prepares students requires specific knowledge or skills which are not or not adequately taught in secondary education;
  - the way the degree programme is designed and organised requires the student to have specific qualities.
- Where applicable, the additional requirements and the form of the admission test will be described in the teaching regulations of the relevant degree programmes.
- 2.1.11 A decision to grant admission only relates to the degree programme which it was issued for.
- 2.1.12 With regard to enrolment in part-time degree programmes, the Dean may set requirements concerning the activities to be carried out during a degree programme if these activities are designated as units of study in the Teaching and Examination Regulations.

#### **Article 2.1a Educational entry requirements for enrolment in master's programmes**

- 2.1a.1 Enrolment in a master's programme is open to anyone who meets the admission requirements stated in the teaching regulations of the programme. The admission requirement is a bachelor's degree or, alternatively, the knowledge, understanding and skills commensurate with a bachelor's degree. The Dean may set additional qualitative requirements.
- 2.1a.2 In respect of part-time courses, enrolment may be subject to the condition that the student is employed throughout their enrolment in a place of work which has been approved by the Examination Board.
- 2.1a.3 A student holding a qualification which was issued outside the Netherlands must also hold the following qualifications to be admitted to a master's programme taught in Dutch:
- a National Diploma NT2-II, 'Dutch as a second language', which is comprised of four modular certificates, and
  - a positive report from the Admissions Committee with regard to the qualification obtained abroad.
- 2.1a.4 Students who want to be admitted to an English-language programme must have achieved a minimum IELTS score of 6.0 or an equivalent score if a different kind of admission test was used. Students entering into a preparatory period of more than half a year prior to the English-

language programme must have achieved a minimum IELTS score of 5.0 at the start of the preparatory period. If additional requirements are set to the scores or the overall band score to be achieved, the Dean shall include them in the teaching regulations. The student must prove that the language test was taken no more than two years before the start date of the first programme of study in which he/she wishes to be enrolled. Students who hold a previous qualification that was issued within the European Economic Area (EEA) are exempted from this requirement if the diploma is on the list of diplomas drawn up at the behest of the associations of higher education institutions, which is published on the 'Code of Conduct International Student in Dutch Higher Education' website, <http://internationalstudy.nl/sites/default/files/Diplomalijst.pdf>. Students holding an International or European Baccalaureate are also exempted as are students with a previous qualification issued in the United States of America, Canada, Australia, New Zealand, United Kingdom or Republic of Ireland. Finally, the exemption applies to students who hold a previous qualification issued outside the EEA if they can submit a statement from the educational institution where they took the course testifying that it was taught in English. The Dean may obtain advice from the NUFFIC in such cases.

#### **Article 2.2 Enrolment after Selection**

- 2.2.1 Placement after selection applies to the following degree programmes taught at Hanze UAS:
- Physiotherapy (bachelor's programme, full-time);
  - Dental Hygiene (bachelor's programme, full-time);
  - Applied Psychology (bachelor's programme, full-time);
  - MIRT (bachelor's programme, full-time);
  - Nursing (bachelor's programme, full-time or part-time);
- 2.2.2 A student can take part in no more than two selection procedures per year. This may also be a selection procedure for the same degree programme at a different institution. In derogation from the provisions above, a student can only take part in the selection procedure in one single institution for the degree programmes Dental Hygiene and Physiotherapy.

#### **Article 2.3 Enrolment after Rejection**

- 2.3.1 A student who has received a study advice accompanied by a rejection, i.e., a Binding Study Advice (BSA), is excluded from enrolling in the same degree programme at Hanze UAS again, whether as an ordinary student or as an external student. This also applies to those degree programmes which have the propaedeutic examination in common with the degree programme for which the student was rejected, as well as any other specialisations within that degree programme, regardless of whether they are being offered as Associate degree or as bachelor's programmes. The Teaching and Examination Regulations state the relevant degree programmes.
- 2.3.2 Without prejudice to the provisions of the first paragraph, a student who has received a study advice accompanied by a rejection may at a later date apply for enrolment in a degree programme as referred to in the first paragraph, if the student can convince the Dean that he/she will be able to complete said degree programme successfully.

#### **Article 2.4 Enrolment Procedure**

- 2.4.1 When a (prospective) student enrolls in a degree programme, the enrolment is valid for the whole academic year. Enrolment during an academic year is valid for the rest of that year. If the enrolment concerns a master's programme which carries the institutional tuition fee, the Dean may decide that the fee for the whole course has to be paid as a lump sum. In this case, the Dean also has the power to include a provision in the teaching regulations to the effect that an additional fee has to be paid for continued registration if the student exceeds the nominal length of study.
- 2.4.2 Students enrolling in a degree programme (for the first time) must submit their application via Studielink.
- 2.4.3 Re-enrolment only applies to a subsequent enrolment (uninterrupted in time) in the same degree programme. All other cases qualify as enrolment.
- 2.4.4 Every student who is registered at Hanze UAS receives a student card. He or she also receives a

- statement of enrolment each year which represents proof of their enrolment.
- 2.4.5 Enrolment is not effective until proof of payment of the tuition or examination fee has been submitted. This is accomplished by the student electronically authorising Hanze UAS to collect the tuition or examination fee by direct debit either as a lump sum or in instalments. Students who do not use the electronic authorisation form must pay the full tuition or examination fee by means of a credit transfer to the account number of Hanze UAS, or by means of a debit card PIN payment to be carried out at the desk of the Student Administration.
- 2.4.6 In derogation of the provisions of the preceding paragraph, a student who is enrolled at an institution of higher education elsewhere cannot be enrolled until he/she has submitted a proof of payment from the institution to which he/she paid a tuition fee.
- 2.4.7 In derogation from the provisions of article 2.4.4, the Executive Board may grant a student a one-time-only exemption from paying the statutory tuition fee for a period of one year of study if the student, on a full-time basis:
- a. is a committee member of a student organisation which has full legal capacity and whose membership includes at least 200 Hanze UAS students who are full members and pay annual membership fees; or
  - b. engages in administrative or societal activities which, in the opinion of the Executive Board, also serve the interests of Hanze UAS or its educational goals.
- 2.4.8 Enrolment as an external student is only possible if, in the Dean's opinion, the nature or interest of the course does not preclude the enrolment of external students.
- 2.4.9 Applicants must be able to prove that they are of Dutch nationality or are entitled to be treated as Dutch nationals pursuant to legal provisions, or that they are entitled to enrol in a course of higher education on the ground of foreign national status. The pertaining evidence must be valid on the start date of the first programme of study in which the student wishes to be enrolled. They must also furnish a recent passport photo which is a good likeness.
- 2.4.10 Students who wish to enrol and who are resident in the Netherlands must be registered in the Key Register of Persons.
- 2.4.11 In certain cases, after obtaining the advice of the Dean and carefully weighing up the interests involved, the Executive Board may refuse to enrol a student in a degree programme if the student, by their words or actions, has demonstrated that he or she is not suitable for employment in one or more of the occupations which the degree programme trains the student for, or that they are unsuitable for the practical preparation for this occupation.

## **Article 2.5 Rights and Obligations ensuing from Enrolment**

- 2.5.1 Enrolment gives students the following rights:
- a. participation in educational courses throughout Hanze UAS, with due observance of the provisions of Chapter 3 relating to the study progress overview;
  - b. taking interim and final examinations, with due observance of the provisions of Chapter 3 relating to the study progress overview;
  - c. access to the buildings of Hanze UAS, except where this is incompatible with the nature or interests of education or research;
  - d. access to educational facilities such as multimedia libraries, computer facilities, laboratories and, where applicable, teaching aids that are issued on loan;
  - e. access to student facilities, including the services of the student counsellor;
  - f. tutoring;
  - g. in the event that the Minister or Hanze UAS decides to terminate the degree programme, the opportunity to finish the degree programme within a reasonable period of time either at Hanze UAS or at another institution;
  - h. exercising the right to vote, and be eligible, for the student delegations in the University Representative Council and the School Representation Council, and the right to be appointed to the Education Committee.
- 2.5.2 Enrolment as an external student confers the same rights as enrolment as a student, with the exception of the rights mentioned in article 2.5.1 under a, f, g and h.
- 2.5.3 A student who is exempt from paying the tuition fee under the provisions of article 2.4.6 has the same rights as students who pay the tuition fee with the exception of the rights stated in article

- 2.5.1 under a, b, f, g and h.
- 2.5.4 Enrolment obliges the student to observe the rules and regulations regarding conduct in the buildings and grounds of Hanze UAS, in accordance with the provisions of Chapter 8 and Appendix 10, and the relevant rules and regulations in the teaching regulations.
- 2.5.5 Students must promptly enter any change of their contact details in Studielink, including any change of the e-mail address entered in Studielink when applying for enrolment.
- 2.5.6 In its communications with students, Hanze UAS may use the st.hanze.nl address assigned to the student or the e-mail address given by the student in Studielink.
- 2.5.7 The Code of Conduct for International Students in Higher Education in the Netherlands is applicable to students who are not from the Netherlands. If a student believes that Hanze UAS is not, or not properly, applying this code, they can lodge a complaint with the Complaints and Disputes Office, as referred to in Chapter 10.

#### **Article 2.6 Cancellation and Termination of Enrolment**

- 2.6.1 Students who (re-)enrol in a degree programme at Hanze UAS can cancel their (re-) enrolment via Studielink provided they do so before the start of the degree programme. After the start of an academic year, (re-)enrolment can no longer be cancelled except by termination of studies.
- 2.6.2 Anyone enrolled as a student may submit a request to terminate their enrolment via Studielink. The enrolment will then be terminated from the beginning of the following month.
- 2.6.3 In certain cases, after obtaining the advice of the Dean and carefully weighing up the interests involved, the Executive Board may terminate the enrolment in a degree programme of a student who, by their words or actions, has demonstrated that he or she is not suitable for employment in one or more of the occupations which the degree programme trains the student for, or is unsuitable for the practical preparation for this occupation.
- 2.6.4 In the event of death, the enrolment is terminated with effect from the first day of the month following the month of death.

#### **Article 2.7 Tuition and Examination Fees**

- 2.7.1
- a. Students may pay their tuition fees in instalments in accordance with the provisions of article 2.4. A student who enrolls on 1 September must pay in six instalments at fixed dates (or approximately) spread out over the academic year. For a student who enrolls at a different date, the number of instalments will be adapted proportionally; this will attract an administrative charge in the amount determined by governmental decree pursuant to Section 7.47 of the WHW.
  - b. If an instalment cannot be collected and the student is in arrears, a time limit will be set for payment. If the student fails to pay the instalment after demand for payment has been made or notice of default given, their enrolment may be terminated. This termination will be effective from the beginning of the second month following the date of the notice of default.
  - c. If the tuition fee or part of it has not been paid by the end of an academic year (31 August), the student will not be enrolled in the next year until the outstanding amount of the tuition fee for the past year and/or any previous years (and any other amounts due including collection charges) have been paid in full. This applies regardless of whether a payment arrangement with a debt collection agency has been agreed following (automatic) termination of enrolment.
  - d. If a student withdraws from their studies during an academic year or if their enrolment is terminated under article 2.7.1.b and the tuition fee or part of it has not been paid, the student will not be enrolled again in the same year of study until the outstanding amount of the tuition fee for the current year and/or any previous years (and any other amounts due including collection charges) have been paid in full. This applies regardless of whether a payment arrangement with a debt collection agency has been agreed following (automatic) termination of enrolment. The Dean may refuse a new request to pay by direct debit instalments if the student failed to pay one or more instalments in the past or has made late payments.

- e. If two or more instalments have been paid too late in the current or previous years of study, the Dean may refuse a new request to pay the tuition fee for a subsequent year by direct debit instalments.
  - f. If an instalment cannot be collected by direct debit (and has not been paid in another way) then the Dean can decide to cancel the arrangement for paying the tuition fee in instalments, and the remaining amount then becomes due and payable forthwith.
  - g. In accordance with the provisions of article 2.4, a student may pay the tuition fee in a single instalment. The provisions of article 2.7.1b-e apply by analogy.
  - h. Exemption from paying the tuition fee under the provisions of article 2.4.6 is possible only once during a student's enrolment at Hanze UAS.
- 2.7.2 Reduction of the statutory tuition fees, or exemption from paying them, is possible in the following cases:
- a. Students who enrol during the academic year will have their tuition fees reduced by a twelfth part for each month in which they were not enrolled.
  - b. Students, whose enrolment is terminated at their request during the academic year and who wish to enrol in a degree programme at Hanze UAS again during the same academic year, will have their tuition fees reduced by one twelfth for each month in which they were not enrolled.
  - c. Students, who may be enrolled at Hanze UAS or not and who enrol in a second degree programme at Hanze UAS only pay the balance between the tuition fees they have already paid and the higher amount due. This also applies to students who have first enrolled for a school or course of secondary education.
  - d. As under (c), on the understanding that the tuition fees for the second enrolment are less than or equal to the tuition fees already paid. In this case exemption from payment will be granted. This applies, for instance, when a full-time student wants to attend a part-time course.
- 2.7.3 Statutory tuition fees are refunded (in full or in part) for each month of the academic year after the termination of enrolment becomes effective, unless a payment arrangement has been agreed such as the one referred to in the first paragraph of this article. If the termination of the enrolment is effective from July or August, the student must not stop paying the instalments referred to in the first paragraph and is not entitled to a refund. Students are not entitled to refunds of tuition fees if they are enrolled in another degree programme at Hanze UAS or another institution.
- 2.7.4 The provisions of the preceding paragraph also apply to the refunding of university tuition fees.
- 2.7.5 Persons who are not enrolled at Hanze UAS but who nevertheless make use of any educational or examination facilities, must pay compensation for this in the amount of the applicable tuition fee. Any results obtained by them during the period that they are not registered will be considered invalid.

#### **Article 2.8 Study choice check and study choice advice**

- 2.8.1 Students who fall under Section 7.31b of the WHW are entitled to study choice checks. Further to the preceding sentence, the teaching regulations may make it compulsory for students to take part in the study choice check. If a student fails to participate in a compulsory study choice check, the Dean may refuse to enrol them unless they can provide reasonable evidence that special circumstances prevented them from participating.
- 2.8.2 A study choice check is compulsory for students who fall under Section 7.31c and Section 7.31d of the WHW. If such a student does not participate in the check, the Dean may refuse to enrol them unless they can provide a plausible explanation that circumstances beyond their control prevented them from participating.
- 2.8.3 If a student as referred to in the preceding paragraph is unable to take part in the compulsory study choice check because of circumstances beyond their control, they must notify this to the programme without delay stating the reasons. The student can apply for a second opportunity. Within four weeks of receiving the student's application, the Dean decides whether the student has to do the check or whether their enrolment will be refused.

- 2.8.4 A student who applies for a first enrolment from the start of an academic year but makes their application on or after 1 September, will be refused.
- 2.8.5 Only in those cases in which the application referred to in the preceding paragraph does not relate to enrolment from the start of the academic year, may the Dean of the programme concerned decide that enrolment will not be refused, and the Dean will at the same time determine the date of commencement without prejudice to the provisions of the fourth paragraph of this article. The student is obliged to submit to a study choice check.
- 2.8.6 The study choice check takes the form of an assessment, a questionnaire, an assignment, an interview or a combination of these. The programme in which the student wishes to enrol informs the student about the nature and content of the study choice check and the term within which it will be held.
- 2.8.7 If travelling the distance between the place of domicile or residence and the place where the study choice activities for a prospective student take place leads to strong objections, the prospective student can submit a request to the Dean of the degree programme concerned to be permitted to take part in the study choice activities without being required to attend in person.
- 2.8.8 The study choice advice will be sent to the student by electronic message no later than two weeks of the date of the study choice check.

**Article 2.9 Legal Protection** *(see also Chapter 10)*

Students can appeal decisions about educational entry requirements, enrolment, and tuition and examination fees, as referred to in this Chapter, to the Student Appeals Board.

## Chapter 3 Education

### **Article 3.1 Quality of Teaching and Research**

- 3.1.1 The Executive Board ensures that regular assessments of the quality of programmes of study are carried out (external review). The assessments are made in collaboration with other institutions, as much as possible, and with the involvement of independent experts (Section 1.18 of the WHW).
- 3.1.2 If independent experts are involved in the assessment, the results of the review will be open to the public (Section 1.18 of the WHW).
- 3.1.3 Hanze UAS provides an account of the objectives and results of its quality assurance, including the personnel policy, in its annual report.
- 3.1.4 Schools' year plans must address the planning and execution of quality assurance.
- 3.1.5 The Executive Board determines the framework for assuring the quality of teaching and research at Hanze UAS. In order to safeguard the quality of teaching and research, Hanze UAS has an internal quality assurance system for periodically assessing (the quality of) teaching and research; this includes developing and implementing improvement processes if the quality is found to be inadequate.
- 3.1.6 Evaluation of teaching and research takes place periodically at set times. The policy cycle of each organisational unit provides that an audit, self-evaluation and external review, or a self-diagnosis and an audit, must be held every three years. The objectives and quality characteristics are referenced to the quality requirements set by the government for the accreditation of programmes, as referred to in Section 5a.8 of the WHW.
- 3.1.7 The Dean ensures that the quality of teaching at Hanze UAS is guaranteed. Continuous improvement of Hanze UAS's teaching and the involvement of all stakeholders including students is central to the Hanze UAS quality policy.
- 3.1.8 The Dean is advised about the quality assurance of the teaching by the Education Committee at the Dean's request or on the Committee's initiative.
- 3.1.9 Every student is given the opportunity at least once a year to give their opinion in writing, digitally or orally about the quality of the curriculum components they took.
- 3.1.10 The Dean who is responsible for the programme determines what action should be taken in response to the results of the evaluations of the quality of the programme (or its components) and the improvement proposals. The Dean discusses the results and the improvement proposals with the Education Committee and ensures that feedback about the evaluations is given to students.
- 3.1.11 The Dean who is responsible for the programme ensures that the teaching and examination regulations are assessed regularly in a timely manner.

### **Article 3.2 Academic Calendar**

The academic calendar is published in the teaching regulations of the various degree programmes. The academic calendar indicates the start and end of the academic year, and the examination periods, holidays and study periods. It is also published on the intranet.

### **Article 3.3 Educational Content, Structure and Planning**

- 3.3.1 The Dean ensures that students are trained to be able to perform adequately when they start working professionally and that they are equipped to develop their profession.
- 3.3.2 Degree programmes may be full-time, part-time or dual. In the Teaching and Examination Regulations, the aims and substance of the instruction provided in the various degree programmes are described for each of these categories separately.
- 3.3.3 An academic year shall comprise 42 weeks of study (including examination periods).
- 3.3.4 The degree programme is divided into units of study. The study load of a unit of study is expressed in whole credits, or credit points. One credit point equals twenty-eight hours of study under the ECTS regime. In Osiris, a unit of study may also be referred to as a course.
- 3.3.5 A unit of study may relate to practical preparation for professional practice or to professional practice in connection with education, insofar as the activities take place under the supervision of the management of the degree programme.



- 3.3.6 To receive a declaration, in any academic year, as proof of having taken an examination or partial examination, a student must submit a request to Student Administration.
- 3.3.7 The degree programme must be taught in Dutch, with the exception of the cases referred to in Section 7.2 of the WHW. If the curriculum, or part of it, is taught in a foreign language, the relevant Code of Conduct laid down by the Executive Board applies (see Appendix 7, 'Code of Conduct regarding Use of Foreign Languages').
- 3.3.8 The Dean provides all the requisite facilities to ensure that the educational process runs effectively and efficiently.

**Article 3.4 Osiris; examination programme; study progress overview**

- 3.4.1 An examination programme is linked to each student which comprises the student's compulsory courses and their elective room.
- 3.4.2 The student's study progress overview shows the examination programme linked to the student and the courses referred to in the fourth paragraph which the student takes outside their examination programme. It also shows the student's examination results and the course planning.
- 3.4.3 Students register for courses every year by including all the courses they will be taking as well as any courses for which they apply for exemptions in their study progress overviews; they must do this separately for each programme in which they are enrolled. If a course is offered throughout the year, the student indicates the period in which they want to follow it in the study progress overview.
- 3.4.4 If a student wants to take a course which is not included in their examination programme, they must obtain the approval of their academic counsellor.
- 3.4.5 Students may drop courses for which they are already registered.

**Article 3.5 Study progress overview: requirements**

- 3.5.1 Students must substantiate their choice of courses (as included in their study progress overview) in their personal development plan or development portfolio.
- 3.5.2 All the prerequisites that apply to units of study apply in full.
- 3.5.3 If the choices made by the student are not consistent with any of the requirements stated in the preceding paragraph, their academic counsellor may withhold their approval of the inconsistent courses chosen.
- 3.5.4 The academic counsellor may also withhold their approval of courses which the student wants to take in a different degree programme if these courses are wholly or largely identical to the courses in the programme in which the student is enrolled. With due regard to the provisions of article 4.6.4, no exemptions can be granted for any components of minors which a student takes outside the programme in which they are enrolled.

**Article 3.6 Time limits for registering for courses in the study progress overview**

- 3.6.1 The start date of the period in which students can register for courses in the study progress overview is announced in a timely manner at least one month before the start date.
- 3.6.2 Students must register for courses within ten working days of the date referred to in the preceding paragraph.
- 3.6.3 The student's academic counsellor informs the student no later than five working days after the student has completed their registration whether he/she approves or only partly approves the selection of courses. If the academic counsellor disapproves of certain components, he/she will indicate how the student can amend the selection. Approval is only required for courses such as those referred to in articles 3.4.4 and 3.5.
- 3.6.4 If approval is withheld for certain components, the student must submit their amended selection to the academic counsellor for their approval no later than five working days before the start of the period specified in the next paragraph.
- 3.6.5 The academic counsellor informs the student of their final decision no later than by the 15<sup>th</sup> of June. If 15 June does not fall on a working day, the next working day applies. The decision consists of either full or partial approval in accordance with the provisions of this article.
- 3.6.6 Interim changes may be made to the study progress overview at the request of the student or

the academic counsellor, always accompanied by an explanation of the reasons for the change. No changes may be made for any study period after the end of the first week of that period.

**Article 3.7 Pre-registration and drawing of lots**

- 3.7.1 A pre-registration period may be set for certain courses during which students can indicate their interest in these courses. The courses to which the provisions of this article apply, the manner in which students can make their preferences known and the manner in which the draw for the available places takes place are announced in Osiris.
- 3.7.2 After the close of the period referred to in the preceding paragraph, lots are drawn to allocate the available places. The results of the draw will be published in a timely manner, in any case, before the start of the period referred to in the preceding article.

**Article 3.8 Rights ensuing from an approved study progress overview**

- 3.8.1 A student is entitled to participate in the units of study that are included in their approved study progress overview.
- 3.8.2 The student is entitled to sit the examinations associated with the courses referred to in the preceding paragraph. After having registered for courses, the student is automatically registered for the first occasion on which the related examination(s) of the academic year in question are held as well as the resit(s) offered, until they receive a pass mark.
- 3.8.3 If the student wishes to participate in other examinations (such as the possibility of a resit after already having obtained a pass, a resit from a prior year or an additional opportunity offered to take an examination), they must sign up for these examinations or resits in accordance with the provisions of article 5.2. This also applies if a student actively cancelled a registration for an opportunity to take an examination.

**Article 3.9 Appeals**

If a student does not agree with the academic counsellor's decision as referred to in article 3.4, 3.5 or 3.6, he or she can request a decision from the Examination Board.

**Article 3.10 Dual degree programmes**

- 3.10.1 Dual degree programmes are set up in such a way that theoretical instruction and related practical application alternate during one or more periods. The part of the degree programme dedicated to theoretical instruction is called the 'instruction component'.
- 3.10.2 Professional practice within a dual degree programme takes place on the basis of an agreement between the degree programme, the student and the company or organisation concerned. The agreement must at least contain provisions regarding:
  - a. the term of the agreement and the duration of the period(s) of professional practice,
  - b. supervision of the student,
  - c. that part of the student's capabilities which he/she has to develop during the period(s) of professional practice, and assessment of the student, and
  - d. in which cases, and how, the agreement can be terminated prematurely.
- 3.10.3 The Teaching and Examination Regulations of the dual degree programme should at least state the following:
  - a. the organisation of the degree programme;
  - b. the minimum study loads of the instruction component and the professional practice component of the degree programme;
  - c. the minimum duration of the (joint) period(s) which must be spent in professional practice.

**Article 3.11 Teaching and Examination Regulations**

- 3.11.1 The Dean determines the teaching regulations for each of the degree programmes, distinguishing full-time, part-time and dual programmes where applicable. The teaching regulations, in combination with the examination regulations which apply to the whole of Hanze UAS, form the Teaching and Examination Regulations for the degree programme. The Teaching and Examination Regulations must at least include the subjects referred to in Section 7.13(2) of the WHW.

- 3.11.2 The instruction provided in a degree programme shall be in accordance with the Teaching and Examination Regulations of the relevant degree programme.

**Article 3.12 Right to Affordable Education**

- 3.12.1 No other fees than the tuition or examination fees are required to enrol.
- 3.12.2 Students are not charged for costs arising from statutory obligations to provide education.
- 3.12.3 A student can only be obliged to purchase (digital) teaching aids and teaching materials if these are necessary within the framework of the curriculum as laid down in the Teaching and Examination Regulations of the degree programme.
- 3.12.4 The Dean strives to keep the students' costs related to the tuition fees and examination expenses in their degree programme as low as possible, and to keep these costs proportionate to the student finance budget as much as possible. The reference amounts are the standard amounts stated in the Student Finance (Standards) Regulations. If the costs exceed the standard amount, the Dean will state the reasons.
- 3.12.5 If the costs become disproportionate in relation to the standard level of support and the student does not want to pay the contribution, whilst the activity or facility concerned is a compulsory component of the degree programme, then the student will be offered an equivalent alternative.
- 3.12.6 In time and before the start of the academic year, the students in question are informed in writing of the amount of money required for (digital) teaching aids and materials and of the financial contributions.

**Article 3.13 Introduction and Implementation of the Binding Study Advice in the Propaedeutic Phase**

- 3.13.1 Before the start of the academic year in which the introduction of the binding negative study advice (BSA) is foreseen, the (prospective) students will be notified of the intention to introduce it in the information brochures and the teaching regulations of the degree programmes in which they are enrolled.
- 3.13.2 The introduction of the binding negative study advice is preceded by an empirical inquiry into the relationship between study progress and premature termination of studies among several cohorts of students of the degree programme concerned, or another degree programme insofar as it can be considered related for the purpose of this objective.
- 3.13.3 No later than two years after the introduction of the binding negative study advice, the regulation will be evaluated. An evaluation report will be included in the annual report.
- 3.13.4 The Dean only exercises those powers, vested in him pursuant to the applicable study advice regulations, including the provisions in article 4.14 of this Charter, if such provisions have been made so that the opportunities for good study progress are guaranteed.

**Article 3.14 Right to academic counselling**

- 3.14.1 Students are entitled to academic counselling and to the services of a student counsellor.
- 3.14.2 Academic counselling is available during all phases of study.
- 3.14.3 Every student has access to up-to-date electronic overviews of their study progress, expressed in credits. If this facility is not offered by a degree programme, the student shall receive a progress report at least four times during the year in the context of tutoring.
- 3.14.4 The teaching regulations regulate the monitoring of individual academic counselling and referrals relating to students' academic progress, on the understanding that the tutor draws up a written report about the supervision and the referral talks if, in the tutor's opinion, this is appropriate in light of a student's academic results. The student shall duly be issued a copy of the report.

**Article 3.15 Referral in the Post-Propaedeutic Phase**

- 3.15.1 If a degree programme offers more than one specialisation after the propaedeutic phase, the Dean may decide that a student who is enrolled in this degree programme can be admitted to only one or more specified specialisation(s).
- 3.15.2 Before making a decision such as referred to in the preceding paragraph, the Dean gives the student the opportunity to be heard.
- 3.15.3 In applying the provisions of the first paragraph, the Dean bases their decision on the

recommendation made by the Examination Board. This recommendation takes into account:

- a. the student's academic results;
- b. the curriculum followed by the student; or
- c. a combination of (a) and (b).

In assessing the academic results, the student's personal circumstances are taken into account.

- 3.15.4 In the post-propaedeutic phase, referrals are only possible if the nature and content of the various specialisations of the degree programme differ from each other to such an extent that application of the power referred to in the first paragraph is justified. The Teaching and Examination Regulations will state for which degree programmes referrals are possible in the post-propaedeutic phase.
- 3.15.5 The Dean determines rules for the implementation of the provisions of the first paragraph. The rules will, in any case, regard the differences between the specialisations, the academic results, and the interface between the programme components and the specialisations of the degree programme. The rules will be included in the Teaching and Examination Regulations.
- 3.15.6 A referral can be issued if the academic results of the student, taking into account his/her personal circumstances, fail to meet the requirements set by the Dean.

#### **Article 3.16 Compulsory Attendance**

The Dean may lay down, in the teaching regulations, that attendance is compulsory for certain units of study. If attendance is compulsory, the teaching regulations will state to which units of study this applies.

#### **Article 3.17 Practical Aspects of Work Placements and Graduation**

- 3.17.1 Hanze UAS does not make charges to host organisations or placement students for the recruitment and selection of placements, or the selection and supervision of placement students.
- 3.17.2 If a work placement and contract work concur, Hanze UAS only requires compensation for its performance in addition to the performance which the placement student provides to the company or institution.
- 3.17.3 Approval of a student's placement proposal by a Department may not be dependent on the possibility of integrating the placement in contract work.
- 3.17.4 If a work placement and contract work concur, the contracting organisation must offer the student a placement, unless the Department is of the opinion that the placement activities as described in the placement plan will, in fact, be supervised by the client.
- 3.17.5 Where placements are referred to in the above, final projects are included.
- 3.17.6 A template approved by the Executive Board must be used for placement agreements.

#### **Article 3.18 Copyright and confidentiality**

- 3.18.1 Hanze UAS makes no claim to the copyright of final papers.
- 3.18.2 Notwithstanding the provisions of the preceding paragraph, Hanze UAS will receive a digital copy of the final paper which it may use for publicity purposes. Hanze UAS will request the permission to publish of the student using a consent form, through which the student also agrees to exempt Hanze UAS from copyright obligations as a result of that copyright.
- 3.18.3 When submitting a graduation project or work placement report for plagiarism scan purposes, it is the responsibility of the student to protect the confidentiality of assignments or reports marked as confidential.

#### **Article 3.19 Provisions regarding the Education Committee, the Examination Board and the Admissions Committee**

The Statutes include provisions with regard to the Education Committee, the Examination Board and the Admissions Committee which are included in the Student Charter as appendices.

#### **Article 3.20 Legal Protection** (see also Chapter 10, Legal Protection)

Students may appeal decisions regarding their study progress overview and the referral in the post-propaedeutic phase to the Student Appeals Board.

## Chapter 4 Examination regulations for bachelor's and Associate degree programmes

### **Article 4.1 General Provisions**

- 4.1.1 These examination regulations have been drawn up in conformity with Section 7.13 of the WHW and apply to all bachelor's and Associate degree programmes provided by Hanze UAS.
- 4.1.2 These examination regulations, in conjunction with the teaching regulations as published on the intranet of the degree programme, form the Teaching and Examination Regulations for the degree programme in question, as referred to in Section 7.13 of the WHW.
- 4.1.3 Besides the provisions in these examination regulations, the rights and obligations described in the Student Charter and in the teaching regulations referred to under article 3.11.1, also apply to enrolment in bachelor's or Associate degree programmes offered by Hanze UAS.
- 4.1.4 In these Regulations, examination means an investigation of the student's knowledge, understanding and/or skills. Examinations can be in the form of written, oral or computer examinations, interim examinations by means of practicals, practical examinations, in-term assessments, (project) assignments, group assignments, or any other form of assessment approved by the Examination Board. Students are always assessed individually; this includes work which is carried out as a group assignment. Examinations may also be referred to as tests.  
(NB: 'Examination' or 'interim examination' (Dutch: *tentamen*) in this Student Charter means any examination except an examination which concludes a phase of study (*examen*), i.e. the propaedeutic examination (*propedeutisch examen*) or the final examination (*afsluitend examen*.)
- 4.1.5 For the purposes of these Regulations, a written request or a written communication has the same status as a request or communication made by electronic means.
- 4.1.6 Where these examination regulations refer to credits, European Credits are meant. One credit represents 28 hours of study.
- 4.1.7 If any serious inequity arises in the application of these examination regulations or the examination protocol contained in Chapter 5 of this Charter, the Examination Board may deviate from this rule.
- 4.1.8 In cases for which the examination regulations or the examination protocol contained in Chapter 5 of this Charter do not provide, the Examination Board decides.

### **Article 4.2 Curriculum**

- 4.2.1 The academic year is comprised of 42 weeks of study, divided into two terms (semesters) which are each further divided into two study periods. Each study period includes an examination period. The annual timetable for the degree programme is published on the Hanze UAS intranet and in the teaching regulations of the individual programmes. Notwithstanding the provisions of the first sentence, the academic year of the Dance, Dance in Education and Design bachelor's programmes and the Dance Associate degree programme is divided into five study periods.
- 4.2.2 'Academic year' means the period starting on 1 September and ending on 31 August of the next calendar year. For students whose enrolment begins in February, however, the academic year starts on 1 February in respect of the binding study advice, which cannot be issued before 31 January of the following calendar year.
- 4.2.3 Programmes are divided into units of study. The study load of these units is expressed as whole-number credits. The study load of a whole degree programme is 240 credits, divided into 60 credits in the propaedeutic phase and 180 credits in the post-propaedeutic phase of the programme. If the total course load is 180 credits, the volume of the post-propaedeutic phase is 120 credits.
- 4.2.4 Notwithstanding the provisions of article 4.2.3, the study load of Associate degree programmes is 120 credits.
- 4.2.5 The units of study of a programme are included in a curriculum overview. The number of credits allocated to the units of study in the curriculum overview correspond to the study load of the units. The curriculum overviews are published on the individual programmes' intranets.
- 4.2.6 If any prerequisites apply to a unit of study, this is stated in the teaching regulations.

#### **Article 4.3 Propaedeutic and Final Examinations**

- 4.3.1 The bachelor's programme is divided into a propaedeutic phase and a post-propaedeutic or main phase, each of which is concluded by an examination. An Associate degree programme does not include a propaedeutic phase.
- 4.3.2 To pass the propaedeutic examination or the final examination of a bachelor's programme, a student has to pass all the interim examinations (Du: *tentamens*) of each of the units of study that make up the propaedeutic degree programme or the complete degree programme.
- 4.3.3 At the written request of a student, the Examination Board may allow a student to take one or more of the examinations that form part of the final examination before the student has passed the propaedeutic examination of the bachelor's programme in which he/she is enrolled; these examinations to be determined by the Examination Board.
- 4.3.4 Without prejudice to the provisions in article 4.14, students who have achieved 40 credits or more and whose enrolment decision has been deferred by the Examination Board after four study periods will be deemed to have permission from the Examination Board to take examinations in subjects that are part of the main phase. Notwithstanding the provisions of the first sentence, the academic year of the Dance, Dance in Education and Design bachelor's programmes is divided into five study periods.

#### **Article 4.4 Ordinary Examinations**

- 4.4.1 Each unit of study has one or more examinations attached to it.
- 4.4.2 Rules for the proper administration of exams as referred to in Section 7.12b of the Higher Education and Research Act have been included in the examination protocol for students (Chapter 5 of this Student Charter).
- 4.4.3 Examination results are recorded in Osiris. Credits are awarded each time a student passes an examination.
- 4.4.4 If a degree programme permits compensation between completed modules or between sub-components of a module, this fact and the permitted cases have been stipulated in the teaching regulations. If not stipulated in the teaching regulations, no compensation is possible between examination results and the student must pass all the examinations to complete the module successfully if a module has more than one examination attached to it. The Dean may lay down in the teaching regulations that students forfeit their examination results if they do not pass all the examinations attached to the unit by the end of the academic year. The Dean will give an explanation of the educational reasons.

#### **Article 4.5 Test opportunities**

- 4.5.1 If a student takes part in a test opportunity for an examination, the highest result achieved is entered into the records. Taking part in a test opportunity after obtaining a pass is allowed once as long as the test opportunity takes place within one calendar year of the date of the pass. For students who are abroad during the year referred to in the previous sentence for reasons connected with their studies, the term within which the test opportunity must take place is extended by the time of their stay abroad. The teaching regulations may specify that students cannot take part in a test opportunity for a passed test to assess practical skills, group test, placement or final thesis. In exceptional cases the Examination Board may, in derogation from the teaching regulations, allow an additional test opportunity.
- 4.5.2 If it is decided during an academic year that a certain unit of study, or part of it, will no longer be offered in the following years or will be substantially revised, then the students concerned will be given at least one extra opportunity to take the relevant examination(s) before the academic year in which the unit is no longer offered or is offered in its amended form. Such additional test opportunities are announced at least three months before the test opportunity, but no later than by 1 May of the current academic year.

#### **Article 4.6 Exemptions**

- 4.6.1 The Examination Board, on the written application of a student, may grant the student exemption from one or more (interim) examinations on the grounds of an in-term assessment or a certificate, testimonial, diploma or other document which proves that the student has complied

- with the requirements of the examination in question. The application may also be submitted electronically. Exemptions are referred to by the abbreviation 'VR' (for *vrijstelling*).
- 4.6.2 If an Examination Board, after consultation with the examiner concerned, grants the exemption applied for, the the applicant will receive a certificate of exemption within four weeks of the day that the application was received. The certificate must state the date on which the exemption was granted and the examination(s) to which the exemption applies. Examination Board
- 4.6.3 The Examination Board has the power to grant exemption from the obligation to participate in practical exercises and may impose other requirements in their place.
- 4.6.4 No exemptions are possible for any units of study of minors taken outside the degree programme in which the student is enrolled.

#### **Article 4.7 Term of Validity**

- 4.7.1 Without prejudice to the provisions of article 4.4.2, the term of validity of examinations and examination results is unlimited in principle, unless knowledge, attitude and/or skills have demonstrably become outdated in the opinion of the Examination Board. In respect of students who are enrolled in a degree programme without interruption, no limitations can be set to the credits awarded or exemptions granted, unless their period of enrolment exceeds the normal length of study plus two years.

#### **Article 4.8 Examination Procedures**

- 4.8.1 The description of the units of a degree programme on the intranet of the relevant degree programme also states the form or forms (of those mentioned in article 4.1.4) in which examinations of units of study, or parts of those units, will be conducted, and also by what method the examination result will be expressed, as referred to in article 4.9.4.
- 4.8.2 There will be the opportunity of taking examinations at least twice a year. The periods in which resits can be taken are announced by the Dean at the beginning of the academic year.
- 4.8.3 With due observance of the provisions of the preceding paragraph, the Dean may lay down in the teaching regulations that examinations in certain specified units of study may only be taken a certain number of times. Limiting the number of opportunities may not lead to greater severity of the standards that apply to the study advice, as referred to in article 4.14. Further, the provisions of article 5.3.1, relating to circumstances outside the student's control, remain in full force.
- 4.8.4 The provisions of article 5.8 apply to participation in examinations by students with functional limitations or a language deficiency.

#### **Article 4.9 Examination Results**

- 4.9.1 Examinations are graded by the examiner(s) who administered the examination. If an examination is graded by more than one examiner, the examiners decide on the grade in consultation. The Examination Board shall draw up guidelines for grading if two or more examiners are involved; these guidelines may include rules for the appointment of a third examiner (why/when and how).
- 4.9.2 Examinations are graded and the results released to students as soon as possible, but no later than fifteen working days after the examination was held, and no later than five working days before any resit examination. The result of an oral examination is announced on the same day as the examination was held, unless the Examination Board decides otherwise.
- 4.9.3 The results of oral, written or computer examinations are released by electronic means.
- 4.9.4 The result of an examination is expressed as a number between 1 and 10 with no more than one decimal after the point, as a result on the Unsatisfactory/Satisfactory/Good/Very Good assessment scale or as a 'pass' or 'fail'. A grade of 5.5 or higher is deemed a pass, a grade below 5.5 is deemed a fail. Participation in an examination is awarded a minimum grade of a 1 or a fail.
- 4.9.5 The Examination Board is authorised to declare an examination or part thereof to be invalid, if a proper assessment of the student's knowledge, understanding or skills in that examination or that part thereof has proved to be impossible, within reason.

#### **Article 4.10 Viewing Examination Papers**

- 4.10.1 The Examination Board ensures that students have the opportunity of viewing their examination papers within twenty working days of the last day of the study period. If a resit is offered, this term is shortened to up to five working days before the resit. Students are also given the opportunity to take cognizance of the exam questions and the assessment standards.
- 4.10.2 The place and time at which examination papers can be viewed are announced at least five days in advance.
- 4.10.3 The Examination Board may set further rules such as a prohibition to carry switched-on photographic or recording equipment during the viewing. Violation of these rules will be considered an irregularity as referred to in article 5.6.
- 4.10.4 The right of inspection lapses on the expiry of the retention period as stipulated in the Hanze UAS Selection List.

#### **Article 4.11 Recording of Study Progress**

- 4.11.1 Students may view their updated study progress status in the student information system, Osiris, for up to five working days after an examination result has been released.
- 4.11.2 If, in a student's opinion, the study progress status recorded in Osiris does not reflect their examination results correctly, then the student should communicate this in writing to the examiner concerned within twenty working days of the release of the examination result referred to in article 4.9.2. The examiner then decides as soon as possible, but no later than within ten working days, whether the record in Osiris has to be corrected or not and informs the student accordingly in writing.
- 4.11.3 If, in the examiner's opinion, the study progress recorded in Osiris does not reflect the examination results correctly, the examiner should communicate this in writing to the student concerned within twenty working days of the release of the examination result referred to in article 4.9.2. After the student has been given an opportunity to give his/ her views on this, the examiner decides as soon as possible, but no later than within ten working days, whether the record in Osiris has to be corrected or not and informs the student accordingly in writing.

#### **Article 4.11a Provision of Degrees**

- 4.11a.1 Any student who has successfully passed the final examination of a bachelor's programme is granted the degree of bachelor by the Dean. Likewise, a student who has successfully passed the final examination of an Associate degree programme is granted an Associate degree by the Dean. The Executive Board may authorise an officer other than the Dean to award the degree.
- 4.11a.2 A student to whom a degree has been granted pursuant to article 4.11a.1, is entitled to add the title associated with the degree to their name.

#### **Article 4.12 Diplomas**

- 4.12.1 The Examination Board determines the result of the final examination on the basis of the records in the study progress recording system. If the result is positive, the Examination Board awards the diploma. No diploma is awarded if the student has any outstanding debts to Hanze UAS.
- 4.12.2 The diploma awarded for passing the final examination must always state:
  - the name of the degree programme;
  - the examination subjects;
  - the qualifications attached to the diploma, if applicable;
  - the degree awarded;
  - the last date on which the degree programme was accredited;
  - if applicable: the successful completion of an Honours Talent Programme;
  - if applicable: 'Cum Laude', as referred to in article 4.13 below.
- 4.12.3 The diploma is accompanied by a diploma supplement and a transcript of records. The diploma supplement is drawn up in the English language.
- 4.12.4 At the student's request, the Student Administration provides extra copies of the diploma supplement including a transcript of records, and the diploma, for a charge of € 25.

#### **Article 4.13 Cum Laude**

- 4.13.1 The Examination Board awards a student the classification 'cum laude' for their propaedeutic or



post-propaedeutic examination if their overall achievement within the examination curriculum meets the following requirements:

- a. No more than one-third of the total number of examination credits has been obtained in the form of exemptions;
- b. All units of study have been completed within the nominal length of time;
- c. The student has made no more than two attempts at any examination;
- d. Where a numerical scheme is applied, the average of all results for completed modules is at least 8.0, no grade is below a 7.0 (including grades for sub-components of a module) and the student has completed their studies within the nominal amount of time.

The average referred to in the preceding paragraph under (d) is calculated using a Weighted Grade Point Average system, where the weighting factor used in calculating the weighted average is the number of ECTS credits the unit of study is worth.

- e. Where the Unsatisfactory/Satisfactory/Good/Very Good assessment scale is applied, the Dean may use the teaching regulations to specify if, and if so to which extent, the result counts towards the award of the classification 'cum laude'.

4.13.2 Supplementary to the preceding paragraph, the Dean may set out in the teaching regulations that a final grade of 8.0 or higher is required for a certain unit of study.

4.13.3 A student against whom the Examination Board has taken a measure which deprives him or her of the right to take one or more examinations at Hanze UAS, is not entitled to the classification 'cum laude'.

4.13.4 In special cases the Examination Board may grant exemption from the provisions of the first paragraph under (b) and/or (c).

#### **Article 4.14 Study Advice in the Propaedeutic Phase**

4.14.1 The Examination Board reports to every student in writing on the advisability of continuing their studies, whether inside or outside their department, no sooner or later than at the end of the student's first year of enrolment in the propaedeutic phase, or – in the case of an Associate degree programme – for the first 60 credits, of a full-time, part-time or dual degree programme, unless it has been laid down in the teaching regulations of a part-time programme that the advice must be given at a time other than at the end of the first year of enrolment.

4.14.2 The Dean can decide to reject a student on the basis of the study advice, but may allow the student a period of time to meet the programme requirements. This recommendation can only be given if the student has not yet passed the propaedeutic examination, or – in the case of an Associate degree programme – the first 60 credits.

4.14.3 A student is rejected if he/she has not yet completed the propaedeutic phase, or – in the case of an Associate degree programme – the first 60 credits, and if he/she, with due consideration to his/her personal circumstances, must be considered unsuitable for the degree programme because his/her academic performance does not meet the requirements stated in article 4.14.4. The kinds of personal circumstances that are taken into consideration are described in article 4.16.1.

4.14.4

- a. For full-time, dual or bachelor's programmes – with the exception of the dual programmes in Health Care Management and Nursing – that have a total study load of 240 or 180 credits, or an Associate degree programme with a total load of 120 credits, the study advice will be negative if the student has achieved fewer than 45 credits after four study periods including the examination period regardless of whether the credits were wholly or partly obtained through exemptions. Without prejudice to the provisions of the first sentence of this paragraph, a negative study advice may be given at any time while the student has not yet completed the propaedeutic programme, or – in the case of an Associate degree programme – the first 60 credits. Notwithstanding the provisions of the first sentence, the academic year of the Dance, Dance in Education and Design bachelor's programmes and the Dance Associate degree programme is divided into five study periods.
- b. For part-time bachelor's programmes, including the dual programmes in Health Care Management and Nursing, that have a total study load of 240 or 180 credits, or a part-time Associate degree programme with a total study load of 120 credits, the study advice will be

- negative for the reasons set out in the programme's teaching regulations, if applicable. The standard number of credits may not exceed 45.
- 4.14.5 If, and in so far as a programme offers resits following the last examination period, a student who, in their first year of enrolment, enrolled in the propaedeutic phase, or – in the case of an Associate degree programme – within the first 60 credits, in September of the academic year, and who should be rejected on the grounds of the study advice pursuant to the provisions of article 4.14.4, shall be given the opportunity to take the resit if this could prevent a negative binding study advice, taking into consideration the maximum number of credits the student can achieve in the resit.
- 4.14.6 No binding study advice can be given to a student who was no longer enrolled on 1 February of his/her first year of enrolment. No binding study advice can be given to a student who enrolled on 1 February, in the first year of his/her enrolment, if the enrolment was terminated before or on 1 September.
- 4.14.7 Before rejecting a student, the Dean must issue a written warning to the student giving them a reasonable time within which to improve their academic performance.
- 4.14.8 Before proceeding to reject a student, the Dean must give the student the opportunity to be heard. The Dean may delegate the hearing to an officer or body of the school.
- 4.14.9 If a student pleads personal circumstances, no negative study advice shall be given until the appropriate student counsellor and/or tutor has been heard. The personal circumstances which are taken into consideration are described in article 4.16.1.
- 4.14.10 A binding study advice is issued to the student in writing, giving reasons. It shall mention the possibility of lodging an appeal with the Student Appeals Board.

#### **Article 4.15 Qualitative Requirements and the Study Advice**

Notwithstanding the provisions of article 4.14.4, a study advice may be accompanied by a rejection if the student's academic performance does not meet the qualitative requirements stated in the teaching regulations. These requirements may stipulate that one or more examinations or units of study must be completed before a certain reference date. The qualitative requirements must be published in the teaching regulations of the programme in question and, if applicable, its intranet.

#### **Article 4.16 Personal Circumstances that may affect the Study Advice**

- 4.16.1 Personal circumstances as referred to in article 4.14.3 include:
- illness;
  - physical, sensory or any other functional disorder;
  - pregnancy;
  - exceptional family circumstances;
  - engaging in top-level sports as defined in article 2 of the Graduation Fund III: Sports Bursaries
  - membership of the University Representative Council, a School Representation Council or an Education Committee;
  - membership on the board of a recognised student organisation as referred to in Appendices 2a and 2b in the regulations for recognition and review of RUG and Hanze UAS student organisations and the Graduation Fund II Regulations, respectively;
  - other personal circumstances than referred to above, which could result in extreme unfairness if they were not included in the assessment by the Executive Board.
- 4.16.2 If a student pleads personal circumstances, as referred to in the previous paragraph, he/she must inform the student counsellor or his/her tutor of these circumstances as soon as they arise, if possible, and in any case before the study advice is issued. In principle, students supply details of their personal circumstances to the student counsellor only.
- 4.16.3 The student must communicate the information referred to in article 4.16.2 to the Examination Board in writing in a timely manner.

#### **Article 4.17 Legal Protection** (see also Chapter 10, Legal Protection)

A student may appeal any decision regarding the implementation of the examination regulations with the Student Appeals Board.

## Chapter 4a Examination regulations for master's programmes

### **Article 4a.1 General Provisions**

- 4a.1.1 These examination regulations in conjunction with the teaching regulations form the Teaching and Examination Regulations for the master's programmes taught at Hanze UAS.
- 4a.1.2 In these examination regulations, 'examination' means an assessment of a student's knowledge, understanding and/or skills. An examination can be in the form of a written, oral or computer examination, a practical, a practice-based examination or competence assessment, an individual or group (project) assignment or any other form of assessment approved by the Examination Board. Students are assessed individually, also where it concerns group assignments. Examinations may also be referred to as tests.
- 4a.1.3 For the purposes of these Regulations, a written request or a written communication has the same status as a request or communication made by electronic means.
- 4a.1.4 Where these examination regulations refer to credits, European Credits are meant. One European Credit (ECTS) is equivalent to 28 hours of study.
- 4a.1.5 If any serious inequity arises in the application of these examination regulations, the Examination Board may depart from these regulations as it sees fit.
- 4a.1.6 In cases which are not covered by the examination regulations or the examination protocol, the Examination Board decides.

### **Article 4a.2 Curriculum**

- 4a.2.1 The academic programme, the organisation of teaching and the annual planning of the master's programme is set out in the teaching regulations.
- 4a.2.2 Curricula are divided into units of study. The workload of a unit of study is expressed as credits/ECTS in whole numbers. The workload of the entire master's programme is specified in the teaching regulations.
- 4a.2.3 The units of study comprised in the master's programme are stated in a curriculum overview which forms part of the teaching regulations. The number of credits assigned to the various units of study in the curriculum overview correspond to the workload established for the units of study.
- 4a.2.4 Any prerequisites that may apply to a unit of study are specified in the teaching regulations.

### **Article 4a.3 Teaching regulations**

- 4a.3.1 The teaching regulations describe the contents of the master's programme and the units of study which it is comprised of. The teaching regulations also include a description of the competencies relating to knowledge, understanding and skills that the student must have achieved on completion of the master's programme.
- 4a.3.2 The teaching regulations describe any practical assignments that are part of the programme.
- 4a.3.3 The teaching regulations state the number and the order in time of examinations, and at what times they can be taken. They also state whether examinations will be taken orally, in writing or in another way, and whether oral examinations are open to public attendance, all subject to the Examination Board's power to determine otherwise in special cases.
- 4a.3.4 The teaching regulations describe how students with a physical or sensory disability can reasonably be given the opportunity to sit examinations.

### **Article 4a.4 Final Examinations**

A student has passed the final examination if he/she has passed all the particular examinations of the units of study belonging to the master's programme.

### **Article 4a.5 Examinations**

- 4a.5.1 Each unit of study has one or more examinations attached to it. For each study period the teaching regulations stipulate the maximum number of examinations that may be administered in that period.
- 4a.5.2 Rules for the proper administration of exams as referred to in Section 7.12b of the Higher Education and Research Act have been included in the examination protocol for students

(Chapter 5 of this Student Charter).

- 4a.5.3 After a student has passed an examination, the examination result is recorded and credits are awarded.
- 4a.5.4 If a degree programme permits compensation between completed modules or between sub-components of a module, this fact and the permitted cases have been stipulated in the teaching regulations. If not stipulated in the teaching regulations, no compensation is possible between examination results and the student must pass all the examinations to complete the module successfully if a module has more than one examination attached to it. The Dean may lay down in the teaching regulations that students forfeit their examination results if they do not pass all the examinations attached to the unit by the end of the academic year. The Dean will give an explanation of the educational reasons.
- 4a.5.5 The teaching regulations may stipulate that students have to sign up for examinations.

#### **Article 4a.6 Term of validity**

- 4a.6.1 Final examinations and the results of individual examinations remain valid indefinitely, in principle.
- 4a.6.2 In respect of students who have been enrolled in a master's programme without interruption, no limitations can be set to the term of validity of credits awarded or exemptions granted, unless the student's period of enrolment exceeds the nominal length of study plus one year and knowledge, skills and/or attitude have demonstrably become outdated in the opinion of the Examination Board.
- 4a.6.3 Notwithstanding the provisions of the preceding paragraph, with respect to students who have been enrolled in the Architecture master's programme without interruption, no limitations can be set to the term of validity of credits awarded or exemptions granted unless their period of enrolment exceeds the nominal length of study plus two years and knowledge, skills and/or attitude have demonstrably become outdated in the opinion of the Examination Board.

#### **Article 4a.7 Examination results**

- 4a.7.1 Examinations are graded by the examiner(s) who administered the examination. If an examination is graded by more than one examiner, the examiners decide on the grade in consultation. The Examination Board shall draw up guidelines for grading if two or more examiners are involved; these guidelines may include rules for the appointment of a third examiner (why/when and how).
- 4a.7.2 Examinations are graded and the results announced to students as soon as possible, but no later than twenty days after the examination was held, and no later than five working days before any resit examination. The result of an oral examination is announced on the same day as the examination was held, unless the Examination Board stipulates otherwise.
- 4a.7.3 Examination results may be announced by electronic means.
- 4a.7.4 The result of an examination is expressed as a number between 1 and 10 with no more than one decimal after the point, as a result on the Unsatisfactory/Satisfactory/Good/Very Good assessment scale or as a 'pass' or 'fail'. A grade of 5.5 or higher is deemed a pass; a grade below 5.5 is deemed a fail. Participation in an examination is awarded a minimum grade of a 1 or a fail.
- 4a.7.5 The Examination Board is authorised to declare an examination or part thereof to be invalid, if a proper assessment of the student's knowledge, understanding or skills in that examination or that part thereof has proved to be impossible, within reason.

#### **Article 4a.8 Viewing Examination Papers**

- 4a.8.1 The Examination Board ensures that students have the opportunity of viewing their examination papers within twenty-five working days of the last day of the study period, or no later than five days before the resit, if a resit is offered. Students may only view their examination papers in the presence of the examiner or their deputy. Students are also given the opportunity to take cognizance of the exam questions and the assessment standards.
- 4a.8.2 The provisions of the preceding paragraph do not apply if the way in which the course is organised makes it impossible to follow the normal procedure. In such a case, the Examination

Board shall offer an alternative arrangement for viewing the papers, such that the student can view the examination papers no later than five working days before the resit, if a resit is offered. This procedure must be included in the teaching regulations.

- 4a.8.3 Viewing or taking cognizance of examination papers takes place at a predetermined place and time.
- 4a.8.4 The Examination Board may set further rules such as a prohibition to carry switched-on photographic or recording equipment during the viewing. Violation of these rules will be considered an irregularity as referred to in article 5.6.
- 4a.8.5 The right of inspection lapses on the expiry of the retention period as stipulated in the Hanze UAS Selection List.

#### **Article 4a.9 Test opportunities**

- 4a.9.1 If a student takes part in a test opportunity for an examination, the highest result achieved is recorded. Taking part in a test opportunity after obtaining a pass is allowed once as long as the test opportunity takes place within one calendar year of the date of the pass. The teaching regulations may specify that students cannot take part in a test opportunity for a passed test to assess practical skills, group test, work placement or final project. In exceptional cases, the Examination Board may, in derogation from the provisions above, allow an additional test opportunity.
- 4a.9.2 Written examinations can be retaken at least once in any academic year.
- 4a.9.3 Examinations other than those referred to in paragraph 10.2 can be resat in the manner described in the teaching regulations for the relevant unit of study.
- 4a.9.4 If it is decided during an academic year that a certain unit of study, or part of it, will no longer be offered in the following years or will be substantially revised, then the students concerned will be given at least one extra opportunity to take the relevant examination(s) before the end of the academic year after which the new arrangement comes into force. Such additional test opportunities are announced at least three months before the test opportunity.

#### **Article 4a.10 Exemptions**

- 4a.10.1 The Examination Board may, on a student's written application, grant the student exemption from one or more examinations on the grounds of a competence assessment or because the student possesses a certificate, diploma or other document which proves that they have complied with the requirements of the examination(s) in question. The application may also be submitted electronically. The teaching regulations may include regulations regarding procedures for applying for exemptions.
- 4a.10.2 If an Examination Board grants the exemption requested, it sends the applicant a certificate of exemption within four weeks of the day that the application was received. This certificate must state the date on which the exemption was granted and the examination(s) which the exemption applies to. It must be signed by the Chair of the Examination Board.
- 4a.10.3 The Examination Board has the power to grant exemption from the obligation to participate in practical exercises and may impose other requirements instead.
- 4a.10.4 The teaching regulations may stipulate that, with regard to the units of study referred to in the regulations, no exemption can be granted for taking the examinations in these units of study.

#### **Article 4a.10a Provision of Degrees**

- 4a.10a.1 Students who have successfully passed the final examination of a master's programme are granted the degree of master by the Dean. In case of joint teaching as referred to in Section 7.3c of the Higher Education and Research Act (joint degree), the degree is granted by the Examination Board on behalf of the Executive Boards. The Executive Board may authorise an officer other than the Dean to award the degree.
- 4a.10a.2 A student to whom a degree has been granted pursuant to article 4a.10a.1 is entitled to add the title associated with the degree to their name.

#### **Article 4a.11 Diplomas**

- 4a11.1 When a student has passed all the examinations of the units of study of a master's programme, the Examination Board confirms that the student has successfully passed the final examination. It awards the associated diploma as soon as the Dean has declared that all the procedural requirements for awarding the diploma have been complied with. The diploma is drawn up in the language in which the course was taught, as determined by the Executive Board.
- 4a11.2 The diploma awarded for passing the final examination must always state:
- the name of the degree programme;
  - the examination subjects;
  - the qualifications attached to the diploma, if applicable;
  - the degree awarded;
  - the latest accreditation period of the degree programme;
  - if applicable: the successful completion of an Honours Talent Programme;
  - if applicable: the designation 'cum laude', as referred to in article 4a.12 below.
- 4a11.3 The diploma is accompanied by a list of grades and a diploma supplement. The diploma supplement is drawn up in the English language.
- 4a11.4 At the student's request for a charge, the Student Administration provides extra copies of the diploma supplement including a transcript of records, and a certified copy of the diploma.
- 4a11.5 No diploma is awarded if the student has any outstanding debts to Hanze UAS.

#### **Article 4a.12 Cum laude**

- 4a.12.1 The Examination Board may award a student the classification 'cum laude' if the student's overall achievement meets the following requirements:
- a. No more than one-third of the total number of the examination credits have been obtained in the form of exemptions;
  - b. All units of study have been completed within the nominal length of time;
  - c. The student has made no more than two attempts at any examination;
  - d. Where a numerical scheme is applied, the average of all results is at least 8.0, no grade is below a 7.0 (including grades for sub-components of a module) and the student has completed their studies within the nominal amount of time.
  - e. Where the Unsatisfactory/Satisfactory/Good/Very Good assessment scale is applied, the Dean may use the teaching regulations to specify if, and if so to which extent, the result counts towards the award of the classification 'cum laude'.

The average referred to in the preceding paragraph under (d) is calculated according to a Weighted Grade Average system, where the weighting factor used in calculating the weighted average is the number of ECTS credits which the unit of study represents.

- 4a.12.2 Without prejudice to the provisions of the preceding paragraph, the teaching regulations may stipulate that the result achieved for a certain unit of study must be at least an 8.0.
- 4a.12.3 A student against whom the Examination Board has taken a measure which deprived him or her of the right to take one or more examinations at Hanze UAS, is not entitled to the classification 'cum laude'.
- 4a.12.4 In special cases, the Examination Board may grant exemption from the provisions of the first paragraph under (b) and/or (c).

#### **Article 4a.13 Legal protection** (see also Chapter 10, Legal Protection)

Students can appeal decisions regarding the implementation of the examination protocol to the Student Appeals Board.

## Chapter 5 Examination protocol for students

### **Article 5.1 General**

- 5.1.1 This chapter contains rules for the proper conduct of examinations as referred to in Section 7.12 of the WHW.
- 5.1.2 The examiner determines:
- the time available for taking the examination or the latest date at which assignments to be assessed must be handed in;
  - any aids and materials students may use during examinations.
- 5.1.3 The examiner prepares the assignments and question papers, draws up assessment criteria, administers the examination and determines the result.
- 5.1.4 In principle, no more than five per cent of a text excluding any appendices may consist of quotations, unless otherwise provided in the assignment. Quotations and paraphrases must be clearly recognizable as such and the source must be referenced correctly.
- 5.1.5 Oral examinations are open to public attendance. However, the examiner or the Examination Board may, in exceptional circumstances, decide that an oral examination must be held behind closed doors. The Examination Board can also decide that a second examiner be present at an oral examination. Students can request a second examiner to be present at the oral examination as well and, if this request cannot be met, the examination will be recorded on tape. The student must submit such a request to the Examination Board, no later than five working days before the oral examination will be held.

### **Article 5.2 Examination Sign-up Procedure**

- 5.2.1 For examinations such as those referred to in the second and third paragraphs of article 3.8, students must sign up via Osiris. The sign-up period is announced on the Hanze UAS intranet.
- 5.2.2 The examination week that is held in the first study period of the academic year is announced before the beginning of the year. The examination week that is held in the second study period of the academic year is announced before the beginning of the second study period. The examination week that is held in the third study period of the academic year is announced before the beginning of the third study period. The examination week that is held in the fourth study period of the academic year is announced before the beginning of the fourth study period. For the Dance, Dance in Education and Design bachelor's programmes and the Dance Associate degree programme, the dates of examinations held in the fifth study period are announced at the start of the fifth period.
- 5.2.3 The timetable stating the start and finish times and the location of each individual examination is announced by the Dean, no later than ten working days before the examinations begin. A term of at least five working days applies to resits held during a study period.
- 5.2.4 If a student was unable to register for an examination within the time limit because of circumstances beyond their control, they can ask the Examination Board of their degree programme to be placed on the sign-up list for the examination up to two days before the examination date, stating the circumstances.
- 5.2.5 A student who has not signed up for an examination in accordance with the provisions of this article is excluded from participating.
- 5.2.6 If signing up via Osiris is not possible for technical reasons, the student must contact their programme with due observance of the time limits stated in article 5.2.2.
- 5.2.7 After signing up for an examination, the student may cancel their registration via Osiris up to two days before the examination date.

### **Article 5.3 Inability to Attend**

- 5.3.1 A student who has the right to take an examination but is unable to attend due to circumstances outside their control, is entitled to an additional opportunity to take the examination, which they must apply for, if it would be clearly unfair to reject their application.
- 5.3.2 To retain this right, the student must submit a written application to the Examination Board, accompanied by evidence if possible. The Examination Board will decide on the application and

inform the student of its decision in writing, giving reasons in case of refusal and stating the date, time and place of the examination if the application is granted.

- 5.3.3 The application referred to in the preceding paragraph must be submitted no later than two weeks after the student was unable to take the original examination because of circumstances outside their control. If these circumstances persist beyond the period stated in the previous sentence, the term of two weeks takes effect from the day that the circumstances no longer apply.

#### **Article 5.4 Procedure**

- 5.4.1 Students are required to be present five minutes before the start of the examination in the examination room and to take their seats. If necessary the invigilator will conduct the student to a seat.
- 5.4.2 Students are required to follow the instructions of the Examination Board, the examiner or the invigilator, which are made known before the start of the examination, and any other instructions given during or immediately after the examination.
- 5.4.3 If a student ignores any instructions referred to in the second paragraph of this article, the Examination Board, the examiner or the invigilator may exclude him/her from further participation in the examination. Exclusion entails that no grade is given for the examination. Before a decision to exclude a student is taken, the student will be given the opportunity to be heard by the Examination Board.
- 5.4.4 In urgent cases the Examination Board may take a provisional decision to exclude a student on the basis of an oral report by the examiner or the invigilator. If possible, the student is heard before the provisional decision to exclude him or her is taken. The Board will ensure that this report is put into writing immediately after the examination and that a copy is sent to the student.
- 5.4.5 Students are required to display their (valid) Hanze UAS student cards on their desks for inspection by the invigilator. If a student is unable to produce their student card, identification may also take place on the basis of a valid driving licence, passport, identity card, residence permit or personal public transport chip card (*OV-chipkaart*). A student who is not able to identify him/herself in one of these ways must leave the examination room and is barred from participation in the examination. The invigilator shall note such events in the examination record. If the student refuses to leave the examination room, this will also be recorded by the invigilator. The record is sent to the Examination Board of the degree programme in which the student in question is enrolled.
- 5.4.6 If a student is not in possession of a valid identity card because of circumstances beyond his or her control, a Statement of Loss of the identity card prepared by the municipality will suffice.
- 5.4.7 Students are required to sign the attendance roll. Digital registration may be used in the case of a computer examination.
- 5.4.8 When taking a written examination students should check the question paper to see if the copy they have received is correct and complete.
- 5.4.9 In written examinations, students are required to write the following details on their examination papers:
- their name,
  - their student number,
  - the code of the unit of study (subject),
  - the name of the lecturer teaching the subject being examined,
  - the date of participation in the examination.
- 5.4.10 A student who has received the questions of the written examination or computer examination or has signed the attendance roll, or has registered digitally for a computer examination, is considered to have participated in the examination.
- 5.4.11 Students are not allowed to leave the examination room during the first thirty minutes of the examination.
- 5.4.12 Students arriving not more than fifteen minutes after the start of the examination are allowed to participate.
- 5.4.13 Students must hand in their papers to the invigilator before they leave the examination room.



Question papers and rough work must also be handed in before leaving the room if this is stated on the question paper.

- 5.4.14 At the end of the examination students may only leave the examination room after the invigilators have collected all papers.
- 5.4.15 For arrangements concerning extra time or extra facilities during examinations, see article 5.8.

#### **Article 5.5 Prohibitions and Disturbances**

- 5.5.1 In written examinations it is prohibited to make the examination on paper other than that supplied by the invigilator. Students requiring extra paper should make this known to the invigilator by raising their hands. Students are not allowed to fetch extra paper themselves.
- 5.5.2 Written examinations written in pencil do not qualify for assessment, excepting answer forms for optical readers, which do have to be filled in pencil.
- 5.5.3 All forms of communication between students are prohibited during examinations. Students are also not permitted to see each other's work or to talk. Telephone use is not allowed. Mobile telephones must be switched off and kept in a closed bag or case. The ringing of a mobile telephone is regarded as a disturbance and will lead to expulsion from the examination room. Wearing a watch or sound carriers, such as headphones, may be forbidden.
- 5.5.4 Students are not allowed to borrow books or calculators from each other during examinations. They are allowed to exchange other items but only after consulting the invigilator, whose attention they should attract by raising their hands.
- 5.5.5 The use of textbooks, law codes, dictionaries, diskettes, electronic calculators, graphic calculators, mini PCs, translation aids, smartwatches, etc., is not permitted in the examination room except as stated on the examination question paper. Students may if they wish inquire, well before the examination, which aids or materials are permitted.
- 5.5.6 Items not mentioned as aids as referred to in the preceding paragraph, may not lie on the table during the examination, with due observance of the provisions of article 5.8.
- 5.5.7 A student who causes a disturbance during an examination or is caught cheating, as referred to in article 5.6, will be removed from the examination room. A student who is removed within 15 minutes of the start of the examination will be escorted by the invigilator to a location designated by the Student Administration Department. The invigilator shall note such incidents in the examination record. If a student refuses to leave the examination room, this will also be recorded by the invigilator. The record is sent to the Examination Board of the student's degree programme.
- 5.5.8 A student who is removed from the examination room will have their completed work collected. The Examination Board may take action and will also take a decision about the collected work. The provisions of articles 5.6.4 up to and including 5.6.9 apply by analogy in such cases.

#### **Article 5.6 Academic fraud**

- 5.6.1 Academic fraud is defined as any act or omission on the part of a student (or external student) which is intended to wholly or partly obstruct the proper assessment of the student's knowledge, understanding or skills; this includes cheating at an examination. It is also considered fraud for a student to act, or desist from acting, with the purpose of partially or wholly obstructing the proper assessment of another student's knowledge, understanding or skills. A specific form of academic fraud is plagiarism.
- 5.6.2 Plagiarism is the copying of another person's work and passing it off as one's own. In all cases where academic fraud is suspected, the Examination Board is notified.
- 5.6.3 The Examination Board may take appropriate measures against students who commit academic fraud, including exclusion of the student from participation in examinations at Hanze UAS or any of its departments for a period not exceeding one year.
- 5.6.4 In the event of repeated cheating or other acts of academic fraud, the Examination Board may take a more severe measure with due observance of the maximum term mentioned in the preceding paragraph.
- 5.6.5 In serious cases of academic fraud, the Executive Board can terminate the student's enrolment permanently on the recommendation of the Examination Board.
- 5.6.6 The Examination Board will give the student the opportunity to be heard before it takes a

- decision as referred to in the third, fourth or fifth paragraph of this article.
- 5.6.7 In urgent cases, the Examination Board may take a provisional decision to exclude a student on the basis of the oral account of the examiner or the invigilator. If possible, the student will be heard before the provisional decision to exclude him or her is taken. The Board will ensure that this account is put down in writing immediately following the examination and that a copy is sent to the student.
- 5.6.8 If an irregularity is discovered after the end of an examination, the Examination Board may withhold the student's diploma or decide that the diploma may only be awarded after the student has taken one or more resit examinations, in which case the Board will determine what examinations must be resat and how they will be administered. The Board will give the student or external student the opportunity to be heard before it takes such a decision.

#### **Article 5.7 Examination Room Facilities**

- 5.7.1 Students are allowed to go to the toilet during examinations after notifying an invigilator who will escort them. No more than one student at a time may be outside the examination room. Visits to the toilet are not permitted during the first sixty minutes and the last thirty minutes of the examination. Students who are entitled to extra time at examinations are not permitted to go to the toilet during the extra examination time.
- 5.7.2 The lateral distance between desks used at examinations shall be at least 75 cm.
- 5.7.3 Eating and drinking are allowed during written examinations provided that the student does not cause any nuisance.
- 5.7.4 Any bags or cases brought by a student must remain closed and must be stored at a place indicated by the invigilator.

#### **Article 5.8 Studying with a Language Deficiency or a Functional Disability**

- 5.8.1 The regulations for written examinations apply in the first place.
- 5.8.2 Students whose native language is not Dutch have the right to extra time at examinations during their first year of enrolment. Students may submit a request to the Examination Board for this purpose. Requests for additional time are decided on by the Examination Board. Students whose native language is not Dutch, but who meet the NT2 (Dutch as a second language) admission requirement, have the right to use translation dictionaries during examinations. Students may submit a request to the Examination Board for this purpose. Requests to use translation dictionaries are decided on by the Examination Board.
- 5.8.3 Students who believe they are entitled to extra examination time or other special facilities at an examination because of a (temporary) functional limitation should contact the Student Counsellors' Office.
- 5.8.4 The student should submit the following:
- in case of dyslexia, an official certificate of dyslexia;
  - in case of dyscalculia, an official certificate of dyscalculia;
  - in the case of other functional limitations, a medical certificate.
- 5.8.5 Students with a functional limitation who desire extra time or other special facilities at an examination should send their application – via the Student Counsellors' Office – to the Examination Board of their degree programme no later than 4 weeks before the start of the examination. The Examination Board decides on the application with due observance of the advice given by the student counsellor. Students with chronic functional limitations need to submit an application only once during their studies.
- 5.8.6 If the student's application is granted by the Examination Board of his/her degree programme, the Examination Board will enter this in Osiris and the student will receive a decision (in writing or electronically) from the Examination Board stating his/her right to extra facilities. Examination Board
- 5.8.7 The student must indicate before the start of the examination period, via Osiris, which examinations he/she wants to take.
- 5.8.8 The registration referred to in the preceding paragraph must be made no later than 14 calendar days before the start of the examination.

**Article 5.9 Legal Protection** *(see also Chapter 10)*

Students can appeal decisions regarding the implementation of the examination protocol to the Student Appeals Board.

## Chapter 6 Student Facilities

### **Article 6.1 General Provisions**

- 6.1.1 The student facilities mentioned in this chapter are provided for every student enrolled at Hanze UAS. Schools may provide special facilities for the benefit of the students of the school or degree programme in addition to the general facilities.
- 6.1.2 The University Representative Council has the power of consent regarding adoption or amendment of the policy on student facilities.
- 6.1.3 Education will be made accessible for students with disabilities in such a manner that they can study at Hanze UAS optimally. Disability is taken to mean a physical and/or mental disability, dyslexia, or a chronic physical or mental illness. The Teaching and Examination Regulations describe how students with disabilities can apply for adapted examinations. The other facilities and guidance available to students with disabilities can be found on the Hanze UAS intranet.

### **Article 6.2 Multimedia Library and Computer Facilities**

Students may use all multimedia library facilities at Hanze UAS. They can also take out a subscription with the library of the University of Groningen and are eligible to a refund of half the membership fee for a library card through the Finance Department.

### **Article 6.3 Repealed**

### **Article 6.4 Students with functional limitations**

- 6.4.1 When admitting students or offering them instruction, Hanze UAS will not discriminate on the basis of any real or alleged functional limitations of any (prospective) students.
- 6.4.2 Students with functional limitations may request facilities of a technical, educational or supportive nature to enable them to attend courses. Such requests must be addressed to the Dean.
- 6.4.3 Hanze UAS is obliged to provide the facilities referred to in the second paragraph, so that impediments are removed or reduced and the student's independence is increased.
- 6.4.4 Hanze UAS is not obliged to provide the facilities referred to in the second paragraph if the intended purpose can be achieved adequately in a cheaper way or if the facilities requested would impose a disproportionate strain on Hanze UAS's resources.

### **Article 6.5 Student Counsellors**

- 6.5.1 Hanze UAS employs counsellors who provide advice and counselling to students.
- 6.5.2 The student counsellors provide information and advice about study agreements, motivational issues, choice of degree programme, finance, or academic delay due to illness or personal problems. They can refer the student to specialised counselling agencies if necessary. They also provide information about legal procedures and remedies.
- 6.5.3 The student counsellors act independently and are obliged to maintain confidentiality.
- 6.5.4 In principle, any information disclosed by students about personal circumstances is provided to the student counsellor only.

### **Article 6.6 Graduation Fund**

- 6.6.1 In accordance with Section 7.51 of the WHW relating to Graduation Funds, Hanze UAS has four different funds that provide financial support to students, namely, Graduation Funds I, II and III and the Joint RUG-Hanze UAS (Student Officers) Fund.
  - a. Graduation Fund I applies to students who have fallen behind in their studies due to exceptional circumstances.
  - b. The Joint RUG-Hanze UAS (Student Officers) Fund applies to students who are officers of student organisations that are recognised under these Regulations. On certain conditions, students who perform delegated or similar duties may also qualify.
  - c. Graduation Fund II applies to student representatives or officers who do not fall under the Joint RUG-Hanze UAS (Student Officers) Fund.

- d. Graduation Fund III applies to top athletes.
- 6.6.2 The regulations governing the funds referred to in the preceding paragraph are contained in Appendices 1, 2a, 2b and 3 to the Student Charter, respectively.

#### **Article 6.7 Graduation Fund Committee**

- 6.7.1 A Graduation Fund Committee is responsible for executing the regulations referred to in article 6.6.
- 6.7.2 The Graduation Fund Committee has three members who are appointed by the Executive Board for a period of four years. They may not be members of the Committee for more than two consecutive terms of office.
- 6.7.3 The Graduation Fund Committee is supported by an administrative secretary who is not a member of the Committee.

#### **Article 6.8 Hardship Fund** *(See also Appendix 6)*

Students who, through no fault of their own, get into financial difficulties and cannot continue their studies for this reason, can appeal to the Hardship Fund for an interest-free loan or a non-repayable grant.

#### **Article 6.9 Hardship Fund Committee**

- 6.9.1 There is a committee, the Hardship Fund Committee, which implements the regulations referred to in article 6.8.
- 6.9.2 The Hardship Fund Committee has three members who are appointed by the Executive Board for a period of four years. They may not be members of the Committee for more than two consecutive terms of office.
- 6.9.3 The Hardship Fund Committee is assisted by an administrative secretary who is not a member of the Committee.

#### **Article 6.10 General Student Facilities**

- 6.10.1 For a charge, students can make use of the sports facilities and take the courses offered by ACLO.
- 6.10.2 For the benefit of students of Hanze UAS, the Executive Board has administrative or financial relations with institutions which maintain student facilities in the city of Groningen, including Stichting Studenten Huisvesting (SSH), Stichting Huisvesting Buitenlandse Studenten Groningen (SHBS-G), Studium Generale and Kommissie Eerstejaars Introductie (KEI).
- 6.10.3 Because a number of facilities mentioned in this article may be reviewed during the academic year, there may be changes.

#### **Article 6.11 Facilities for Top Athletes**

- 6.11.1 Under certain circumstances, students who practice sports at a high level may qualify for a sports bursary. The Executive Board determines a student's right to a sports bursary on the basis of the Graduation Fund III Regulations which are attached as Appendix 3.
- 6.11.2 Students who qualify for a sports bursary as referred to in article 6.11.1, are also entitled to certain study facilities, which are agreed in consultation with the Dean. The agreements made between the student and Dean are recorded in writing in a sport and study contract. The sport and study contract should at least contain the following:
  - a. the name of the student's tutor, who will be appointed by the Dean;
  - b. a description of the student's degree programme.
- 6.11.3 A student who qualifies for the study facilities referred to in article 6.11.2, is also eligible for a free ACLO sports pass which includes access to training facilities.
- 6.11.4 A student who does not qualify for a sports bursary as referred to in article 6.11.1, still qualifies for the studying facilities referred to in article 6.11.2 if the top-sports coordinator recommends this after consulting Topsport Steunpunt Noord. Students whose sports bursary has expired are also eligible for study facilities if they continue to meet the bursary requirements.
- 6.11.5 The education coach draws up a training programme in consultation with the student. The adapted degree programme is approved by the Examination Board for half a year or, if possible,

for a full year. The education coach informs all lecturers concerned of the programme, in good time.

- 6.11.6 The degree programme as referred to in article 6.11.5 is based on the normal length of study increased by no more than 50%.
- 6.11.7 Decisions taken by Examination Boards or the Dean in respect of a degree programme, as referred to in article 6.11.5, may depart from the provisions of the teaching regulations on the understanding that the student's legal position cannot be changed in a way that is incompatible with the Student Charter.
- 6.11.8 The student is obliged to contact his/her education coach once every 3 months to discuss his/her study progress.
- 6.11.9 If the Examination Board establishes that the student's study progress, in relation to the study planning set out in the degree programme, cannot reasonably be expected to result in the student's graduation within the term stipulated in article 6.11.6, or if the Examination Board establishes that the student fails to meet his/her obligations within the framework of this article, the Board can decide to cancel the rights of the student deriving from this article by virtue of his/her status as a top athlete.

#### **Article 6.12 Studying Facilities for Outstanding Student Entrepreneurs**

- 6.12.1 The Executive Board maintains study facilities for the support of student entrepreneurs. To this end, the Board is instituting a Hanze UAS Outstanding Entrepreneurs Committee ("HCT").
- 6.12.2 A student is eligible for study facilities if he or she meets the following conditions:
  - a. The student is registered as a student at Hanze UAS;
  - b. The student's company or the company he/she will own upon a takeover is registered in the Trade Register;
  - c. The company referred to under b. has a VAT number;
  - d. The student submits a business plan which has been approved by the HCT or, in case of a takeover, an acquisition plan which must likewise have been approved by the HCT;
  - e. The student submits a business model approved by the HCT;
  - f. The student submits a long-term profit and loss projection which shows that a positive operating result can be achieved within three years;
  - g. The student has received a positive assessment by the HCT with respect to the level of innovation and growth potential of the company. If required, the HCT can incorporate the advice of external experts into its assessment;
  - h. The student has received a positive assessment by the Examination Board and the Dean for the programme in which the student is enrolled regarding the relevance and level of the company's business activities relative to the programme's placement and final thesis requirements
- 6.12.3 Students who meet the conditions referred to in the preceding paragraph are eligible for the following facilities:
  - a. supervision by an external coach appointed by the HCT;
  - b. supervision by an internal coach appointed by the Dean for the programme in which the student is enrolled;
  - c. the opportunity, for one semester at most, to devote their placement to their company under the supervision of the coaches referred to under a. and b., subject to the approval and at the discretion of, or on behalf of the Dean for the programme in which the student is enrolled;
  - d. the opportunity, for one semester at most, to devote their final thesis to research for the benefit of their company under the supervision of the coaches referred to under a. and b., subject to the approval and at the discretion of, or on behalf of the Dean of the programme in which the student is enrolled;
  - e. additional resits of no more than three examinations per year, at the discretion and with the approval of the Examination Board of the programme in which the student is enrolled.

## Chapter 7 Facilities for Student Officers and Representatives

### **Article 7.1 General Provisions**

- 7.1.1 In certain circumstances, students who serve on the committee or board of a student organisation or on a representation council may qualify for student officer bursaries or student representative fees. The Executive Board determines a student's right to a student officer bursary or a student representative fee on the basis of the Joint RUG-Hanze UAS (Student Officers) Fund Regulations or the Graduation Fund II (Student Officer/Representative Bursaries and Fees) Regulations which are contained in Appendices 2a and 2b, respectively.
- 7.1.2 The Executive Board ensures that student officers and representatives are not disadvantaged in any way in relation to Hanze UAS because of their roles as student officers or representatives.
- 7.1.3 The provisions of this chapter apply to students:
- a. who are officers of or representatives to societies, councils or committees which are eligible for student officer bursaries or student representative fees under the Joint RUG-Hanze UAS (Student Officers) Fund Regulations or Graduation Fund II;
  - b. who engage in similar duties that have been approved by the Dean.
- 7.1.4 Students who are officers of organisations that do not fall within the scope of article 7.1.3a, may request the Dean to recognise their activities as being equivalent to being an officer of an organisation of the type referred to in this Chapter.
- 7.1.5 Without prejudice to the provisions of article 7.1.1, a student who is a representative to, or an officer of one of the kinds of organisations referred to in article 7.1.3(a) or (b) may be entitled to:
- reimbursement of expenses;
  - office facilities;
  - a work placement location suited to their extra-curricular activities;
  - some leeway regarding absence and the time of examinations;
  - exemption from participating in certain parts of the degree programme.

### **Article 7.2 Expenses**

- 7.2.1 Expenses including travel expenses which are directly related to, and unavoidably arise from the official duties carried out by members of representation councils or Education Committees, or officers of school associations or academic societies, as referred to in article 7.1.3, qualify for reimbursement.
- 7.2.2 The Hanze UAS regulations that apply to reimbursement of travel expenses in the Netherlands and abroad apply *mutatis mutandis* to reimbursement of the travel expenses referred to in article 7.2.1.
- 7.2.3 The provisions of the preceding paragraphs only apply insofar as an expense or travel expense is not reimbursed by an organisational unit of Hanze UAS.
- 7.2.4 Students may file claims for reimbursement of expenses with the holder of the budget for the official duties to which the expenses relate.

### **Article 7.3 Office Facilities**

- 7.3.1 Office facilities and conference rooms may be made available to students for carrying out their official duties as members of representation councils, Education Committees, school associations or academic societies, as referred to in article 7.1.3.
- 7.3.2 Requests for the use of office facilities or conference rooms must be submitted to the Dean if it is for official duties within a school, and to the Executive Board if it is in a general Hanze UAS context.
- 7.3.3 A request as referred to in the preceding paragraph can only be rejected, whether partially or totally:
- in the case of prohibitive circumstances;
  - if there is no clear relationship between the request and the nature of the official duties.

### **Article 7.4 Location of Work Placement**

- 7.4.1 If a student has to undertake their work placement in the same period in which they hold a position as a student officer or representative, they are entitled to a work placement in, or in the

- immediate vicinity of the city of Groningen, unless no acceptable work placement is available in this area. This applies in cases in which the degree programme allocates the work placement.
- 7.4.2 A request for a work placement in or nearby Groningen pursuant to the preceding paragraph should be submitted to the Placement Office and/or the placement coordinator.

#### **Article 7.5 Absence and Examinations**

- 7.5.1 In order to allow a student to participate in meetings relating to any official duties they have, the student may, in consultation with the appropriate Dean, be excused from participating in certain parts of their degree programme. Absence during a work placement is only possible after consultation with the placement coordinator and with the permission of the supervising lecturer and the organisation providing the placement.
- 7.5.2 If a student is unable to sit an examination because of official duties, he or she may, in consultation with the competent body and in so far as it is reasonably feasible, sit the examination at another time or may be granted an extra opportunity to sit the exam.

#### **Article 7.6 Exemptions**

- 7.6.1 Student officers and representatives may be granted exemption from parts of their degree programme.
- 7.6.2 A student officer or representative who wishes to apply for an exemption must submit a written request to the Examination Board.

#### **Article 7.7 Relief and Appeal**

- 7.7.1 A student whose interests are directly involved in a decision which a competent body of Hanze UAS has taken in relation to him/her under this regulation, has a right to request the Dean for relief.
- 7.7.2 Before filing an appeal, the student must first lodge a notice of objection against the decision with the body which made the decision.



## Chapter 8 Code of Conduct

### **Article 8.1 House Rules and Disciplinary Rules**

- 8.1.1 The Hanze UAS Disciplinary Rules, which are contained in Appendix 10, are applicable to the use of the buildings, grounds and other facilities of Hanze UAS.
- 8.1.2 Students must abide by the instructions of staff concerning the use of the buildings, grounds and facilities.
- 8.1.3 If a student violates the regulations or does not comply with instructions as referred to in 8.1.2, he/she may be refused access to any buildings and/or grounds for a period of no more than one year.
- 8.1.4 A student can lodge an appeal against a decision refusing him/her access with the Student Appeals Board (see also Chapter 10, Legal Protection).

### **Article 8.2 Misconduct**

- 8.2.1 Hanze UAS has confidential advisers who deal with issues related to misconduct.
- 8.2.2 Hanze UAS has Misconduct Complaints Regulations. (See Appendix 8).
- 8.2.3 A student who believes that certain conduct displayed by staff members or fellow students should be regarded as misconduct, can lodge a complaint with the Misconduct Complaints Committee, in accordance with the provisions of the Complaints Regulations.
- 8.2.4 In the event that the Misconduct Complaints Committee declares a complaint against a student to be well-founded, measures can be taken, including refusal of access to the buildings and grounds of Hanze UAS for a maximum period of one year.
- 8.2.5 The procedure relating to complaints that are dealt with by the Misconduct Complaints Committee is appended to the Student Charter.

### **Article 8.3 Whistleblower Procedures**

Hanze UAS has Whistleblower Procedures, which are contained in Appendix 12 to the Student Charter.

### **Article 8.4 Safety, Health and Welfare Regulations**

- 8.4.1 The Executive Board shall adopt regulations for the protection of students and external students regarding their safety, health and welfare, including the prevention of RSI, in conformity with the Working Conditions Act [Arbeidsomstandighedenwet] and the Decree on Working Conditions in Education [Arbeidsomstandighedenbesluit Onderwijs] based on the aforesaid Act.
- 8.4.2 Students in any case have the following rights:
  - the right to information and instruction in respect of the dangers involved in work or studies;
  - the right to information on safety precautions and safety equipment;
  - the right to discuss safety risks and health hazards with teaching or executive staff;
  - the right to interrupt work or studies if their continuation would pose an acute hazard;
  - the right to report problems to lecturers, executive staff, the Arbodienst (Working Conditions Service) and the Milieudienst (Environmental Control Service).

## Chapter 9 Information

### **Article 9.1 Information for Prospective Students**

Prospective students receive information via the website, the Student Information Leaflet and information brochures, prior to the period of enrolment, about:

- a. the objectives, mission and organisational structure of Hanze UAS;
- b. an overview of the curriculum of the degree programme;
- c. the educational entry requirements, admission regulations and other conditions of enrolment and admission;
- d. the differentiations and specialisations of the degree programme;
- e. the duration of the course and the work placement;
- f. the professional field to which the degree programme is geared, and relevant labour market data, insofar as these are known;
- g. the amount of the tuition fees and the possible charges payable by students for use of the facilities provided to them by the institution;
- h. study advice; in particular, in which degree programmes a rejection may be attached to the study advice as referred to in article 4.14.2, and in which degree programmes a referral, as described in article 3.18.1, may be issued;
- i. the standard mentioned in article 4.14.4 and the rules referred to in article 3.15.5;
- j. the possibilities of appeal with regard to admission and enrolment;
- k. student facilities.

### **Article 9.2 Information for Students**

- 9.2.1 The information contained in the Teaching and Examination Regulations, and the names of the members of the Examination Board, will be sent to the students no later than on the first day of their enrolment.
- 9.2.2 Students are also entitled to information which must be provided no later than on the first day of their enrolment, about:
  - a. the estimated average study load of the degree programme;
  - b. advanced programmes;
  - c. the binding study advice;
  - d. possibilities for horizontal and vertical transfer;
  - e. possibilities for combined degree programmes;
  - f. facilities provided for the benefit of the students;
  - g. the representational system at Hanze UAS;
  - h. legal protection;
  - i. regulations which specifically concern students;
  - j. additional costs;
  - k. academic societies.
- 9.2.3 The information referred to in the first and second paragraphs, is provided via the Hanze UAS intranet. At the student's request, the information will be provided by the department in writing.

## Chapter 10 Legal Protection

1. The Complaints and Disputes Office [Bureau Klachten en Geschillen] co-ordinates the complaints and disputes which are brought by students or course participants. The Office forwards the complaint or dispute which has been submitted to one of the following bodies:
  - a. the Examinations Appeals Board;
  - b. the Disputes Committee;
  - c. the Misconduct Committee;
  - d. the Whistleblower Committee; or
  - e. the designated complaint handler.
  
2. Complaints and disputes are dealt with according to the rules of procedure of the particular body that they have been submitted to. The following rules of procedure apply:
  - a. Examinations Appeals Board Chapter 11 of the Student Charter;
  - b. Disputes Committee Chapter 11 of the Student Charter;
  - c. Misconduct Committee Appendix 8 to the Student Charter;
  - d. Whistleblower Committee Appendix 12 to the Student Charter;
  - e. the designated complaint handler Appendix 9 to the Student Charter.
  
3. Appeals and objections, as referred to in Chapter 11, and complaints, as referred to in Appendix 9, can be brought by current, prospective or former students, by course participants and by current, prospective or former external students.
  
4. Decisions taken by the Examinations Appeals Board and decisions taken by the Executive Board on the recommendation of the Disputes Committee can be appealed to the Higher Education Appeals Tribunal [College van Beroep voor het Hoger Onderwijs] by any interested party. Such appeals are subject to the provisions of Chapter 8 of the General Administrative Law Act [Algemene wet bestuursrecht]. This possibility of appeal is not available to course participants.
  
5. The correspondence address of the Complaints and Disputes Office is:  
Bureau Klachten en Geschillen  
PO Box 70030  
9704 AA Groningen  
The Office can also be contacted by telephone on 050 – 595 4049, or by email to:  
bureauklachtenengeschillen@org.hanze.nl.

## Chapter 11 Student Appeals Board

### SECTION I General Provisions

#### **Article 11.1 Student Appeals Board**

- 11.1.1 The Student Appeals Board [College van Beroep voor Studenten, CBS] of Hanze UAS is competent to take cognizance of disputes which have been referred to the Examination Appeals Board and the Disputes Committee under the WHW.
- 11.1.2 In addition, the Complaints and Disputes Office coordinates the complaints and disputes which are brought by course participants. This is subject to the stipulations in the Course Participants' Charter.
- 11.1.3 The correspondence address of the Student Appeals Board is:  
Bureau Klachten en Geschillen  
PO Box 70030  
9704 AA Groningen  
Email: [bureauklachtenengeschillen@org.hanze.nl](mailto:bureauklachtenengeschillen@org.hanze.nl)

#### **Article 11.2 Independence**

- 11.2.1 The Student Appeals Board, hereinafter referred to as the Board, acts as an independent body. In the exercise of its powers and the discharge of its duties, neither the Board as a whole, nor any member individually, is bound by any instructions from, or any obligation to consult with, any person or body within or without Hanze UAS.
- 11.2.2 The Executive Board ensures that no person associated with or employed by the institution who has a personal interest in the decision, influences the decision-making.
- 11.2.3 The members of the Board are obliged to observe confidentiality, regarding all they take cognizance of in the exercise of their duties by way of documents submitted in relation to pending cases, and regarding all that is said by themselves or other members in the Section of the Board concerned in respect of decision-making.
- 11.2.4 If any facts or circumstances concerning a member of the Section occur that might affect his/her impartiality in hearing a certain case, he/she shall excuse him/herself from hearing that case.
- 11.2.5 At the request of a party, a member of the Section may be challenged on the grounds of facts or circumstances that might affect his or her impartiality. A member so challenged may concede.
- 11.2.6 If a member does not concede, the other members of the Section or a different Section of the Board will decide at the earliest possible date whether to sustain the challenge. The Section will give the requester and the member concerned the opportunity to be heard. It is at the discretion of the Section as to whether they are heard separately or in each other's presence.
- 11.2.7 Article 11.2 applies by analogy to the secretary, the deputy secretary and their staff.

### SECTION II Appeals and Objections

#### **Article 11.3 Powers**

- 11.3.1 The Board is competent to deal with appeals against decisions such as those referred to in Section 7.61(1) of the WHW and objections such as those referred to in Section 7.63a(2) of the said Act.
- 11.3.2 For the application of the provisions governing appeals or objections, the following are considered equivalent to a decision:
  - a. the written refusal to make a decision, and
  - b. the failure to make a decision in a timely manner.

#### **Article 11.4 Appeals and Objections**

- 11.4.1 Appeals, as referred to in Section 7.61(1) of the WHW, and objections, as referred to in Section 7.63a(2) of that Act, must be submitted to the Complaints and Disputes Office by, or on behalf of, an interested party.
- 11.4.2 The term for lodging an appeal or objection is six weeks. This term commences on the day following the day after the decision was made known in the prescribed manner.

- 11.4.3 An appeal or objection is considered to have been lodged in time if it is received before the end of the time period stated in article 11.4.2. If sent by post, the appeal or objection is considered to have been lodged in time if the notice of appeal was posted before the end of the term, provided it is received no later than one week after expiry of the term.
- 11.4.4 The Board, or its Chair, will not disallow appeals or objections which are submitted after expiry of the time period for that reason if the appellant or objector cannot reasonably be considered to have been negligent.
- 11.4.5 In respect of appeals or objections that are forwarded from another body to the Board, the date of receipt by that body (which must be marked on the appeal or objection) determines whether the appeal or objection was lodged in time, as long as it is received by the Board within two months of this date.
- 11.4.6 The lodging of an appeal or objection does not suspend the decision which it is directed against.

#### **Article 11.5 Notices of Appeal or Objection**

- 11.5.1 Notices of appeal or objection must be drawn up in Dutch and signed, and must contain the following information at minimum:
  - a. the appellant's or objector's name, address, e-mail address, telephone number and student number;
  - b. the date;
  - c. a description of the decision against which the appeal is directed;
  - d. the grounds on which the appeal is based.
- 11.5.2 A copy of the original decision, i.e. the complete e-mail message or, if applicable, the letter to which the dispute relates should be included with the notice of appeal or objection, if possible.
- 11.5.3 The Board acknowledges receipt of the notice of appeal or objection in writing and notifies the respondent of its receipt as soon as possible.
- 11.5.4 The Chair of the Board may notify the appellant or objector of any omissions on their part concerning procedural requirements, and give them the opportunity to rectify these within a time limit to be determined by the Chair. If the appellant or objector does not rectify the omissions within this period, the appeal may be disallowed.
- 11.5.5 If a dispute arises in relation to a degree programme which is taught in English, the appeal or objection may be drawn up in English. The language of the proceedings is Dutch. If a dispute arises in connection with a degree programme which is taught in English, an interpreter can be used.

#### **Article 11.6 Joinder, Separation and Referral**

- 11.6.1 The Board may join similar or related cases and may separate joined cases. Applications to this effect can be made until the close of the hearing.
- 11.6.2 Appeals or objections received by the Board which the Board is not authorised to take up, will be referred to the Complaints and Disputes Office for further processing as soon as possible.

#### **Article 11.7 Obligation to Provide Information**

- 11.7.1 The Board has the right to request all the information, from staff, students, examiners and bodies of Hanze UAS, which the Board considers necessary for the proper performance of its duties, and these persons and bodies are obliged to provide the information requested.
- 11.7.2 Parties that are summoned by the Board to appear in person or by authorized representative to supply information or for another purpose, are obliged to appear and to supply the information requested. Parties will be apprised of this at the time.
- 11.7.3 The Chair of the Board will inform the Executive Board as soon as possible of any obstruction it encounters in the performance of its duties, or of any refusal by staff, students, examiners or bodies of Hanze UAS to appear at a hearing, after having been duly summoned, and will simultaneously request the Executive Board to take the measures necessary to allow the Board to continue its work as planned.
- 11.7.4 If a party does not comply with their obligation to appear, supply information, submit documents or cooperate in an investigation, the Board may draw its conclusions.

### **Article 11.8 Amicable Settlement**

- 11.8.1 Before hearing an appeal or objection, and after rectification of any omissions concerning procedural requirements, the Chair of the Board shall send (a copy of) the notice of appeal or objection to the respondent at the earliest possible date, accompanied by an invitation to explore the possibilities of an amicable settlement in mutual consultation, within a time-frame to be determined by the Chair of the Board, but not exceeding three weeks. If the appeal or objection is directed against an examiner's decision, the notice of appeal or objection referred to in the preceding sentence is sent to the Examination Board concerned with the request to conduct an enquiry.
- 11.8.2 The respondent must inform the Board of the result of the consultation and submit the relevant documents within the term set by the Chair of the Board. If no amicable settlement is reached, the appeal or objection will be taken up.
- 11.8.3 The Chair of the Board may decide not to attempt an amicable settlement if he/she is of the opinion that this would be futile or would be disproportionately harmful to the appellant.

## SECTION III Preliminary Investigation

### **Article 11.9 Written Statement of Defence**

- 11.9.1 The Chair of the Board sends copies of the notice of appeal or objection and the accompanying annexes to the respondent, together with an invitation to submit a written statement of defence accompanied by any other relevant documents, within the time limit set by the Chair. This provision may be executed in combination with the provisions of article 11.8.1.
- 11.9.2 Copies of the statement of defence and any other documents submitted by the respondent must be sent to the appellant or objector without delay.

### **Article 11.10 Transmission of Documents and Restrictions on Access to Information**

- 11.10.1 Parties may submit further documents to the secretary until one week before the session.
- 11.10.2 Copies of documents submitted by the parties during the preparatory stage will be sent to the other parties.
- 11.10.3 Parties who are obliged to provide information or submit documents pursuant to the provisions of Section 7.63 of the WHW, may for compelling reasons make it a condition that only the Board is allowed to take cognizance of the information or the documents they provide or submit.
- 11.10.4 The Board determines whether the restriction on access to information referred to in article 10.10.3 is justified or not. If the Board decides that the restriction is justified, the information or the documents will not be made available to the other parties.
- 11.10.5 If the Board deems the restriction on access to information justified, it can only base a decision on the information and/or documents in question with the consent of the other parties.

### **Article 11.11 Representation and Assistance**

- 11.11.1 Parties have the right to be assisted or represented by an authorised person. Names of authorised persons must be communicated to the secretary and the other party in writing. The Board may require a written power of attorney from authorised representatives who are not lawyers.
- 11.11.2 Parties are entitled to have experts and/or witnesses heard. Names of witnesses and experts must be notified in writing to the secretary and to the other party within a period to be set in writing by the secretary.
- 11.11.3 The Board is authorised *ex officio* to call witnesses and experts. If the person in question is employed at, or is enrolled as a student at Hanze UAS, article 11.7 applies by analogy.
- 11.11.4 A party who does not command the language of the proceedings is entitled to the assistance of a sworn interpreter at the expense of Hanze UAS. The Board may give the party permission to be assisted by an interpreter who is not sworn. At the request of the party who does not understand the language of the proceedings, a translation of the statement of defence and the documents relating to the proceedings will be made available to him/her at the expense of

Hanze UAS.

**Article 11.12 Simplified Appeal Procedure**

- 11.12.1 Until the parties have been summoned to appear at the session of the Board, the Chair may close the investigation if it is not necessary to continue it for any of the following reasons:
- a. the Chair is manifestly incompetent,
  - b. the appeal is manifestly not allowable,
  - c. the appeal is manifestly well founded, or
  - d. the appeal is manifestly unfounded.
- 11.12.2 A party may lodge a written notice of objection within six weeks with the Board against a decision made under article 11.12.1. The party submitting the notice of objection may request to be heard on the objection. The person who served on the Section or the Chair who gave the decision against which the objection is raised shall not serve on the Section deciding the objection.
- 11.12.3 The decision on the objection is to the effect that:
- a. the objection is disallowed,
  - b. the objection is declared unfounded, or
  - c. the objection is declared well founded.
- 11.12.4 If the Board declares the objection to be well founded, the decision against which the objection was raised lapses, and the investigation is resumed at the point where it was left off.

SECTION IV Hearings

**Article 11.13 Summons**

- 11.13.1 After the preliminary investigation has been concluded, the Chair determines the time and place of the hearing for the appeal. The secretary notifies the parties of the hearing date and place for the appeal with at least two weeks prior written notice. If the appeal concerns an examiner's decision, the secretary also invites the Examination Board to the hearing. The members of the Section of the Board receive notification at the same time, along with the relevant documents.
- 11.13.2 If a party declares that it does not wish to avail itself of the right to be heard, the Board may refrain from hearing that party.
- 11.13.3 The Board may summon parties to appear in person or by authorised representative to provide information or for other reasons. Article 11.7 applies by analogy.

**Article 11.14 Hearings**

- 11.14.1 Appeals and objections are dealt with in open sessions by one of the Sections of the Board, with the Chair of the Section presiding. In special cases the Section may, at the request of a party, or of its own accord for compelling reasons, decide to hear the appeal wholly or partly behind closed doors.
- 11.14.2 The hearing of witnesses and experts is subject to the provisions of Section 8:63(1) and (2) of the General Administrative Law Act [*Algemene wet bestuursrecht*]. If employees or students of Hanze UAS are concerned, Section 8:63 of the said Act applies.
- 11.14.3 The Board may adjourn the hearing and decide to resume the preliminary investigation. If no date for a further hearing is set at the time of adjournment, the Board will determine a date at its earliest convenience. The secretary will notify the parties as soon as possible of the date and place of the next hearing. If a hearing is adjourned, the case will be resumed by the same Section at the next hearing, at the point where it was left off.
- 11.14.4 The Board closes the hearing when it considers it to be completed. As soon as the hearing is closed the Chair states within which time-limit the decision will be sent to the parties.
- 11.14.5 If the Board is of the opinion that the investigation was incomplete, it may reopen it and, at the same time, state the form in which the investigation shall be continued. The secretary will notify the parties accordingly in writing, at the earliest possible date. Articles 11.10.1 up to and including 11.15.9, with the exception of this article 11.14, apply by analogy.

SECTION V Provisions relating specifically to the Examinations Appeals Board

### **Article 11.15 Deliberation and Decisions**

- 11.15.1 The Board deliberates and decides in camera. Sections of the Board decide by a simple majority after the Chair has invited all members to give their opinions. Neither the Chair nor any other member may abstain from voting.
- 11.15.2 The Board gives its decision in writing within six weeks after the investigation is closed. In special circumstances the Board may extend this period by no more than six weeks and the parties are notified in writing of the extension.
- 11.15.3 The decision is to the effect that:
- the Board declares itself to be incompetent in the matter,
  - the appeal is declared not allowable,
  - the appeal is declared unfounded, or
  - the appeal is declared well founded.
- 11.15.4 The Board may, of its own accord, inform the parties involved of the essence of the decision by word of mouth before it is posted.
- 11.15.5 If the Board declares the appeal to be well founded, it can reverse the contested decision in whole or in part and may order the respondent body to review its decision with due observance of the considerations set out in the Board's decision.
- 11.15.6 The Board's written decision must state:
- the names of the parties and their attorneys or representatives,
  - the grounds for the contested decision,
  - the decision,
  - the names of the Chair or the members of the Board who dealt with the case,
  - the day on which the decision was made,
  - insofar as applicable, who has the right to appeal to the Higher Education Appeals Tribunal [College van beroep voor het hoger onderwijs], and the time-limit for filing an appeal.
- 11.15.7 If the appeal is upheld, the decision must state which rule of law or which general principle of law was violated.
- 11.15.8 The Board may decide that the legal consequences of the reversed decision, or the reversed part of it, remain in effect wholly or partially.
- 11.15.9 The decision is signed by the Chair of the Section and by the secretary.
- 11.15.10 Copies of the decision are sent by the secretary to the parties and to the Executive Board, and are made available to any interested parties. Copies intended for interested parties will not contain the names of, or confidential information concerning, appellants.

### SECTION VI Provisions relating specifically to the Disputes Committee

#### **Article 11.15a Simplified Objection Procedure**

Article 11.12.1 applies by analogy.

#### **Article 11.15b Deliberation and Recommendation**

- 11.15b.1 The Disputes Committee holds its deliberations and makes its decisions behind closed doors. The Committee decides by a simple majority of the votes after the Chair has invited each member to give his or her opinion on the matter. Neither the Chair nor any of the other members may abstain from voting.
- 11.15b.2 The Committee submits its opinion to the Executive Board or the Dean, if it is the Dean who was responsible for the contested decision, in writing within six weeks of the hearing. In special circumstances the Committee may extend this period by a further six weeks at the most, with written notification of the extension to the parties.
- 11.15b.3 The recommendation given by the Disputes Committee is to the effect that:
- the Committee declares itself to be incompetent in the matter,
  - the appeal is declared not allowable,
  - the appeal is declared unfounded, or
  - the appeal is declared well founded.
- 11.15b.4 The Committee may, of its own accord, inform the parties involved of the essence of its



- recommendation by word of mouth before it is posted.
- 11.15b.5 The Committee's written recommendation must state:
- a. the names of the parties and their attorneys or representatives,
  - b. the grounds for the contested decision,
  - c. what is recommended,
  - d. the name of the Chair or the members of the Committee who dealt with the case,
  - e. the date of the recommendation,
  - f. insofar as applicable, who has the right to appeal the decision to be made by the respondent, to the Higher Education Appeals Tribunal, and the time-limit for submitting an appeal.
- 11.15b.6 If the Committee holds that the appeal is well founded, it must refer to the rule of law or the general principle of law that was violated.
- 11.15b.7 The recommendation is signed by the Chair of the Committee and the Secretary.
- 11.15b.8 The Secretary sends copies of the recommendation to the parties and the Executive Board. It is also made available to any third parties who are interested. In the copies furnished to third parties, individual names and other private information related to the objector(s) must be deleted.

## SECTION VII Provisional Relief

### **Article 11.16 Provisional Relief from the Examinations Appeals Board**

- 11.16.1 When an appeal against a decision has been lodged with the Examinations Appeals Board, the Board's Chair may, at the request of the appellant, make a provisional arrangement if this is urgently required in view of the interests involved.
- 11.16.2 An application for provisional relief may include a request to suspend the contested decision with immediate effect until the appeal is decided as to the main issue. If a student cannot be enrolled pending an appeal as referred to in article 11.4, and if the Chair grants provisional relief, the Chair may order the respondent to have the appellant enrolled as a student until the appeal is finally decided.
- 11.16.3 If the Chair deems a hearing necessary, the parties will be informed accordingly without delay. The parties are then summoned at the earliest possible date to appear at the hearing at the time and place stated in the summons. The respondent must submit all papers and documents relevant to the case to the Chair within the time-limit set by the Chair. Article 11.10.1 applies by analogy on the understanding that further documents may be submitted up to one working day before the hearing. Articles 11.11.3, 11.11.4, 11.13.2 and 11.13.3 apply by analogy with the proviso that authorised representatives, witnesses, experts and interpreters may be brought or called without the notice referred to in article 11.11.2 being required.
- 11.16.4 If the Chair clearly lacks jurisdiction, or if the application is clearly inadmissible, clearly groundless or clearly well-founded, the Chair may give a decision without application of the third paragraph.
- 11.16.5 If the matter is urgent, and if it does not harm the parties' interests, the Chair may also give a decision in other cases without application of the third paragraph.
- 11.16.6 The Chair gives a decision as soon as possible, in writing, or orally if required. The decision is to the effect that:
- a. the Chair is declared incompetent,
  - b. the application is declared not allowable,
  - c. the application is rejected, or
  - d. the application is sustained in whole or in part.
- The secretary sends copies of the written decision to the parties without delay. If the decision is given orally it will be confirmed to the parties by registered letter at the earliest possible date.

### **Article 11.16a Urgency in Objection Proceedings**

If an objection against a decision has been lodged with the Examinations Appeals Board, the Chair of the Board may, at the request of the objector, determine that the Board make a recommendation as soon as possible to the Executive Board or the Dean, if it is the Dean who was responsible for the contested decision. Within one week of receiving the objection, the Chair decides whether the matter is really

urgent or not, and informs the parties involved and the respondent of his/her decision. The Executive Board or the Dean, if it is the Dean who was responsible for the contested decision, gives its decision on the objection within four weeks after the Complaints and Disputes Office has received it. Article 11.16 applies by analogy.

## SECTION VIII Decisions on Objections by the Executive Board

### **Article 11.17a Decision by the Executive Board**

- 11.17a.1 The Executive Board or the Dean, if it is the Dean who was responsible for the contested decision, takes a decision on the objection within ten weeks of receiving it, without prejudice to the decisions made during the procedure referred to in article 11.16.
- 11.17a.2 If the Executive Board or the Dean, if it is the Dean who was responsible for the contested decision, does not accept the recommendation referred to in article 11.15, it must state the reasons for not doing so in its decision.
- 11.17a.3 The Executive Board or the Dean, if it is the Dean who was responsible for the contested decision, communicates its decision to the objector, the respondent and the Complaints and Disputes Office as soon as possible.

## SECTION IX Appeals to the Higher Education Appeals Tribunal

### **Article 11.17b Appeals to the Higher Education Appeals Tribunal**

Decisions of the kinds referred to in articles 11.15 and 11.17a can be appealed to the Higher Education Appeals Tribunal [*College van beroep voor het hoger onderwijs*] by any interested party. The provisions of Chapter 8 of the General Administrative Law Act [*Algemene wet bestuursrecht*] apply to such appeals.

## SECTION X Final Provisions

### **Article 11.18 Review of Decisions given by the Examinations Appeals Board**

The Examination Appeals Board may, at the request of a party, reconsider a decision that has been made final and conclusive if facts or circumstances emerge:

- a. that took place before the decision was made,
- b. that were not known and could not reasonably be known to the person lodging the appeal or objection before the decision was made, and
- c. which, if they had been known to the Examination Appeals Board earlier, might have led to a different decision. Sections III, IV and V apply by analogy, as long as they are not incompatible with a review of the kind referred to in this article.

### **Article 11.19 Standing Orders**

The Student Appeals Board draws up Standing Orders.

## Final Provisions

- I. The provisions of this Student Charter will become effective on 1 September 2021, provided they have been adopted and announced in accordance with the provisions of Chapter 1.
- II. In cases not provided for in this Charter, the Executive Board decides.
- III. This Charter may be cited as the 'Hanze UAS Student Charter'.

## Appendix 1 Graduation Fund I (Force Majeure) Regulations

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### Graduation Fund I: Force Majeure

These regulations relate to financial assistance for students who incur academic delays as a result of special circumstances.

#### **Article 1 Eligibility for Financial Assistance**

1. A student is eligible for financial assistance from Hanze UAS if he or she meets the requirements of Section 7.51 of the WHW relating to Graduation Funds. Section 7.51 makes provision for special circumstances such as those described in article 2 below.
2. A student who does not have Dutch nationality or is not treated as a Dutch national on the basis of a statutory provision and who is not entitled to a performance-related grant under the Dutch Student Finance Act 2000 or the student loan system is also eligible for financial assistance as referred to in these regulations.

#### **Article 2 Conditions for financial assistance**

1. A student who
  - incurs academic delays as a result of special circumstances and is enrolled as a full-time student for a bachelor's or Associate degree programme for which he/she has not yet obtained a degree, and
  - is entitled or was entitled to student finance under the Dutch Student Finance Act 2000 in the period to which the application relates; and
  - cancelled the student finance if this could reasonably be required taking into consideration the nature, scope and duration of the special circumstances; and
  - is eligible to pay the statutory tuition fee for his/her first enrolment and has made full payment of the fee during the period to which the application relates;is eligible for financial assistance under the terms of the Graduation Fund.
2. International students must have met the age criterion pursuant to the Dutch Student Finance Act 2000 at the start of the degree programme, and the institutional tuition fees or the statutory tuition fees must have been paid in full during the period to which the application relates.
3. A student is only eligible for financial assistance if his/her enrolment does not exceed the normal length of study plus two years from the day he or she first registered at an institution of higher education.

#### **Article 3 Special Circumstances**

The special circumstances that are covered, with due observance of the preceding article, are:

- a. illness;
- b. pregnancy and childbirth;
- c. physical, sensory or other functional disorders;
- d. special family circumstances;
- e. an inadequate degree programme;
- f. circumstances other than those referred to above, if it would be clearly unfair for the student's application for financial support to be rejected on the ground of those circumstances.

#### **Article 4 Reporting the academic delay and conditions for granting financial assistance**

Grants of financial assistance are subject to the following conditions:

- the student must report the special circumstance to the academic counsellor immediately after the academic delay has actually occurred in order to consult on measures that can reasonably be taken to limit the academic delay incurred as much as possible;
- the student must report the special circumstance to the student counsellor immediately after the academic delay has increased to 10 ECTS or two months, no later than within three months,
- if the student is unable himself or herself to report the delay to the academic counsellor and/or the student counsellor, he or she must appoint an authorised agent for that purpose;
- the student must do his/her utmost to limit the academic delay incurred as much as possible.

### **Article 5 Determining the duration of financial assistance**

1. The maximum period for which financial assistance can be granted is 12 months.
2. Financial assistance is only granted for full months. An academic delay of less than one month (less than 5 ECTS) will not lead to a grant of financial assistance.
3. In determining the extent of the study delay and the period of financial assistance, the connection between the special circumstances referred to in article 3 and the curriculum will be taken into consideration.
4. For students with a physical or sensory disability or other functional disorder, it is an additional condition that the student has submitted a request to the DUO for 'extension of the performance-related grant due to a functional disorder'. Payments received from this source will be taken into account when granting financial assistance under these regulations.

### **Article 6 Amount of financial assistance**

The financial assistance, related to the extent of academic delay, is equal to the monthly amount of the performance-related grant, supplemented by an additional grant, if any, and any allowances that the applicant received in the last month of the academic year in which the special circumstance occurred, or in the last month of the period of the grant;

or

amounts to €308,60 a month, supplemented by an additional grant, if any, and any allowances that the applicant received in the last month of the academic year in which the special circumstance occurred, or in the last month of the period of the grant. This amount is indexed annually on the basis of the performance-related grant.

### **Article 7 Submission of request for formal grant of financial assistance**

The request for financial assistance must be submitted on the application form designated for that purpose together with the requested supporting documents to the student counsellor for advice. The student counsellor will request a medical statement (for instance, from a doctor, psychologist or obstetrician) from the student. The application must be submitted, together with the student counsellor's advice, to the Graduation Fund Committee by the student.

1. The application can be submitted from one month before until no later than six months after: – reaching the nominal length of study of the degree programme where the delay was incurred; – reaching the end of the nominal length of study, plus two years, counting from the first day of enrolment in higher education; – termination of enrolment.
2. The amount of the financial assistance relates to the academic delay actually incurred. This is determined on the basis of the provisional grant(s) of financial assistance previously made and/or the grant of available facilities of DUO, in combination with the most recent print-out of the student's academic results.
3. Before the committee takes a decision, it may ask third parties for further information that is relevant in its opinion for the decision to be taken.
4. On behalf of the Executive Board, a decision will be taken on the application within six weeks. The applicant will be notified of the decision in writing.
5. Upon application to the student counsellor, the student can submit an application to the Graduation Fund Committee to confirm the basic right to financial support by means of a provisional award.

### **Article 8 Payment of the financial assistance**

1. Payment takes place after the final award of the financial support.
2. Any amounts of financial assistance paid in excess or in error will be reclaimed.

### **Article 9 Objections**

An objection to a decision based on these regulations may be filed with the Complaints and Disputes

Office. The objection must be filed within six weeks after notification of the decision.

**Article 10 Hardship clause**

An application for a provisional or formal grant can be granted if rejection would clearly be unfair.

**Article 11 Address**

The address of the Graduation Fund Committee is [profleringsfonds@org.hanze.nl](mailto:profleringsfonds@org.hanze.nl).

**Article 12 Effective Date**

These Regulations become effective from 1 September 2021.

**Article 13 Citation**

These Regulations may be cited as the Graduation Fund I (Force Majeure) Regulations.

## Appendix 2a Graduation Fund II (Student Officer/Representative Bursaries and Fees) Regulations

### Graduation Fund II: Student Officer/Representative Bursaries and Fees

These regulations govern the recognition and review of student organisations with Hanze UAS students as members and additionally concern financial assistance for individual student officers or representatives in student organisations with Hanze UAS students as members.

#### **Section 1. General Provisions**

##### **Article 1 Financial Assistance for Student Officers and Representatives**

1. A student is entitled to financial assistance in the form of a student officer bursary or a student representative fee (“officer/rep bursary”) or can be exempted from paying the tuition fee if he or she satisfies the conditions relating to the Graduation Fund set out in Section 7.51 of the WHW, with the additional requirement that the student is either a representative to a Hanze UAS representation council or an officer of a student organisation which is recognised under these Regulations.
2. A student who is enrolled for a full-time degree programme and who does not have Dutch nationality or is not treated as a Dutch national on the basis of a statutory provision and who is not entitled to a performance-related grant under the Dutch Student Finance Act 2000 is also entitled to financial assistance in the form of an officer/rep bursary, or exemption from payment of tuition fees.
3. If a student receiving financial assistance under these Regulations passes the final examination before the term of financial assistance expires, or deregisters from Hanze UAS prematurely, then the officer/rep bursary is terminated from the date of deregistration, and a proportionate part of the bursary is paid.

#### **Section 2. Representation councils and Education Committees**

##### **Article 2.1 Bursary Months**

Any student who serves on a representation council is entitled to an officer/rep bursary, the amount of which corresponds to the number of bursary months stated in the Table below.

Council	Bursary months
University Representative Council	3
University Representative Council, Executive Committee	5
School Representation Council	1
School Representation Council, Executive Committee	2

##### **Article 2.2 Fees**

1. Without prejudice to the provisions of article 3.1, a student who is a representative to one of the bodies listed in the Table in the second paragraph, is entitled to a fee in the amount stated in the Table.
2. The fees stated in the Table are monthly amounts. A year of membership of one of the bodies listed in the Table is equivalent to ten (10) months.

University Representative Council, member	€165.54
University Representative Council, Committee member	+ 45
University Representative Council, Executive Committee Member	€226.10
University Representative Council, Executive Committee Officer	+ 68 (incl. 45 Exec Committee)
School Representation Council, member	€75.28
School Representation Council, Chair	+ 50.30
School Representation Council, Executive Committee	€118.16
Single board of studies, member	€360 per year
Multiple board of studies, member	€540 per year



Introductory Periods Advisory Committee	€290 per year
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3. Without prejudice to the provisions of Section 7.51 of the WHW, the right to a fee is not dependent on any right the student may have to a government grant.

**Article 2.3 Payment of Fees**

1. The fees referred to in article 3.2, relating to membership of the University Representative Council or a School Representation Council, are paid on a monthly basis. Applications for payment of fees must be made in writing to the Graduation Fund Committee by way of the administrative secretary of the School Representative Council.
2. The fees referred to in article 3.2, relating to membership of boards of studies and ACIs, are paid in one instalment per year. Applications for payment of fees must be made in writing to the Graduation Fund Committee using the appropriate application form.
3. The Executive Board may establish further procedural rules with respect to applications for fees including collective applications.

**Section 3. Recognition of Student Organisations**

**Article 3.1 Student organisations**

In these Regulations, student organisations are divided into the following categories: academic societies and other organisations.

### **Article 3.2 Conditions for recognition**

A student organisation may be recognised if it complies with:

1. the general conditions that apply to any student organisation; and
2. the special conditions that apply to a certain category of student organisation as set out in these regulations.

### **Article 3.3 General conditions**

The following general conditions for recognition apply:

- a. The organisation has juridical personality and full legal capacity, as evidenced by:
  1. a constitution drawn up by a notary, and
  2. a current registration with the Chamber of Commerce.
- b. The organisation's constitution describes:
  1. the organisation's aims and objectives;
  2. its activities;
  3. its organisational structure;
  4. what categories of persons can be officers, the procedures for electing and appointing officers, and the Committee's term of office;
  5. with regard to societies: what categories of persons can be members.
- c. The constitution includes provisions to the effect that:
  1. the organisation targets the student community of Hanze UAS or any of its degree programmes or schools;
  2. the organisation's executive committee is made up of students;
  3. the organisation is open, in principle, to every student who is registered at Hanze UAS, or to every student who is enrolled in a Hanze UAS degree programme or school and is registered at Hanze UAS.
- d. The organisation annually adopts an annual plan including a budget and an annual report including annual accounts. These are submitted before and after, respectively, the end of the year of board or committee membership to the Dean of the School of which the student organisation concerned is part and the general members' meeting of the organisation concerned. If the organisation is an organisation for the Hanze UAS the annual plan, annual report and annual accounts must be submitted to the Student Services manager.
- e. If the organisation is a society, it must keep a membership register recording each member's name and student number.
- f. The organisation offers varied and extensive activities which require management throughout the year.
- g. The management of the organisation and the activities it offers pursuant to its aims and objectives, involve considerable administrative and operational responsibilities.
- h. The organisation contributes to the positive image of Hanze UAS and of the city of Groningen as an exciting university town.
- i. For organisations are requested to have themselves accredited by the Accreditation Committee, or request this themselves, the accreditation is a condition for recognition.
- j. In the case of a society, the organisation abides by the agreements laid down in the Introductory Periods Regulations of the Introductory Periods Advisory Committee (ACI) of the RUG and Hanze UAS and has signed the code of conduct.
- k. Where shared responsibility applies, jointly with the degree programme, with regard to the introductory period, this is documented in a form provided for that purpose.

### **Article 3.4 Application procedure**

1. Applications for recognition must be submitted to the Graduation Fund Committee.
2. The SSA (Student Activities Foundation) will establish rules of procedure for applications. These rules will be published in good time (via the SSA website) and may not conflict with the provisions of these Regulations.

### **Article 3.5 Recognition of the Organisation**

1. Applications for recognition are decided on by the Graduation Fund Committee on behalf of the

Executive Board; the Graduation Fund Committee will take the recommendation given by the SSA into consideration.

2. Recognition takes effect on the first day of September of the academic year in which recognition was applied for.
3. The Graduation Fund Committee will notify the applying organisation in writing of the decision within six weeks after receipt, giving the reasons for the decision.
4. If recognition is withdrawn, the withdrawal will take effect on the first day of September of the year in which the withdrawal decision was made.
5. If an organisation's recognition is withdrawn, it can re-apply for recognition in the next year.
6. Any changes in the organisation that could affect its recognition must be notified immediately to the SSA.
7. A failure to obtain the required recognition as a result of not obtaining the accreditation, or losing it (in the interim) will mean that organisation cannot be recognised, or that recognition will be suspended. Following subsequent accreditation, the suspension will be cancelled or the organisation will be eligible for initial recognition.

### **Article 3.6 Term of Recognition**

1. Recognition of organisations takes place once every three years on the basis of the regulations applying in the year of recognition.
2. In principle, the term of recognition applies for three years from the date on which the result of the review becomes effective.
3. Recognition may be withdrawn if an organisation repeatedly violates the general conditions, having been given due warning.
4. The SSA shall establish rules for the recognition procedure. These rules must be announced in good time via the website of the SSA, no later than 1 September of the year in which the recognition is applied for, and may not be contrary to these Regulations.

### **Article 3.7 Number of officer/rep bursary months**

The decision by the Graduation Fund Committee on behalf of the Executive Board recognising the organisation must also state the number of officer/rep bursary months granted, with due regard to the advice given by the SSA.

## **Section 4. Categories of Student Organisations**

### **Article 4.1 Academic Societies**

1. The special conditions for recognition of academic societies are as follows:
  - a. The society is open to, and targets, students of one or more specific schools or degree programmes.
  - b. The society organises various activities for these students which are related to the field of study of the school(s) or degree programme(s) in question.
  - c. The management of the society involves substantial responsibilities, which is evidenced by points obtained on the basis of the list of activities below, explanatory information on which is available in the procedural rules on the SSA website.

<b>Activity</b>	<b>Points</b>
a) The organisation of study-related activities subdivided into small and large-scale activities.	No maximum
b) The organisation of social activities, subdivided into regular and multi-day activities.	Maximum of 3
c) The organisation of other activities.	Maximum of 3

2. The number of officer/rep bursary months that can be granted to academic societies is calculated as follows.
  - a. A society which meets the general and special conditions receives five (5) bursary months.

b. A society may qualify for more months based on the activities it offers as detailed in the annual plan including a budget to be prepared and approved and accounted for in the annual report including annual accounts to be prepared and approved annually.

3. Increases based on the activities offered are calculated as follows, with reference to the list of activities below.

Points based on activities offered	Increase	Number of members
5 points	1 month	Up to 100 students or 30% of the total number of students of the school(s) of degree programme(s) concerned as members paying an annual membership fee.
6 points	4 months	As above
7 points	7 months	As above
8 points	10 months	100-200 students or 40% of the total number of students of the school(s) of degree programme(s) concerned as members paying an annual membership fee.
9 points	13 months	As above
10 points	16 months	As above
11 points	19 months	200+ students or 50% of the total number of students of the school(s) of degree programme(s) concerned as members paying an annual membership fee.
12 points	22 months	As above
13 points	25 months	As above
14 points	28 months	As above

4. A maximum amount to be determined annually by the Executive Board is available to the board members of a study association.
5. A study association that owns a property for the purpose of the aims of the association and demonstrably pays the operating cost of the property qualifies for an increase of three bursary months, up to a maximum increase of 28 months.

#### Article 4.2 Other Organisations

1. The special conditions for recognition of organisations in the category 'other organisations' are as follows.
- The organisation is a foundation (*stichting*) or society which meets the general conditions but does not fall into the categories of either academic societies or from the annual plan including budget to be prepared annually.
  - The organisation has substantial management responsibilities, as evidenced by the activities it offers and student participation in these activities.
2. The number of officer/rep bursary months for an organisation in the category 'other organisations' is determined as follows:
- An organisation which meets the general and special conditions is entitled to five (5) officer/rep bursary months. It may qualify for more months if this is warranted by the workload associated with the volume of its activities and student participation in these activities. This is detailed in the annual plan including a budget to be prepared and approved annually and accounted for in the annual report including annual accounts to be prepared and approved annually.
- b. Increases based on the activities offered are calculated with reference to the Table below where possible.

Points based on activities offered	Increase	Number of members
5	1 month	Up to 100 students or 30% of the total number of students of the school(s) of degree programme(s) concerned as members paying an annual

		membership fee.
6	4 months	As above
7	7 months	As above
8	10 months	100-200 students or 40% of the total number of students of the school(s) of degree programme(s) concerned as members paying an annual membership fee.
9	13 months	As above
10	16 months	As above
11	19 months	200+ students or 50% of the total number of students of the school(s) of degree programme(s) concerned as members paying an annual membership fee.
12	22 months	As above
13	24 months	As above
14	28 months	As above

3. An association that is responsible for the operation of a building which serves its aims and objectives is eligible for an additional increase of three bursary months, up to a maximum increase of 28 months.
4. A maximum amount to be determined annually by the Executive Board is available to the board members of a study association.

#### **Article 4.4 Starter Regulations**

1. This article applies to student organisations which:
  - a. have been in existence for less than three years;
  - b. meet the general conditions set out in article 4.3;
2. When a student organisation has been in existence for more than a year, it will be assessed against the special conditions, unless assessment against the Starter Regulations is more favourable for the organisation.
3. The organisation receives an increase of 3 points as standard for the activities relating to the formation of the organisation.
4. Other increases based on the activities offered are awarded in accordance with article 4.1 or 4.2.

#### **Section 5. Officer/Rep Bursaries**

##### **Article 5.1 Officer/Rep Bursaries**

1. Officer/rep bursaries are paid monthly in the form of one or more bursary months. The amount of a bursary month is set annually by the Executive Board.
2. A student representative who serves on a representation council for less than one year because of graduation, circumstances beyond their control, interim succession or replacement, is entitled to a proportional part of the officer/rep bursary.
3. A student can receive no more than six (6) bursary months annually, and no more than twelve (12) months during the whole period of their enrolment.
4. In the event of an accumulation of entitlements by virtue of several representative, board or

committee positions as referred to in these Regulations or in the Joint RUG-Hanze UAS (Student Officers) Fund Regulations, and/or being a top athlete as referred to in the Graduation Fund III (Sports Bursaries) Regulations, and/or circumstances beyond the student's control as referred to in the Graduation Fund I (Force Majeure) Regulations, a student is entitled to a maximum of twelve (12) bursary months.

5. Officer/rep bursaries can only be awarded if the student's enrolment does not exceed the nominal period of study plus two years from the day he or she was first registered at an institution of higher education.
6. The amounts of officer/rep bursaries are based on and expressed as full months.

#### **Article 5.2 Payment**

Officer/rep bursaries are paid in two instalments, the first payment taking place after six months of the year of office and the second at the end of this year. Applications for payment of the instalments must be made by submitting the appropriate form to the Graduation Fund Committee.

#### **Article 5.3 Application Procedure for Officer/Rep Bursaries**

1. Financial assistance in the form of an officer/rep bursary can be applied for by filling in the appropriate form and sending it to the Graduation Fund Committee together with the requested documentation.
2. Applications for officer/rep bursaries must be submitted between 1 September and 1 February following the period which the application relates to.
3. The Executive Board may establish further rules of a procedural nature regarding applications for officer/rep bursaries including group applications.
4. Applications for financial assistance in the form of an officer/rep bursary are decided on by the Graduation Fund Committee on behalf of the Executive Board within eight weeks of submission of the application. The Committee will notify the applicant of its decision in writing, stating the reasons for the decision.

#### **Article 5.4 Hardship Clause**

An application within the meaning of article 5.3 may be granted if rejection of the application would lead to serious inequity.

## Section 6. Conditions for exemption from Payment of the Statutory Tuition Fee

### Article 6.1. Conditions for exemption from payment of statutory tuition fee

1. A student who:
  - a. throughout the course of an academic year is a full-time committee member of a student organisation which has full legal capacity and recognition from the SSA or the CUOS; or
  - b. engages in administrative or societal activities full-time throughout the course of an academic year;may apply to the Graduation Fund Committee for a one-time-only exemption from payment of the statutory tuition fee for a period of at least 9 months and at most one year.
2. Granting the exemption is subject to the following conditions:
  - a. only students who are eligible for six bursary months under these regulations or the regulations for recognition and review of RUG and Hanze UAS student organisations are eligible for exemption from the statutory tuition fees;
  - b. at least 9 months of the year of office in which the student sits on the board or committee must fall within the academic year for which the exemption is applied for;
  - c. the student was enrolled at Hanze UAS in the academic year 2020-2021 and must, at the time of application, have achieved, an average study progress of 48 ECTS per year during the years for which he/she was enrolled for this degree programme, or have attained the degree of bachelor within five years at Hanze UAS;
  - d. The student is not permitted to follow courses or take examinations in the academic year for which the exemption is applied for.
3. If a student who has been granted an exemption does not carry out the activities for which the exemption was granted throughout the year because of circumstances beyond their control or because they are succeeded or replaced during the year or for any other reason, they will be granted the exemption for the part of the year in which they met the requirements of article 6.1.1.
4. If a student has been granted an exemption but no longer meets the conditions of article 6.1.1, he/she will nevertheless enjoy the exemption for the part of the year in which they complied with the requirements of article 6.1.1.
5. An exemption will only be granted if the period of the student's enrolment does not exceed the nominal length of study plus two years, counting from the first day of their enrolment in higher education.
- 6.

### Article 6.2 Application Procedure

1. Financial assistance in the form of an exemption from paying the statutory tuition fee must be applied for using a designated form which the student must complete and send to the Graduation Fund Committee along with the requisite documentation.
2. The application must be submitted before the first of October preceding the year of study that the application relates to.
3. When (re)enrolling, the student must meet the payment obligation in order to be able to be enrolled from 1 September. If the application for an exemption from paying tuition-fees due to board or committee membership is accepted and the tuition fees or part thereof have already been paid, the amount paid will be refunded.
4. Applications are decided on by the Graduation Fund Committee on behalf of the Executive Board within four weeks of the application being made. The decision is then sent to the student in writing stating the reasons for the decision.
5. If an exemption is awarded, the student must inform the Graduation Fund Committee immediately of changes such as those referred to in arts. 6.1.3 or 6.1.4.

## Section 7. Sanctions

1. If a disciplinary rule as referred to in Appendix 10 Hanze UAS Groningen Disciplinary Rules of the Student Charter is imposed on a student to whom an officer/rep bursary has been granted, that officer/rep bursary will be withdrawn with immediate effect by operation of law.
2. If the Executive Board of the Hanze UAS implements article 8b of the Code of Conduct for

Introduction Periods for Student Associations and Organisations by withdrawing or suspending the quota of officer/rep bursaries for a student organisation, the Executive Board will withdraw with immediate effect the officer/rep bursary that was granted to a student officer/representative of the student organisation on the basis of these regulations.

3. If a disciplinary rule as referred to in Appendix 10 Hanze UAS Disciplinary Rules of the Student Charter is imposed on a student who is exempt pursuant to paragraph 6 of the Student Officer/Representative Bursaries and Fees) Regulations (Appendix 2a of the Student Charter) from paying tuition fees, that exemption will be withdrawn with immediate effect by operation of law.

4. If the Executive Board of the Hanze UAS implements article 8b of the Code of Conduct for Introduction Periods for Student Associations and Organisations by withdrawing or suspending the quota of officer/rep bursaries for a student organisation, the Executive Board will withdraw with immediate effect the exemption from payment of tuition fees that was granted to a student officer/representative of the student organisation pursuant to paragraph 6 of the Student Officer/Representative Bursaries and Fees) Regulations (Appendix 2a of the Student Charter).

## **Concluding Provisions**

### **Article 8.1 Legal Protection**

Objections to decisions made under these Regulations can be lodged with the Complaints and Disputes Office of Hanze UAS. The objection must be filed within six weeks of the notification of the decision.

### **Article 8.2 Accumulation of entitlements**

The concurrence of board, committee or council memberships and/or practising top-level sports and/or losing time because of unforeseen circumstances, shall never entitle a student to more than twelve (12) months financial assistance.

### **Article 8.3 Address**

The address of the Graduation Fund Committee is [profleringsfonds@org.hanze.nl](mailto:profleringsfonds@org.hanze.nl).

### **Article 8.3 Effective Date**

These Regulations take effect on 1 September 2020.

### **Article 8.4 Citation**

These Regulations may be cited as the Graduation Fund II (Student Officer/Representative Bursaries and Fees) Regulations.



## Appendix 2b Regulations for recognition and review of RUG and Hanze UAS student organisations

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These regulations govern the recognition and review of student organisations with RUG students and Hanze UAS students as members and additionally concern financial assistance for individual Hanze UAS students acting as officers or representatives in student organisations with RUG students and with Hanze UAS students as members.

### **Section 1. General Provisions**

#### Article 1.1 Definitions

In these Regulations the terms given below denote the following:

CUOS	:	The Central Executive Board for Student Organisations established by the Executive Board of the University of Groningen
DUO	:	The Education Executive Agency, the agency of the Ministry of Education, Culture and Science which is responsible for student finance, among other things
Hanze UAS	:	Hanze University of Applied Sciences Groningen
RUG	:	The University of Groningen
Graduation Fund Committee	:	The Graduation Fund Committee established by the Executive Board of Hanze UAS
UFC	:	The University Funds Committee established by the Executive Board of the University of Groningen
WHW	:	The Higher Education and Research Act
	:	

### **Section 2. Student Officer Bursaries**

#### Article 2.1 Student officer bursaries

1. A student is entitled to financial assistance in the form of a student officer bursary or exemption from payment of tuition fees if he/she meets the conditions of Section 7.51 of the WHW relating to Graduation Funds and is also an officer of a student organisation which is recognised under these Regulations.
2. A student who is enrolled for a full-time degree programme and who does not have Dutch nationality or is not treated as a Dutch national on the basis of a statutory provision and who is not entitled to a performance-related grant under the Dutch Student Finance Act 2000 is also entitled to financial assistance in the form of a student officer bursary, or exemption from payment of tuition fees.
3. If a student receiving financial assistance under these Regulations passes the final examination before the term of financial assistance expires, or deregisters from Hanze UAS prematurely, then the student officer bursary is terminated from the date of deregistration, and a proportionate part of the bursary is paid.
4. The student is entitled to a student officer bursary for a maximum of six months a year for sitting on the board or committee of a student organisation.
5. A student officer bursary can only be granted if the student's enrolment does not exceed the normal length of study plus two years from the day they first registered at an institution of higher education.
6. The amounts of student officer bursaries are based on and expressed as full months.

#### Article 2.2 Bursary amount

The financial assistance consists of an amount which is set annually by the Executive Boards.

### Article 2.3 Conditional and formal bursaries

Financial assistance can be applied for in the form of a conditional or a formal bursary.

### Article 2.4 Applying for a conditional bursary

1. An application for a conditional student officer bursary must be made within two months of the start of the term of office.
2. A student who has received a conditional student officer bursary must submit a written statement at the end of their term of office, but no later than by the following 1 February, confirming the term of office. The provisions of article 2.9 apply to the submission of this statement. The statement must be issued by the successor committee or board. If this condition is not met, then the (conditional) bursary will be reclaimed.

### Article 2.5 Application for a formal bursary

1. An application for a formal student officer bursary must be submitted in the period from 1 September until 1 February following the year of board or committee membership which the application applies to.
2. A conditional bursary, as referred to in article 2.4, is converted into a formal one if the statement referred to in article 2.4(2) has been issued.
3. Applications which are made after 1 February of the academic year following the year of board or committee membership are not taken up.

### Article 2.6 Application procedure

1. A student who was first enrolled at Hanze UAS must use the application form supplied by the Graduation Fund Committee to apply for a student officer bursary, and add the supporting documents required under article 2.9. These documents must be sent to the Graduation Fund Committee, and addressed to the Hanze UAS Executive Board.
2. If an application is incomplete, the applicant is given six weeks to resubmit it. If the application is not supplemented within this term, it will not be accepted and the applicant will be notified accordingly.

### Article 2.7 Decision on the application

1. Applications such as those referred to in article 2.6 (1) are decided on by the Graduation Fund Committee on behalf of the Executive Board as soon as possible, but no later than within eight weeks of receipt of the completed application.
2. The following decisions are possible:
  - a. the application is not accepted because it was not submitted on time;
  - b. the application is not accepted because it was not supplemented within the term set;
  - c. the bursary is awarded;
  - d. the application is rejected.
3. The applicant is notified of the decision and the reasons for the decision in writing.

### Article 2.8 Hardship Clause

In certain cases, applications can be awarded if rejection would clearly be unfair.

### Article 2.9 Supporting Documents

The supporting documents referred to in articles 2.6(1) are:

- a. A Notice issued to the student by the DUO stating the amount of the basic or supplementary grant in the year of study in which the student was a student officer or representative, or the latest Notice from the DUO relating to the amount of the basic or supplementary grant in the last month of the basic-grant period; either Notice must state the student's name and student number;
- b. an extract from the Chamber of Commerce, to be submitted by the (successor) board or committee of the organisation;
- c. if a member of a sub-committee is entitled to any bursary months: a copy of the adopted minutes of the meeting in which he or she was appointed; this copy must also state the term of office;

- d. a written statement, to be submitted by the (successor) board or committee of the organisation, relating to the division of the months of board or committee membership, with due observance of the provisions of article 2.1 under (2);
- e. when the student applies for a formal bursary or when a conditional bursary is converted into a formal one, a statement confirming the term of office.

#### Article 2.10 Duty of disclosure for tax purposes

If a student officer bursary is awarded, as referred to in article 2.7(2)(c), the student will be informed about the tax aspects of receiving a bursary.

#### Article 2.11 Payment and claiming back of a student officer bursary

1. Payment of a student officer bursary is made to the student's account number on the date indicated by the student. The date of payment must fall within one year of the termination of the student's enrolment. The applicant may ask for the payment to be made in one or two instalments.
2. If a student receives financial assistance under these Regulations and passes the final examination of their degree programme before the term of financial assistance expires, or if their enrolment is terminated prematurely due to force majeure, the bursary is terminated from the date of de-enrolment and a proportionate part of the bursary is paid.
3. If a student does not meet the conditions of article 2.4(2) when a conditional bursary is converted into a formal one, then the conditional bursary will be claimed back.

### **Section 3. Recognition of student organisations**

#### **Introduction**

These Regulations govern the grant of bursary months to student organisations with RUG students as members, or with RUG students as well as Hanze UAS students as members.

#### *Categories and compartments*

#### **Article 3.1 Categories**

There are 5 categories of student organisations: academic societies, social societies, sports clubs, cultural organisations, other organisations.

### Article 3.2 Compartments

1. The RUG provides the following maximum numbers of student officer bursary months per year for the RUG student organisations and the mixed student organisations in a category.

Category	maximum number of bursary months
Academic societies	180 months
Social societies	315 months
Sports clubs	339 months
Cultural organisations	65 months
Other organisations	130 months

2. The academic societies ACLO, ESN, KEI and Usva are included in the regulations with a fixed number of student officer bursary months.
3. The number of student officer bursary months for ACLO, ESN, KEI and Usva is 45 each.

### *Recognition of student organisations*

#### Article 3.3 Recognition

A student organisation of the RUG or RUG and Hanze UAS may be recognised under these regulations if it complies with:

- a) the general conditions that apply to any student organisation; and
- b) the special conditions that apply to student organisations in the categories academic societies, social societies, sports clubs, cultural organisations or other organisations.

#### Article 3.4 General conditions

The following general conditions for recognition apply:

- a) The organisation has juridical personality and full legal capacity, as evidenced by
  1. a constitution drawn up by a notary, and
  2. a current registration with the Chamber of Commerce.
  3. The organisation operates on a non-profit basis.
- b) The organisation's constitution in any case describes:
  1. the organisation's aims and objectives,
  2. its activities,
  3. its organisational structure,
  4. what categories of persons can be officers, the procedures for electing and appointing officers, and the Committee's term of office,
  5. with regard to societies: what categories of persons can be members.
- c) In addition, the constitution in any case includes provisions to the effect that:
  1. the organisation targets the student community of RUG and/or Hanze UAS or any of their degree programmes or schools or faculties.
  2. the organisation's executive committee is made up of (part-time) students and/or doctoral students/scholarship students-
  3. the organisation is open, in principle, to every student who is registered at the RUG or the RUG and Hanze UAS, or to every student who is enrolled in the RUG or the RUG and Hanze UAS at a specific degree programme, school or faculty of the RUG and/or the Hanze UAS.
- d) The organisation annually adopts a budget, an annual report and annual accounts. If the organisation is a society: the organisation must keep a current membership register (no older than half a year) listing students of the RUG and/or the RUG and Hanze UAS with their student number. Besides a membership register including in any case the name, date of birth and the student number for each member, the society must also keep a members list stating only the student numbers.
- e) The organisation offers varied and extensive activities which require management throughout the year.
- f) The management of the organisation and the activities it offers pursuant to its aims and objectives, involve considerable administrative and operational responsibilities.

- g) The organisation contributes to the positive image of the RUG or RUG and Hanze UAS and of the city of Groningen as an exciting university town.
- h) The organisation abides by the agreements laid down in the Introductory Periods Regulations of the RUG and Hanze UAS and by the Code of Conduct for Student Associations and Student Organisations in Groningen.

**Article 3.5 Application for recognition**

- 1. Applications for recognition must be submitted to the Executive Board of the RUG. :
- 2. Applications for recognition can be submitted up to 15 November of the academic year in which the organisation wishes to be recognised under the regulations.
- 3. The CUOS shall establish rules of procedure for applications and ensure that these are published in good time. The rules may not conflict with the provisions of these Regulations.
- 4. Any changes in the organisation that could affect recognition must be notified to the Executive Board.

**Article 3.6 Recognition of the organisation**

- 1. Applications for recognition are decided on by the RUG Executive Board, which takes the advice given by the CUOS into consideration with regard to an RUG or mixed organisation.
- 2. Recognition takes effect on the first day of September of the academic year in which recognition was applied for.
- 3. The applicant organisation receives written notification of the decision and the reasons for the decision.

**Article 3.7 Term of recognition**

In principle, the term of recognition applies until the result of the review in the category concerned becomes effective.

An organisation will be recognised under the regulations for one year if:

- a. it is a recognised organisation which is given the opportunity to comply with a particular precondition;
- b. significant changes in the organisation’s circumstances are expected.

**Article 3.8 Grant of number of student officer bursary months**

The decision by the Executive Board recognising the organisation must also state the number of student officer bursary months granted, with due regard to the advice given by the CUOS, or the SSA.

**Article 3.9 Review of recognised organisations**

Organisations that are recognised under these Regulations are reviewed at least once every three years in accordance with the rules that apply in the year of the review.

- 1. The CUOS and the SSA shall establish rules of procedure for the reviews and ensure that these are published in good time. The rules may not conflict with the provisions of these Regulations.
- 2. The CUOS and the SSA shall ensure that the student organisations are properly informed about the review procedures.
- 3. The organisations will be reviewed in:

a.	Social societies	academic year 2020-2021
b.	Sports clubs	academic year 2020-2021
c.	Academic societies	academic year 2020-2021
d.	Cultural organisations	academic year 2021-2022
e.	Other organisations	academic year 2021-2022

and subsequently every 3 years.

- 4. If an organisation’s recognition is revoked pursuant to a review, the revocation will take effect from 1 September following the decision to revoke the recognition of the organisation concerned under these regulations.
- 5. If the number of bursary months awarded to an organisation is changed in consequence of a

review, this will apply with effect from the first committee changeover on or after 1 September following the review.

### *Categories of student organisations*

#### **Article 3.10 Social societies**

1. Social societies must meet the following special conditions for recognition under the Regulations.
  - a. The aim of the society is to offer students a social structure and at the same time promote interdisciplinary contact.
  - b. The society organises various activities to encourage the social integration of students.
  - c. The society has a minimum of 150 full, fee-paying members who are students of RUG and/or Hanze UAS.
  - d. The society is responsible for operating a building which serves the society's aims and objectives.

2. The number of student officer bursary months that can be granted to social societies is determined as follows.

A society which meets both the general and the special conditions receives twenty-five (25) student officer bursary months. The society may qualify for additional bursary months depending on the number of RUG and/or Hanze UAS students who are full members paying an annual membership fee.

The total number of months is determined on the basis of the table below.

- 3.

<b>Number of members</b>	<b>Total number of bursary months</b>
150 – 224 members	25 months
225 – 349 members	30 months
350 – 499 members	35 months
500 – 749 members	45 months
750 – 1199 members	55 months
1200 – 1799 members	65 months
1800 or more members	75 months

#### **Article 3.11 Sports clubs**

1. Sports clubs must meet the following special conditions for recognition under the Regulations.
  - a. The club is a member of the RUG/Hanze UAS student sports federation, the ACLO, and has as its objective to facilitate and promote the active practice of sports by students in clubs.
  - b. The club organises various activities for these students which must include training and/or competitions.
  - c. The club has at least 150 full members who are students of the RUG and/or Hanze UAS and pay annual membership fees.
  - d. The management responsibilities of the club are considerable as evidenced by a score of at least 1 point on the list below.

	<b>Component</b>	<b>Points</b>
a)	A contribution from the Sports Centre and the ACLO sports centre for: <ul style="list-style-type: none"> <li>- high-level competitive sports</li> <li>- top-level sports</li> </ul>	1 point 2 points
b)	Responsibility, in the pursuit of the club's objectives, for running a: <ul style="list-style-type: none"> <li>- shared clubhouse</li> <li>- its own clubhouse</li> </ul>	1 point 2 points
c)	The number of RUG and/or Hanze UAS students who are full members paying annual membership fees: <ul style="list-style-type: none"> <li>- 200 – 274 members</li> </ul>	1 point

- 275 – 374 members	2 points
- 375 – 499 members	3 points
- 500 members or more	4 points

2. The number of bursary months that sports clubs may be eligible for is determined as follows. A club which meets both the general and the special conditions receives 10 bursary months. A club may qualify for additional bursary months on the ground of administrative responsibilities as indicated by the number of points calculated on the basis of the list above. The increase on the ground of administrative responsibilities is determined as follows on the basis of the list above.

Number of points	Increase
1 point	0 months
2 points	5 months
3 points	10 months
4 points	15 months
5 points	20 months
6 points	25 months
7 or 8 points	30 months

### Article 3.12 Cultural organisations

1. Cultural organisations must meet the following special conditions for recognition under the Regulations.
  - a) The organisation is a foundation (*stichting*) or society whose objective is to provide cultural student activities.
  - b) The organisation organises various activities for students which must include rehearsals, training or courses and events that are open to all students.
  - c) If the organisation is a society, it must have a minimum membership of fifty RUG and/or Hanze UAS students who are full members paying annual membership fees.
  - d) The management of the organisation involves substantial responsibilities, which is apparent from the activities it offers and student participation in these activities.
2. An organisation which meets both the general and special conditions is entitled to ten (10) student officer bursary months. It may be granted more months if this is warranted by the workload involved in the management of its activities and the volume of participation in these activities.

The total number of bursary months granted is determined on the basis of the table below.

Volume of management duties	Number of bursary months
low	10 months
medium	15 months
high	20 months

### Article 3.13 Other organisations

1. Other organisations must meet the following special conditions for recognition under the Regulations.
  - a) The organisation is a foundation (*stichting*) or society which meets the general conditions but does not fall into one of the other categories of student organisations.
  - b) The organisation is active in one of the following fields:
    - student advocacy,
    - philosophy and/or religion,
    - promotion of international contact between students.
  - c) If the organisation is a society, it must have a minimum membership of one hundred (100) RUG and/or Hanze UAS students who are full members paying annual membership fees.
  - d) The organisation's management involves a substantial workload which is apparent from the activities it engages in and student participation in these activities.
2. An organisation which meets both the general and special conditions is entitled to ten (10)

student officer bursary months. It may be granted more months if this is warranted by the workload involved in the management of its activities and the volume of participation in these activities.

The total number of bursary months granted is determined on the basis of the table below.

<b>Volume of management responsibilities</b>	<b>Number of bursary months</b>
low	10 months
medium	15 months
high	20 months
very high	25 months

### ***Transitional and Concluding Provisions***

#### **Article 3.14 Additional advice**

If the total number of student officer bursary months on the basis of the advice of the CUOS exceeds the total number of available months for that category, the CUOS will provide additional advice for the allocation of the student officer bursary months among the organisations within a single category, across the total number of months within the available compartment-

#### **Article 3.15 Code of Conduct for Student Associations and Student Organisations in Groningen**

The Executive Board of the RUG can decide not to recognise a student organisation under the Graduation Fund Regulations, or to revoke its recognition, if the organisation acts or has acted in contravention of the Code of Conduct for Student Associations and Student Organisations in Groningen as published on <https://www.rug.nl/about-us/organization/administrative/advisory-committees/aci/gedragscode-studentenverenigingen-en-organisaties>.

#### **Section 4. Exemption from payment of statutory tuition fees**

Reference is made to section 6 of the Student Officer/Representative Bursaries and Fees) Regulations (Appendix 2a of the Student Charter) for exemption from payment of the statutory tuition fees.

#### **Section 5. Sanctions**

- 5.1. If a disciplinary rule as referred to in Appendix 10 Hanze UAS Groningen Disciplinary Rules of the Student Charter is imposed on a student to whom an officer/rep bursary has been granted, that officer/rep bursary will be withdrawn with immediate effect by operation of law.
- 5.2. If the Executive Board of the Hanze UAS implements article 8b of the Code of Conduct for Introduction Periods for Student Associations and Organisations by withdrawing or suspending the quota of officer/rep bursaries for a student organisation, the Executive Board will withdraw with immediate effect the officer/rep bursary that was granted to a student officer/representative of the student organisation on the basis of these regulations.
- 5.3. If a disciplinary rule as referred to in Appendix 10 Hanze UAS Disciplinary Rules of the Student Charter is imposed on a student who is exempt pursuant to paragraph 6 of the Student Officer/Representative Bursaries and Fees) Regulations (Appendix 2a of the Student Charter) from paying tuition fees, that exemption will be withdrawn with immediate effect by operation of law.
- 5.4. If the Executive Board of the Hanze UAS implements article 8b of the Code of Conduct for Introduction Periods for Student Associations and Organisations by withdrawing or suspending the quota of officer/rep bursaries for a student organisation, the Executive Board will withdraw with immediate effect the exemption from payment of tuition fees that was granted to a student officer/representative of the student organisation pursuant to paragraph 6 of the Student Officer/Representative Bursaries and Fees) Regulations (Appendix 2a of the Student Charter).

#### **Section 6. Concluding provisions**

##### **Article 6.1 Objections**

An objection to a decision based on these regulations may be filed with the Complaints and Disputes Office. The objection must be filed within six weeks after notification of the decision.



#### Article 6.2 Accumulation of entitlements

The concurrence of board, committee or council memberships and/or practising top-level sports and/or study delay because of unforeseen circumstances, shall never entitle a student to more than twelve (12) months financial assistance, or eighteen (18) months if 18 months have been paid under the provisions of article 1.3 of the Graduation Fund III (Sports Bursaries) Regulations.

#### Article 6.3. Addresses

1. The address of the UFC is PO Box 72, 9700 AB Groningen.
2. The address of the Graduation Fund Committee is PO Box 30030, 9700 RM Groningen
3. The address of the CUOS is PO Box 72, 9700 AB Groningen.

#### Article 6.4 Effective date

1. These regulations become effective on 1 September 2020.

#### Article 6.5 Citation

These Regulations may be cited as the Regulations for recognition and review of RUG and HGHanze UAS student organisations.

## Appendix 3 Graduation Fund III (Sports Bursaries) Regulations

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### Graduation Fund III: Sports Bursaries

#### **Article 1 Financial Assistance for Top Athletes**

- 1.1 a. A student is entitled to financial assistance in the form of a sports bursary if he or she satisfies the conditions contained in Section 7.51 of the WHW relating to Graduation Funds and practices sport at a high level within the meaning of article 2.  
b. Notwithstanding the provisions in paragraph a of this article, a student who is enrolled for a full-time degree programme and who does not have Dutch nationality or is not treated as a Dutch national on the basis of a statutory provision and who is not entitled to a performance-related grant under the Dutch Student Finance Act 2000 is also eligible for financial assistance for top athletes on the basis of these regulations.
- 1.2 Sports bursaries are paid in the form of an amount set annually by the Executive Board.
- 1.3 A student is entitled to no more than four sports bursaries.
- 1.4 If a student receives financial assistance under these Regulations and passes the final examination before the end of the term of financial assistance, or prematurely terminates their enrolment on the ground of force majeure, the bursary will be paid out in proportion to the period of enrolment.
- 1.5 Sports bursaries can only be granted if the student's enrolment does not exceed the normal length of study plus two years from the day he or she was first registered at an institution of higher education.
- 1.6 Sports bursaries may be subject to the condition that the student is actively pursuing their studies.

#### **Article 2 Top Athletes**

- 2.1 For the purposes of these Regulations, a student qualifies as a top athlete if he or she, whether individually or as a team member, and regardless of any disability, demonstrably competes in a sport in one of the following categories:
  - a. The student competes in a sport, classed in NOC\*NSF category I, at the level of participation in finals in recognised European and World Championships or the Olympic Games;
  - b. The student possesses the A, High Potential or selection status awarded by NOC\*NSF;
  - c. The student is a member of a national (youth) squad in a category I sport or has IT (International Talent) or NT (National Talent) status;
  - d. The student does not fall under category (a), (b) or (c), but meets the criteria laid down in the Hanze UAS and RUG's Top Athletes Qualifying List.
  - e. the student does not belong to the aforementioned categories a, b, c or d but competes in one of the two sports designated by the top-sports coordinator that are not (yet) included in the short-list of sports disciplines recognised by NOC NSF and meets the criteria set for this by the top-sports coordinator.
- 2.2 Notwithstanding the provisions of the preceding paragraph, a student who does not meet the criteria can still qualify for a sports bursary if they can demonstrate that they practised top sports during the top-sports year but were not able to comply with the criteria because of incidental circumstances beyond their control.

#### **Article 3 Applications**

- 3.1 Applications for sports bursaries must be submitted by the student to the Graduation Fund Committee using a designated form accompanied by the required documents.
- 3.2 The application must be accompanied by a positive recommendation from the top-sports coordinator.
- 3.3 Applications can be submitted during the current academic year. Applications for grants of a sports bursary for prior academic years will not be considered.
- 3.4 On behalf of the Executive Board, the Graduation Fund Committee decides on the application

within six weeks. The applicant is notified of the Committee's decision in writing.

#### **Article 4 Payment**

- 4.1 Sports bursaries are paid out annually after the close of the academic year.
- 4.2 If the student no longer meets the conditions referred to in article 1.1, the bursary is awarded and paid out on a proportionate basis.

#### **Article 5 Hardship Clause**

An application under article 3 may be granted if rejection would lead to serious inequity.

#### **Article 6 Legal Protection**

Objections to decisions made under these Regulations may be lodged with Hanze UAS's Complaints and Disputes Office. Notice of objection must be submitted within six weeks of the decision being notified to the student.

#### **Article 7 Accumulation of entitlements**

In the event of an accumulation of entitlements by virtue of the student performing in top-level sports as well as being a student officer or representative – as referred to in the Regulations for recognition and review of RUG and Hanze UAS student organisations or the Graduation Fund IIa (Student Officer/Representative Bursaries and Fees) Regulations – or in the event of unforeseen circumstances – as referred to in the Graduation Fund I (Force Majeure) Regulations – the time periods set for these offices or sports activities are taken into consideration in determining the study delay. No more than twelve months of financial assistance can be granted for any academic year.

#### **Article 8 Address**

The address of the Graduation Fund Committee is [profileringsfonds@org.hanze.nl](mailto:profileringsfonds@org.hanze.nl).

#### **Article 8 Concluding Provisions**

- 8.1 These Regulations take effect from 1 September 2020 and replace the previous regulations.
- 8.2 Students who are eligible for a sports bursary are also eligible for the study facilities referred to in article 6.11 of the Student Charter.

#### **Article 9 Citation**

These Regulations may be cited as the Graduation Fund III (Sports Bursaries) Regulations.

## Appendix 4 Graduation Fund IV Regulations Hanze Internationalisation Grant

General

### **Article 1. Definitions**

For the purposes of these regulations, the terms below are defined as follows.

- Hanze UAS: Hanze University of Applied Sciences Groningen.
- The Executive Board, the Board The Executive Board of Hanze University of Applied Sciences Groningen.
- RUG: the University of Groningen.
- SSA: The Student Activities Foundation.
- The regulations: the SSA Regulations
- Grant: the financial contribution of the SSA, or the Hanze University of Applied Sciences Groningen, awarded with a view to carrying out specific activities of a student organisation.
- Internationalisation Grant A: the financial contribution of the SSA, awarded with the aim of providing assistance in forming or expanding a new, international student organisation.
- Internationalisation Grant B: the financial contribution of the SSA, awarded with a view to stimulating internationalisation within Dutch student organisations or within international student organisations to stimulate the integration with Dutch students and thereby promote the international inclusive academic community.
- Award of a grant: the decision of the SSA to provide a grant, in principle, and subject to conditions.
- Organisation: student organisation that (also) focuses on the student community of the Hanze University of Applied Sciences Groningen and (also) operates in the interests of Hanze students, is essentially open to all Hanze students and whose executive committee is made up of students.
- Finalisation of amount of grant: the decision of the SSA to declare a grant to be final.
- Student: a person enrolled as such at the Hanze University of Applied Sciences Groningen. During the academic year in which the student graduates, the person concerned is always considered to be a student for the purpose of these regulations.

### **Article 2. Objective**

The objective of the Internationalisation Grant is to stimulate international students to unite to a greater extent in organisations and provides the Internationalisation Grant A as an instrument for this. The second objective is to stimulate internationalisation within Dutch student organisations or within international student organisations to stimulate integration with Dutch students and promote inclusion.

### **Internationalisation Grant A**

#### **Article 3. Organisations that are eligible for Internationalisation Grant A**

In order to be eligible for assistance by means of an Internationalisation Grant A, an organisation must satisfy all of the following conditions:

1. If the organisation already has a constitution, it should include all of the following points:
  - The organisation is a foundation or society;
  - The organisation operates on a non-profit basis;
  - The organisation is open, on the basis of its constitution, to all Hanze students, and not specifically for a degree programme or school of the Hanze University of Applied Sciences Groningen;
  - The executive committee is made up of students;
2. The organisation has juridical personality and is registered with the Chamber of Commerce or intends to proceed to its formation as a foundation or society and to register in that capacity with the Chamber of Commerce,

3. The organisation focuses on the international student community of the Hanze University of Applied Sciences Groningen or on students with a specific nationality and not only on a specific religion or political conviction;
4. The organisation aims to let international students (and Dutch students) participate in student life in Groningen, as part of which social contact and interdisciplinary meetings are stimulated;
5. The organisation contributes to the positive image of Hanze UAS or of the city of Groningen as a university town
6. In the case of a society, the organisation complies with the agreements in the Introductory Periods Regulations of the Introductory Periods Advisory Committee (ACI) of RUG and the Hanze UAS and has signed the Code of Conduct for Student Societies and Student Organisations in Groningen;
7. The organisation has received a positive recommendation from the Student Services Manager and the Marketing & Communication Director of Hanze University of Applied Sciences Groningen.

#### **Article 4. Recommendation issued by Student Services Manager and Marketing & Communication Director**

Before the SSA takes a decision on awarding a grant, it will ask the Student Services Manager and the Marketing & Communication Director for a recommendation on the application. This opinion is required to be positive.

#### **Article 5. Financial need**

Financial assistance will only be granted to the extent that the existence of a financial need for assistance is demonstrated. It will be ascertained in arrears whether that financial need actually existed. Repayment of the financial assistance will be required if it is established that the financial assistance was not necessary.

#### **Article 6. Maximum grant**

A maximum grant of €1,000 can be awarded per organisation. The amount of the grant will be paid after the decision to award the grant has been taken.

#### **Article 7. The application procedure**

Applications in accordance with the SSA's procedural rules can be submitted throughout the year. Applications for an Internationalisation Grant A will only be processed by the SSA if organisations provide the following information in advance:

- a fully completed application form;
- a draft annual plan and a draft budget;
- a list of members or list of students in accordance with the format of the SSA who support the formation of the organisation, with a minimum of 25 students.

#### **Article 8. Additional information**

The SSA may request additional information to aid accurate assessment.

#### **Article 9. General assessment criteria**

In order to be eligible for an Internationalisation Grant A, an organisation must satisfy all of the following conditions:

1. The organisation has already been formed and has registered with the Chamber of Commerce as a foundation or society or intends to do so within 8 weeks;
2. The organisation annually adopts an annual plan including a budget and an annual report including annual accounts;
3. The organisation has an up-to-date membership register or register of students who support the organisation, containing, as a minimum, the full names and student ID numbers;
4. The organisation offers a varied range of activities, aimed at the social integration of international students, which require management throughout the year;
5. The organisation has at least 25 full members paying membership fees who are enrolled at the RUG or Hanze UAS.

6. An organisation to which a grant has already been awarded under the Regulations for Internationalisation Grants Internationalisation Grant A of the RUG is not eligible for Internationalisation Grant A at the Hanze UAS.

#### **Article 10. Substantive assessment criteria**

Submitted applications will be substantively assessed by the SSA with regard to the following:

1. the contents (quality and supporting information);
2. the objectives and the intended result;
3. the target group and the scope (size, requirements and additional offer);
4. the organisational approach (professionalism, feasibility and time line);
5. the publicity plan;
6. the amount and reasonableness of costs and income;
7. the possibilities for and commitment to obtaining own income;
8. the ratio of the grant applied for to own income and expenditure.

#### **Article 11. Weighting factors**

The SSA takes account of the following weighting factors in assessing an application and the amount to be awarded:

1. does the organisation contribute to the diversity of the range of student activities offered;
2. is there support for the organisation;
3. is the organisation in line with the policy of Hanze UAS;
4. does the organisation contribute to the (broad) social and personal development of the members

#### **Internationalisation Grant B**

#### **Article 12. Organisations that are eligible for Internationalisation Grant B**

In order to be eligible for assistance by means of an Internationalisation Grant B, an organisation must satisfy all of the following conditions:

1. The organisation is a student organisation in Groningen;
2. The organisation's constitution was drawn up by a notary and describes:
  - The organisation is a foundation or society;
  - the organisation's objectives;
  - The organisation operates on a non-profit basis;
  - The executive committee is made up of students;
3. The organisation has juridical personality and is registered with the Chamber of Commerce;
4. The organisation contributes to the positive image of Hanze UAS or of the city of Groningen as a university town;

#### **Article 13. Financial need**

Financial assistance will only be granted to the extent that the existence of a financial need for assistance is demonstrated. It will be ascertained in arrears whether the financial assistance was necessary.

Repayment of the financial assistance will be required if it is established that the financial assistance was not necessary.

#### **Article 14. Maximum grant**

A maximum grant of €1,000 can be awarded per organisation. Several organisations might submit a joint application. The amount of the grant will be paid after the decision to award the grant has been taken. The overall grant ceiling for the international grant B has been set at € 5000 for the 2019-2020 academic year. If the number of grants exceeds the maximum amount, the SSA has discretion to determine which applications are the most highly eligible for awarding the Internationalisation Grant B.

#### **Article 15. The application procedure**

Applications in accordance with the SSA's procedural rules can be submitted throughout the year.

Applications for an Internationalisation Grant B will only be processed by the SSA if organisations provide the following information in advance:

1. a fully completed application form;
2. the appendices referred to in the application form.

**Article 16. Additional information**

The SSA may request additional information to aid accurate assessment.

**Article 17. General assessment criteria**

In order to be eligible for an Internationalisation Grant B, an organisation must satisfy all of the following conditions:

- The organisation has registered with the Chamber of Commerce as a foundation or society;
- The organisation annually adopts an annual plan including a budget and an annual report including annual accounts.
- The organisation has an up-to-date membership register, containing, as a minimum, the full names and student ID numbers;
- The organisation offers a varied range of activities which require management throughout the year.

**Article 18. Substantive assessment criteria**

Submitted applications will be substantively assessed by the SSA with regard to the following:

1. the contents (quality and supporting information);
2. the objectives and the intended result;
3. the target group and the scope (size, requirements and additional offer);
4. the organisational approach and its detailed elaboration (professionalism, feasibility and time line);
5. the amount and reasonableness of costs and income;
6. the possibilities for and commitment to obtaining own income;
7. the ratio of the grant applied for to own income and expenditure;
8. the amount of any grant applied for from the RUG and (provisionally) awarded.

### **Article 19. Recommendation issued by Student Services Manager and Marketing & Communication Director**

Before the SSA takes a decision on awarding a grant, it will request the Student Services Manager and the Marketing & Communication Director for a recommendation on the application. This opinion is required to be positive.

### **Article 20. Weighting factors**

The SSA takes account of the following weighting factors in assessing an application and the amount to be awarded:

1. does the activity contribute to the diversity of the range of student activities offered;
2. is there support for the activity;
3. is the activity in line with the policy of Hanze UAS;
4. does the activity contribute to the (broad) personal and social development of the members;
5. does the activity contribute to inclusion and integration of international and Dutch students.

### **Decision-making on Internationalisation Grant A&B**

#### **Article 21. Provisional decision**

1. Within six weeks after commencing the processing of an application, the SSA will inform the applicant of a provisional decision.
2. A provisional decision will contain:
  - the amount of the grant awarded;
  - which further details the organisation is required to provide and/or the conditions subject to which the amount of the grant will be finalised.

#### **Article 22. Accountability**

No later than eight weeks after completion of what the grant was received for, the organisation shall send a substantive evaluation and financial accounts to the SSA. The substantive evaluation and financial accounts shall contain, as a minimum:

1. a report on how the funds granted were spent;
2. a summary of and explanatory information on the work/activities carried out;
3. in the case of Internationalisation Grant B: an overview of the number of participants in the activity or activities.

#### **Article 23. Reduction of the amount of the grant**

It will be ascertained in arrears whether the financial assistance was necessary. The SSA is authorised to reduce the grant or to set it at €0 if:

1. in its judgement the work/activities were not carried out, or to an insufficient extent, in accordance with its objective;
2. the work/activities for which a grant was awarded did not take place or not take place in full;
3. the organisation fails to account in an adequate manner for the work/activities carried out and the income and expenses relating to them;
4. the organisation provided inaccurate or incomplete information, and the provision of accurate and complete information would have resulted in a different decision on awarding a grant;
5. the award of a grant was unjustified for another reason and the organisation knew this or should have known this;
6. the work does not comply with the obligations attached to the grant.

#### **Article 24. Final decision**

On the basis of the documents provided pursuant to article 22 and the applicability of article 23 if appropriate, the SSA will finalise the amount of the grant within six weeks.

#### **Article 25. View and objection**

1. The decisions of the SSA concerning the allocation of the Internationalisation Grant are deemed to have been taken on behalf on the Board.



2. The applicant has an opportunity to submit a view to the SSA within ten working days after the provisional decision was sent. After those ten working days have passed, the SSA will adopt a final decision and notify the organisation of it.
3. Objections to decisions made under these regulations can be lodged with the Complaints and Disputes Office of Hanze UAS. The notice of objection must be filed within six weeks of notification of the decision.

**Article 26. Unforeseen cases**

An application may be granted if rejection would lead to serious inequity.

**Article 27. Language**

These regulations have also been translated into English from Dutch. In the case of potentially differing interpretations of the Dutch and the English texts, the Dutch text shall prevail.

**Article 28. Entry into force**

These Regulations take effect on 1 September 2020.

**Article 29. Citation**

These Regulations may be cited as the Hanze Internationalisation Grants Regulations.

## Appendix 5 Activities Fund

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### **Article 1 Name**

Hanze UAS has an Activities Fund.

### **Article 2 Object**

- 2.1 The object of the Fund is to provide financial support in the form of subsidies for activities, carried out by the student organisations at Hanze UAS, which support education and for which no, or sufficient other, funds are available.
- 2.2 The subsidies are granted according to certain criteria which are listed in article 8.

### **Article 3 Resources**

- 3.1 The Activities Fund receives an annual amount determined by the Executive Board.
- 3.2 If the Fund has a credit balance at the end of a financial year, in the following year the contribution referred to in the preceding paragraph will be reduced by the amount of the credit balance.
- 3.3 The Fund may also receive:
  - gifts and donations;
  - other income.

### **Article 4 Administration Committee**

- 4.1 The funds referred to in article 3(3) are managed by a committee, referred to hereinafter as the 'Administration Committee', hereinafter: the 'Committee', which is appointed by the Executive Board. The Committee consists of:
  - the Chair of the SSA;
  - the Secretary of the SSA;
  - the Treasurer of the SSA.The officers of the SSA Executive Committee are appointed to the same posts in the Committee as the ones they hold on the SSA Executive Committee. The Committee members are appointed for one year, which year coincides with the administrative year of the SSA. Interim appointment of members is for the remaining part of the administrative year.
- 4.2 The Committee is advised by one of the controllers of Hanze UAS. The controller is available at a distance and does not attend the meetings.
- 4.3 In the absence of an SSA Executive Committee member, sub-duties will be allocated. The chair is also deputy treasurer, the secretary is vice-chair and the treasurer is vice-secretary.
- 4.4 Resolutions are adopted by a simple majority of votes. In the event of an equality of votes, a revote is taken. If the votes still tie after the revote, the motion will be deemed to have been rejected.
- 4.5 Votes on resolutions can take place if at least half of the Committee is present at the meeting.

### **Article 5 Replacement of Committee members**

- 5.1 Membership of the Committee ends when a student is no longer enrolled at Hanze UAS, on termination of the member's membership of the SSA Executive Committee, or if the member is no longer able to carry out his/her duties for whatever reason.
- 5.2 Vacancies are filled as soon as possible by the appointment of a new member to the Committee.

### **Article 6 Duties, powers and responsibilities of the Committee**

The Committee is responsible for dealing with applications and informing interested parties, and renders an account of its administration annually.

### **Article 7 Accountability**

- 7.1 Every year before October 15<sup>th</sup>, the Committee reports to the SSA Executive Committee, which subsequently reports to the controller, in respect of the administration of the preceding academic year.

7.2 The financial accounts over the academic year are drawn up by the SSA and are audited by the controller. The accounts are sent to the University Representative Council for their information. The accounts consist of a statement of income and expenditure, and a balance sheet.

#### **Article 8 Criteria**

Subsidy applications are subject to the following criteria:

- Only student organisations of Hanze UAS are eligible for subsidies;
- Student organisations include all academic societies, students' social societies and foundations affiliated with Hanze UAS;
- A student organisation is eligible for a subsidy five times at most in any academic year;
- No or insufficient other financial means are available to the student organisation;
- The subsidy applied for does not exceed € 750 for a conference or symposium or € 500 for other activities, and makes up no more than 50% of the budget for the activity;
- The activity to be subsidised must supplement first line education, in other words, education as offered by an Hanze UAS degree programme;
- The activity is not a compulsory one, i.e., no credits can be earned from it and it is not part of the curriculum;
- Subsidies are limited to a maximum of € 2,000 per student organisation per year;
- The Fund's resources must be sufficient for the purpose, and no more than 40% of the Fund is available for activities that take place before 1 April;
- The subsidy application must be submitted in writing and in triplicate
- The procedural rules set by the Administration Committee must be complied with; these rules will be published in good time at least six weeks before an application is made.

#### **Article 9 Hardship Clause**

In certain cases, subsidy applications can be awarded if rejection would lead to serious inequity.

## Appendix 6 Hardship Fund

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### **Article 1 Purpose of the Hardship Fund**

Hanze UAS has set up a Hardship Fund to make funds available to students who are in financial difficulties, provided that their first enrolment is at Hanze UAS.

### **Article 2 Resources and Management**

- 2.1 The financial resources of the Hardship Fund are garnered by charging an annual amount to the budget of Hanze UAS.
- 2.2 To implement article 1, the Executive Board will establish a committee, the Hardship Fund Committee, which will also be charged with the management of the financial resources referred to in the first paragraph.
- 2.3 The Committee presents an annual report to the Board, from which it must appear that the Regulations and the financial management have been carried out properly.

### **Article 3 Criteria for Financial Assistance**

- 3.1 Students who get into difficulties continuing their studies or paying for living expenses because of financial problems caused by circumstances beyond their control, may appeal to the Hardship Fund for an interest-free loan or a gift. Decisions on such appeals are at the discretion of the Hardship Fund Committee.
- 3.2 A student who, in the course of their enrolment, has been referred by the student counsellor to a service for psycho-social counselling and cannot pay the financial contributions requested by that service, may appeal to the Hardship Fund for partial payment of these contributions. The decision on such an appeal is at the discretion of the Committee. No student is entitled to a loan or gift from the Hardship Fund if there is an existing provision they can use and which is considered to be suitable and adequate for them.
- 3.3 Loans and gifts from the Hardship Fund are granted for a specified period of time.

### **Article 4 Application Procedure**

- 4.1 A student who believes that he/she is eligible, because of circumstances as referred to in article 3, for an interest-free loan or a gift, can apply in writing to a student counsellor, giving reasons and simultaneously submitting documentary evidence.
- 4.2 The student counsellor investigates the circumstances as referred to in article 3 and draws up a written report based on the outcome of the investigation. If the application is for a loan, the report also contains a proposal for a repayment scheme.
- 4.3 The student counsellor sends the application and the report to the Hardship Fund Committee as soon as possible.
- 4.4 The Hardship Fund Committee decides on applications, as referred to under 3.1 and 3.2, no later than seven days after their receipt, provided that the application is substantiated financially and accompanied by reliable information.
- 4.5 The Hardship Fund Committee notifies the applicant of its decision in writing, stating reasons, and sends a copy of the decision to the student counsellor.
- 4.6 Notices of objection against the decision should be lodged with the Executive Board within six weeks after the decision was taken.

### **Article 5 Further Provisions**

- 5.1 Loans can only be granted whilst the student is enrolled at Hanze UAS. If a student graduates or prematurely terminates his or her enrolment or degree programme, he/she should notify the Hardship Fund Committee without delay and repay (the remainder of) the loan promptly and in full. Agreements will then be made about how and when the loan is to be repaid.
- 5.2 In special cases the Committee may remit the loan, or the remainder of the loan, in which case the loan (or the remainder of the loan) is converted into a gift.
- 5.3 The documents, regarding arrangements that are made, are filed for the required statutory term and are treated with strict confidentiality.

## Appendix 7 Code of Conduct regarding the Use of Foreign Languages

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### **Article 1 Teaching in another language**

The teaching at Hanze UAS is provided in Dutch; all examinations, as referred to in articles 4.1.4. and 4a.5 of the Student Charter, are set in Dutch. Notwithstanding the above, teaching may be provided and examinations may be set in another language:

- a. if the degree programme concerned relates to that language,
- b. if the teaching is provided in connection with a guest lecture by a non-Dutch speaking lecturer, or
- c. if necessary with a view to the specific nature, the structure or the quality of the teaching or the background of the students.

The “Code of Conduct for non-Dutch teaching at Hanze UAS” relates only to c.

### **Article 2 Specific nature, structure, quality of teaching**

The criterion of the specific nature, structure or quality of teaching will in any case have been met if

- a. the necessity or desirability of the use of a language other than Dutch as language of instruction has been sufficiently substantiated with regard to the degree programme or curricular components concerned.
- b. it is necessary as part of the competence in the field of study or the degree programme to provide a curriculum or curricular components in a language other than Dutch.
- c. it is necessary in connection with international recruitment and/or international cooperation, including international exchange of students and staff, for a curriculum or curricular components to be provided in a language other than Dutch.

### **Article 3 Authority for using non-Dutch teaching**

1. The authority to decide to use a language other than Dutch to provide teaching lies with the dean. This decision is taken with the involvement and consent of the School Representation Council.
2. The dean can opt to offer a degree programme only in another language or opt to offer the degree programme in another language in addition to Dutch.
3. The use of a foreign language must not lead to a higher study load of the degree programme. The study load is expressed in credits. The number of credits for a degree programme in a foreign language must not exceed the number of credits applying to a degree programme provided in Dutch.
4. The dean is obliged to attach conditions to the provision of teaching in a language other than Dutch that safeguard the quality of the degree programme and/or curricular components concerned.

### **Article 4 Quality**

1. The non-Dutch teaching must meet the same quality requirements as the teaching that is provided in Dutch.
2. The quality of teaching must not be adversely affected by using a language other than Dutch as the language of instruction.
3. The use of a language other than Dutch as the language of instruction does not lead to a disproportionately higher study load of the degree programme or the curricular component in question.
4. If a degree programme or a curricular component is provided in a language other than Dutch, a balanced mix of nationalities among the participating students will be aimed for. Providing a degree programme or a curricular component in a language other than Dutch to a completely Dutch-speaking group of students by one or more Dutch-speaking lecturers ought to be avoided.
5. An adequate command of the language of instruction is important for effective participation in a degree programme or a curricular component provided in that language. The required level of competence in the language of instruction is clearly defined in the conditions for entry to non-Dutch degree programmes or curricular components. The guidelines applying to Hanze UAS as a whole, as well as the guidelines in the Code of Conduct for International Students in Higher

Education, are duly observed in this connection. In those cases where no additional requirements may be set, the desired level of competence in the language of instruction is advised.

6. The teachers who teach in a language other than Dutch must have an adequate command of the language of instruction. The guidelines applying to Hanze UAS as a whole, as described in the *International Competences Matrix*, are duly observed in this connection. Safeguards are in place to ensure the proficiency of teachers teaching in a foreign language.

#### **Article 5 Teaching and Examination Regulations and further provision of information**

1. The subjects for which teaching is provided in full or in part in a language other than Dutch are stated in the Teaching and Examination Regulations. Accordingly, this is also subject to the approval of the Education Committee and the School Representation Council.
2. A substantiation of the decision to provide a degree programme or curricular components in a language other than Dutch is given in the Teaching and Examination Regulations. The reason why the nature, the structure or the quality of the teaching or the background of the students necessitated the choice of language concerned will be explained in that substantiation.
3. If an examination in a unit of study forming part of the degree programme must be taken in a language other than Dutch, this will be stated in the Teaching and Examination Regulations. Accordingly, this is also subject to the approval of the Education Committee and the School Representation Council.
4. Students and prospective students are informed about the fact that the degree programme, or parts of it, are offered in a language other than Dutch, if possible before the start of the degree programme but in any case before the start of the academic year which includes programme components that are offered in a language other than Dutch. This obligation to provide this information does not apply to programme components that are provided in another language on an occasional basis, as in the case of a guest lecture.
5. If a degree programme is largely or completely provided in a language other than Dutch, the Student Charter, the Teaching and Examination Regulations and any other channels through which information is provided to students, such as, for instance, the website for that degree programme, must be made available in English or the language or languages in which the teaching is provided.

## Appendix 8 Misconduct Complaints Regulations

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### Chapter 1 General Provisions

#### **Article 1.1 Definitions**

In these Regulations the following words have the following meanings:

Collective Agreement	: the Collective Labour Agreement for Higher Professional Education;
Complaints Committee	: the Committee referred to in article 2;
Complaint	: a written complaint submitted to the Complaints Committee;
Complainant	: a staff member or a student who lodges a complaint with the Complaints Committee;
Confidential representative	: a staff member who has been appointed in this role by the Executive Board;
Defendant	: a staff member or student against whom a complaint is filed;
Executive Board	: the Executive Board of Hanze UAS;
Hanze UAS	: Hanze University of Applied Sciences Groningen
Staff member	: a person with whom Hanze UAS has entered into an employment contract and also, where complainants are concerned, a person who carries out work for or within Hanze UAS in a different capacity;
Student	: a person who is enrolled at Hanze UAS as a full-time or part-time student or as a course-taker ('cursist');
Student Charter	: the student charter referred to in Section 7.59 of the WHW;
Misconduct	: a. intimidation: forcing or coercing an individual in whatever way to do something or refrain from doing something or to tolerate something, or to discourage or frighten an individual; b. sexual harassment: intimidation of a sexual nature; c. discrimination, i.e., judging or denouncing people on the basis of their race, colour, religion, descent, national or ethnic origin, gender or sexual preference, or functional limitation; d. aggression and violence, which includes mental and physical harassment, threats and attacks; e. bullying or harassing another person.
University Representative Council	: the University Representative Council of Hanze UAS;
WHW	: the Higher Education and Research Act.

#### **Article 1.2 Duty of Care**

When a staff member or a student is aware of a situation in which misconduct takes place, and he/she can take measures to improve the situation, he/she should do so.

### Chapter 2 Complaints Committee

#### **Article 2.1 Composition**

- 2.1.1 Hanze UAS has a Complaints Committee which is composed of three full members (including a Chair), two of whom must be female and one male, and at least three deputy members (including a Deputy Chair), two of whom must be female and one male. The Complaints Committee may have student members. The composition of the Committee is such that it has sufficient knowledge of:
- the legal field;
  - the psycho-social field;
  - the organisation of Hanze UAS;
  - power relations between men and women and between persons of the same sex.
- 2.1.2 The Complaints Committee is supported by an administrative secretary who is not a member of the Committee. A deputy secretary shall be designated.

### **Article 2.2 Address**

The correspondence address of the Complaints Committee is:

Klachtencommissie

PO Box 70030

9704 AA Groningen

### **Article 2.3 Sections**

The Chair of the Complaints Committee can institute separate Sections for dealing with complaints. The provisions of these Regulations applying to the Complaints Committee apply equally to the Sections.

### **Article 2.4 Appointment and Term of Office**

- 2.4.1 The Chair and the staff members of the Complaints Committee are appointed by the Executive Board for a term of three years. Student members are appointed for a term of one year. A deputy member is appointed for each member. At the end of their term of office, a member is eligible for re-appointment.
- 2.4.2 Only persons who are neither directly nor indirectly in the employ of Hanze UAS may be appointed as Chair or Deputy Chair of the Committee.
- 2.4.3 Members of the Executive Board, the Supervisory Board, the University Representative Council or any other representation council may not be appointed to the Complaints Committee, nor may confidential representatives.

### **Article 2.5 Duties**

The duties of the Committee are:

- to investigate every complaint brought before it;
- to investigate the possibility of reaching a settlement between parties;
- to report on the outcome of the investigation in the form of a decision;
- to advise the Executive Board about any measures which should be taken;
- to make an earnest appeal to the Executive Board, when the decision is delivered, to take the decision which the committee considers desirable;
- to advise the Executive Board on policies regarding misconduct.

### **Article 2.6 Powers**

- 2.6.1 The Complaints Committee has the power to summon the defendant who must comply with the summons.
- 2.6.2 The Complaints Committee has the power to advise the Executive Board about taking temporary provisional measures while the complaint is being investigated.
- 2.6.3 The Complaints Committee has the power *ex officio* to call witnesses and experts. If a person called is in the employ of, or is enrolled as a student at Hanze UAS, article 4.6, paragraph 4 applies by analogy.

### **Article 2.7 Recusal**

- 2.7.1 If any facts or circumstances arise, regarding a member of the Committee, which might impair his/her impartiality in considering a particular complaint, he or she must recuse him/herself from dealing with that complaint.
- 2.7.2 This article applies by analogy to the secretary, the deputy secretary and their staff.

### **Article 2.8 Challenge**

- 2.8.1 At the request of a party, a member of the Section can be challenged because of facts or circumstances that might impair his/her impartiality. The challenged member may concede the challenge.
- 2.8.2 If the member does not concede, the other members of the Section or another Section shall decide whether the challenge should be sustained or not at their earliest opportunity.
- 2.8.3 The Section gives the individual making the request and the challenged member the opportunity to be heard, and decides whether they will be heard separately or not. This article applies by analogy to the secretary, the deputy secretary and their staff.



**Article 2.9 Confidentiality**

- 2.9.1 The members of the Complaints Committee, the secretary, the deputy secretary and their staff are obliged to observe confidentiality regarding anything which, in the performance of their duties, comes to their knowledge by way of documents that are presented, or in the form of anything that is said, with regard to decision-making in the Committee.
- 2.9.2 Any person who, pursuant to these complaints regulations, has been informed of any facts or circumstances, or has come into the possession of written documents concerning these facts or circumstances, is obliged to deal with this knowledge carefully and shall ensure that such documents are not seen by third parties.

**Article 2.10 Legal Protection**

- 2.10.1 The members of the Complaints Committee have the right to refuse to give evidence, in the sense that they cannot be obliged to provide information on whatever has come to their knowledge in the course of their duties as members.
- 2.10.2 The Executive Board ensures that the members of the Committee are not affected adversely by holding their position. The protection against dismissal which applies to the staff members of the representation councils of Hanze UAS applies to Committee members by analogy.
- 2.10.3 The previous paragraph applies by analogy to the secretary, the deputy secretary and their staff.
- 2.10.4 A confidential representative who has been appointed as such cannot be obliged to provide information they received in confidence.

**Article 2.11 Archives**

- 2.11.1 The Complaints Committee keeps a register of the complaints and records of the proceedings in its archives.
- 2.11.2 Only the members of the Committee are allowed access to these files. Data concerning complaints are destroyed after five years.

**Article 2.12 Annual Report**

- 2.12.1 The Complaints Committee keeps an anonymous register of the nature and number of complaints that it has dealt with.
- 2.12.2 The Committee reports on its work to the Executive Board annually. The report is also submitted to the confidential representatives, the University Representative Council and the other representation councils.

## Chapter 3 Right of Complaint

### **Article 3.1 Submitting a Complaint**

- 3.1.1 A staff member or a student who is personally confronted with misconduct of any kind in their work or studies, may lodge a complaint with the Complaints Committee within a one-year period of the event having occurred.
- 3.1.2 Complaints must be submitted in writing.
- 3.1.3 The Complaints Committee may only take up complaints, that are submitted after the period of one year has elapsed, if it does not consider this objectionable in terms of establishing the truth, and gives reasons for allowing the complaint.
- 3.1.4 Complaints may be lodged by a confidential representative on behalf of the complainant.
- 3.1.5 Anonymous complaints are not allowed.

### **Article 3.2 Requirements applicable to the Written Complaint**

- 3.1.1 The complaint must be in Dutch or English, it must be signed and must include:
  - a. the name and address of the complainant;
  - b. the date;
  - c. the name of the person against whom the complaint has been lodged;
  - d. a description of the complaint;
  - e. the reason for the complaint.
- 3.1.2 If possible, copies of relevant records should be submitted along with the written complaint.
- 3.1.3 If these requirements are not complied with, the Chair of the Committee will give the complainant the opportunity to correct the omissions within a time limit which the Chair shall determine.

### **Article 3.3 Translator / Interpreter**

A party who has insufficient command of the Dutch language has the right to be assisted by a translator or interpreter, subject to any instructions or restrictions which the secretary will indicate beforehand.

## Chapter 4 Handling of the Complaint

### **Article 4.1 Assistance and Representation**

- 4.1.1 Both the complainant and the defendant have the right to assistance, or representation by an authorized representative, during the complaint proceedings.
- 4.1.2 The Complaints Committee may demand the submission of a written power of attorney from an authorized representative who is not a lawyer.

### **Article 4.2 Written Defence**

- 4.2.1 The Complaints Committee sends a copy of the written complaint and any annexes to the defendant, and invites the defendant to file a written defence in the Dutch or English language accompanied by the relevant documents, within a particular time frame set by the Chair. The complainant is notified of this communication.
- 4.2.2 A copy of the written defence and any accompanying documentation submitted by the defendant is immediately sent to the complainant.

### **Article 4.3 Simplified Procedure: Objection**

- 4.3.1 Until a complainant is invited to be heard, and for ten days after the complaint was submitted, the Chair can close the investigation if further investigation is not necessary because:
  - a. the Committee is manifestly incompetent,
  - b. the complaint is manifestly inadmissible,
  - c. the complaint is manifestly unfounded, or
  - d. the complaint is manifestly well-founded.
- 4.3.2 Parties may lodge a written objection with the Committee against a decision of the sort referred to in the first paragraph. The person who lodges the objection may at the same time request to

be heard regarding said objection. The Chair cannot sit on the Section which renders a decision on the objection.

- 4.3.3 The decision regarding the objection is to the effect that:
  - a. the objection is dismissed,
  - b. the objection is declared unfounded, or
  - c. the objection is declared well-founded.
- 4.3.4 If the Committee declares the objection to be well-founded, the decision against which the objection was instituted becomes void and the investigation is continued from the point in the proceedings that the objection was made.
- 4.3.5 The decision on the objection will be sent to the parties and to the Executive Board.

#### **Article 4.4 Settlement between the Parties**

- 4.4.1 If the Complaints Committee sees fit, it may urge the parties involved to reach a mutual settlement through mediation while the complaint is being handled by the Committee. If the parties wish, the Committee can propose a mediator.
- 4.4.2 If the parties do not, within four weeks after submission of the complaint to the mediator, notify the Committee of the state of the process, the Committee will resume its handling of the complaint.

#### **Article 4.5 Hearing the Parties directly concerned**

- 4.5.1 The Complaints Committee hears complainants and defendants in each other's presence unless, in the opinion of the Complaints Committee, there are serious reasons for hearing them separately.
- 4.5.2 A party which is not present at a hearing will be informed of the hearing's proceedings.

#### **Article 4.6 Hearing Witnesses and Other Persons involved; Experts**

- 4.6.1 Parties may submit the names of witnesses and experts to the Complaints Committee up to five working days before a hearing at the latest. The names of these witnesses and experts are notified to the other party within a similar term. The Committee, in its official capacity or otherwise, calls witnesses and experts to be heard.
- 4.6.2 Each witness or other involved person, who is connected with Hanze UAS and who is heard by the Committee, is obliged to provide the information the Committee requests.
- 4.6.3 A confidential representative who is heard as a witness may claim exemption regarding information given to him/her in confidence.
- 4.6.4 If a staff member or student does not comply with the obligation to provide information as referred to in this article, the Executive Board may, under the provisions of Section P of the Collective Agreement, take disciplinary measures regarding the staff member or mark the student's conduct as reprehensible, unless there are serious extenuating reasons.

#### **Article 4.7 Closed Hearing; Reporting**

- 4.7.1 Neither the hearings of complainants and defendants nor the sessions of the Complaints Committee are open to the public.
- 4.7.2 A report is drawn up of the hearing if the Chair considers this to be in the interest of the complainant or the defendant. If a report is made, it must be signed for approval by the person involved within the term set by the Chair. If this person is not willing to sign, and the Committee is of the opinion that the report is a correct representation of the proceedings at the hearing, then the Committee will adopt the report and give the person involved the opportunity to add his/her comments within a term set by the Chair.

#### **Article 4.8 Information to the Parties concerned; Inspection of Records**

- 4.8.1 During the proceedings, the Committee keeps the complainant and the defendant apprised of its progress.
- 4.8.2 All records, with the exception of the records referred to in the third paragraph, which are submitted during the investigation, are confidential and may be viewed only by the complainant, the defendant and the person(s) who assist(s) them in the matter at issue.

- 4.8.3 The right of inspection pertains to those records that are directly related to the complaint and on which the Committee's decision on the complaint is founded.
- 4.8.4 If inspection of a certain document is incompatible with the protection of a complainant or defendant, the Committee may decide, at the request of the complainant or defendant, or of its own accord, not to submit that particular document for inspection, and it will notify the parties accordingly.
- 4.8.5 In cases in which the Committee has decided that the restriction on inspection mentioned in the preceding paragraph is justified, the document(s) in question may only be used by the Committee to base its decision on the complaint, with the permission of the other party.

## Chapter 5 The Decision

### **Article 5.1 Decision-making Procedure**

- 5.1.1 The Complaints Committee shall reach a decision within forty working days of receiving the complaint, at the latest. If the Committee has good reason, it may extend this period once by twenty working days at most. Any decision to this effect is notified to the complainant and the defendant without delay, giving reasons.
- 5.1.2 The Committee reaches its decisions in plenary sessions and aims at consensus.

### **Article 5.2 The Decision**

- 5.2.1 In its decision, the Complaints Committee states the complaint to be:
  - a. inadmissible;
  - b. unfounded, or
  - c. well-founded.
- 5.2.2 The decision states the grounds on which it is founded.
- 5.2.3 The Committee submits its decision to the Executive Board. If it declares a complaint to be well-founded, it can also submit a written recommendation regarding any measures that should be taken by the Board.
- 5.2.4 The decision, including the report, is notified to the complainant and the defendant immediately. The decision and the report are not public.

### **Article 5.3 Recommended Measures**

- 5.3.1 The measures advised may be of a preventive or corrective nature, or a combination of these, depending on the situation and the nature and gravity of the complaint.
- 5.3.2 In respect of staff members, the following measures may be advised in conformity with the provisions of the Collective Agreement:
  - a. written warning;
  - b. transfer;
  - c. suspension;
  - d. dismissal.
- 5.3.3 With respect to students, the following measures can be recommended in accordance with the provisions of Sections 7.42a and 7.57h of the WHW and the Disciplinary Rules appended to the Student Charter:
  - a. refusal or termination of a student's enrolment if the student by his/her words or actions has demonstrated that he/she is not suitable for employment in one or more of the occupations which his/her degree programme trains him/her for, or that he/she is unsuitable for the practical preparation for this occupation;
  - b. denial of access to all or part of the buildings, grounds and/or other Hanze UAS facilities for a period of no more than one year.
- 5.3.4 Apart from the measures mentioned in the second and third paragraphs, which are based on external regulations, the Executive Board can also take other measures including redeploying a staff member in another position.

### **Article 5.4 Rehabilitation**

If a complaint is declared to be unfounded, the Complaints Committee may advise the Executive Board to take measures to rehabilitate the party against whom the complaint was made.

**Article 5.5 Decision of the Executive Board**

- 5.5.1 The Executive Board renders a decision within two weeks, based on the report given by the Complaints Committee.
- 5.5.2 If the decision of the Executive Board is not in accordance with the report, the Board shall give its reasons.
- 5.5.3 The Executive Board notifies the complainant, the defendant and the Complaints Committee of its decision as soon as possible.

**Article 5.5 Complaints against the Executive Board**

- 5.6.1 If a complaint is lodged which relates to an act committed by the Executive Board or one or more of its members, this does not affect the duties or powers of the Complaints Committee except that the Committee must submit the recommendation referred to in article 5.2 to the Supervisory Board. In this case, the Committee's recommendation may depart from the provisions of article 5.3.
- 5.6.2 The Supervisory Board shall make a decision based on the recommendation referred to in the first paragraph within two weeks, and communicate it to the complainant, the defendant and the Complaints Committee as soon as possible. If the Board makes a decision which differs from the recommendation, it shall give its reasons for doing so.
- 5.6.3 If a member of the Executive Board makes use of their right to lodge a complaint, this member may not participate in the deliberations on the decision referred to in article 5.5.1.

Chapter 6 Final Provisions

**Article 6.1 Notification**

The Executive Board ensures that these Regulations, after they have been duly adopted by the Board, will be notified in an appropriate manner.

**Article 6.2 Effective Date**

These Regulations will take effect one day after they have been notified by the Executive Board in an appropriate manner.

**Article 6.3 Citation**

These Regulations may be cited as the Hanze UAS Misconduct Regulations.

## Appendix 9 Complaints Regulations

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### **Article 1. Right of complaint**

1. Any student or group of students has the right to make a complaint. Complaints must be submitted to the Complaints and Disputes Office [Bureau Klachten en Geschillen] either orally or in writing. A student who wants to make a complaint may ask a student counsellor for advice and assistance.
2. The complaint must state the complainant's name, the behaviour which the complaint relates to, the date of the behaviour or act, and the name of the person who was responsible for the act or behaviour.
3. The Complaints and Disputes Office sends the complainant a confirmation of receipt of a complaint, and forwards the complaint to the body which is responsible for dealing with it with a copy to the Executive Board.
4. The correspondence address of the Complaints and Disputes Office is:  
Bureau Klachten en Geschillen  
PO Box 70030  
9704 AA Groningen  
bureauklachtenengeschillen@org.hanze.nl

### **Article 2. Procedure**

1. In principle, complaints are dealt with by the Dean or the Director of the school or department which the complaint relates to. Complaints directed at Student Administration are handled by the Head of Student Administration except for complaints about the behaviour of or acts done by the Head, which are handled by the Director. Complaints directed at the Student Services unit are handled by the Head of Student Services except for complaints about the behaviour of, or acts by the Head, which are handled by the Director. Complaints concerning procedures at examinations, not including the assessment of examinations or decisions relating to fraud or irregularities, are investigated by the Examination Board.
2. Complaints against Deans or Directors are dealt with by the Executive Board.
3. Complaints against the Executive Board or its members are heard by the Executive Board, on the understanding that the member whose conduct, act or decision is complained against may not be involved in the handling of the complaint.
4. The Executive Board can decide to deal with a complaint itself.
5. A complaint does not have to be taken up if it relates to an act:
  - a. which was the subject of an earlier complaint;
  - b. which occurred more than a year before the complaint is submitted;
  - c. which the complainant could have lodged an objection against or which could, or can still be, appealed against;
  - d. which is, or was, under the scrutiny of a court of law;
  - e. which is the subject of a criminal investigation or criminal proceedings.
6. The person who is responsible for handling the complaint is not required to take it up if the complainant's interest, or the act being complained about, is evidently not of a serious enough nature.
7. Complaints that are withdrawn by the complainant in the interim will cease to be handled.
8. If a complaint is not taken up or ceases to be handled, the complainant is informed of this fact in writing as soon as possible, but no later than four weeks after the complaint was received by the person handling the complaint. A copy of this notice is sent to the Complaints and Disputes Office. A complainant who does not agree with the opinion of the person handling the complaint can appeal to the Executive Board in writing.
9. Section 8 of Book 9 of the General Administrative Law Act [Algemene wet bestuursrecht] applies by analogy.

### **Article 3. Hearing**

1. The person handling the complaint gives the complainant and the person who is the subject of the

- complaint the opportunity to be heard.
2. Hearing the complainant may be foregone, if:
    - a. the complaint is obviously unfounded;
    - b. the complainant has declared that he/she waives the right to be heard; or
    - c. the complainant does not declare, within a reasonable term set by the person dealing with the complaint, that they want to make use of the right to be heard.

#### **Article 4. Timescale**

1. Complaints are dealt with within six weeks of receipt of the notice of complaint by the person who is responsible for handling the complaint.
2. The person or body handling the complaint may adjourn the matter for four weeks at the most after giving written notice to the Complaints and Disputes Office, the complainant and the person complained against.

#### **Article 5. Decision**

The person handling the complaint shall notify the complainant in writing, within the period referred to in article 4, of the findings of the investigation into the complaint, of their opinion about these findings and of any consequences which they attach to the findings. The decision will state whether the complaint is well founded or not. The complaint handler will send copies of the decision to the Complaints and Disputes Office and the Executive Board.

#### **Article 6. Procedural review**

If a student is dissatisfied with the way in which a complaint is being handled, he/she or the group of students who made the complaint may appeal to the Executive Board in writing and request the Board to investigate whether the complaint was dealt with properly. Such a review by the Board is not a complaint procedure within the meaning of Section 9.1 of the General Administrative Law Act (*Awb Act*).

## Appendix 10 Disciplinary Rules

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### **Article 1 Use of Facilities**

- 1.1 Any person who makes use of the buildings, grounds or other Hanze UAS facilities including lecture rooms, practicals facilities, canteens and library and ICT facilities is bound to do so in accordance with the specific purpose of the facility, must comply with the rules of use drawn up by or on behalf of the Executive Board, and in general must conduct themselves such that they do not:
  - a. cause any direct or indirect damage to either Hanze UAS or any third party that makes use of buildings, grounds or other Hanze UAS facilities;
  - b. infringe any rights of Hanze UAS or any third parties that make use of the institution's buildings, grounds or other facilities;
  - c. contravene any other legal duty or obligation;
  - d. contravene any generally accepted standards;
  - e. make photographs or video or sound recordings of any person.
- 1.2 The rules referred to in the first paragraph of this article must be made known to everyone who makes use of the buildings, grounds or other facilities of Hanze UAS.
- 1.3 The rules referred to in the first paragraph of this article may be issued by a Dean or Director on behalf of the Executive Board. Rules relating to the use of facilities include the ICT Facilities and Personal Data Regulations which are included, for example, in Appendix 13 to the Student Charter.

### **Article 2 Directions**

- 2.1 Any person who makes use of the buildings, grounds or other Hanze UAS facilities is required to comply immediately with any directions issued by or on behalf of the Executive Board that relate to the provisions of article 1.
- 2.2 Directions such as referred to in the first paragraph of this article may be issued by a Dean or Director on behalf of the Executive Board.

### **Article 3 Denial of the Right to Access or Use of Facilities**

- 3.1 A person who acts in contravention of the provisions of article 1 or fails to comply immediately with the instructions referred to in article 2, can be denied access to buildings or grounds of Hanze UAS or parts of these, and/or be denied the use of other facilities.
- 3.2 The denial may be temporary, conditional or final. Conditional or final denials can be imposed for a period of no more than twelve (12) months.
- 3.3 If the denial is final, the student's enrolment can be terminated for the same period. If the student continues to cause serious nuisance after due warning has been given, then his/her enrolment can be terminated.

### **Article 4 Temporary Denial of the Right to Access or Use of Facilities**

When immediate denial of access or use is required, the Dean may deny a person, who, despite a warning, acts or continues to act in contravention of the provisions of article 1 or who fails to comply immediately with instructions issued under the provisions of article 2, to have access to all or part of the buildings and grounds of Hanze UAS that fall under the Dean's or team leader's responsibility, and/or use of other facilities that fall under his responsibility, for a maximum period of five (5) working days.

### **Article 5 Conditional or Final Denial of the Right to Access or Use of Facilities**

Without prejudice to the provisions of article 4, the Dean can deny a person the right to have access to the buildings or grounds of Hanze UAS, or a part of these, and/or the use of any other facilities, if, in the Dean's opinion, that person has violated the provisions of article 1 or the conditions referred to in article 6(2)(c). In such a case, the student's enrolment at Hanze UAS can be terminated for the same period of time.

### **Article 6 Conditional Denial of the Right to Access or Use of Facilities**

- 6.1 The Dean can only decide on conditional denial of the right to access or use if the person concerned has been interviewed or has at least been given the opportunity to state their case. This person has the right to representation or assistance.



- 6.2 Conditional denial of the right to access or use of facilities applies:
- a. to all or a particular section of the buildings, grounds or other facilities of Hanze UAS;
  - b. for a period of up to twelve months;
  - c. in the form of setting conditions for the use, in which case non-compliance will lead to final denial.

#### **Article 7 Final Denial of the Right to Access or Use of Facilities, or Termination of Enrolment**

- 7.1 The Dean cannot decide to finally deny a student the right to access or the use of facilities, or terminate their enrolment, unless the student has been interviewed or has, at least, been given the opportunity to state their case. The student has the right to representation or assistance.
- 7.2 Final denial of the right to access or use of facilities applies:
- a. to all or a particular section of the buildings, grounds or other facilities of Hanze UAS;
  - b. for a period of up to twelve months, irrespective of any period of conditional denial as referred to in article 6. In such a case, the student's enrolment at Hanze UAS can also be terminated for the same period.
- 7.3 If the subject of the proposed denial cannot be heard or given the opportunity to be heard at short notice and if immediate denial of the right of access or use of facilities is required, then the Dean may, in anticipation of later decision-taking, as referred to in the first paragraph of this article, extend the period of temporary denial of access or use by a maximum of four working days, or impose a conditional denial for a maximum of four working days, without hearing the person concerned.

#### **Article 8 Denial of access or use**

- 8.1 In cases which are clearly urgent, the Dean may deny access to buildings and grounds of Hanze UAS, or parts thereof, and/or the use of other facilities, to the subject of the proposed denial with immediate effect.
- 8.2 In such a case, this person will be heard within three working days, after which the denial of access or use will be lifted or converted into a conditional or final denial of access or use, or the student's enrolment will be terminated.

#### **Article 9 Lifting a Denial of the Right to Access or Use of Facilities**

- 9.1 If requested, the Dean can terminate a period of conditional or final denial of access or use of facilities before the term of the denial has expired, or reduce the scope of the denial.
- 9.2 The Dean only decides on a request, as referred to in the first paragraph of this article, if the applicant has been given the opportunity to explain his/her request orally.
- 9.3 The Dean can impose (further) conditions for lifting the denial or reducing the scope.
- 9.4 If the Dean is of the opinion that the applicant has not fulfilled the (further) conditions, as referred to in the third paragraph of this article, the original conditional or final denial will take effect again, and the period which has passed since the lifting or reduction of the scope of the denial is not deducted from the original period of denial.

#### **Article 10 Powers of the Executive Board**

Without prejudice to the powers of the Dean, the Executive Board may take measures of its own accord. In such a case, articles 3 up to and including 9 apply by analogy.

#### **Article 11 Decisions and Appeals**

- 10.1 Decisions such as those referred to in articles 3, 5, 6, 7, 8, 9 and 10 must be substantiated.
- 10.2 Decisions such as those referred to in articles 5, 6, 7, 9 and 10 must also mention the possibility of appealing to the Student Appeals Board.

#### **Article 12 Effective Date**

These Disciplinary Rules take effect from 1 September 2016.

## Appendix 11 Provisions relating to the Education Committee, the Examination Board and the Admissions Committee

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### **Education Committee**

1. The Executive Committee will establish an Education Committee as referred to in Section 10.3c (1) of the WHW for the programme or programme cluster.
2. The Executive Board will adopt regulations for the Education Committees, which shall include, as a minimum, provisions with regard to the composition and term of office of an Education Committee, the organisation of elections and determining their results and the powers and procedures of an Education Committee.
3. The Executive Board will adopt further regulations regarding facilities for the Education Committees, which should at least include provisions for the following:
  - exemption from activities in the case of staff;
  - attendance fee, the reimbursement of expenses, exemption from study activities and ECTS credits in the case of members belonging to the student delegation;
  - training;
  - support and a meeting room;
  - an own budget of the Education Committee, as included in the budget of the School
4. The Dean will adopt, with the approval of the School Representative Council, Implementing regulations which will include as a minimum implementing provisions with regard to the organisational variant of an Education Committee and – if applicable – the maximum number of members of an Education Committee.
5. The Dean will offer the Education Committee and its members the opportunity to properly perform its tasks, within the scope of the allocated resources and facilities.

### **Examination Board**

1. Each individual bachelor's or master's programme or group of programmes has an Examination Board, as referred to in Section 7.12 of the WHW. The Examination Board is composed of at least three members including a Chair.
2. The Examination Board is the body which, in an objective and professional manner, determines whether a student meets the requirements set by the Teaching and Examination Regulations with respect to the knowledge, understanding and skills required for obtaining a degree.
3. The Chair and the other members of the Examination Board are appointed by the Dean on the basis of their expertise in the field of the degree programme(s) concerned with reference to the profiles established by the Executive Board. At least one of the members must be a lecturer in the student's programme or a programme within the same group of programmes, and at least one member must not be associated with this group of programmes. Appointments are for a period of one year. Retiring members of the Examination Board are immediately eligible for re-appointment, upon nomination.
4. Members of School Management Teams cannot be members of the Examination Board.
5. The Dean must consult the members of the Examination Board before appointing a new member.
6. The Dean ensures that there are sufficient guarantees in place for the Examination Board to be able to function in a professional and independent manner.

### **Duties and powers of the Examination Board**

1. In addition to the duties and powers referred to in Sections 7.11 and 7.12(2) of the WHW, Examination Boards have the following duties and powers:
  - a. they must guarantee the quality of examinations, without prejudice to Section 7.12c of the WHW,
  - b. they must draw up guidelines and instructions for the assessment and grading of examinations in accordance with the Teaching and Examination Regulations, and
  - c. they may grant students exemptions from one or more examinations.
2. The Examination Board appoints examiners who are charged with administering and grading examinations. Examiners may be external experts or staff members who teach in the relevant discipline. The examiners provide the Examination Board with any information that the Board may request.

3. The Examination Board may issue guidelines and instructions to the examiners for the assessment of students who take an examination, and for the grading of the examination.
4. The Examination Board may take measures in cases of cheating or other violations of the rules that apply during examinations, as provided in the examination protocol. These measures include excluding a student from participating in examinations of any kind at Hanze UAS for up to a maximum of one year. The examination protocol, which includes rules of procedure for examinations, is contained in the Student Charter.
5. In serious cases of cheating the Executive Board may, on the proposal of the Examination Board, terminate the student's enrolment in the degree programme.
6. The Examination Board draws up rules for the implementation of the duties and powers referred to in the first paragraph, under (a), (b) and (c), and for the measures which it can take in this connection.
7. The Examination Board also draws up rules for the implementation of the powers referred to in the fourth and fifth paragraphs of this article.
8. The Examination Board reports on its activities to the Dean annually. The report must be in the format determined by the Executive Board. A copy of the report shall be sent to the School Representation Council.

#### **Assessment Committee**

1. Each individual bachelor's or master's programme, or group of programmes, has an Assessment Committee which is composed of at least three members including a Chair.
2. The Chair and the other members of the Assessment Committee are appointed by the Dean on the basis of their expertise in the field of the degree programme(s) concerned, with reference to the profiles established by the Executive Board. At least one of the members must be a lecturer in the programme concerned or a programme in the same group of programmes. Appointments are for one year. Retiring members of the Assessment Committee are immediately eligible for re-appointment, upon nomination.
3. Members of School Management Teams cannot be members of the Examination Board.
4. Members of the Assessment Committee are appointed by the Dean upon nomination by the Examination Board of the programme(s) for which the Assessment Committee was instituted.
5. The Dean shall provide sufficient assurances that the Assessment Committee is competent to its duties and can operate independently.

#### **Assessment Committee's duties and powers**

The Assessment Committee has the duty to oversee the quality of examinations. It operates under the responsibility of the Examination Board without prejudice to the provisions of the preceding article.

#### **Admissions Committee**

1. Each individual bachelor's or master's programme has an Admissions Committee. An Admissions Committee may be attached to several degree programmes and is composed of at least three members, including the Chair.
2. The Chair and other members of the Admissions Committee are appointed by the Dean. At least one member must be a lecturer in the programme concerned or one of the other programmes in the same group of programmes. Appointments are for a period of three years. Outgoing members of the Admissions Committee are eligible for reappointment immediately, on nomination.
3. The Admissions Committee advises the Dean on admission of students to degree programmes.

## Appendix 12 Whistleblower Procedures

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### Whistleblower Procedures of Hanze UAS

Adopted by a decision of the Executive Board of *2 October 2017*.

The University Representative Council approved this decision on *20 November 2017*.

#### Article 1 – Definitions

In these Regulations the following definitions apply:

1. *employee*: a person who pursuant to an employment contract under civil law performs work or has performed work or a person who performs work or has performed work on a basis other than employment within Hanze UAS ;
2. *employer*: Hanze University of Applied Sciences Groningen Foundation, which pursuant to an employment contract under civil law has work performed or has had work performed or has work performed or has had work performed on a basis other than employment ;
3. *student*: a person who is enrolled or was enrolled as a student or course participant at Hanze UAS;
4. *suspicion of malpractice*: the suspicion of an employee or student that, within the organisation of Hanze UAS where he works or studies or has worked or has studied or at another organisation if he has come into contact through his work or studies with the organisation of Hanze UAS, a malpractice has occurred insofar as:
  - 1° the suspicion is based on reasonable grounds that arise from the knowledge that the employee or student has acquired at Hanze UAS or arise from the knowledge that the employee or student has obtained through his work or studies at another business or another organisation, and
  - 2° the public interest is at stake, statutory regulations have been violated, there is a danger to public health, a danger to the safety of persons, a danger of environmental degradation, a danger to the proper operation of public service or an enterprise as a result of inappropriate conduct or omission;
5. *suspicion of an irregularity*: a suspicion based on reasonable grounds of an imperfection or inequity of a general, operational or financial nature that occurs under the responsibility of Hanze UAS and is sufficiently grave as to be outside the scope of the regular work processes and exceed the responsibility of the line manager;
6. *adviser*: a person who is subject to a duty of confidentiality on the basis of his position and who is consulted confidentially by an employee or student about a suspicion of malpractice;
7. *confidential adviser*: a person designated by the Executive Board to act in that capacity for the organisation of Hanze UAS;
8. *advisory centre for whistleblowers*: the advisory centre established pursuant to the Temporary decision of the Committee on the advisory and referral centre for whistleblowing
9. *advisory department of the House for Whistleblowers*: the advisory department of the House (until 1 July 2016 the advisory centre for whistleblowers), as referred to in Section 3a (2), of the House for Whistleblowers Act;
10. *report*: the report of a suspicion of malpractice or irregularity pursuant to these regulations;
11. *informant*: the employee or student who has reported a suspicion of malpractice or irregularity pursuant to these regulations;

12. most senior manager: the Executive Board or an individual Executive Board member of Hanze UAS;
13. internal supervisory body: the Supervisory Board of Hanze UAS;
14. highest responsible authority: the internal supervisory body;
15. contact person: the person who is appointed by the most senior manager after receipt of the report as contact person with a view to combating disadvantaging;
16. investigators: those charged with the investigation of the malpractice by the most senior manager;
17. external body: the body that is the most suitable for making the external report of the suspicion of malpractice to;
18. external third party: any organisation or representative of an organisation that, in the reasonable judgement of the informant, may be deemed able, directly or indirectly, to resolve, or cause to be resolved, the suspected malpractice;
19. investigation department of the House for Whistleblowers: the investigation department of the House (until 1 July 2016 the advisory centre for whistleblowers), as referred to in Section 3a (3), of the House for Whistleblowers Act.

Where he/his are used in these regulations, this should be read as also referring to she/her.

## **Article 2. Information, advice and support for the employee or student**

Paragraph 1. An employee or student can confidentially consult an adviser about a suspicion of malpractice, duly ensuring compliance with the duty of confidentiality referred to in article 1 (6).

Paragraph 2. In accordance with paragraph 1, the employee or student can ask the confidential adviser for information, advice and support concerning the suspicion of malpractice.

Paragraph 3. In accordance with paragraph 1, the employee or student can also ask the advisory department of the House for Whistleblowers for information, advice and support concerning the suspicion of malpractice.

## **Article 3. Internal report by an employee or a student**

Paragraph 1. An employee or a student (or an employee or student of another organisation who has come into contact with the organisation of Hanze UAS) with a suspicion of malpractice or irregularity within the organisation of Hanze UAS will in the first instance report this to the Secretary of the Executive Board for the attention of the Chair of the Executive Board. If the employee or student has a reasonable suspicion that (a member of) the Executive Board (“the most senior manager”) or the Secretary of the Executive Board is involved in the suspected malpractice or irregularity, he can also report it to the Chair of the Supervisory Board of Hanze UAS. In that case, “the most senior manager” in these regulations should be read as “the internal supervisory body” below.

Paragraph 2. The employee or a student (or an employee or student of another organisation who has come into contact with the organisation of Hanze UAS) can also report the suspicion of malpractice or irregularity within the organisation of Hanze UAS via the confidential adviser. The confidential adviser will forward the report, in consultation with the employee, to the Secretary of the Executive Board for the attention of the Chair of the Executive Board as referred to in the previous paragraph, or the Chair of the internal supervisory body, respectively.

Paragraph 3. A student (or a student of another organisation who has come into contact with the organisation of Hanze UAS) with a suspicion of malpractice or irregularity within the organisation of Hanze UAS can also report this to the Dean of the school concerned. The Dean will forward the report, in consultation with this student, to the Secretary of the Executive Board for the attention of the Chair of the Executive Board as referred to in the previous paragraph, or the internal supervisory body, respectively.

If this student has a reasonable suspicion that the Dean, the Secretary of the Executive Board or (a

member of) the Executive Board (“the most senior manager”) is involved in the suspected malpractice or irregularity, he can also report it to the Chair of the Supervisory Board of Hanze UAS.

Paragraph 4. After receipt of the report referred to in the preceding paragraphs by the receiving party, the Chair of the Executive Board or the Supervisory Board, respectively, will be notified of the report and will - with application and the conditions referred to in article 9 - instruct an Investigation Committee to carry out a detailed investigation. In addition, a contact person for this investigation will be appointed by the Chair of the Executive Board.

#### **Article 4. Protection of the informant against disadvantaging**

Paragraph 1. Hanze UAS will not disadvantage the informant in connection with the reporting, in good faith and properly, of a suspicion of malpractice or irregularity as referred to in these regulations.

Paragraph 2. Any proposed dismissal or termination of enrolment, other than by obtaining a diploma, of an informant within 4 years after the report, will be reviewed by the Executive Board with a view to establishing the absence of any connection with the report. If the Executive Board was involved in the report, the aforesaid review will be carried out by the Supervisory Board.

#### **Article 5. Combating disadvantaging of the informant**

Paragraph 1. The contact person designated on the basis of article 3 (4) shall discuss without delay, together with the informant, which risks of disadvantaging are present, how those risks can be mitigated and what the informant can do if he believes he is being disadvantaged. The contact person shall ensure that this is documented in writing, and will present this documentation to the informant for approval and signing. The informant will receive a copy thereof.

Paragraph 2. If the informant believes he is being disadvantaged, he can discuss this without delay with the contact person. The contact person and the informant will also discuss what measures can be taken to combat disadvantaging. The contact person shall ensure that this is documented in writing, and will present this documentation to the informant for approval and signing. The contact person will forward the report to the most senior manager without delay. The informant will receive a copy thereof.

Paragraph 3. The most senior manager shall ensure that measures required to combat disadvantaging are taken.

#### **Article 6. Protection of other parties involved against disadvantaging**

Paragraph 1. Hanze UAS shall not disadvantage the adviser who is employed by the employer for acting as adviser to the informant.

Paragraph 2. Hanze UAS shall not disadvantage the confidential adviser for performing the duties described in these regulations.

Paragraph 3. Hanze UAS shall not disadvantage the contact person for performing the duties described in these regulations.

Paragraph 4. Hanze UAS shall not disadvantage the investigators employed by the employer for performing the duties described in these regulations.

Paragraph 5. Hanze UAS shall not disadvantage an employee or student who is heard by the investigators in connection with making a statement in good faith.

Paragraph 6. Hanze UAS shall not disadvantage an employee or student in connection with the provision by him of documents to the investigators that, in his reasonable judgement, are relevant to the investigation.

Paragraph 7. Article 5 shall apply correspondingly to disadvantaging of the persons referred to in paragraphs 1 to 6.

#### **Article 7. Confidential treatment of the report and the identity of the informant**

Paragraph 1. The recipient of the report shall ensure that the information about the report is stored in such a way that it can only be accessed physically and digitally by those who are involved in dealing

with this report.

Paragraph 2. All those involved in dealing with a report shall not disclose the identity of the informant without the express written consent of the informant and will treat the information about the report confidentially.

Paragraph 3. If the suspicion of malpractice or irregularity was reported via the confidential adviser and the informant did not provide permission for disclosing his identity, all correspondence about the report will be sent to the confidential adviser and the confidential adviser will forward this to the informant without delay.

Paragraph 4. All those involved in dealing with a report shall not disclose the identity of the adviser without the express written consent of the informant and the adviser.

#### **Article 8. Documentation, forwarding and confirming receipt of the internal report**

Paragraph 1. If the informant reports a suspicion of malpractice or irregularity orally or provides oral clarification on a written report, the receiving party will, in consultation with the informant, ensure that this is documented in writing, and will present this documentation to the informant for approval and signing. The informant will receive a copy thereof.

Paragraph 2. Following receipt of the report, the most senior manager shall, in consultation with the informant, designate a contact person without delay with a view to combating disadvantaging.

#### **Article 9. Treatment of the internal report by Hanze UAS**

Paragraph 1. The most senior manager will initiate an investigation into the reported suspicion of malpractice or irregularity, unless:

the suspicion is not based on reasonable grounds, or

it is clear in advance that what is reported does not relate to a suspicion of malpractice or irregularity.

Paragraph 2. If the most senior manager decides not to initiate an investigation, he shall inform the informant thereof in writing within two weeks after the internal report. In that connection, the most senior manager will also state the basis for his opinion that the suspicion is not based on reasonable grounds, or that it is clear in advance that what is reported does not relate to a suspicion of malpractice or irregularity.

Paragraph 3. The most senior manager will assess whether an external body as referred to in article 13 (3) must be notified of the internal report of a suspicion of malpractice. If the most senior manager notifies an external body, the most senior manager will send the informant a copy thereof, unless there are serious objections to this.

Paragraph 4. The most senior manager will assign the investigation to investigators who are independent and impartial and will in any case not let the investigation be carried out by persons who may be or have been involved in the suspected malpractice or irregularity. To that end, the most senior manager will use the investigation committee under the Whistleblower Procedures. This investigation committee comprises an independent chair. The chair will appoint two other members of the committee on an ad-hoc basis and it will arrange its own duties.

Paragraph 5. The most senior manager will inform the informant in writing without delay that an investigation has been initiated and by whom the investigation will be carried out. The most senior manager will send the informant a copy of the assignment for the investigation, unless there are serious objections to this.

Paragraph 6. The most senior manager will inform the persons to whom the report relates about the report and about the notification to an external body as referred to in paragraph 3, unless this may harm the interests of the investigation or enforcement.

#### **Article 10. The execution of the investigation.**

Paragraph 1. The investigators will give the informant an opportunity to be heard. The investigators shall ensure that this is documented in writing, and will present this documentation to the informant for approval and signing. The informant will receive a copy thereof.

Paragraph 2. The investigators may also hear others. The investigators shall ensure that this is documented in writing, and will present this documentation to the person who was heard for approval and signing. The person who was heard will receive a copy thereof.

Paragraph 3. The investigators can inspect and request all documents within the organisation of the employer that they reasonably consider necessary for performing the investigation.

Paragraph 4. Employees and students may provide to the investigators all documents with regard to which they reasonably consider it to be necessary for the investigators to read them in connection with the investigation.

Paragraph 5. The investigators will draw up a draft investigation report and give the informant an opportunity to comment on it, unless there are serious objections to this.

Paragraph 6. The investigators will then finalise the investigation report. They will send the informant a copy thereof, unless there are serious objections to this.

#### **Article 11. Opinion of the most senior manager**

Paragraph 1. The most senior manager will inform the informant in writing within eight weeks after the report of the substantive opinion concerning the reported suspicion of malpractice or irregularity. He will also state which steps the report has led to.

Paragraph 2. If it becomes clear that the opinion cannot be provided within the stated time limit, the most senior manager will inform the informant thereof in writing. He will state the period within which the informant can expect to receive the opinion. If the total time frame exceeds twelve weeks as a result, the reason why a longer period is necessary will also be stated.

Paragraph 3. After completion of the investigation, the most senior manager will assess whether an external body as referred to in

article 13 (3) must be notified of the internal report of a suspicion of malpractice and of the investigation report and the opinion of the most senior manager. If Hanze UAS notifies an external body, he will send a copy thereof to the informant, unless there are serious objections to this.

Paragraph 4. The persons to whom the report relates are notified in a similar way as the informant on the basis of paragraphs 1 to 3, unless this could harm the interests of the investigation or enforcement.

#### **Article 12. Right of both parties to be heard in relation to investigation report and opinion of most senior manager**

Paragraph 1. The most senior manager will give the informant an opportunity to respond to the investigation report and the opinion of the most senior manager.

Paragraph 2. If the informant states, in response to the investigation report or the opinion of the most senior manager, providing reasons for this, that the suspicion of an irregularity or malpractice was not actually or properly investigated or that the investigation report or the opinion of the most senior manager contain material errors, the most senior manager will respond to this substantively and if necessary initiate a new or supplementary investigation. Articles 10 to 13 apply correspondingly to this new or supplementary investigation.

Paragraph 3. If the most senior manager notifies or has notified an external body as referred to in article 14 (3), he will also forward the informant's response referred to above to the investigation report and most senior manager's opinion to this external body. The informant will receive a copy thereof.

#### **Article 13. External report**

Paragraph 1. After making an internal report of a suspicion of malpractice, the informant can make an external report if: a. the informant disagrees with the opinion as referred to in article 11 and believes that the suspicion has wrongly been set aside; b. the informant did not receive an opinion within the time limit as referred in article 11 (1) or (2).

Paragraph 2. The informant can immediately make an external report of a suspicion of malpractice if making an internal report first cannot be reasonably expected of him. That will always be the case if this arises from any statutory regulation or in the case of:



acute danger, in connection with which a serious and urgent public interest makes immediate external reporting necessary;  
a reasonable suspicion that the highest responsible authority within the organisation of Hanze UAS is involved in the suspected malpractice;  
a situation in which the informant can within reason fear reprisals in connection with making an internal report;  
a clearly demonstrable threat of obfuscation or destruction of evidence;  
a previous report, in accordance with the procedure, of the same malpractice, which did not resolve the malpractice;  
an obligation to make a direct external report.

Paragraph 3. The informant can make the external report to an external body that, in the reasonable judgement of the informant, is the most suitable for this. An external body shall in any case be understood to mean:

a body that is tasked with detecting criminal offences;  
a body that is tasked with supervising compliance with that which is stipulated in or pursuant to any statutory regulation;  
another competent body to which the suspicion of malpractice can be reported, including the investigation department of the House for Whistleblowers.

Paragraph 4. If, in the reasonable judgement of the informant, the public interest outweighs the interest of the employer in confidentiality, the informant can also make the external report to an external third party that, in his reasonable judgement, may be deemed able, directly or indirectly, to resolve, or cause to be resolved, the suspected malpractice.

#### **Article 14. Internal and external investigation into disadvantaging of the informant**

Paragraph 1. An informant who believes that he is being disadvantaged in connection with making a report of a suspicion of malpractice can request the most senior manager to investigate the way in which he is treated within the organisation.

Paragraph 2. Articles 9 to 12 apply correspondingly.

Paragraph 3. Paragraphs 1 and 2 apply correspondingly to the persons referred to in article 6.

Paragraph 4. The informant can also request the investigation department of the House for Whistleblowers to initiate an investigation into the way in which Hanze UAS has behaved towards him in connection with the report of a suspicion of malpractice.

#### **Article 15. Publication, reporting and evaluation**

Paragraph 1. The most senior manager will ensure that these regulations are posted on the intranet and are published on the website of Hanze UAS.

Paragraph 2. The most senior manager will annually prepare a report on the policy concerning the treatment of reporting of suspicions of malpractice and irregularities and the implementation of these regulations. This report must at least include:  
information on the policy pursued in the past year concerning the treatment of reporting of suspicions of malpractice and irregularities and the policy to be pursued in the coming years in this regard;  
information about the number of reports and an indication of the nature of the reports, the outcomes of the investigations and the opinions of the employer;  
general information about the experiences of combating disadvantaging of the informant;  
information about the number of requests for investigations into disadvantaging in connection with reporting a suspicion of malpractice and an indication of the outcomes of the investigations and the opinions of Hanze UAS.

Paragraph 3. The most senior manager shall send the draft of the report referred to in the previous paragraph to the University Representative Council for discussion, after which this will be discussed in a consultative meeting with the University Representative Council.

Paragraph 4. The most senior manager will give the University Representative Council an opportunity to express its opinion about the policy concerning the treatment of reporting of suspicions of malpractice

and irregularities and the implementation of these regulations, and the reporting. The most senior manager will ensure that the opinion of the University Representative Council is incorporated in the report, and will submit the way in which it incorporated to the University Representative Council for approval.

**Article 16. Entry into force of regulations and withdrawal of applicable regulations**

Paragraph 1. These regulations take effect from 20 November 2017.

Paragraph 2. These regulations replace the Hanze UAS Whistleblower Procedures of 29 January 2007.

## Appendix 13 ICT Facilities Regulations for Students

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### **Section 1. General provisions**

#### **Article 1.1 Definitions**

1. Student: a person who is registered at Hanze University of Applied Sciences Groningen (hereinafter 'Hanze UAS') and/or is pursuing a degree programme or taking courses and/or examinations, or who was previously registered at Hanze UAS as a student.
2. Account: personal access rights to Hanze UAS's data and ICT facilities.
3. GDPR: the EU General Data Protection Regulation.
4. ICT facilities: all the information and communication facilities made available by Hanze UAS, including the internet, infrastructure, network facilities, peripheral equipment, email, apps and applications.
5. Phishing: an email message intended to gain access to an account or password.
6. Scam: an email message intended to harm the addressee (fraud, extortion, identity fraud).
7. Spam: unsolicited email sent in bulk.
8. Audiovisual equipment: digital devices or applications for recording storable audio or video material.

#### **Article 1.2 Roles and responsibilities regarding information security and personal data**

1. The Executive Board bears ultimate responsibility for the processing of all Hanze UAS data, including personal data.
2. Students are responsible for the digital data and documents they process themselves.

#### **Article 1.3 Scope**

1. These regulations apply to use of the account by the student by means of the ICT facilities made available by Hanze UAS, third-party devices or the employee's own devices.
2. All students must comply with the instructions, orders and prohibitions contained in and ensuing from these regulations.

#### **Article 1.4 Objectives**

1. The objectives of these regulations are:
  - a. to define the use of the ICT facilities made available by Hanze UAS;
  - b. to protect and secure Hanze UAS's data, systems and information resources;
  - c. to protect and secure personal data in compliance with the General Data Protection Regulation (GDPR).

### **Section 2. Use and security of accounts and ICT facilities**

#### **Article 2.1 Student account**

1. Hanze UAS provides an account (login code and password) to students for educational purposes, which gives students access to certain ICT facilities and systems within Hanze UAS on the basis of enrolment.
2. The account is a personal account that is provided to a person and can always be traced back to a person. The student account can be accessed by the student in question only. The student is responsible for the student account. If someone else has used the account without authorisation, the student must contact the ICT Support Centre immediately.
3. Students must ensure that their login code and password are only used by themselves. Account data may not be shared with third parties.

The student account may only be used to access Hanze UAS's own ICT facilities. Use of the student account for private purposes is not permitted.

4. Students must take security measures for the data on their own device (e.g. computer, laptop, tablet, telephone, etc.) to prevent the unauthorised use of ICT facilities and/or data.
5. Students must use the digital environment made available by Hanze UAS to store personal and other data for educational activities. When using audiovisual data, students must restrict the storage of data that are known or may reasonably be assumed to be confidential, including personal data, on their personal devices to the bare minimum and delete these personal or other data from their personal devices immediately upon completion of the project and/or assignment.

#### **Article 2.2 Email**

1. Messages may not be sent to all or almost all students and/or employees at a school or staff office without the permission of the Dean or the director, except for an election announcement by a participation council.
2. Email messages must be signed by students using their own name.
3. The content of an email message may not be contrary to public morality and may not incite hatred, violence, abuse, blackmail or fraud (scam) or otherwise constitute cybercrime.
4. The sender of an email message is responsible for preventing that the message or any attachments to it contain malicious software.
5. The recipient of an email message is responsible for checking the message and any attachments to it for any phishing links or malicious software it may contain before opening it.
6. When sending a group email (bulk email, newsletters), students must address it to a distribution list or BCC, or use a direct mail service used by the Marketing and Communication Office.

#### **Article 2.3 Use of audiovisual equipment and permission**

1. Students are not permitted to distribute lectures (including online lectures) and/or make them public without permission.
2. Students are not permitted to make audiovisual recordings of educational activities, such as lectures (including online lectures) and seminars, without explicit permission.
3. When making audiovisual recordings for educational purposes is permitted, such recordings may not be shared with third parties or made public without explicit permission.

#### **Article 2.4 Blocking and inspecting accounts and email archives in the event of misuse and suspension**

1. If there are good reasons to suspect that a student is misusing ICT facilities, the Executive Board may decide to gain access to the student's account for the purposes of a further investigation in order to inspect log data, stored data and the email archive.

#### **Article 2.5 Use of ICT facilities**

1. The Computing & Information Services Office may establish additional rules for the specific use of ICT facilities.
2. Commercial use of ICT facilities is not permitted.
3. Use of ICT facilities that is not related to study or work is allowed to a limited extent, unless it conflicts with the interests of Hanze UAS.
4. ICT facilities may not be used for sending or posting messages or documents containing sexually harassing, pornographic, discriminatory, racist, defamatory or offensive content, or for distributing illegal material, spam, scam emails or malicious software.
5. Prior permission must be obtained from the ICT Support Centre to link up self-managed networks.
6. The use of Hanze UAS's ICT facilities for downloading material from illegal sources, for example those using torrent applications, is prohibited.

7. The use of freeware with a Hanze UAS account is not permitted if the objective of such use requires the processing of personal data. Hanze UAS manages a list of verified applications that may be used for educational purposes.
8. Students who wish to use software for educational purposes must contact their lecturer.
9. Students may not register a domain name in the name of Hanze University of Applied Sciences. Applications for the registration of a domain name must be submitted to the Computing & Information Services Office (domain names, hosting and websites).

#### **Article 2.5 Online behaviour**

1. Internet use for the purpose of visiting websites containing illegal content is not permitted.
2. Downloading files containing sexually harassing, pornographic, discriminatory, racist, defamatory, offensive or illegal content is not permitted.
3. Use of Hanze UAS's network to carry out hacks, brute-force attacks, DDOS attacks or ethical hacks on a test or production environment is prohibited.
4. When developing software using Hanze UAS's ICT facilities, students must take sufficient security measures to prevent misuse by third parties.
5. Internet use may be restricted if it affects the performance of Hanze UAS's information resources to such an extent that teaching, research or business operations are impaired.
6. Students are not permitted to make audiovisual recordings of educational activities or otherwise record them, distribute them or make them public, including by digital means, without permission.

### **Section 3. Other provisions**

#### **Article 3.1 Sanctions**

If a student violates any of the provisions of these Regulations, the Dean may take the disciplinary measures referred to in the Hanze UAS Disciplinary Rules. These are included in Appendix 10 of the Hanze UAS Student Charter.

#### **Article 3.2 Publication**

These Regulations will be included in the Student Charter as an appendix.

#### **Article 3.3 Effective date**

These Regulations will enter into force on the day after they have been adopted by the Executive Board, with consent from the University Representative Council.

## Appendix 14 Flexible Studying Experiment Regulations 2021–2022

Adopted by the Executive Board on 11 May 2021

Credit-based fees

Participating degree programmes in 2021–2022:

Bachelor's programme in Nursing (School of Nursing), bachelor's programme in Laws (School of Law), bachelor's programme in Social Legal Services (School of Law), bachelor's programme in Information & Communication Technology (School for Communication, Media and IT), master's programme in Architecture (School of Architecture, Built Environment and Civil Engineering).

### Article 1 – Definitions

- a. Decree: the Flexible Higher Education (Experimentation) Decree.
- b. flexible studying experiment: the experiment as referred to in Chapter 2a of the Decree.
- c. flexible studying experiment participant: any student appointed by the Flexible Studying programme team at his/her own request to take part in the flexible studying experiment.
- e. Hanze UAS: Hanze University of Applied Sciences Groningen.
- f. examination regulations: the examination regulations as included in Chapters 4 and 4a of the Student Charter, laying down the procedures, rights and obligations for the Hanze UAS degree programmes with regard to educational activities and exams. Together with the programme-specific teaching regulations and the description of the units of study in Osiris, these examination regulations constitute the Teaching and Examination Regulations as referred to in Section 7.13(1) of the WHW.
- g. degree programme: whenever these Regulations refer to a degree programme, this refers to a degree programme that participates in the flexible studying experiment.
- h. Flexible Studying programme team: team that implements the flexible studying experiment on behalf of the Executive Board.
- i. Student Charter: the institution-specific part of the Student Charter as adopted by the Executive Board, laying down such specifics as the examination regulations and the procedural rules on the basis of which students enrol at Hanze UAS for the duration of an academic year.
- j. credit: a single European Credit (EC), which is the equivalent of an average study load of 28 study hours.
- k. WHW: the Higher Education and Research Act.

### Article 2 – Duration of the experiment

The experiment will start on 1 September 2021 and run until 1 September 2023. Hanze UAS retains the right to stop the experiment after one academic year has passed. In this case, flexible studying experiment participants may not re-apply for participation, in derogation from the stipulations of article 6.

### Article 3 – Applicability of other regulations and publication

1. The Student Charter and the examination regulations apply to the extent that these Regulations do not deviate from them.
2. These Regulations will be published as an appendix to the Student Charter.

### Article 4 – Maximum number of new flexible studying experiment participants and application

1. The maximum number of new flexible studying experiment participants to be appointed for all participating degree programmes in total for the 2021–2022 academic year is fifty (50).
2. The fifty (50) places available in the 2021–2022 academic year will be allocated in order of registration, following a check to see whether the application meets the criteria for participation. The aim is to achieve an equal distribution of places among the participating degree programmes.
3. Students may only apply for flexible studying at the start of a new academic year.

### Article 5 – Criteria for participation in the experiment

1. Any student enrolled in a bachelor's, master's or Associate degree programme may submit an application to the Flexible Studying programme team to appoint him or her as a flexible studying experiment participant.
2. To this end, the student must submit an application to participate with the Flexible Studying programme team. The Flexible Studying programme team may appoint the student as a flexible studying experiment participant for the 2021–2022 academic year if:
  - a. the student submitted the application after the opening of the application window and by the deadline of 18 June 2021, and
  - b. the student applied through Studielink for enrolment in that academic year and acknowledges that he or she is due the statutory tuition fees as referred to in Section 7.45a of the WHW if he or she is not appointed as a flexible studying experiment participant, and
  - c. the student is enrolled in a bachelor's programme and had obtained at least 40 credits for that degree programme by the date of application or by 18 June at the latest, and
  - d. the student has not incurred any payment arrears with Hanze UAS.
3. The names of the students who have been appointed as flexible studying experiment participants will be announced within one week of the application deadline.

#### **Article 6 – Re-applying as a flexible studying experiment participant**

1. Students who took part in the flexible studying experiment in the 2021–2022 academic year will be able to re-apply as flexible studying experiment participants for the 2022–2023 academic year. Students registered as flexible studying experiment participants in the 2021–2022 academic year will be given priority over new applicants when allocating the available places for the new academic year.
2. Permission to re-apply as a flexible studying experiment participant will be granted if:
  - a. the student submitted the application after the opening of the application window and by the deadline of 17 June 2022, and
  - b. the student was registered as a flexible studying experiment participant without interruption, and
  - c. his or her appointment as a flexible studying experiment participant was not terminated in the interim, and
  - d. the student has not incurred any payment arrears with Hanze UAS.

#### **Article 7 – Minimum number of credits**

1. Students who take part in the flexible studying experiment undertake an obligation to pay tuition fees for a minimum of 30 credits.

#### **Article 8 – Tuition fees**

1. Flexible studying experiment participants are due tuition fees on the basis of the number of credits for which they are registered. The tuition fees for flexible studying experiment participants per credit are the statutory tuition fees divided by 60 and then increased by 15%.
2. Flexible studying experiment participants are due tuition fees for a minimum of 30 credits.
3. With due observance of the stipulations of paragraph 2, the number of credits for which flexible studying experiment participants are due tuition fees equals the number of credits for which they are registered.
4. Students may pay their tuition fees in instalments in accordance with the provisions of article 2.7 of the Student Charter. The amount paid per instalment is determined by the number of credits for which the student is registered, with a minimum of 30 credits.
5. If a student registers through Osiris for additional credits, he or she will be charged additional flexible studying fees per credit. If the student authorised payment in instalments, the instalment amounts will be adjusted accordingly.
6. Without prejudice to the stipulations of paragraph 2, the instalment amounts due will be adjusted automatically if the student deregisters through Osiris for the credits that he or she previously registered for in good time before the start of classes.

7. If a flexible studying experiment participant chooses at some point during the academic year to enrol in a regular degree programme and pay the statutory tuition fees, he or she will pay the remaining part of the statutory tuition fees due for that year on a pro rata basis.
8. In deviation from the stipulations in article 2.7.3 of the Student Charter, flexible studying experiment participants who terminate their enrolment will only be reimbursed the tuition fees due over and above the fees for the minimum of 30 credits, and only if they took no classes and/or tests for those credits.
9. Flexible studying experiment participants who apply for exemptions pay tuition fees per credit, as stipulated in paragraph 1 of this article.

#### **Article 9 – Termination of participation in the flexible studying experiment**

1. The participation of students in the flexible studying experiment is terminated if they do not re-apply as flexible studying experiment participants for the subsequent academic year, change their enrolment to a regular enrolment or terminate their enrolment.
2. The Executive Board may terminate a student's participation in the flexible studying experiment if the student fails to take part in the compulsory evaluation of the experiment.
3. In any event, the participation of students in the flexible studying experiment will be terminated on 1 September 2023.

#### **Article 10 – Rights and obligations of flexible studying experiment participants**

1. Participation in the flexible studying experiment only entitles students to take part in classes and examinations for the units of study they paid for. Flexible studying experiment participants will not be entitled to take classes and examinations for units of study that they did not register for or did not register for in time.
2. Flexible studying experiment participants who enrol in classes for full-time and part-time variants of degree programmes have the same rights and obligations as full-time and part-time students enrolled in those degree programmes, to the extent that these Regulations do not deviate from those rights and obligations. They are laid down in the Student Charter and the relevant teaching regulations.
3. Flexible studying experiment participants may choose to enrol in a regular degree programme and pay the statutory tuition fees at any time during the academic year. In that case, the stipulations of article 8, paragraph 7 apply.
4. Flexible studying experiment participants must take part in evaluations and questionnaires for the purpose of monitoring the experiment.
5. Flexible studying experiment participants do not qualify for financial support as referred to in Sections 7.51–7.511 of the WHW.

#### **Article 11 – Hardship clause**

The Executive Board has the right to deviate from these Regulations in cases where their implementation would lead to extreme unfairness.

#### **Article 12 – General provisions**

In cases not covered by the stipulations of these Regulations, the Executive Board will make a decision that is informed by these Regulations to the maximum possible extent.

#### **Article 13 – Adoption**

Having obtained the advice of the University Representative Council, the Executive Board adopted these Regulations on 11 May 2021.