

Well prepared in conversation with a student counsellor

What does an appointment with a student counsellor entail?

The student counsellor can inform and advise you on topics related to your studies or your personal circumstances. A conversation is often about circumstances that negatively affect your studies and/or your well-being. Student counsellors work for the Hanze but are not part of a school or institute. A conversation with the student counsellor is always confidential, we do not share any information with third parties without your permission. For more information about our privacy practices, please see [our privacy statement](#).

What can you discuss with a student counsellor?

- (Personal) circumstances that negatively affect you and/or your studies;
- Mapping support options within and outside the Hanze;
- Special provisions for examinations, internships or studies in connection with circumstances, illness or a disability;
- (Possible) study delay due to force majeure circumstances;
- Financial arrangements of DUO and the Hanze in the event of study delay due to force majeure;
- If you want to discuss something in confidence outside of your study programme. For example, if you are not feeling well, if there are financial problems, a conflict with your study programme or something you would rather not discuss with the programme (yet);
- Requests to the Exam Board requiring the student counsellor to confirm force majeure circumstances.

What are force majeure circumstances?

We speak of force majeure if your study delay is caused by special circumstances. These are circumstances that happen to you and over which you have little or no influence. In most cases, a student counsellor must confirm these force majeure circumstances when you submit a request to the Board of Examiners. A student counsellor must also be able to confirm the circumstances when applying for examination or study facilities. Therefore, in many cases, a student counsellor will ask for proof of circumstances. Examples of force majeure circumstances are:

- illness (physical or psychological, both temporary and chronic);
- physical, sensory or other functional impairment*;
- special personal or family circumstances;
- an insufficiently studyable course;
- pregnancy and childbirth;
- Other circumstances that result in a demonstrably unreasonable situation in which studying is impeded.

*This includes dyslexia, dyscalculia, ADHD, autism spectrum disorder (ASD), acquired brain injury (NAH)

How can I properly prepare for an interview with the student counsellor?

1. Think carefully about what your questions are and write them down.
2. Make a timeline of the course of your circumstances, that makes talking a lot easier. Especially if you have been studying for a long time and/or have followed various studies.
3. Bring any evidence to the interview.
4. Please read this FAQ carefully for information that applies to your situation.

Do I always have to report special circumstances to a student counsellor?

Basically, you are not obliged to report circumstances to a student counsellor. However, we advise you to do so, because failure to report circumstances in time may have consequences for your entitlement to certain (financial) provisions or the ability of the student counsellor to check your circumstances or to be able to advise you properly. Use the following principles:

- Report study delay to a student counsellor within three months, *and*;
- The delay is at least two months (10 erts).

Do you only want to report your circumstances and no action or appointment is needed for now? Then use the [report form](#). This form will be stored confidentially in your file.

How do I demonstrate circumstances?

You can discuss the exact form of evidence with the student counsellor. The following forms of evidence are the most common:

In case of medical circumstances, for example:

- Letter from a general practitioner, medical specialist or psychologist;
- Screenshot from medical record;
- Diagnosis report or intake report;
- Completed Medical Conditions form (via student counsellor);
- Other hospital/healthcare provider documentation.

In case of personal circumstances, for example:

- Funeral card, death certificate in case of death;
- Signed letter from parents/relatives in case of special family circumstances (divorce, illness, informal care);
- Caregiver statement;
- Personal communication (text messages, photos, texts, e-mail).

I have an appointment about a DUO facility, what can I already prepare?

On [this page](#) of the DUO website you can read which facilities are available and what the conditions are. The student counsellor is authorised by DUO to assess an application against these conditions. The student counsellor will ask you questions about the relationship between the circumstances and study delay, the period when the circumstances occurred, request additional supporting documents if necessary and discuss the procedure with you.

- Provision for the extension of the performance-related grant: has your delay occurred at another educational institution and have you not experienced a study delay at the Hanze? Then you must make an appointment with the student counsellor of that institution.
- In almost all cases, a separate statement from a medical specialist and the study programme is required for the provisions for the Conversion of the Performance Grant and the Entitlement to New Rights.

- If you have done multiple studies and/or have been studying for a longer period of time, we recommend that you make a timeline per academic year and bring it with you to the interview. In the case of DUO facilities, it is important to map out your exact study duration.

For all applications, the official DUO forms that the student counsellor can give you must be used. The student counsellor is the one who sends the final application to DUO.