



Student Charter

Institution-specific part

Hanze University of Applied Sciences Groningen

Adopted by the Executive Board on July 9, 2024

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.

Inhoud

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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.

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. 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. The general section also includes various regulations detailing specific issues. The appendix contains an overview of regulations belonging to the Student Charter, including source references. The rights and obligations of students that apply specifically to the degree programme in which they are enrolled are regulated in the Teaching and Examination Regulations (TER) of the degree programme.
- 1.2.2. 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.
- 1.2.3. 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 Hanze Representation Council has given its assent. Regulations that are part of this Student Charter may be adopted separately in conjunction with the TER. Upon adoption, it is stated that the regulation is part of the Student Charter.
- 1.3.2. The TER, which describe the rights and obligations of students that apply to the various degree programmes, are adopted by the Director of the degree programme concerned on behalf of the Executive Board, and after the assent of the University Representative Council and the PC has been obtained. TER
- 1.3.3. 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.

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: ‘Impact on our world: strengthening the region while promoting the development of individuals. Hanze UAS also has the following vision: organising inquiry-based learning in communities of learning and innovating together with our surroundings.’

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 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.
- 1.5.3 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

- 2.1.1 For students enrolling in the academic year 2024-2025, the provisions set out in Chapter 2 of the Student Charter 2024-2025 apply.
- 2.1.2 For students enrolling in the academic year 2025-2026, the provisions laid down in the Enrolment and Termination of Enrolment Regulations 2025-2026 apply. These regulations are adopted by the Executive Board after the approval of HMR and are part of the Student Charter.

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 5.3 of the WHW.
- 3.1.7 The Director 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 Director is advised about the quality assurance of the teaching by the Programme Committee at the Director'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 Director 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 Director discusses the results and the improvement proposals with the Programme Committee and ensures that feedback about the evaluations is given to students.
- 3.1.11 The Director who is responsible for the programme ensures that the TER(s) are assessed regularly in a timely manner.

Article 3.2 (repealed)

Article 3.3 Educational Content, Structure and Planning

- 3.3.1 The Director ensures that students are trained to be able to perform adequately when they start working professionally and that they are equipped to further develop their profession.
- 3.3.2 Degree programmes may be full-time, part-time or dual. In the TER, 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 the Code of Conduct regarding the Use of Foreign Languages).
 - 3.3.8 The Director provides all the requisite facilities to ensure that the educational process runs effectively and efficiently.

Article 3.4 Study programme

- 3.4.1 An examination programme is linked to each student. The study programme follows from the degree programme's TER and contains all the teaching units that must be obtained to complete the programme. The study programme comprises the student's compulsory courses and their elective space.
- 3.4.2 Insofar as the student wishes to deviate from the compulsory courses or follow courses in the available elective space, that choice requires the approval of the Examination Board. The Director can lay down choices in the TER that do not require the approval of the Examination Board.
- 3.4.3 Students may make agreements with the academic counsellor regarding their study planning on the condition that these agreements are in accordance with the TER and have been approved by the Examination Board where required. Agreements contrary to this are not valid. Students must substantiate their choice of courses (as included in the study programme), which must be in accordance with the TER, in the personal development plan or development portfolio.
- 3.4.5 The Examination Board will withhold approval of the choices referred to in the previous paragraph if they are not in accordance with the TER or if the courses are wholly or largely in line with courses that are part of the study programme.
- 3.4.6 With regard to the powers mentioned in this article, the Examination Board is only authorised insofar as it concerns the study programmes of the degree programme or programmes for which it was established.

Article 3.5 Study progress overview: requirements

- 3.5.1 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.
- 3.5.2 It shows the student's examination results and the course planning.
- 3.5.3 Students may drop courses for which they are already registered.

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

- 3.6.1 Where enrolment in courses is required, the relevant procedure shall be announced at least one month before the start of the course. The procedure shall specify at least when enrolment starts and closes.
- 3.6.2 If approval is required for enrolment as referred to in the first paragraph, the procedure shall also state the manner in which approval may be obtained and the time limit within which a decision shall be taken.

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 result of the draw is announced in a timely manner and at such time that students can still enrol in other courses to the extent required.

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 (repealed)

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:
- the term of the agreement and the duration of the period(s) of professional practice,
 - supervision of the student,
 - 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
 - in which cases, and how, the agreement can be terminated prematurely.
- 3.10.3 The TER of the dual degree programme shall establish at least:
- the organisation of the degree programme;
 - the minimum study loads of the instruction component and the professional practice component of the degree programme;
 - the minimum duration of the (joint) period(s) which must be spent in professional practice.

Article 3.11 (repealed)

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 TER of the degree programme.
- 3.12.4 The Director 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 Director 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 (no longer in effect)

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 TER 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 Director 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 Director gives the student the opportunity to be heard.
- 3.15.3 In applying the provisions of the first paragraph, the Director 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 TER will state for which degree programmes referrals are possible in the post-propaedeutic phase.
- 3.15.5 The Director 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 TER.
- 3.15.6 A referral can be issued if the academic results of the student, taking into account their personal circumstances, fail to meet the requirements set by the Director.

Article 3.16 Compulsory Attendance

Where necessary, the Director may stipulate in the TER that participation in practical exercises is

mandatory in order to be admitted to the examination.¹ If attendance is compulsory, the TER will state to which teaching units 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.

¹ This concerns practical exercises deemed necessary for an examination as referred to in Section 7.13(2) under t of the WHW.

Chapter 4 Teaching and Examination Regulations (TER) Associate and Bachelor's programmes

Article 4.1 General Provisions

- 4.1.1 This chapter, in conjunction with the TER as published on the intranet of the relevant degree programme, constitutes the Teaching and Examination Regulations of the degree programme referred to in Section 7.13 of the Higher Education and Research Act (*Wet op het hoger onderwijs en wetenschappelijk onderzoek*, or WHW).
- 4.1.2 An examination is defined in this chapter as: an investigation of the student's knowledge, understanding 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*.)
- 4.1.3 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.
- 4.1.4 Where these TER refer to credits, European Credits are meant. One credit represents 28 hours of study.
- 4.1.5 If any serious inequity arises in the application of these TER or the Examination Protocol contained in Chapter 5 of this Charter, the Examination Board may deviate from this rule.
- 4.1.8 In cases not provided for in the TER or the Examination Protocol contained in Chapter 5 of this Charter, the Examination Board decides as far as this is within its legal powers.

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 degree programme schedule is published on the intranet. 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.
- 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 entry requirements apply to a teaching unit, this is stated in the TER.

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 attained 40 or more credits following the first year of enrolment will be deemed to have permission from the Examination Board to take examinations in subjects that are part of the main phase, unless the Examination Board determines otherwise.

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. The credits associated with an examination are awarded when the relevant unit of study has been successfully completed.
- 4.4.4 If a degree programme permits compensation between completed teaching units or between sub-components of a teaching unit, this fact and the permitted cases have been stipulated in the TER. If not stipulated in the TER, no compensation is possible between examination results and students must pass all the examinations to complete the teaching unit successfully if a unit has more than one examination attached to it. The Director may lay down in the TER that students forfeit their examination results if they do not pass all the examinations attached to the teaching unit by the end of the academic year. The Director 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 TER may specify that students cannot take part in a resit opportunity for a passed test to assess practical skills or for a passed group test, work placement or final thesis. In exceptional cases, the Examination Board may, in derogation from the TER provisions, 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*) in

- Osiris.
- 4.6.2 If an Examination Board, after consultation with the examiner concerned, grants the exemption applied for, 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 The term of validity of a successfully completed examination may only be limited by the Director if the knowledge or insight tested by the examination is demonstrably outdated, or if the skills tested by the examination are demonstrably outdated. 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.
- 4.7.2 In the event of special circumstances as referred to in Section 7.51(2) of the WHW, a student can request the Examination Board to extend the term of validity of demonstrably outdated results. If a student is entitled to support from the Student Assistance Fund on account of those special circumstances, the term of validity of the results will be extended for at least the duration of the financial support granted.

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 as referred to in article 4.9.4 the examination result will be expressed.
- 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 Director at the beginning of the academic year.
- 4.8.3 With due observance of the provisions of the preceding paragraph, the Director may lay down in the TER that examinations in certain specified teaching units may only be taken a certain number of times. 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 Director ensures that students have the opportunity to view 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 cognisance of the exam questions, the answers to those 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.

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 correctly reflect their examination results, the student should communicate this in writing to the examiner concerned within twenty working days of the release of the examination results referred to in article 4.9.2. The examiner should then decide as soon as possible, but no later than within ten working days, whether the record in Osiris has to be corrected or not and inform the student accordingly in writing.
- 4.11.3 If, in the examiner's opinion, the study progress recorded in Osiris does not correctly reflect the examination result, the examiner should communicate this in writing to the student concerned within twenty working days of the release of the examination result as referred to in article 4.9.2. In the event of an obvious error or mistake, the examiner should communicate this in writing to the student as soon as possible following its discovery. After the student has been given an opportunity to give his/ her views on this, the examiner should decide as soon as possible, but no later than within ten working days, whether the record in Osiris has to be corrected or not and should then inform the student accordingly in writing.

Article 4.11a Provision of Degrees

- 4.11a.1 Student who have successfully passed the final examination of a bachelor's programme are granted the degree of bachelor by the Director. Likewise, students who have successfully passed the final examination of an associate degree programme are granted an associate degree by the Director. The Executive Board may authorise an officer other than the Director 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 Director may use the TER to specify if, and to which extent, the result counts towards the award of the 'cum laude' annotation.
- 4.13.2 Supplementary to the preceding paragraph, the Director may set out in the TER that a final grade of 8.0 or higher is required for a certain teaching unit.
- 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 Director will advise every student in writing on the advisability of continuing their studies (within the department or elsewhere) no sooner or later than at the end of the student's first year of enrolment for the propaedeutic phase of a degree programme. For the purposes of this provision, the propaedeutic phase also means the first period of an associate degree programme worth 60 credits.
- 4.14.2 Contrary to the first paragraph, the TER of the part-time degree programme may stipulate that the advice is given at a time other than at the end of the first year of enrolment.
- 4.14.3 Students are entitled to at least three counselling moments prior to the issuing of study advice with at least one taking place per semester.
- 4.14.4 No binding rejection referred to in Section 7.8b(3) of the WHW will be attached to the study advice.
- 4.14.5 Students who terminate their enrolment before the study advice is due will not receive a study advice. Students who have been enrolled for at least six months will receive a study advice, provided it is requested within a reasonable time.

Chapter 4a Teaching and Examination Regulations (TER) for master's degree programmes

Article 4a.1 General Provisions

- 4a.1.1 This chapter, together with the TER as published on the intranet of the relevant degree programme, constitutes the teaching and examination regulations of the programme as referred to in Section 7.13 of the WHW.
- 4a.1.2 In these TER, examination means an investigation of the 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 TER 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 TER, the Examination Board may depart from these regulations as it sees fit.
- 4a.1.6 In cases not provided for in the TER or the Examination Protocol, the Examination Board decides insofar as this is within its legal powers.

Article 4a.2 Curriculum

- 4a.2.1 Curricula are divided into units of study. The workload of a unit of study is expressed as credits/ECTS in whole numbers. The credits of the entire master's degree programme are stated in the TER.
- 4a.2.2 The teaching units comprised in the master's programme are stated in a curriculum overview which forms part of the TER. The number of credits assigned to the various teaching units in the curriculum overview corresponds to the workload established for the teaching units.
- 4a.2.3 If any entry requirements apply to a teaching unit, this is stated in the TER.

Article 4a.3 TER

- 4a.3.1 The TER describe the contents of the master's degree programme and the teaching units which it is comprised of. The TER also include a description of the competencies relating to knowledge, understanding and skills that students must have achieved on completion of the master's degree programme.
- 4a.3.2 The TER describe any practical assignments that are part of the programme.
- 4a.3.3 The TER 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 TER 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 TER 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 results are recorded and credits are awarded.
- 4a.5.4 If a degree programme permits compensation between completed teaching units or between sub-components of a teaching unit, this fact and the permitted cases have been stipulated in the TER. If such a permission is not included in the TER, compensation between examination results is not permitted. If a module involves more than one examination, the student must pass all the examinations to complete the module successfully. In that case, the Director may lay down in the TER that students forfeit their examination results if they do not pass all the examinations attached to the teaching unit by the end of the academic year. The Director will give an explanation of the educational reasons.
- 4a.5.5 The TER 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 The term of validity of a successfully completed examination may only be limited by the Director if the knowledge or insight tested by the examination is demonstrably outdated, or if the skills tested by the examination are demonstrably outdated. 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.
- 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.
- 4a.6.4 In the event of special circumstances as referred to in Section 7.51(2) of the WHW, a student can request the Examination Board to extend the term of validity of demonstrably outdated results. If a student is entitled to support from the Student Assistance Fund on account of those special circumstances, the term of validity of the results will be extended for at least the duration of the financial support granted.

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 Director 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. The Director will then provide another method of having students view their examination 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 TER may specify that students cannot take part in a resit opportunity for a passed test to assess practical skills or for a passed group test, work placement or final thesis. 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 the previous paragraph can be resat in the manner described in the TER for the relevant teaching unit.
- 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 TER 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.

- 4a10.3 The Examination Board has the power to grant exemption from the obligation to participate in practical exercises and may impose other requirements instead.
- 4a10.4 The TER may stipulate that, with regard to the teaching units referred to in the regulations, no exemption can be granted for taking the examinations in these teaching units.

Article 4a.10a Provision of Degrees

4a.10a.1 Students who have successfully passed the final examination of a master's degree programme are granted the degree of Master by the Director. 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 Director 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. The Examination Board awards the associated diploma as soon as the Director 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 Director may use the TER to specify if, and to which extent, the result counts towards the award of the 'cum laude' annotation.

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 TER may stipulate that the result achieved for a certain teaching unit 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).

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 Director, 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.
- 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 or residence permit. 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 In the case of written examinations and computer examinations, 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 During examinations, students are not permitted access to aids (including digital aids) that they have not been expressly permitted to consult or have access to. If they wish, students may inquire well before the examination which aids or materials are permitted.
- 5.5.6 The use of aids (including digital aids) during an examination in a manner other than those permitted is forbidden and will be treated as fraud.
- 5.5.7 Students who cause a disturbance during the examination 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.
A student who is removed from the examination room will have their completed work collected.

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) with the aim or consequence being that the proper assessment of the student's knowledge, understanding and skills is wholly or partly obstructed. Any act or omission on the part of a student (or external student) with the aim or consequence being that the proper assessment of another student's knowledge, understanding and skills is wholly or partly obstructed is also deemed academic fraud. Plagiarism also qualifies as academic fraud.
- 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.

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 items brought by a student, such as bags, cases, coats or devices (including smart devices), must remain closed and must be stored at a place indicated by the invigilator. The place indicated by the invigilator may be a locker in the vicinity of the examination room.

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.

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. The Director 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 Hanze Representation 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, dyscalculia or a chronic physical or mental illness. 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 Director.
- 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 Student Assistance Fund

- 6.6.1 Hanze UAS has five different funds that provide financial support to students, namely Profiling Fund I, Profiling Fund II, Profiling Fund III, Hanze Profiling Fund IV financial support for extended master's degree programmes and the Joint RUG-Hanze UAS (Student Representatives) Regulations.

- a. Profiling Fund I applies to students who have fallen behind in their studies due to exceptional circumstances.
 - b. The Joint RUG-Hanze UAS (Student Representatives) Regulations apply to students who are representatives of student organisations that are recognised under these Regulations. On certain conditions, students who perform delegated or similar duties may also qualify.
 - c. Profiling Fund II applies to student representatives or officers who do not fall under the Joint RUG-Hanze UAS (Student Officers) Regulations.
 - d. Profiling 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, 3, 4 and 5 to the Student Charter, respectively.

Article 6.7 Student Assistance Fund Committee

- 6.7.1 A Student Assistance Fund Committee is responsible for executing the regulations referred to in article 6.6.
- 6.7.2 The Student Assistance 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 Student Assistance Fund Committee is supported by an administrative secretary who is not a member of the Committee.

Article 6.8 Emergency Fund (See also Emergency Fund of Hanze University of Applied Sciences Groningen)

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 Commissie 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 an elite athlete grant. The Executive Board determines a student's right to an Elite Sports Student Grant on the basis of the Profiling Fund III Regulations (Elite Sports Student Grant).

- 6.11.2 Students who qualify for an Elite Sports Student Grant as referred to in article 6.11.1 are also entitled to study facilities aimed at providing an opportunity to combine sport and study, which are agreed with the Director. The agreements made between the student and Director 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 Director;
 - b. a description of the student's degree programme.
- 6.11.3 A student who qualifies for the study facilities referred to in article 6.12.2, 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 an elite athlete grant 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 elite athlete grant has expired are also eligible for study facilities if they continue to meet the grant 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 If the study programme as referred to in Article 6.11.5 deviates from the TER, approval of the Examination Board is required. The deviation should be reasonable and limited to what is necessary to allow the student to combine sport and study. Deviations are possible only insofar as they are in line with the exit qualifications of examinations.
- 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 Director 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 Director 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 Director 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 Director 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 Grants or student representative fees. The Executive Board determines a student's right to a Student Representative Bursary or a Student Representative Fee on the basis of the Joint RUG-Hanze UAS (Student Representatives) Fund Regulations or the Profiling Fund II (Student Representative Bursaries and Fees) Regulations.
- 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 Grants or student representative fees under the Joint RUG-Hanze UAS (Student Officers) Fund Regulations or Student Assistance Fund II;
 - b. who engage in similar duties that have been approved by the Director.
- 7.1.4 Students who are representatives of organisations that do not fall within the scope of article 7.1.3a may request the Director 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 Director 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 Director, 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 Without prejudice to the provisions of the first paragraph, student members of representation councils have the right to be absent during meetings of the relevant council(s). If they are unable to attend such meetings due to a requirement to take part in practicals, work placements or other mandatory study activities, they have the right to meet with the degree programme's management team (the team leader and – if necessary – the Director) to jointly discuss an acceptable solution.
- 7.5.3 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 Students whose interests are directly involved in a decision which a competent body of Hanze UAS has taken in relation to them under this regulation have a right to request the Director 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 Measures

- 8.1.1 The Hanze UAS Code of Conduct and Disciplinary Measures 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 a Misconduct Complaints Policy.
Any student who believes that certain conduct displayed by staff members should be regarded as misconduct can lodge a complaint with the Misconduct Complaints Committee, in accordance with the provisions of the Complaints Regulations.
- 8.2.3 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.

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:²
 - 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).

² In general, a student can hold the Dean of the School concerned to account if the student believes that the School does not provide a safe educational environment.

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 Students will receive information contained in the TER no later than 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. 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 Complaints 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 Complaints Committee Misconduct complaints procedure;
 - d. Whistleblower Committee Whistleblower Procedures;
 - e. the designated complaint handler Complaints procedure.

3. 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 Administrative Jurisdiction Division [Afdeling bestuursrechtspraak] of the Council of State [Raad van State] by any interested party. Such appeals are subject to the provisions of Chapter 8 of the General Administrative Law Act [Algemene wet bestuursrecht].

4. 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

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:
- the written refusal to make a decision, and
 - 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 or English and signed, and must contain the following information at minimum:
- the appellant's or objector's name, address, email address, telephone number and student number;
 - the date;
 - a description of the decision against which the appeal is directed;
 - 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 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:
 - a. the Board declares itself to be incompetent in the matter,
 - b. the appeal is declared not allowable,
 - c. the appeal is declared unfounded, or
 - d. 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:
 - a. the names of the parties and their attorneys or representatives,
 - b. the grounds for the contested decision,
 - c. the decision,
 - d. the names of the Chair or the members of the Board who dealt with the case,
 - e. the day on which the decision was made,
 - f. insofar as applicable, who has the right to appeal to the Administrative Jurisdiction Division [*Afdeling bestuursrechtspraak*] of the Council of State [*Raad van State*], 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 Director, if it is the Director 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:
- the names of the parties and their attorneys or representatives,
 - the grounds for the contested decision,
 - what is recommended,
 - the name of the Chair or the members of the Committee who dealt with the case,
 - the date of the recommendation,
 - 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.

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 Director, if it is the Director 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 Director, if it is the Director 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.

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 Director, if it is the Director 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 Director, if it is the Director 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 Director, if it is the Director 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 Administrative Jurisdiction Division of the Council of State

Article 11.17b Appeals to the Administrative Jurisdiction Division of the Council of State

Decisions of the kinds referred to in articles 11.15 and 11.17a can be appealed to the Administrative Jurisdiction Division [Afdeling bestuursrechtspraak] of the Council of State [Raad van State] 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 2023, 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: Regulations belonging to student charter

1. Appendix 1 Student Assistance Fund I
2. Appendix 2a Student Assistance Fund II Hanze
3. Appendix 2b Profiling Fund II Hanze and RUG
4. Appendix 3 Student Assistance Fund III
5. Appendix 4 Student Assistance Fund IV
6. Appendix 5 Student Assistance Fund V
7. Appendix 6 Activities Fund
8. Appendix 7 Hardship Fund
9. Appendix 8 Code of Conduct regarding the Use of Foreign Languages
10. Appendix 9 Misconduct Complaints Regulations
11. Appendix 10 Disciplinary Measures
12. Appendix 11 Provisions relating to the Education Committee
13. Appendix 12 Whistleblower Procedures
14. Appendix 13 ICT Facilities Regulations for Students
15. Appendix 14 Selection and Placement Regulations of Hanze UAS