



## **STUDENTS' CHARTER PART 1**

The Hague University of Applied Sciences  
2013-2014

Students' Charter part 1  
The Hague University of Applied Sciences  
2013-2014

Laid down by the Executive Board on 9 April 2013 and 4 June 2013  
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## PREAMBLE

### INTRODUCTION

*Article 7.59 WHW*

#### ***The Students' Charter***

The Students' Charter describes the rights and obligations of students on the one hand and those of The Hague University of Applied Sciences on the other. It applies to students pursuing Associate degree, Bachelor's and postgraduate Master's degree programmes unless stated otherwise.

The Students' Charter consists of two parts:

- Part 1 of the Students' Charter relates to The Hague University of Applied Sciences itself and sets out the rights and obligations applicable to all students;
- Part 2 of the Students' Charter relates to the study programme and sets out the rights and obligations specific to a particular study programme. The Programme and Examination Regulations (*Onderwijs- en Examenregeling*, OER) are always incorporated in this section.

The use of 'he' in this Charter is also taken to mean 'she'.

#### ***The founding principles of The Hague University of Applied Sciences***

The Hague University of Applied Sciences is a higher education institution founded on private non-denominational principles which respects all religious faiths and movements in accord with the system of democratic legal order in the Netherlands. The Hague University of Applied Sciences works on an equal opportunity basis in the broadest sense and seeks to foster mutual respect among people. The classification of students into groups takes place solely on educational grounds. The Hague University of Applied Sciences' admission policy does not discriminate students and course participants on the grounds of gender, sexual orientation, religion or faith, cultural background, skin colour or disability.

#### ***Adoption of the Students' Charter***

The Executive Board adopts Part 1 of the Student's Charter each year with approval from the General Council. The Charter is published on the Student Portal prior to the start of the academic year. Students and staff are presumed to know the Students' Charter.

The Department Manager adopts Part 2, the study programme-specific section of the Students' Charter, including the Programme and Examination Regulations, each year with approval from the Department Council. This section is published on the Student Portal and the website.

## ADMISSION, ENROLMENT AND TERMINATION OF ENROLMENT

*Article 7.24 WHW*

### **Admission to a Bachelor's degree programme**

The Bachelor's degree programmes offered by The Hague University of Applied Sciences are subject to admission requirements. These are laid down in the Dutch Higher Education and Research Act (WHW) and detailed in the Enrolment and Disenrolment Regulations on Bachelor's Degree Programmes 2012-2013. The study programme-specific admission requirements are published on The Hague University of Applied Sciences' website.

*Article 7.29 WHW*

### **Admission test**

Prospective students, aged 21 years and above, who do not hold a diploma providing immediate admission, and are seeking admission to a Bachelor's degree programme may take an admission test which is conducted by The Hague University of Applied Sciences. The age limit may be deviated from in case of prospective students holding a foreign diploma or certificate that provides admission to a higher education institution in their own country.

*Article 7.30b WHW*

### **Admission to a Master's degree programme**

To qualify for admission to a Master's degree programme prospective students must hold a confirmation of admission for that particular programme. A confirmation of admission is issued by the Masters and Professional Courses Academy. The admission requirements for the specific Master's degree programmes are set out in The Programme and Examination Regulations.

*Articles 7.32 and 7.33 WHW*

### **Enrolment**

Students are required to enrol or re-enrol at The Hague University of Applied Sciences via Studielink [www.studielink.nl](http://www.studielink.nl) each year if they wish to pursue education at and use the facilities offered by The Hague University of Applied Sciences. Students may only pursue education if they have enrolled on 1 September (or 1 February for a study programme commencing on 1 February). Students will only be enrolled if they have complied with all the obligations under the enrolment procedure described in the Enrolment and Disenrolment Regulations on Bachelor's Degree Programmes 2012-2013. Students may only be enrolled after 1 September, or 1 February (for a study programme commencing on 1 February) on a very exceptional basis with the consent of the Department Manager. A different enrolment procedure applies to Master's degree programmes, which can be found on The Hague University of Applied Sciences' website.

*Article 7.37 WHW*

### **Tuition fees**

Students are required to pay The Hague University of Applied Sciences tuition fees upon enrolment or re-enrolment. Payment must either be made or a direct debit mandate for payment issued prior to 1 September or 1 February. The exact amounts of the tuition fees can be found on [www.thehagueuniversity.com/enrolment](http://www.thehagueuniversity.com/enrolment) under 'Financing your bachelor study'.

*Articles 7.42, 7.48, and 15.2 WHW*

### **Termination of enrolment**

Students may terminate their enrolment during the course of the academic year via Studielink. Any excess tuition fees that may have been paid will be refunded. If enrolment is terminated effective from July or August no tuition fees will be refunded. Any person who is not enrolled and nevertheless uses the education and examination facilities is required to pay damages for the relevant period.

## STUDENTS' RIGHTS AND OBLIGATIONS

*Article 7.34 WHW*

### **Rights**

Enrolment as a student in any event entails the following rights:

- The right to participate in education within the scope of the study programme and, in principle, within the whole institution, if the admission requirements have been met, except if the available teaching capacity is limited.
- The right to a feasible study programme. Distribution of the study load plays a key role in determining the feasibility of a study programme.
- The right to supervision, both individual and group supervision.
- The right to use the services of the student counsellor.
- The right to take examinations and tests as part of the study programme in accordance with the Programme and Examination Regulations governing the study programme.
- The right to use educational facilities, such as:
  - the library;
  - laboratories;
  - IT facilities, and
  - other student facilities.

The rules governing the use of the library and the IT facilities are set out in the Library Regulations and IT Regulations respectively.

- The possibility of completing the study programme within a reasonable period of time at the same or another higher education institution in the event the Minister of Education, Culture and Science or The Hague University of Applied Sciences resolve to terminate the study programme.
- The right to the protection of personal data. Students have the right to inspect their own data, the right to correct their data, the right to receive notification about the provision of their data to a third party or third parties and the right to object to the processing of their data. The regulations concerning the above are set out in the Privacy Regulations.
- The active and passive right to vote for both the General Council and Department Council as described in the Rules and Regulations of the Representative Advisory Councils.
- The right to access the buildings unless a disciplinary measure has been taken against a student.
- The right to lodge a complaint, an appeal or objection.

*Articles 7.8b, 7.37, and 7.57h WHW*

### **Obligations**

Enrolment as a student in any event entails the following obligations:

- The obligation to display good conduct in accordance with The Hague University of Applied Sciences' Code of Conduct.
- The obligation to notify the student counsellor and the student career adviser in a timely manner of special circumstances if the student expects to incur a study delay as a result thereof. See Article 18 of the Programme and Examination Regulations for details.
- The obligation to take part in compulsory education, such as practical training, before being allowed to take a test following the practical training, to the extent such obligation is incorporated in the Programme and Examination Regulations.
- The obligation to pay the tuition fees by the due date or to issue a direct debit mandate for payment of the tuition fees in a timely manner.
- The obligation to present a valid identity document and/or student card on request.

## CODE OF CONDUCT

*Article 7.57h WHW*

### **House rules**

House rules apply to ensure the smooth running of events in the buildings and on the grounds of The Hague University of Applied Sciences and the use of The Hague University of Applied Sciences' facilities. If the study programme activities take place outside the buildings and grounds of The Hague University of Applied Sciences, the rules apply *mutatis mutandis*, where applicable. The house rules have been designed to contribute to a good working, study and social environment.

The following house rules apply to The Hague University of Applied Sciences:

- General house rules: these rules apply to all students and are set out in the Appendix covering the 'Code of Conduct and Disciplinary Measures'.
- Academy, study programme and campus-related house rules: these rules apply to students studying at an academy or pursuing a study programme or to a specific campus respectively, and are set out in Part 2 - the study programme-specific section - of the Students' Charter.
- Rules for the use of the library as well as the IT facilities, including telephony and audiovisual equipment, as specified in the Library Regulations and IT Regulations respectively.

Students are required to strictly comply with the rules and moreover ensure that their conduct is such that they do not act in breach of any legal obligation or generally accepted values and standards. Students must also behave as befits a good student. In the event the Code of Conduct is breached, the Executive Board and/or the department manager involved may take measures against the offender. The possible disciplinary measures are described in the Appendix covering 'Code of Conduct and Disciplinary Measures'.

### **Misconduct**

A student who experiences misconduct may address a confidential counsellor and/or lodge a complaint with the Complaints Committee for Misconduct through the Legal Protection Desk, preferably through the intermediary of the confidential counsellor. Misconduct is defined as follows in the Misconduct Complaints Procedure:

- sexual or other forms of harassment;
- violence;
- aggression;
- bullying;
- discrimination.

A disciplinary measure may be imposed on any student found guilty of misconduct.

## EDUCATION AND TESTS

*Articles 7.3, 7.7, 7.8, 7.8a, and 7.10 WHW*

### **Study programmes and units of study**

Bachelor's degree programmes are offered as full-time, part-time and dual study programmes. An academy may offer an Associate degree programme together with a Bachelor's degree programme. Each Bachelor's degree programme has a propaedeutic or first-year phase and a main phase, and is composed of units of study. A test is held for each unit of study. An examination is held for both the first-year and the main phase of the degree programme. The first-year of the degree programme is organised in such a way that students will gain an understanding of the content and study load of the study programme and to familiarise students with the profession. The organisation of the first year of the degree programme moreover enables referral and selection.

A dual study programme is composed of a study component and a programme-related professional practice component.

A Master's degree programme may be offered as either full-time or part-time programmes.

*Article 7.4b WHW*

### **Study load**

The study load for every study programme and every unit of study is expressed in whole credits. A full-time, part-time or dual Bachelor's degree programme comprises a study load of 240 credits. An Associate degree programme comprises a study load of at least 120 credits. A Master's degree programme comprises a study load of at least 60 credits.

*Article 7.8b WHW*

### **Study advice**

At the end of their first year of the degree programme every student will receive advice on continuing their studies either within or outside the study programme. The advice may be issued until the student has successfully completed the first-year phase of the degree programme. In issuing advice personal circumstances are taken into account, where applicable. The Study Advice Regulations are set out in Article 18 of the Programme and Examination Regulations of every study programme.

*Article 7.2 WHW*

### **Language of instruction**

Dutch is the language of instruction at The Hague University of Applied Sciences. The language of instruction may vary in the following cases:

- in the event of a study programme in a foreign language;
- if a guest lecture is taught by an international lecturer;
- if the specific nature, organisation or quality of the study programme or student origin necessitates such,
- at the student's request and with the agreement of the Exam Board.

The Executive Board has formulated guidelines in the Code of Conduct for Foreign Languages. A general condition is that the use of a foreign language should not lead to any loss of quality. Prior to teaching a specific course, it must be stated whether the course will be taught entirely or partially in a foreign language.

*Article 1.18 WHW*

### **Quality assurance**

The Executive Board undertakes to safeguard the quality of every study programme and ensures regular assessment thereof. Each Bachelor's, Master's and Associate degree programme must hold valid accreditation to guarantee the basic quality of the study programme to the student.

The Hague University of Applied Sciences periodically establishes the quality assurance policy for education. This includes the manner in which The Hague University of Applied Sciences evaluates quality and has it assessed. The Hague University of Applied

Sciences uses internal surveys and external experts for this purpose. As part of this policy, once a year students are offered the opportunity to provide their written opinion on the education they have pursued, the teaching staff and the educational facilities. Students are involved in the evaluation at the level of The Hague University of Applied Sciences and within their own study programme.

The department manager determines the manner in which the evaluations are to be performed in his or her study programme policy. The department manager also specifies how the results of these and other evaluations should be processed in implementing the curriculum for the purpose of continuously safeguarding quality.

## FINANCIAL ASSISTANCE FOR STUDENTS

*Article 7.51 WHW*

### ***Types of financial assistance***

The Hague University of Applied Sciences offers various types of financial assistance to students pursuing a Bachelor's degree programme.

- Financial assistance if a study delay is incurred due to special circumstances (from the Profiling Fund).
- Financial assistance if students perform board or participation in decision-making activities (from the Profiling Fund).
- Grants for international students who are required to pay higher institutional tuition fees on the basis of their nationality (from the Profiling Fund).
- A one-off loan in the event of occasional financial problems (from the Emergency Fund).

The conditions and procedures are set out in the Profiling Fund Regulations as well as in the Emergency Fund Regulations.

## LEGAL PROTECTION

*Article 7.59a WHW*

### ***Legal Protection Desk***

The Hague University of Applied Sciences has a Legal Protection Desk which each student may address if they wish to lodge a complaint, an objection or an appeal. The office ensures that a complaint, an objection or an appeal is sent to the designated body, i.e.:

- Complaints: the department manager of the academy where the student is pursuing a study programme, the Executive Board, or a person who has been entrusted with the handling of the complaint by the department manager or the Executive Board.
- An appeal against a decision taken by an examiner or the Exam Board (such as a negative binding study advice, an anti-fraud measure and test results): the Examination Appeals Board.
- An objection against a decision that has not been taken by the examiner or the Exam Board (such as a decision about enrolment and the termination of enrolment, a Profiling Fund payment): the Disputes Advisory Committee.
- A complaint concerning misconduct (such as sexual harassment, bullying and discrimination): the Complaints Committee for Misconduct.

Detailed information can be found on the Student Portal and in the relevant regulations.

## PARTICIPATION IN DECISION-MAKING AND PROGRAMME COMMITTEES

*Article 10.17 WHW*

### ***Participation in decision-making***

The students and staff of The Hague University of Applied Sciences may exert influence on the policy and management of The Hague University of Applied Sciences. The latter has various representative bodies:

- The General Council, which deals with matters concerning the whole of The Hague University of Applied Sciences.
- The Department Councils, which function as sub-councils and participate in decision-making on matters concerning the relevant academy in particular.

Detailed information can be found in the Rules and Regulations of the Representative Advisory Councils.

### ***Right to vote***

All students and staff members have an active and passive right to vote for the General Council. The right to vote for the sub-councils is limited to staff and the students studying at the academy for which the sub-council has been established. The active right to vote means that students may cast a vote for a candidate member of the General Council and the relevant Department Council. The passive right to vote means that students may stand as a candidate for the General Council and the relevant Department Council. The voting procedure is set out in the Elections Regulations.

*Article 10.3c WHW*

### ***The programme committees***

Each study programme or group of study programmes has a programme committee composed of students and staff members. The programme committee's key responsibility is to issue advice on the Programme and Examination Regulations and any amendment thereof. In addition the programme committee may also provide the department manager voluntary and involuntary advice on all educational matters relating to the study programme or the academy. The programme committees are not subject to the right to vote. Their members are appointed by the department manager in accordance with a procedure approved by the Department Council. Detailed information can be found in the Programme Committee Regulations.

## DEFINITIONS AND ABBREVIATIONS

### Definitions

The following definitions apply to the terms below:

- Academic year The period commencing on 1 September and ending on 31 August of the following year.
- Academy A programme or group of programmes under the leadership of a department manager.
- Academy Council Representative advisory body at academy level; referred to as a sub-council (*deelraad*) in article 10.25 of the Higher Education and Research Act (*Wet op het hoger onderwijs en wetenschappelijk onderzoek*), hereinafter referred to as WHW.
- Appeals Tribunal for Higher Education The Appeals Tribunal for Higher Education established in The Hague as referred to in WHW, article 7.64 (see also the Examination Appeals Board Regulations and the Disputes Advisory Committee Regulations).
- Assessment Committee The committee as referred to in the Examination Board Regulations of The Hague University of Applied Sciences that may perform certain duties on the instruction of, on behalf of, and under the supervision of the Exam Board.
- Associate degree programme (AD programme) A study programme within a programme with a study load of at least 120 credits leading to the award of an Associate degree (WHW, article 7.19a).
- Competency An integrated set of skills, knowledge, understanding and attitudes required to create professional products in a professional context that meet the prevailing quality standards.
- Competent authority The Executive Board of The Hague University of Applied Sciences.
- Complaints Committee for Misconduct The committee that handles complaints concerning misconduct.
- Credit The unit used to express study load. In accordance with the European Credit Transfer System (ECTS), one credit is equivalent to 28 hours of study (WHW, article 7.4(1)).
- Department manager The officer in charge of an academy.
- Diploma The documentary evidence issued when an examination candidate has successfully completed either the propaedeutic examination or the final examination of the programme or the AD programme, as referred to in WHW, article 7.11(1).
- Director The officer in charge of an academy or service department.
- Director of Services The officer in charge of a service department.
- Disability A visible or invisible functional disability as a result of a handicap or chronic illness. This may concern various physical disabilities, chronic illnesses, psychological illnesses or dyslexia.
- Disputes Advisory Committee The Disputes Advisory Committee as referred to in WHW, article 7.63a (see also the Disputes Advisory Committee Regulations).
- Dual programme A programme in which of or more periods of study (the study component) are alternated with programme-related professional practice (the practical component) (WHW, article 7.7(2)). Professional practice takes place on the basis of an agreement concluded by the programme, the student and the

	employer (WHW, article 7.7(5)).
- Education programme	The whole of the units of study (including work placements and units of study to be chosen by the student in the minor segment) and the corresponding tests forming part of the propaedeutic year and the post first-year programme, or of the Associate degree programme.
- Elite athlete	A student who participates in national and international competitions at the highest level and has been granted this status by The Netherlands Olympic Committee* <i>Netherlands Sports Confederations (NOC*NSF)</i> , or a student practising his sport at the highest national level. The student must spend a weekly average of at least 15 hours on the sports activity.
- Elite performance	High-level performance, which places the student among the top performers on national or international level in his discipline, at the Executive Board's discretion.
- Exam Board	The body responsible for objectively and expertly establishing whether a student meets the conditions set out in the Programme and Examination Regulations concerning the knowledge, understanding and skills required for the award of a degree (WHW, article 7.12(2)). If the Exam Board decides to delegate specific tasks to the Assessment Committee, to the extent relevant to these tasks the term 'Exam Board' in these Regulations is taken to mean 'Assessment Committee'.
- Examination	An examination has been taken if the tests for all units of study forming part of a programme or the propaedeutic phase of a programme have been successfully completed, to the extent the Exam Board has not determined that its own assessment of the examinee's knowledge, understanding and skills also forms part of the examination (WHW, article 7.10(2)). A distinction is made between the propaedeutic examination, which concludes the propaedeutic phase, and the final examination, which concludes the programme.
- Examination Appeals Board	The Examination Appeals Board of The Hague University of Applied Sciences, as referred to in WHW, article 7.60 (see also the Examination Appeals Board Regulations in Part 1 of the Students' Charter).
- Examiner	A person appointed by the Exam Board with responsibility for conducting tests and establishing the results thereof (WHW, article 7.12c(1)).
- Executive Board	The governing body of The Hague University of Applied Sciences as referred to in WHW, articles 10.2 and 1.1(j).
- External student	A person enrolled as an external student at The Hague University of Applied Sciences and under WHW, article 7.36, only has the right to sit the tests for the units of study corresponding to the programme as well as the examinations corresponding to the programme and, in principle, has the right to access the University's facilities and collections (such as the library).
- Force majeure	Force majeure applies in the event it is impossible to perform an obligation for causes not attributable to the defaulting person concerned.
- Fraud	A student's acts or omissions that make it wholly or partially impossible to assess that student's knowledge, understanding and skills properly.
- Full-time programme	A programme of which practical training (such as work placements) forms an integral part.
- General Council	The representative advisory body as referred to in WHW,

	article 10.17.
- Irregularity	An act committed by a student in contravention of the test rules.
- Legal Protection Desk	The facility as referred to in WHW, article 7.59a.
- Part-time programme	A programme, the structure of which takes account of the possibility that the student will also be involved in activities other than programme-related activities. These activities may be designated as units of study (WHW, article 7.27).
- Plagiarism	A form of fraud where the work of others or one's own earlier published work is used by a student in his own work without correctly stating the source.
- Post first-year programme	The part of a programme that follows the propaedeutic phase.
- Practical component	The component of a dual programme involving professional practice as part of the programme.
- Programme	A programme constitutes a coherent whole of units of study, the aim of which is to acquire competencies or achieve goals relating to knowledge, understanding, attitudes and skills, which the person should possess upon completion of the programme (WHW, article 7.3(2)). Programmes may be offered as full-time, part-time or dual programmes. Where reference is made in these Regulations to a programme, this is taken to mean a Bachelor's programme, including the AD programme, if a programme is offered in this variant.
- Programme and Examination Regulations	The Regulations ( <i>Onderwijs- en Examenregeling, OER</i> ) containing clear and accurate information about the programme, the applicable procedures and rights and obligations with respect to the programme and the examinations (WHW, article 7.13(1) and (2)).
- Programme Committee	An advisory committee established for each programme with responsibility for providing advice on the Programme and Examination Regulations, the manner of implementation, and for advising the department manager and the Academy Council on all other matters relating to the education and teaching provided by the relevant programme (WHW, article 10.3c(1)).
- Propaedeutic phase	The first period of the programme, prior to the post first-year programme, in which students gain an understanding of the content of the programme and the future profession. Selection and referral are possible at the end of this phase (WHW, article 7.8(5)).
- Student	A person who is enrolled at The Hague University of Applied Sciences in a programme, and whose rights include, among others, the right to pursue education at the University.
- Student counsellor	The independent officer who advises students and provides support if they have personal problems of a tangible or intangible nature, and provides mediation, where necessary.
- Students' Charter	The Students' Charter consists of two parts: the institution-specific section (Part 1) and the (partially) programme-specific section (Part 2). Part 1 sets out the rights and obligations of students and those of the University, and contains an overview of the regulations that protect students' rights. Part 2 contains the Programme and Examination Regulations, a general description of the programme structure and student facilities, including academic student counselling (WHW,

- article 7.59).
- Studielink The online enrolment wizard enabling current or prospective students to enrol, re-enrol and terminate enrolment in a study programme and confirm any changes in their personal or address details to The Hague University of Applied Sciences (see [www.studielink.nl](http://www.studielink.nl)).
  - Study advice Advice provided to a student on the continuation of studies within or outside the programme, which is issued at the end of the first year of enrolment for the propaedeutic phase or until the student has passed the propaedeutic examination (WHW, article 7.8(b)). Positive, preliminary or binding negative study advice may be given.
  - Study career adviser The study career adviser supports the process in which the student controls the content of his education programme by carrying out activities aimed at enabling him to gain an understanding of what motivates him, his talents and outlook.
  - Study component The component of the dual programme that involves pursuing the studies provided by the programme.
  - Test A test is an examination of the knowledge, understanding and skills of the student as well as the assessment of the results of this examination. A test may consist of several partial tests. The term 'test' has the same meaning as the term *tentamen* as used in WHW, article 7.10.
  - Test rules Further provisions concerning tests and partial tests, relating among other things to registration, attendance, submission method and submission period of assignments, conduct, permissible aids and prohibited acts.
  - Unit of study A coherent component of the study programme which the student concludes with a test (WHW, article 7.3). A unit of study may also be referred to as a 'course' or 'module'.
  - University The Hague University of Applied Sciences.
  - WHW The abbreviation for the Dutch Higher Education and Research Act (*Wet op het hoger onderwijs en wetenschappelijk onderzoek*). Visit: [www.wetten.nl](http://www.wetten.nl) (in Dutch).
  - Wsf 2000 The abbreviation for the Student Finance Act 2000 (*Wet Studiefinanciering 2000*). Visit: [www.wetten.nl](http://www.wetten.nl) (in Dutch).
  - Working day All days of the year with the exception of Saturdays, Sundays, public holidays and leave days that have been officially designated as such for the staff of The Hague University of Applied Sciences.

## Abbreviations

The abbreviations in this Students' Charter have the following meaning:

- Ad Associate degree
- BHV The Hague University of Applied Sciences' Emergency Response Team
- BSA Binding study advice
- CLA Collective Labour Agreement
- CRI-HO Central Register of Higher Education Enrolment
- CROHO Central Register of Higher Education Study Programmes
- CvB Executive Board
- DUO Education Executive Agency (*Dienst Uitvoering Onderwijs*, formerly: Informatie Beheer Groep)
- ECTS European Credit Transfer System
- EEA European Economic Area
- EU European Union
- HALO Teacher Education in Physical Education (first-level qualification)
- HAVO Senior General Secondary Education
- HBO Higher Professional Education; higher education with an applied emphasis
- HBO-V Nursing
- IT Information Technology
- MBO Senior Secondary Vocational Education
- NBSA Negative binding study advice
- NOC\*NSF The Netherlands Olympic Committee \*Netherlands Sports Confederations
- NT2 (Lessons in) Dutch as a second language
- OER Programme and Examination Regulations
- PABO Education in Primary Schools
- VWO University preparatory education
- WHW The Higher Education and Research Act (*Wet op het Hoger onderwijs en Wetenschappelijk onderzoek*).
- WO Research-oriented higher education with an emphasis on theory; academic higher education; higher education at research universities
- Wsf 2000 Student Finance Act 2000 (*Wet op de Studiefinanciering 2000*).
- WTOS Fees and Educational Expenses (Allowances) Act (*Wet Tegemoetkoming Onderwijsbijdrage en Schoolkosten*).

# ENROLMENT AND DISENROLMENT REGULATIONS ON BACHELOR'S DEGREE PROGRAMMES 2013-2014

## Chapter 1. GENERAL PROVISIONS

*Article 7.33 WHW*

### **Article 1.1 Basis for the regulations**

These regulations elaborate on the statutory regulations (Chapter 7, titles 2 and 3 of the Higher Research and Education Act (WHW)) that apply to enrolment in a study programme at The Hague University of Applied Sciences (hereinafter: 'the University') and set out the procedural guidelines in accordance with article 7.33(1) WHW.

### **Article 1.2 Scope of the regulations**

1. These regulations apply to the enrolment of students (full-time, part-time and dual) and external candidates on Bachelor's degree programmes and the corresponding Associate degree programmes at The University.
2. The regulations do not apply to the Master's degree programmes and contract education.
3. Distinct regulations apply to external students who wish to enrol in a minor at the University via Kies op Maat. These regulations are laid down in chapter 6.

*Articles 7.32 and 15.2 WHW*

### **Article 1.3 General enrolment requirements**

1. Anyone wishing to use the education, examination and other facilities is required to enrol as a student at the University.
2. Those who only wish to use the examination facilities may enrol as an external candidate, with due observance of article 2.2.
3. Enrolment should be performed in a timely manner, namely:
  - a. enrolment should either take place before 1 September for a study programme commencing on 1 September, or before 1 February for a study programme commencing on 1 February;
  - b. contrary to the provisions set out under a above, enrolment after the above dates may only take place with the prior consent of the department manager.
4. Enrolment cannot take place with retroactive effect.
5. Enrolment takes place for a study programme for the full academic year. If enrolment takes place during the academic year, it will apply from the first day of the month in which all enrolment requirements and conditions have been met. In that case enrolment applies for the remainder of the academic year.
6. Anyone participating in education or making use of the examination facilities without having enrolled will pay compensation amounting to the sum of the tuition fee he would have owed had he been enrolled, in addition to the usual tuition fee.
7. Enrolment will be performed by the Executive Board of the University via Studielink and will take place in accordance with the enrolment procedure set out in chapter 3.
8. Enrolment is only open to persons who can prove that they:
  - a. hold Dutch nationality or are treated as a Dutch citizen pursuant to a statutory provision, or
  - b. are a non-Dutch national, have not reached the age of 18 on the first day on which the study programme commences, for whom first-time enrolment is required, or
  - c. are a non-Dutch national, have reached the aged of 18 or above on the first day on which the study programme commences, for whom first-time enrolment is required and are legally resident in the Netherlands within the meaning of article 8 of the Aliens Act 2000 (*Vreemdelingenwet 2000*), or

- d. are a non-Dutch national residing outside the Netherlands on the first day on which the study programme commences, for whom first-time enrolment is required, or
- e. are a non-Dutch national, no longer meet the conditions referred to under b, c or d, and was previously enrolled in accordance with one of the above conditions on a study programme at the University, which study programme they are still pursuing and have not yet completed.

**Article 1.4 Information provision**

1. Information about the procedures concerning admission, enrolment, termination of enrolment, and tuition fees is available at [www.thehagueuniversity.com/enrolment](http://www.thehagueuniversity.com/enrolment) and is maintained by the Enrolment Centre.
2. The Enrolment Centre may communicate with the (prospective) student about his admission, enrolment, termination of enrolment, and tuition fees, either by letter or by email, via the email address provided by the University or via the personal email address that the student entered in Studielink upon his request for enrolment. The student is responsible for checking his University email and his personal email on a regular basis, for informing the University about any changes in his personal email address, and for checking his Studielink account on a regular basis.

## Chapter 2. CONDITIONS FOR ENROLMENT

*Article 7.37 WHW*

### **Article 2.1 Conditions for enrolment as a student**

Anyone wishing to enrol as a student is required:

- a. to meet the education entry requirements referred to in article 2.3, or have been granted exemption therefrom on the basis of article 2.7 or 2.8;
- b. to meet any other educational entry requirements as stated in article 2.4, or have been granted exemption therefrom on the basis of article 2.9;
- c. to meet any supplementary requirements as stated in article 2.5;
- d. to meet any employment requirements as stated in article 2.6;
- e. to have paid the tuition or examination fee owed, or to have guaranteed payment by granting a direct debit mandate for payment of the tuition or examination fees as stated in article 5.5;
- f. to provide a written statement of agreement if the student is of age and if the tuition or examination fees are paid by a third party;
- g. to submit the required documents referred to in the enrolment procedure as stated in articles 3.1 and 3.2;
- h. not to have previously received binding negative study advice for the relevant study programme pursuant to the Programme and Examination Regulations, or to prove that the negative binding study advice has ceased to apply, has been withdrawn, or that one of the exceptions referred to in article 2.12 apply;
- i. to hold a placement certificate in case of first-time enrolment in the propaedeutic or first-year phase of a study programme for which an intake restriction (*numerus fixus*) applies;
- j. not to have been denied admission to the desired specialisation of the relevant study programme, if enrolment in the main phase is pursued without prior enrolment in the propaedeutic phase of the relevant degree programme at the University;
- k. to provide written proof that the Exam Board has granted exemption from taking tests corresponding to the first year of the relevant study programme as referred to in article 2.11, if enrolment in the main phase is pursued without prior enrolment in the propaedeutic phase of the relevant degree programme at the University.

*Article 7.37 WHW*

### **Article 2.2 Conditions for enrolment as an external candidate**

Anyone wishing to enrol as an external candidate is required to meet the conditions set out in article 2.1 and to have been granted consent by the department manager of the Academy providing the relevant study programme. External candidates can only enrol in full-time and part-time programmes. Consent is only granted if this does not conflict with the nature and interests of the study programme.

*Article 7.24 WHW*

### **Article 2.3 Educational entry requirements**

1. Anyone wishing to enrol as a student or external candidate in a study programme must comply with the educational entry requirements as required by law. This implies that one must hold one of the following certificates, and must also meet the further educational entry requirements, the supplementary requirements, and the employment requirements as stated in articles 2.4 to 2.6:
  - a. a vwo diploma (new style);
  - b. a havo diploma (new style);
  - c. a mbo diploma at level 4;
  - d. a certificate upon successfully completing the propaedeutic examination at a Dutch university of applied sciences or at a Dutch research university;

- e. a certificate upon successfully completing the final examination for a Bachelor's or Master's degree programme at a Dutch university of applied sciences or at a Dutch research university.
2. The University will treat old style havo and vwo diplomas as equivalent to new style havo and vwo diplomas, respectively, with due observance of the further educational entry requirements as stated in article 11.
3. The Admission Committee may grant exemption of the entry requirements to anyone who does not possess a diploma as referred to in paragraph 1 or 2, on the basis of article 2.7 or 2.8.

*Article 7.25 WHW*

**Article 2.4 Further educational entry requirements**

1. Requirements relating to subject cluster, subjects, and other programme components may be set for anyone who holds a new style havo or vwo diploma and wishes to enrol in a study programme. These requirements are based on the national 'Regulations on further educational entry requirements for higher education 2007' (*Regeling nadere vooropleidingseisen hoger onderwijs 2007*). Distinct requirements apply to havo diplomas issued before and after 2009, respectively, and to vwo diplomas issued before and after 2010, respectively. An overview of requirements is available at the University's website ([www.thehagueuniversity.com](http://www.thehagueuniversity.com)). This also states the manner in which the requirements should be met prior to enrolling in the study programme.
2. Prospective students holding an old style havo or vwo diploma have met the further educational entry requirements if the content of the subjects for which they have taken an examination covers all subjects included in the further educational entry requirements relating to the relevant study programme.
3. Prospective students holding a diploma issued outside The Netherlands as referred to in article 2.7 have met the further educational entry requirements if the content of the subjects for which they have taken an examination covers all subjects included in the further educational entry requirements relating to the relevant study programme.
4. Prospective students who do not meet the further educational entry requirements may provide proof that they meet similar requirements by means of a deficiency test as referred to in article 2.9.

*Article 7.26 WHW*

**Article 2.5 Supplementary requirements**

Supplementary requirements apply for certain programmes. The University's website ([www.hhs.nl](http://www.hhs.nl), in Dutch) contains further information about the nature of these requirements, and on how to meet these requirements. Supplementary requirements apply for the following programmes:

- a. Health Care Management;
- b. Sports and Physical Exercise;
- c. Teacher Education in Physical Education.

*Article 7.27 WHW*

**Article 2.6 Employment requirements**

Supplementary requirements regarding professional activities that must be performed whilst pursuing the study programme may be specified for part-time programmes, if the relevant activities are designated as units of study in the Programme and Examination Regulations. The University's website ([www.hhs.nl](http://www.hhs.nl), in Dutch) contains further information about the nature of these requirements. These requirements apply for the following programmes:

- a. Business Management Studies;
- b. Facility Management;
- c. Facility Management (Associate degree);
- d. Health Care Management;
- e. Public Administration;

- f. Social Educational Care;
- g. Social Work and Social Services.

*Article 7.28 WHW*

**Article 2.7 Exemption from the educational entry requirements on the basis of a diploma**

1. The Admission Committee will grant exemption from the educational entry requirements stated in article 2.3 to prospective students who hold a diploma that:
  - a. was issued in the country of a signatory state that has ratified the Convention on the Recognition of qualifications concerning higher education in the European region (Treaty Series 2002, 137), and gives access to research-oriented or higher professional education in the relevant country;<sup>1</sup>
  - b. was issued in The Netherlands or abroad and that the Admission Committee deems at least equivalent to a diploma as referred to in article 2.3.
2. If exemption from the educational entry requirements is granted as stated in article 2.3, the prospective student must meet the further educational entry requirements, the supplementary requirements, and the employment requirements stated in articles 2.4 to 2.6, where applicable.
3. If exemption from the educational entry requirements is granted on the basis of a foreign diploma, the prospective students must meet the language requirements stated in article 2.10.

*Article 7.29 WHW*

**Article 2.8 Exemption from the educational entry requirements on the basis of an admissions test**

1. The Admission Committee may grant exemption from the educational entry requirements stated in article 2.3 to prospective students who have reached the age of 21 or above at the time of enrolment and have successfully completed an admissions test at the University.
2. The Admission Committee may depart from the age limit of 21 years for those holding a non-Dutch diploma providing access to a higher education institution in their own country. The Admissions Committee may also depart from said age limit if a prospective student is unable to submit a diploma due to special circumstances.
3. The 21+ admission test requirements correspond to the national 'Regulations on further educational entry requirements for higher education 2007' (*Regeling nadere vooropleidingseisen hoger onderwijs 2007*), and were adopted by the Admission Committee following consultation with the study programmes. These requirements are set out in appendix 1 to these regulations.

*Article 7.25 WHW*

**Article 2.9 Deficiency tests for further educational entry requirements**

1. The Admission Committee may decide that a prospective student, who does not meet the further educational entry requirements stated in article 2.4, will be granted admission, provided that he has passed a deficiency test to prove that he meets similar requirements.
2. The following prospective students may take part in the deficiency tests:
  - a. he who possesses a havo or vwo diploma (new style) with a subject cluster that only provides admission to the relevant programme if one or more specific subjects were part of the examinations, but who did not take an examination in all required subjects;
  - b. he who possesses a havo or vwo diploma (old style) that only provides admission to the relevant programme if one or more specific subjects were part of the

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<sup>1</sup> Without prejudice to the Admission Committee's power under Article IV.1 of the above convention to demonstrate a significant difference between access to higher education on the territory of the relevant country where the qualification was obtained and the general requirements laid down by or pursuant to the law.

- examinations, as stated in article 2.4(2), but who did not take an examination in all required subjects;
- c. he who possesses a non-Dutch diploma as referred to in article 2.7(1) that only provides admission to the relevant programme if one or more specific subjects were part of the examinations, as stated in article 2.4(3), but who did not take an examination in all required subjects.
3. A deficiency test may be taken for the subjects stated in appendix 1 to these regulations.

*Article 7.28 WHW*

**Article 2.10 Language requirements**

1. He who possesses a non-Dutch diploma as referred to in article 2.7(1) and who wishes to be enrolled in a programme that is taught in the Dutch language must provide proof of sufficient proficiency in Dutch by one of the following means:
  - a. a NT2 Level II State Exam for Dutch as a second language;
  - b. a certificate of the Dutch exam that is part of the admissions test of the University, or
  - c. a diploma or certificate that the Admission Committee deems equivalent to the diplomas and certificates stated in paragraph 1(a) and 1(b).
2. He who possesses a non-Dutch diploma as referred to in article 2.7(1) and who wishes to be enrolled in a programme that is taught in the English language needs not provide proof of sufficient proficiency in English if the diploma was issued in one of the following countries:
  - a. Australia;
  - b. Canada;
  - c. Malta;
  - d. New Zealand;
  - e. the Republic of Ireland;
  - f. South Africa;
  - g. the United Kingdom;
  - h. the United States of America.
3. He who does not meet the criteria stated in paragraph 2, and possesses a non-Dutch diploma as referred to in article 2.7(1), and wishes to be enrolled in a programme that is taught in the English language, must provide proof of sufficient proficiency in English by means of an IELTS or a TOEFL certificate. The minimum scores are as follows:
  - a. for IELTS tests: 6.0 overall; additionally, the programme may stipulate that a minimum score of 6.0 must be obtained for each test component;
  - b. for TOEFL tests (internet based): 80 overall; additionally, the programme may stipulate that a minimum score of 20 must be obtained for each test component.
4. In exceptional cases, the Admission Committee may decide, with due regard for the 'Code of Conduct International Student Higher Education', that the prospective student may prove his English proficiency by another means, namely:
  - a. if the prospective student possesses a diploma for English-taught prior education that was issued in another country than stated in paragraph 2, or
  - b. if the prospective student can submit a certificate of another language proficiency test than mentioned in paragraph 3.

*Article 7.30 WHW*

**Article 2.11 Admission to the main phase**

1. In addition to the conditions set out in article 2.3, in order to gain admission to the main phase of a study programme the student must hold a certificate upon successful completion of the propaedeutic examination for the first year of the study programme, or a certificate from the study programme Exam Board granting the student exemption from all tests of the propaedeutic phase of the relevant study programme.

2. The Exam Board may impose restrictions on sitting tests that form part of the main phase as long as the student is enrolled in the propaedeutic phase.

*Article 7.8b WHW*

**Article 2.12 Enrolment following negative binding study advice (BNSA)**

1. He who has received binding negative study advice (BNSA) may still enrol in the same study programme at a later stage if the Department Manager has granted him permission to do so. The conditions are described in article 7.8 of the Programme and Examination Regulations.
2. He who has lodged an appeal against a decision to issue him binding negative study advice may nonetheless enrol in the same study programme until the Examination Appeals Board has made a decision on the appeal. If the Examination Appeals Board has dismissed the appeal or if the student withdraws the appeal, the student's enrolment will be terminated. Termination will take effect from the month following the month in which the student has withdrawn the appeal or in which the Legal Protection Desk has informed the student that the Examination Appeals Board has taken a decision.

## Chapter 3. ENROLMENT PROCEDURE

### *Article 7.33 WHW*

#### **Article 3.1 Procedure for first-time enrolment**

1. He who wishes to enrol as a first-time student in a study programme is required to submit a request for enrolment via Studielink. If enrolment via Studielink is not possible, the prospective student should apply for enrolment using the enrolment form which can be obtained from the Enrolment Centre.
2. The following documents must be submitted when applying for first-time enrolment:
  - a. a copy of the passport or ID card, if the prospective student's identity cannot be verified via Studielink;
  - b. in case of a diploma or certificate that was issued in The Netherlands: a certified copy of the diploma or certificate with a certified list of marks, if verification of the prospective student's prior education and diploma via Studielink is not possible;
  - c. in case of a diploma or certificate that was issued in The Netherlands: the original diploma or certificate, including the list of marks, must be presented to the Enrolment Centre;
  - d. the other documents listed on the website;
  - e. for citizens of non-EEA countries<sup>2</sup> aged 18 years and over: proof (a residence permit or a written statement from the competent authorities) confirming legal residence in the Netherlands on the first day on which the study programme commences.
  - f. for enrolment in the main phase without prior enrolment in the propaedeutic phase of the relevant study programme at the University: a certificate evidencing that the Exam Board has granted exemption from taking the tests corresponding to the propaedeutic phase of the relevant study programme.
3. In addition, the student must fulfil the payment conditions described in article 5.1.
4. The student will receive proof of enrolment after enrolling.

### *Article 7.33 WHW*

#### **Article 3.2 Procedure for subsequent enrolments**

1. A student wishing to continue his or her study programme after one year must re-enrol via Studielink. If it is not possible to re-enrol via Studielink, the student should re-enrol using the enrolment form which can be obtained from the Enrolment Centre.
2. In addition, the student must fulfil the payment conditions described in article 5.1.

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<sup>2</sup> Non-EEA means students holding a nationality other than the nationality of one of the EU member states, Norway, Iceland, Liechtenstein or Switzerland.

## **Chapter 4. REFUSAL, CANCELLATION, OR TERMINATION OF ENROLMENT**

### **Article 4.1 Cancellation of enrolment before the start of the academic year**

1. He who has enrolled in a study programme at the University may cancel his enrolment before the first day of enrolment. If enrolment has taken place as of the start of the academic year, cancellation is only possible before 1 September. If enrolment has taken place as of another date, cancellation is only possible before this date.
2. A request to this end must be submitted via Studielink before the first day of enrolment.
3. In the event enrolment is cancelled in the manner described under paragraph 1, no tuition or examination fees or a portion thereof are payable by the student.

*Article 7.42 WHW*

### **Article 4.2 Termination of enrolment at the request of the student and after graduation**

1. The Executive Board will terminate enrolment at the request of an individual enrolled in a study programme with effect from the month following the month in which the request was received.
2. If a student has passed the final examination, his enrolment will not be terminated automatically. In case the student wishes to terminate his enrolment after passing the final examination, he must submit a request to this end. The Executive Board will terminate enrolment with effect from the month following the month in which the request was received.
3. The student is responsible at all time for the timely termination of any study grant he might receive upon termination of enrolment.

*Articles 7.8b, 7.12b, 7.32, 7.37, 7.42, 7.42a, and 7.57h WHW*

### **Article 4.3 Refusal, cancellation or termination of enrolment by order of the Executive Board**

1. The Executive Board will refuse to enrol a person if they have failed to comply with the requirements and conditions of enrolment set out in these regulations.
2. The Executive Board may refuse or cancel enrolment if there are well-founded fears that the individual concerned will abuse his enrolment and the attached rights by seriously undermining the special nature of the University.
3. The Executive Board may terminate or refuse the enrolment of the individual concerned if the student's conduct or remarks prove that the student is unsuitable for practising one or more professions for which the study programme chosen or pursued trains the student, or for the practical preparation of professional practice.
4. The Executive Board may refuse a student's enrolment if the student wishes to enrol in a study programme that is the same as or related to a study programme offered by another institution for which the student has been refused pursuant to paragraph 3 of this Article.
5. If the individual concerned, as referred to in paragraph 3 of this article, has enrolled in a study programme other than that for which the individual was refused pursuant to paragraph 3 and is pursuing a specialisation within the other study programme corresponding to, or the practical preparation for professional practice thereof is related to the study programme for which the student has been refused pursuant to paragraph 3, the Executive Board may decide that the student is not permitted to pursue the specialisation or other components of that particular study programme.
6. On the recommendation of the Exam Board of the study programme in which the individual concerned is enrolled, the Executive Board may terminate the student's enrolment if the student has committed serious fraud.
7. If a student violates the regulations and house rules of the University, the Executive Board may deny the student access to the institution or parts thereof for the duration of one year at the most, or terminate the student's enrolment for the same period of

time. In the event the student has caused serious disturbance inside the buildings and on the grounds by violating the rules and continues to cause disturbance despite a summons from or on behalf of the administration of the institution, the Executive Board may permanently deny the student access to the institution or terminate the student's enrolment.

8. The Executive Board may terminate enrolment if an enrolled student has failed to pay the statutory or institutional tuition fees, or the examination fees after having received a reminder for payment thereof. Enrolment will be terminated with effect from the second month following the demand for payment.
9. The Executive Board will refuse or terminate enrolment if the tuition fees for the previous academic year(s) have not been fully paid.
10. If after enrolment it emerges that enrolment has not taken place in accordance with article 1.3(8) for whatever reason, the Executive Board will terminate the enrolment of the student or external candidate with immediate effect.
11. The Executive Board will terminate enrolment if the student has received negative binding study advice in the course of the academic year. Termination will take place with effect from the second month following the month in which study advice was issued, unless the student requests termination of enrolment with effect from the month following the month in which study advice was issued.

*Articles 7.42 and 7.42a WHW*

**Article 4.4 Procedure concerning refusal, cancellation or termination of enrolment**

1. A student wishing to terminate enrolment during the academic year must submit a request to that end via Studielink.
2. Before implementing the measure referred to in article 4.3(2-7), the Executive Board will seek advice from the Exam Board or the department manager of the academy responsible for the relevant study programme and will offer the student the opportunity to be heard on the matter. The interests involved will be carefully weighed.
3. The Executive Board will inform the individual concerned and DUO, the Education Executive Agency, about the termination of enrolment.
4. Upon termination of enrolment the student is entitled to a refund of the tuition fee in accordance with article 5.4.
5. If the University has issued the student a Proof of Payment of Tuition Fee (*Bewijs Betaald Collegegeld*), the tuition fees will only be refunded after the student has returned the original Proof of Payment of Tuition Fee to the University.

## Chapter 5. TUITION AND EXAMINATION FEES

*Articles 7.43, 7.44, and 7.45 WHW*

### Article 5.1 Tuition and examination fees

1. Statutory or institutional tuition fees are payable by a student for every academic year of a study programme in which the student has been enrolled by the Executive Board.
2. The amount of the tuition fees payable for each academic year is determined annually. The amount of statutory tuition fee is determined by or pursuant to the law; the amount of institutional tuition fee is determined by the Executive Board. The Executive Board may set distinct institutional tuition fees for each programme, group of programmes, or group of students.
3. Examination fees are payable by those who have enrolled as an external candidate.
4. The Executive Board determines the amount of the examination fee.

*Article 7.45a WHW*

### Article 5.2 Statutory tuition fees

1. The statutory tuition fee applies to students who on the first day of enrolment:
  - a. have not yet obtained a Bachelor's degree<sup>3</sup> unless the prospective student has enrolled for the first time in a study programme that is registered in the CROHO under Education or Health Care. This applies to the following study programmes at the University: Education in Primary Schools (PABO), Teacher Education in Physical Education (HALO), Nutrition and Dietetics, Skin Therapy, Health Care Management and Nursing, and
  - b. reside<sup>4</sup> in the Netherlands, Belgium, Luxembourg or one of the federal States of North Rhine-Westphalia, Lower Saxony and Bremen in the Federal Republic of Germany, and
  - c. belong to one of the groups of people referred to in Section 2.2 of the Student Finance Act 2000<sup>5</sup> or hold Suriname nationality.
2. If a student who is paying the statutory tuition fee pursues more than one study programme and has successfully completed the study programme in which the student has enrolled for the first time, the statutory tuition fee is payable by the student for the remainder of the academic year.
3. If in the course of the academic year it emerges that a student, who has not been awarded a Bachelor's degree on 1 September according to the CRI-HO, did in fact hold a Bachelor's degree, the student is still required to pay the institutional fee.

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<sup>3</sup> A Bachelor's degree is equivalent to passing the final examination of a study programme in higher professional education with a study load of 168 credits or a 'kandidaats' examination of a study programme in research-oriented higher education under the WHW as applicable on 31 August 2002. A Bachelor's and Master's degree is equivalent to passing the final examination of a study programme in research-oriented higher education under the WHW as applicable on 31 August 2002, or pursuant to Sections 18.14 and 18.15 of the WHW.

<sup>4</sup> 'Reside' means that the student must be registered in a Municipal Records Database in the above regions. If the student is unable to present proof thereof, the institutional tuition fees are payable by the student.

<sup>5</sup> This group largely corresponds to the group of students holding the nationality of one of the EU or EEA member states, Turkey (subject to certain conditions), or Switzerland, and relatives of EU citizens residing in the Netherlands who are non-EEA nationals, non-Dutch citizens holding specific residence permits or non-Dutch citizens who are waiting on specific residence permits or extension thereof, and those who are already using a student grant or loan, and non-Dutch citizens who previously received a contribution under the Fees and Educational Expenses (Allowances) Act (WTOS).

**Article 5.3 Institutional tuition fees**

1. The institutional tuition fee apply to students who do not meet the conditions relating to the statutory tuition fee referred to in article 5.2(1), and to students who comply with Article 5.2(3).

**Article 5.4 Lowering, exemption from and refund of tuition and examination fees**

1. If a student enrolls during the academic year, a portion of the tuition fee will be payable by the student, i.e. one twelfth for every remaining month of the academic year in which he or she is enrolled.
2. A student whose enrolment has been terminated in the course of the academic year pursuant to articles 4.2 or 4.3 is entitled to a refund of one twelfth of the tuition fee for every month the academic year continues after termination of the student's enrolment. The student is not entitled to a refund if:
  - a. the enrolment is terminated as of July or August;
  - b. the student is enrolled in one or more other study programmes at the University, or
  - c. the student was issued a Proof of Payment of Tuition Fee (*Bewijs Betaald Collegegeld*), and the student has not yet returned the original Proof of Payment of Tuition Fee to the University.
3. If a student dies in the course of the academic year, one twelfth of the tuition fee will be refunded for each consecutive month after the student's decease.
4. If a student is enrolled in a study programme at The Hague University of Sciences or at another Dutch university of applied sciences or research university, and has paid the statutory tuition fee, and wishes to enrol in another study programme for which he meets the criteria for the statutory tuition fee as stated in article 5.2(1), the student will not pay tuition fees for the latter study programme, unless the amount for the latter study programme exceeds that of the study programme described first. In that case the difference between the lower and higher amount is payable by the student. If the student passes the final examination of the study programme that he first enrolled in, or if the student terminates his enrolment in this study programme, he is not entitled to a refund of part of the tuition fee, unless he also terminates his enrolment in the other study programme.
5. If a student is enrolled in a study programme at another Dutch university of applied sciences or research university, and wishes to enrol in a study programme at the University, and if the institutional tuition fee is payable for one or more of these programmes, no exemptions from tuition fees will be granted for enrolment at the University.
6. A student enrolled in a study programme at the University who has paid the institutional tuition fee and wishes to enrol in a further study programme at the University will pay the institutional tuition fee once only.
7. A student pursuing government-funded education other than higher education, for which course fees are payable, who in the same academic year either additionally or instead wishes to enrol in a study programme at the University and meets the criteria for the statutory tuition fee for that programme, as stated in article 5.2(1), will pay tuition fee for the University amounting to the difference between the course fees already paid and the statutory tuition fee.
8. If tuition fees are paid in instalments, as stated in article 5.5(1)(b), refunds will only be made if the eventual amount due is less than the total amount paid. In that case, the difference between the total amount paid and the eventual amount due will be refunded.
9. Those seeking exemption from or lowering of tuition fees are required to submit the required proof of enrolment and tuition fee payment receipts together with their request to the Enrolment Centre.
10. The examination fee cannot be lowered or refunded, nor can external candidates be granted exemption from examination fees.

**Article 5.5 Payment of tuition and examination fees**

1. Students should pay the tuition fee using one of the following payment options:
  - a. payment at once by means of a digital direct debit mandate via Studielink, by submitting a signed payment authorisation form, or if an international student does not yet have a Dutch bank account, payment at once via bank transfer.
  - b. payment in instalments by means of a direct debit mandate via Studielink or by issuing a signed payment authorisation form. If enrolment takes place in the course of the academic year, the instalments will be determined on a pro rata basis. Payment in instalments involves an administrative charge of € 24.
2. External candidates can only pay their examination fee at once.
3. The tuition or examination fees must be paid by or on behalf of the student. If payment is made by a third party on the student's behalf, the student who has reached the age of majority must agree to this payment in writing.
4. If it is not possible to pay the tuition fee owed by means of a direct debit mandate (because the account balance is insufficient, for instance), or if the payment is cancelled by counter-entry, the student will lose his right to pay in instalments. The University will establish a term within which the student must pay the tuition fee owed. If the student does not pay the tuition fee in full within the specified term, enrolment will be terminated in accordance with article 4.3(8), collection of the tuition fee that has yet to be paid at that time will be transferred to a debt collection agency, and the amount payable will be increased with the debt collection costs together with statutory interest.
5. If the student has payment arrears, he or she will be denied access to the IT facilities.
6. As long as the payable tuition or examination fees remain unpaid and the student's enrolment has not yet been terminated pursuant to article 4.3(8), no certificate will be awarded to the student for passing an examination. The student may be denied access to education, use of the educational facilities and the buildings.

**Article 5.6 Other contributions and costs**

1. Enrolment is independent of any pecuniary contribution other than the tuition or examination fees.
2. The Programme and Examination Regulations relevant to every study programme shall contain an indication of the costs of study material for students.
3. The costs arising from the statutory obligations pertaining to the provision of education are not charged to students.
4. No financial fees are charged for providing additional opportunities to take tests outside the academic calendar, as set out in the Programme and Examination Regulations.
5. No financial fees are charged for pursuing minors at the University or at another institution, unless the costs for a minor pursued at another institution exceed the amount of € 70 per study credit, in which case the difference between the actual costs and the number of study credits times € 70 is payable by the student.
6. A student may only be asked to purchase study material if required for the study programme as set out in the study programme Programme and Examination regulations.
7. The study programmes and all other organisational units at the University seek to keep the costs involved for students pursuing education as low as possible and to place these within the context of the budget for student grants and loans, where possible.

## Chapter 6. PROVISIONS ON THE ENROLMENT OF EXTERNAL MINOR STUDENTS

### Article 6.1 Enrolment of external students in minors

A student who pursues a study programme at another Dutch university of applied sciences or research university (hereinafter: 'partner university'), may apply for enrolment in a minor at the University. Additional conditions apply to enrolment in a minor as an external student (hereinafter: 'external minor student'), as well as a different enrolment procedure.

### Article 6.2 Additional conditions for enrolment as an external minor student

1. For enrolment as an external minor student, one has to meet the conditions as stated in article 2.1, as well as the following additional conditions:
  - a. one must provide an original education contract (*Leerovereenkomst*), signed by the partner university, in triplicate;
  - b. one must meet the admission criteria of said minor and must provide a statement to this end, drawn up by the relevant exam board at the University,
2. The external minor student will be enrolled in the propaedeutic phase of the study programme that the minor is part of.
3. The external minor student is only entitled to attend classes and sit exams that form part of the minor in which the external minor student is enrolled.

### Article 6.3 Enrolment procedure for external minor students

1. The external minor student shall apply for enrolment in the minor of his choice via the Kies op Maat website ([www.kiesopmaat.nl](http://www.kiesopmaat.nl)).
2. The external minor student shall submit the original education contract as referred to in article 6.2(1) in triplicate to the Enrolment Centre.
3. After receiving the education contract, the Enrolment Centre shall inform the external minor student about the relevant enrolment procedure. This procedure corresponds to the procedure as stated in article 3.1, with the following exceptions:
  - a. contrary to article 3.1(2)(b), the external minor student must submit a certified copy of the propaedeutic diploma and the corresponding list of marks of the study programme that the student is enrolled in at the partner university; if the external minor student does not possess these documents, he must submit a certified copy of the diploma on the basis of which he was admitted to his study programme at the partner university;
  - b. contrary to article 3.1(3), the external minor student must submit an original Proof of Payment of Tuition Fee (*Bewijs Betaald Collegegeld*) in order to be exempted from tuition fee payment.

## **Chapter 7. FINAL PROVISIONS**

### **Article 7.1 Legal protection**

The individual concerned may lodge an objection against a decision taken by or on behalf of the Executive Board pursuant to these regulations with the Legal Protection Desk ([loketrechtsbescherming@hhs.nl](mailto:loketrechtsbescherming@hhs.nl)) within six weeks. The period takes effect the day after the decision has been communicated to the student either in writing or by email.

### **Article 7.2 Unforeseen cases**

In cases requiring an immediate decision and where these regulations do not provide for any such decision, the Executive Board will take a decision. The decision will be communicated to the individual concerned at once.

### **Article 7.3 Hardship clause**

If the application of these regulations would result in unfairness, the Executive Board may take a decision that departs from the regulations.

### **Article 7.4 Official title**

These regulations may be cited as 'Enrolment and Disenrolment Regulations 2013-2014'.

### **Article 7.5 Evaluation**

The Executive Board will ensure that these regulations are evaluated regularly. The evaluation will take place at least once a year.

## APPENDIX 21 + ADMISSION TEST

The 21 + Admission Test corresponds to the national 'Regulations on further educational entry requirements for higher education 2007' (*Regeling nadere vooropleidingseisen hoger onderwijs 2007*), and were adopted by the Admission Committee following consultation with the academies.

The admission test comprises several examinations. The examination subjects depend on the study programme to which the student wishes to gain admission. The examination fees amount to € 50 for each examination subject. The application and payment procedures are detailed in the 21 + Admission Test Information Brochure which has been published on [www.thehagueuniversity.com](http://www.thehagueuniversity.com). The table below sets out the 21 + Admission Test Requirements for each study programme.

<i>Study programmes taught in Dutch</i>	<i>Examination subjects (examination in Dutch)</i>									
	NL	EN	MW	RE	EC	MO	WA	MT	WB	NA
Accountancy	X	X			X		X			
Bedrijfseconomie	X	X			X		X			
Bedrijfseconomie Ad	X	X			X		X			
Bedrijfskunde MER	X	X			X					
Bedrijfskunde	X	X							X	
Bestuurskunde/Overheidsmanagement	X	X			X					
Bewegingstechnologie	X	X							X	
Bouwkunde	X	X							X	X
Business IT & Management	X	X	X							
Civiele Techniek	X	X							X	X
Commerciële Economie	X	X			X					
Climate & Management	X	X					X			
Communicatie	X	X					X			
Communication & Multimedia Design	X	X					X			
Culturele en Maatschappelijke Vorming	X	X	X							
Elektrotechniek	X	X							X	X
European Studies	X	X						X		
Facility Management	X	X				X				
Facility Management Ad	X	X				X				
HBO Rechten	X	X	X							
Huidtherapie	X	X	X							
Human Resource Management	X	X	X							
Human Technology	X	X					X			
Industrieel Product Ontwerpen	X	X							X	X
Informatica	X	X	X							
Informatiedienstverlening- en management	X	X	X							
Information Security Management	X	X	X							
Installatietechniek Ad	X	X							X	X
Integrale Veiligheidskunde	X	X			X					
Maatschappelijk Werk en Dienstverlening	X	X	X							
Management in de Zorg	X	X	X							
Mechatronica	X	X							X	X
Opleiding tot Leraar Basisonderwijs (PABO)	X	X		X						
Opleiding tot Leraar Lichamelijke Opvoeding (HALO)	X	X	X							
Opleiding tot Verpleegkundige (HBO-V)	X	X	X							
Projectleider Techniek Ad	X	X							X	X
Small Business and Retail Management	X	X			X					
Sociaal Pedagogische Hulpverlening	X	X	X							
Sport en Bewegen (Sportmanagement) <sup>3</sup>	X	X	X							
Technische Bedrijfskunde	X	X							X	
Technische Informatica	X	X							X	
Technische Natuurkunde	X	X							X	X
Voeding en Diëtetiek	X	X	X							
Werktuigbouwkunde	X	X							X	X

*Examination subjects*

*Study programmes taught in English*

*(examination in English)*

	<i>EN</i>	<i>SS</i>	<i>EC</i>	<i>MF</i>	<i>MA</i>	<i>PH</i>
European Studies	X	X		X		
International Business and Management Studies	X		X			
International and European Law	X	X				
International Public Management	X		X			
Process and Food Technology (previously Chemical Technology)	X				X	X
Safety & Security Management Studies	X		X			

*Legend (study programmes taught in Dutch)*

NL	Dutch
EN	English
MW	Social and Behaviour Sciences
RE	Mathematical Skills (PABO-level)
EC	Economics
MO	Management and Organisation
WA	Mathematics A
MT	Modern Foreign Languages (choice between French, German and Spanish)
WB	Mathematics B
NA	Physics

*Legend (study programmes taught in English)*

EN	English
SS	Social Studies
EC	Economics
MF	Modern Foreign Languages (French, German or Spanish)
MA	Mathematics
PH	Physics

## CODE OF CONDUCT AND DISCIPLINARY MEASURES

### Article 1. House rules

1. House rules apply to ensure the smooth running of events in the buildings and on the grounds of The Hague University of Applied Sciences and the use of The Hague University of Applied Sciences' facilities. If the study programme activities take place outside the buildings and grounds of The Hague University of Applied Sciences, the rules apply *mutatis mutandis*, where applicable. The house rules have been designed to contribute to a good working, study and social environment.
2. The following house rules apply to The Hague University of Applied Sciences:
  - a. General house rules, as referred to in article 2: these rules apply to all students;
  - b. House rules relating to the academy, study programme and campus as referred to in article 3: these rules only apply to students studying at an academy or pursuing a study programme or to a specific campus respectively, and
  - c. Rules for the use of the library and IT facilities, telephony and audiovisual materials, as referred to in article 4.
3. Students are required to strictly comply with the house rules and moreover ensure that their conduct is such that they do not act in breach of any legal obligation or generally accepted values and standards. Students must also behave as befits a good student.

### Article 2. General house rules

1. Students are only permitted inside the building outside the normal opening hours after having obtained written permission from the Facility Management Services Department of The Hague University of Applied Sciences and after having registered and presented proof of their identity to the Central Reception or Security. The opening hours of the various campuses are as follows:
  - a. Laakhaven campus (Johanna Westerdijkplein 75, 2521 EN The Hague)  
Monday to Thursday from 8.00 a.m. to 11.00 p.m.;  
Friday from 8.00 a.m. to 7.00 p.m.;
  - b. Delft campus (Rotterdamseweg 137, 2628 AL Delft)  
Monday to Wednesday from 8.00 a.m. to 10.30 p.m.; Tuesday, Thursday and Friday from 8.00 a.m. to 6.00 p.m.;
  - c. Laan van Poot campus (Laan van Poot 363, 2566 DA The Hague)  
Monday to Thursday from 8.00 a.m. to 8.00 p.m.;  
Friday from 8.00 a.m. to 7.00 p.m.;
  - d. Zoetermeer campus (Bleiswijkseweg 37, 2712 PB Zoetermeer)  
Monday to Friday from 9.00 a.m. to 5.00 p.m.
2. Students must follow the directions given by staff concerning the use of the building and comply with the house rules at all times.
3. Students must be able to present a valid proof of identity together with their student card when inside the buildings.
4. In case of emergency students must follow the instructions provided in all spaces of the buildings and on the Student and Staff portals. All directions given by The Hague University of Applied Sciences Emergency Response Team (BHV) and Security must be followed promptly. Escape routes (including emergency exits) and emergency equipment (fire extinguishers, fire hose reels and suchlike) must always be kept free from obstruction.
5. The emergency exits are only permitted to be used during emergencies.
6. Smoking is prohibited in all of The Hague University of Applied Sciences buildings, providing that the Executive Board designates specific outside areas where smoking is permitted.
7. The use of drugs is prohibited.

8. No alcohol is permitted to be served in The Hague University of Applied Sciences' buildings before 4.00 p.m. After 4.00 p.m. alcohol is only permitted to be served in the designated areas. The use of alcohol is prohibited in all other cases.
9. To prevent pollution and damage to equipment and teaching materials, eating and drinking is prohibited in the teaching and IT spaces as well as in libraries. Waste is not permitted to be left behind in areas not designated for the disposal of waste.
10. Facilities for the disabled in the buildings are only to be used by the disabled.
11. Furniture is not to be moved from one space to another.
12. Furniture and other goods are not to be placed in stairwells, corridors and circulation spaces.
13. Students and employees themselves are not permitted to make any technical or structural changes to any spaces inside The Hague University of Applied Sciences. If they wish to do so, the required activities will be performed under the responsibility of Facility Management Services at The Hague University of Applied Sciences.
14. The use of one's own household appliances, such as coffee makers, is not permitted.
15. The possession of weapons of any nature whatsoever is prohibited at The Hague University of Applied Sciences.
16. Pets are not permitted to be taken inside the buildings, with the exception of working dogs, such as guide dogs for the blind.
17. Students and employees are not permitted to hang up posters themselves by drilling holes in, gluing or nailing these to walls, doors, furniture and suchlike.
18. In the common areas of the buildings notices and posters may only be posted on the notice boards designated for this purpose.
19. Cars are not permitted to be parked outside the designated parking areas (including the covered car parks and parking spaces). Bicycles and mopeds are only permitted to be placed in the designated bicycle basements and sheds. Motor cycles are not permitted to be parked outside the designated motor cycle sheds. In the event of violation, without prejudice to other measures, The Hague University of Applied Sciences has the right to remove or have the means of transport removed. Bicycles and mopeds will be removed if they have been abandoned in the bicycle shed and not been used for more than three months. The Hague University of Applied Sciences is not liable for loss or theft or any other damage arising from parking or storing any means of transport.
20. Students and employees themselves are not permitted to duplicate keys or tacs for the buildings. Students may request the Service Centre (OV 0.03) at Facility Management Services to supply additional tacs.
21. The Events Desk must be notified in advance of any cross-study programme activities organised for or by students in public or common areas. These activities may only be carried out after the Events Desk has granted permission to do so, provided the required spaces are available. Rules and procedures have been laid down for noise disturbance and catering activities.
22. Due care should be taken when using equipment, objects, computer facilities and suchlike that are the property of The Hague University of Applied Sciences or third parties. In the event the property described above is lost, vandalised or damaged and the student is to blame, the consequential loss resulting therefrom will be recovered from the person causing the damage.
23. Students are responsible for ensuring that the Administrative Office at The Hague University of Applied Sciences has their correct personal details. The relevant student must advise the Enrolment Centre via Studielink of any change of address as soon as possible.
24. Mobile telephones are not permitted to be switched on during tests and examinations in the space where the educational activity is held. This means that telephones must be switched off completely and should not produce any sound signals. This prohibition extends to other educational activities, unless the teacher has explicitly permitted the use of mobile telephones.
25. Security at The Hague University of Applied Sciences has the right to check the contents of bags, etc.

26. For safety, communication and identification purposes, clothing covering the face, such as a balaclava, a veil, a burka or niqab, is not permitted to be worn.

**Article 3. Academy, study programme and campus-related house rules**

To ensure the smooth running of events within an academy, study programme or a specific campus of The Hague University of Applied Sciences additional house rules may apply. If in place, these rules are set out in Part 2 of the Students' Charter concerning the relevant academy or study programme.

**Article 4. Rules for the use of the library and IT facilities, telephony and audiovisual equipment**

A number of rules apply to the use of The Hague University of Applied Sciences' library and IT facilities, including telephony and audiovisual equipment. These rules have been laid down in the following regulations which form an integral part of the Students' Charter:

- a. the IT Regulations incorporated in this Students' Charter specify the rules relating to IT facilities, including telephony and audiovisual equipment;
- b. the Library Regulations incorporated in this Students' Charter specify the rules relating to library facilities.

**Article 5. Copyright**

1. Students may be faced with the following two copyright issues:
  - a. as a user of works by other authors, including lecture notes, textbooks, CDs, DVDs, videos and computer software;
  - b. as the creator of a work, such as a thesis.
2. When using works by other persons, the student is obliged to observe copyright protection. The copyright restriction is usually stated on the first few pages of a work.
3. In a limited number of cases photocopies are permitted to be made of existing texts and images reproduced in another manner without requiring the prior permission of the copyright owner. The following rules to the above apply pursuant to the Copyright Act (*Auteurswet*):
  - a. photocopies:
    - 1° only a few photocopies are permitted (no more than three);
    - 2° the photocopies must be intended for one's own use or studies, and
    - 3° only a small part of another person's work is permitted to be photocopied (no more than 10% and no more than 10,000 words), except in cases where new copies of works are unavailable in return for payment, or short articles in newspapers or journals;
  - b. citations: a brief citation from a work, both texts as well as images and sounds, which has been made public lawfully is permitted in the context of presenting an argument, to which the following applies:
    - 1° the size of the citation must be proportionate to the end and the means, and
    - 2° the source and name of the creator must always be stated.
4. Any claims submitted to The Hague University of Applied Sciences arising from copyright infringement will be recovered from the infringer.
5. The student is the copyright owner of works he or she has created, such as theses, papers, reports and suchlike, unless other agreements have been made in this regard. These works are only permitted to be published by the student with the consent of the department manager of the academy responsible for the student's study programme during the student's period of enrolment at The Hague University of Applied Sciences. The Hague University of Applied Sciences is permitted to use the student's work for educational purposes without having to pay a fee in return.

**Article 6. Disciplinary measures**

1. In the event the articles in this charter are violated, the Executive Board and the department manager of the academy responsible for the student's study programme may take the following measures against the offender:
  - a. issue a warning;
  - b. issue a reprimand;
  - c. deny access to the buildings and grounds, or a part thereof, or other facilities for a maximum period of one year or terminate enrolment for a maximum period of one year, or
  - d. if the person who has violated the rules causes serious disturbance within the buildings and grounds and continues to do so even after having received a summons from or on behalf of the Executive Board, the Executive Board will permanently deny access to the person concerned or permanently terminate the latter's enrolment.
2. Without prejudice to the provisions set out in paragraph 1, if any rule in the Library Regulations or the IT Regulations is violated the librarian and the director of the IT Department may request the department manager concerned to take a measure against the offender, including:
  - a. the librarian denying the offender access to the library and the services and facilities provided by the library for a maximum period of one year;
  - b. the director of the IT Department denying the offender access to the computer rooms, the use of IT and audiovisual equipment and the use of the services offered on the computer network for a maximum period of one year.
3. A measure will not be taken until such time as the offender has been offered the opportunity to be heard. The offender may enlist the assistance of a confidential adviser or a counsellor for this purpose.
4. In taking a decision to impose a measure, the Executive Board or a department manager will communicate the reasons for doing so to the offender within two weeks after the day on which the decision was taken.
5. In extremely serious situations, as a temporary measure the Executive Board and the department manager concerned may deny a student access to the buildings, grounds and facilities with immediate effect or for a period of 14 days at the most. In such cases too, the librarian and the director of the IT Department may submit a request to that end to the department manager. Once the offender has been heard, the temporary measure will become permanent and the ultimate duration thereof will be determined.
6. Prior to taking a measure, temporary or otherwise, in the event of a serious violation of the IT Regulations and in cases of urgency the director of the IT Department may take immediate measures to stop the violation. The director of IT will promptly notify the department manager concerned or the director of services as well as the Executive Board of the measure taken. These measures may include:
  - a. promptly blocking or removing the prohibited or offensive material;
  - b. cancelling the access code with immediate effect.

## IT REGULATIONS

### Article 1. Definitions

The following definitions apply to the terms below:

- a. audiovisual equipment: analogue and digital presentation equipment, both permanent and mobile photography, video and audio equipment, including accessories and flip charts;
- b. borrower: the user that borrows equipment from the institution for a certain period of time;
- c. director of IT: the officer in charge of the IT Department;
- d. institution: The Hague University of Applied Sciences maintained by Stichting Hoger Beroepsonderwijs Haaglanden established in The Hague;
- e. IT facilities: the electronic services made available by the institution, including the computer and network facilities deployed for the provision of these services comprising, among other things, the work stations, the peripheral equipment, the notebook computers, the permanent and wireless network infrastructure, the servers, the operating systems and software;
- f. IT services package: IT facilities, telephony and audiovisual equipment, both the standard facilities and loan equipment;
- g. staff member: a person employed by the institution;
- h. student: the person enrolled as a student or external candidate at the institution, or the person who has applied for enrolment at the institution and who has been allocated an access code by the IT Department;
- i. telephony: the fixed and mobile telephones and infrastructure provided by the IT Department;
- j. third party: a party, not being a student or staff member, who has been granted permission from the IT Department to use the IT services package.;
- k. user(s): any person(s) using the IT services package.

*Articles 7.57h and 7.59 WHW*

### Article 2. Basis for and scope of the regulations

1. These regulations set out further rules concerning the use of the IT services package. Each user is deemed to know and be in agreement with these regulations and the ensuing obligations
2. In respect of students, these regulations form an integral part of Part 1 of the Students' Charter, as referred to in article 7.59(5) of the WHW and provide rules concerning the smooth running of events as referred to in article 7.57h(1) of the WHW.
3. In respect of staff members, these regulations further implement Article E-1 of the Collective Employment Agreement for the higher professional education sector.
4. In respect of third parties, these regulations set out the conditions for using the IT services package.
5. Further provisions concerning service provision, such as accessibility, rates and opening times, will be communicated through The Hague University of Applied Sciences' usual communication channels.

### Article 3. Right of use

1. The following persons are permitted to use the IT services package:
  - a. students;
  - b. staff members;
  - c. third parties.
2. When using the IT services package users must be able to identify themselves by means of a valid proof of identity.

3. Third parties are only permitted to use the IT facilities if there is a demonstrable need to do so relating to education/teaching. The staff members of the IT Department will assess the need to use the IT services package at the third party's request.
4. The right of use may be cancelled with immediate effect by the IT Department if it emerges that the user fails to observe the rules and conditions set out in these regulations.

#### **Article 4. Method of use**

1. The user is only permitted to use or operate the services provided in the IT services package for purposes arising from the user's activities or study programme at the institution.
2. The IT services package should be used in accordance with the principles of reasonableness and fairness. The user is obliged to comply with the instructions given by or at the request of the IT Department and to follow these promptly. The user is furthermore required to exercise due care.
3. The user is not permitted to undertake or participate in activities that could undermine the integrity and continuity of the services provided in the IT services package.
4. The user is not permitted to use the services provided in the IT services package for acts or practices in breach of the law, public morals, public order and generally accepted values and standards.
5. The user is not permitted to use services from the IT services package with the obvious intention of causing disturbance or damage to third parties, such as a threat, harassment, obscenities or software piracy.
6. Any user who detects any technical defects or other flaws in the IT services package must notify the IT Department thereof as soon as possible.

#### **Article 5. Access to IT facilities**

1. Users will receive a unique access code from the institution for the purpose of using the IT facilities.
2. The access code consists of a combination of a user name and password. For several IT-facilities, it the access code also consists of a token supplied by the IT Department.
3. Users are only permitted to use the IT facilities by means of the access code allocated to the user. The access code is strictly personally and non-transferable. Users are obliged to keep their password strictly confidential. Users must take all reasonable measures to protect their access code.
4. Users are responsible for the use of their access code through their actions and for use of the IT facilities related thereto.
5. Users must notify the IT Department as soon as possible in the event they suspect or establish that their access code has been misused.
6. Users are not permitted to appropriate and/or use the access codes of other users in any way or form whatsoever.
7. Users are not permitted to gain access to or use IT facilities or data that are not intended for them, or for which they have not received authorisation from the IT Department.

#### **Article 6. Printing**

The photocopying and printing facilities, including user support, are provided by Facility Management Services. These facilities do not form part of the IT facilities as described in these regulations.

**Article 7. Email**

1. The IT Department will make available a mailbox and an email address to staff members and students. Use thereof is strictly personal.
2. Users are not permitted to use an email address that has been allocated to another user.
3. Users are not permitted to read, copy, change or delete email messages intended for other users unless they have been explicitly authorised to do so by the user to whom such messages have been addressed.
4. The Hague University of Applied Sciences will only use the email address allocated by the IT Department. Users are required to read the email messages sent to this address and to ensure that their mailbox is not full. If desired, users may have email messages automatically forwarded to an external email address.

**Article 8. Applications and digital files**

1. Users themselves are not permitted to install applications on the institution's computers unless prior written consent has been granted by or on behalf of the director of IT.
2. Users are not permitted to copy or make available to third parties applications or digital files of a confidential nature made available by the institution unless prior written consent has been granted by or on behalf of the director of IT.
3. Users must ensure they store and transfer documents, such as files of a confidential nature that are opened or processed on data carriers, home computers and suchlike in a responsible manner.

**Article 9. Computer equipment for students**

1. In the spaces where computer equipment is used, the institution's house rules, as set out in Part 1 of the Students' Charter, remain in full force.
2. In addition, it is not permitted:
  - a. to remove or move computer equipment, including the cables and furniture;
  - b. to connect equipment other than for the purpose of copying one's own data files or the study programme-related data files made available.

**Article 10. Network facilities**

1. Users are permitted to connect their own or borrowed computer equipment to the institution network. If a wired connection is used, the designated public connection points must be used.
2. Users are not permitted to connect or activate active network components, such as hubs, routers, bridges, switches or stations providing wireless access inside the institution's buildings.
3. Users are not permitted to disproportionately occupy the available network facilities, such at the discretion of the director of IT.

**Article 11. Equipment on loan**

1. Students, staff members and third parties may borrow equipment from the IT Department.
2. The equipment loan procedure published on the Student and Staff Portals applies to equipment provided on loan. The General Terms and Conditions for the Loan of Equipment published on the Student and Staff Portals apply, a hard copy of which will be made available at the request of the individual borrowing the equipment. The equipment will not be provided on loan until such time as the borrower has concluded an equipment loan agreement with the institution.

3. An amount will be charged if equipment is returned too late or is incomplete upon return and the IT Department may decide not to lend any further equipment to the individual concerned in the future.
4. In the event the equipment is lost or damaged, the costs of repair or replacement will be charged to the borrower.

**Article 12. Copyright**

1. The use of services provided in the IT services package resulting in the infringement of copyright or intellectual property is prohibited. This applies to making available information as well as the unlicensed use of applications.
2. No copyrights on information and applications distributed or made available through the services provided in the IT services package are exercised in respect of the institution. If infringement of copyright or other intellectual property is established, the information or the application will be removed with immediate effect and without stating reasons.
3. Any claims submitted to the institution arising from the infringement of copyright or any other intellectual property will be recovered from the user concerned.

**Article 13. Liability**

1. The user is deemed to know the risks involved in the digital or electromagnetic storage or transfer of information, such as the loss of data and unauthorised access by third parties.
2. The institution is not liable for any damage arising from the use of or failure of services provided in the IT services package.
3. The institution excludes all liability for the quality and availability of services provided in the IT services package and for the information distributed through the services provided in the IT services package.
4. The user is liable for all direct and indirect damage the user causes to the services provided in the IT services package on purpose, through negligence, an imputable act (including misuse) or an omission and is required to pay the institution compensation for such damage.
5. The user indemnifies the institution against third-party claims arising from infringement of their rights, to the extent such infringement can be attributed to the user. Any damage will be recovered from the user causing the damage.

**Article 14. Monitoring**

1. General checks will be performed, including monitoring data and telephony, which will not infringe the user's right to privacy. The purpose of such checks is to prevent control or capacity problems as well as inappropriate or unlawful use.
2. Should it emerge that the user is acting in breach of these regulations, or if there is evidence thereof, such as complaints, signals and system failures, the data of the user concerned may be examined, used and stored by or on behalf of the Executive Board as long as required for the purpose of further investigation and any measures to be imposed.

**Article 15. Violation**

1. In the event a student violates any provision of these regulations, or acts in contravention of the equipment loan agreement or the General Terms and Conditions for the Loan of Equipment, the department manager concerned may take measures as described in the Code of Conduct and Disciplinary Measures at the request of the director of IT or otherwise. In addition to the above, the student may be denied access to and use of the services provided in the IT services package for a maximum period of one year.

2. If a staff member violates these regulations, or acts in contravention of the equipment loan agreement or the General Terms and Conditions for the Loan of Equipment, this may imply that the staff member has not acted as befits a good staff member within the meaning of article E-1 of the Collective Employment Agreement for the higher professional education sector. In that case the Executive Board may take a disciplinary measure against the staff member concerned within the meaning of article P-4 of the Collective Employment Agreement for the higher professional education sector.
3. In addition to the measures referred to in paragraphs 1 and 2, in the event of a serious violation of these regulations and in cases of urgency the director of IT may take immediate measures to stop the violation. The director of IT will promptly notify the department manager concerned or the director of services as well as the Executive Board of the measure taken. These measures may include:
  - a. promptly blocking or removing the prohibited or offensive material;
  - b. cancelling the access code with immediate effect.

**Article 16. Reporting to the police and judicial authorities**

If an offence has been committed, in addition to the measures described in article 15, the director of IT may report the offence to the police or judicial authorities. In that case details of the user's name, address and place of residence will be given to the police or judicial authorities if they so request as part of an investigation of criminal offences.

**Article 17. Complaints**

In the event of complaints or observed acts contravening these regulations all persons may address the director of IT or an officer designated by the director of IT. Correspondence concerning the above will be treated as confidential.

**Article 18. Legal protection**

1. A student may lodge an objection against a decision as referred to in article 15(1) with the Legal Protection Desk ([loketrechtsbescherming@hhs.nl](mailto:loketrechtsbescherming@hhs.nl)) within six weeks. The period takes effect the day after the decision has been communicated to the student either in writing or by email.
2. A student may lodge an appeal against a decision as referred to in article 15(2) with the Appeals Committee for the higher professional education sector in Utrecht. The notice of appeal must be submitted within six weeks starting from the day on which the decision against which the appeal was lodged was sent or issued to the staff member.

**Article 19. Unforeseen cases**

In situations not provided for by these regulations, the Executive Board will take a decision.

**Article 20. Official title**

These regulations may be cited as 'IT Regulations'.

**Article 21. Evaluation**

The Executive Board will ensure that these regulations are evaluated regularly. The evaluation will take place at least once every three years.

## LIBRARY REGULATIONS

### Article 1. Definitions

The following definitions apply to the terms below:

- a. borrower: a user who has been given an information carrier on loan;
- b. external borrower: a borrower of information carriers, not being a student or staff member;
- c. information carrier: an object carrying text or images, such as a book, thesis, journal, audio cassette, video tape, CD Rom, DVD, and lastly all information carriers forming part of the library collection;
- d. institution: The Hague University of Applied Sciences maintained by Stichting Hoger Beroepsonderwijs Haaglanden established in The Hague;
- e. librarian: the officer in charge of the library;
- f. library: The Hague University of Applied Sciences central library (Laakhoven campus) as well as the libraries at the campuses on Laan van Poot, Delft and Zoetermeer;
- g. staff member: a person employed by The Hague University of Applied Sciences;
- h. student: a person enrolled as a student at The Hague University of Applied Sciences;
- i. user(s): any person(s) using the library and its facilities.

### Article 2. General provisions

1. These regulations set out further rules for using the library. Each user is deemed to know and be in agreement with these regulations and the ensuing obligations
2. The library facilities are not permitted to be used for purposes other than educational purposes.
3. In respect of students at the institution, these regulations form an integral part of the Students' Charter. In respect of other users, these regulations apply as a delivery condition for using the services of the institution's library.
4. In the event of complaints, users should firstly contact the staff of the lending desk/reception, the helpdesk, the e-helpdesk or by sending an email to [bibliotheek@hhs.nl](mailto:bibliotheek@hhs.nl); and in the second instance the librarian or the deputy librarian.

### Article 3. Library borrower's card

1. Students wishing to request or borrow information carriers from the library collection require a valid proof of enrolment at the institution. Staff members require a personal ID card while external borrowers require a library borrower's card. Users must present proof of their identity upon request.
2. External borrowers are required to pay a fee of € 15 for their library borrower's card each calendar year. A person wishing to apply for a library borrower's card must be at least 16 years of age and must present proof of their identity by means of a personal ID card as well as recent proof of their address. It is compulsory to provide an active email address. The documents described below having the following meaning:
  - a. personal ID card:
    - 1° a valid passport, or
    - 2° a valid driving licence, or
    - 3° a valid European ID card.
  - b. proof of address:
    - 1° a recent bank statement, or
    - 2° a recent official document containing the home address or place of business.
3. The library borrower's card is strictly personal, not transferable to third parties and remains the property of the institution.
4. The lending desk must be notified immediately of the loss or theft of the library borrower's card or proof of enrolment. Until such time as this has been reported, the

user will continue to be responsible for all the information carriers borrowed with their library borrower's card or proof of enrolment.

5. A borrower may request the lending desk to provide a replacement library borrower's card at a cost of € 5. Students can obtain a duplicate of their proof of enrolment from the Enrolment Centre.
6. The external borrower is obliged to notify the library of any change of home address or email address in writing in a timely manner.
7. The personal data of users will be recorded in a computer database used only by library staff for the purpose of performing library tasks. No information will be provided to third parties without the user's permission. Users have access to their personal data.

#### **Article 4. Use of the library and its facilities**

1. The library and its facilities can be accessed free of charge by the institution's students and staff during library opening hours. External borrowers must hold a valid library borrower's card. All students and staff members, including student trainees, at the institution have access to the Internet and the institution's computer network.
2. The library staff may temporarily reserve parts of the library or equipment for certain users or user groups.
3. Eating food in the library is prohibited. Closable bottles are only permitted for the consumption of beverages.
4. Users are deemed not to behave in a noisy or disturbing fashion; it is prohibited to conduct mobile telephone conversations in the instruction room and on the ground floor.
5. Coats, bags and other personal belongings may be taken into the library, provided they do not obstruct third parties. The Hague University of Applied Sciences is not liable for any loss of or damage to personal belongings.
6. It is not permitted to change the settings of or install software on the library computers, or communicate the access codes enabling use of the software programmes or databases to third parties.
7. Material from commercial databases is only permitted to be downloaded for one's own use for the purpose of education and research.
8. A computer work station should not be left unattended for any longer than 15 minutes. If this period of time is exceeded, another user has the right to use the work station.
9. The handicapped may use the service lift in the central library. Permission to use the lift for any other purposes must be granted by a library staff member.
10. Directions given by library or security staff must be followed promptly.
11. In the event of suspected theft, which in any case is deemed to be the case in the event of a signal from the detection equipment installed at the library entrance and exit, the library and security staff are authorised to check information carriers, coats and bags.
12. Any damage a user causes to library property will be recovered from the user by the institution.
13. Surveillance cameras are used solely for the purpose of monitoring the institution's library facilities.

#### **Article 5. Borrowing**

1. It is compulsory to register borrowed items at the lending desk or self-service station. An email message will either be sent or a borrowing receipt issued confirming the items borrowed. Any items borrowed without having been registered will be considered as a case of attempted theft.
2. Not all information carriers in the library collection can be borrowed. Journals and information carriers indicating that they cannot be borrowed and have been

- registered as such cannot be borrowed. These information carriers may only be consulted in the library.
3. A restriction applies to the maximum number of information carriers a user may borrow at one time. The maximum number of information carriers from one specific category that may be borrowed is seven, and the total number of information carriers may not exceed ten. The following different categories of information carriers are available:
    - a. books;
    - b. literature (fiction);
    - c. theses;
    - d. cd-roms;
    - e. DVDs.
  4. Information carriers can be borrowed free of charge within the return date and if renewed on time.
  5. The information carriers borrowed are not permitted to be made available to third parties by the borrower.
  6. The borrower is responsible for looking after the borrowed information carriers carefully and ensuring they are returned on time.
  7. The return period is three weeks. Renewal is possible up to a maximum of six return periods, unless another user has reserved the relevant information carrier.
  8. Upon expiry of the return period a reminder will be sent to the borrower's email address at the institution or postal address after one, three and five weeks. Sending a reminder is a library service. No rights may be derived from non-receipt or non-timely receipt of a reminder.
  9. It is possible to reserve borrowed information carriers upon payment of an administrative charge of € 0.50 per information carrier. As soon as the reserved information carrier is available, the applicant will be notified by post or email. The reserved information carrier should be collected from the lending desk within eight calendar days. Upon expiry of the reservation the administrative charge will not be refunded.
  10. Students and staff members of the institution may request information carriers from other libraries at the applicable rate. These regulations are fully applicable to the loan thereof unless the library staff communicate other conditions, such as a shorter return period. The rates are listed in the Appendix to these regulations.
  11. Information carriers that have been borrowed may only be returned to the reception desk or self-service station. An email message will either be sent or a return receipt issued confirming that the information carriers have been returned.
  12. A fine is payable if information carriers are returned after the return period. The fine for overdue information carriers is € 0.20 per working day per information carrier, with a maximum fee of € 25 per information carrier, without prejudice to the provisions set out in paragraph 14.
  13. If the fine increases to € 25 or more, an invoice will be sent including an additional administrative charge of € 5.
  14. In the event of loss or damage the borrower will be charged the cost of replacement (the replacement value, or to the extent this cannot be established € 35), plus an administrative charge of € 5. In this context, loss also means an information carrier that has not been returned within 50 calendar days after the return period. If debt collection measures are necessary, the costs involved will be recovered from the borrower.
  15. The loan of information carriers will be blocked and the library will no longer provide any services if:
    - a. the user has one or more information carriers in his or her possession, the return period of which has elapsed by at least 35 working days, or
    - b. the user owes a fine of € 7.50 or more;
    - c. loss or damage has been incurred the costs of which, including the administrative charges and any debt collection costs, have not been paid at all or in full.

16. The loan of information carriers and the provision of other services will only be resumed after the person concerned has fulfilled the obligations imposed.
17. The institution is not liable for any damage arising from defects on the information carriers made available by the library.

**Article 6. Violation of regulations and theft**

In addition to the other rights of the institution provided for by the law or these regulations, the institution may take the following measures in the event of theft or if these regulations are violated:

- a. disciplinary measures may be taken against a student at the institution if the student violates the regulations or commits theft;
- b. the Executive Board may take a disciplinary measure against a staff member of the institution if the staff member violates the regulations or commits theft;
- c. if other users violate the regulations or commit theft the librarian may:
  - 1° block their borrower's card for a period to be determined, and
  - 2° decide not to issue a new borrower's card for a period to be determined.

**Article 7. Legal protection**

1. A student may lodge an objection against a decision as referred to in article 6(a) with the Legal Protection Desk ([loketrechtsbescherming@hhs.nl](mailto:loketrechtsbescherming@hhs.nl)) within six weeks. The period takes effect the day after the decision has been communicated to the student either in writing or by email.
2. A student may lodge an appeal against a decision as referred to in article 6(b) with the Appeals Committee for the higher professional education sector in Utrecht. The notice of appeal must be submitted within six weeks starting from the day on which the decision against which the appeal was lodged was sent or issued to the staff member.

**Article 8. Unforeseen cases**

In situations not provided for by these regulations, the Executive Board will take a decision.

**Article 9. Official title**

These regulations may be cited as 'Library Regulations'.

**Article 10. Evaluation**

The Executive Board will ensure that these regulations are evaluated regularly. The evaluation will take place at least once every three years.

**Appendix Interlibrary loan services rates (ILL)**

The following rates apply to requests made for information carriers in third-party collections:

A request for a book via ILL in the Netherlands	Requested, <i>not</i> delivered	€ 2.00 per book
	Requested and delivered	€ 4.00 per book
A request for a journal article via ILL in the Netherlands	Requested, <i>not</i> delivered	€ 2.00 per book
	Requested and delivered	€ 4.00 for 1-10 pages en € 0.60 for each additional page from the 11th page
A request for a book from the institution's collection via ILL to third parties:	Profit	€ 13.00
	Non-profit	€ 6.50

The fees charged for making the request will not be refunded upon cancellation of the request or late delivery of the information carrier.

## LEGAL PROTECTION DESK REGULATIONS

### Article 1. Definitions

1. The definitions used in these regulations, to the extent not explicitly defined otherwise, have the same meaning as the definitions used in the Higher Education and Research Act (WHW).
2. In addition the definitions below apply to the following terms used in these regulations:
  - a. Appeals Board: the Examination Appeals Board (*College van Beroep voor de Examens*) as referred to in article 7.60 WHW;
  - b. Complaints Committee for Misconduct: the committee that handles complaints concerning misconduct;
  - c. Disputes Advisory Committee: the Disputes Advisory Committee (*Geschillenadviescommissie*) as referred to in article 7.63a WHW;
  - d. Executive Board: the Executive Board of The Hague University of Applied Sciences;
  - e. institution: The Hague University of Applied Sciences maintained by Stichting Hoger Beroepsonderwijs Haaglanden established in The Hague;
  - f. Legal Protection Desk: the facility as referred to in article 7.59a WHW;
  - g. student: a current, prospective or former student, and a current, prospective or former external candidate.

*Article 7.59a WHW*

### Article 2. Legal Protection Desk

1. A student should submit a dispute or a complaint to the Legal Protection Desk in writing or by email. A complaint may also be submitted verbally.  
Post: The Hague University of Applied Sciences, Legal Protection Desk  
P.O. Box 13336, 2501 EH The Hague  
Email: [loketrechtsbescherming@hhs.nl](mailto:loketrechtsbescherming@hhs.nl)  
Address: Johanna Westerdijkplein 75, 2521 EN The Hague, Room OV 1.33  
Telephone: (070) 445 88 21
2. The Legal Protection Desk will send the student a confirmation of receipt stating that the complaint or dispute has been passed on to the Appeals Board, the Disputes Advisory Committee, the Complaints Committee for Misconduct, the department manager or the Executive Board.
3. If the Legal Protection Desk has sent a complaint, an appeal or objection to an unauthorised body, the body will return the relevant document to the Legal Protection Desk as soon as possible.
4. A body as referred to in paragraph 2 will handle a complaint, an appeal or an objection that a student has directly submitted to that particular body only with the intermediary of the Legal Protection Desk.

### Article 3. Term

1. The term for submitting a notice of appeal or objection requiring a decision by the Examination Appeals Board or the Disputes Advisory Committee is six weeks. The term takes effect the day after the decision has been communicated to the student either in writing or by email. If the appeal or objection concerns a decision that has not been taken or has not been taken in a timely manner, the notice of appeal or objection may be submitted after ten working days have elapsed after the day on which the student has declared the administrative body or the staff member to be in default.
2. The term for submitting a complaint is one year after the act, omission, act of misconduct or action occurred.

**Article 4. Content of notice of appeal, objection or complaint**

A notice of appeal, objection or complaint should be signed, dated and should include the following:

- a. the student's name, address, place of residence and telephone number;
- b. the student's ID number;
- c. a description of the person or body that has performed the act, taken the decision or omitted to do so;
- d. a clear description of the act, decision or omission;
- e. the grounds on which the appeal, objection or complaint is based;
- f. all relevant documents; if an appeal or objection is submitted, a copy of the decision to which the dispute applies should accompany the appeal or objection (if an appeal against a negative binding study advice applies, the Exam Board's decision and the latest list of marks should in any case be sent together with the appeal).

**Article 5. Bodies**

1. Examination Appeals Board: the Examination Appeals Board handles disputes concerning the assessment of the quality of students. The Examination Appeals Board Regulations apply.
2. Disputes Advisory Committee: the Disputes Advisory Committee handles notices of objection lodged by students against decisions taken by administrative bodies or staff members, pursuant to the WHW and the implementing regulations, to the extent the Examination Appeals Board is not the competent body. The Disputes Advisory Committee Regulations apply.
3. Complaints Committee for Misconduct: the Complaints Committee for Misconduct deals with complaints concerning the misconduct of a staff member or student. The Misconduct Complaints Procedure applies.
4. Department Manager and Executive Board: a student whose interests have been directly affected as a result of an act or omission on the part of a staff member or a body of the institution to which the Misconduct Complaints Procedure does not apply, may submit a complaint to the Legal Protection Desk. Complaints are handled by the department manager unless the complaint concerns an act or omission on the part of the department manager. In the latter case the Executive Board will handle the complaint. The Complaints Regulations apply.

**Article 6. Registration and reporting**

The Legal Protection Desk is responsible for registering all disputes and complaints submitted. The number of registered disputes and complaints will be published in the annual report.

**Article 7. Official title**

These regulations may be cited as 'Legal Protection Desk Regulations'.

**Article 8. Evaluation**

The Executive Board will ensure that these regulations are evaluated regularly. The evaluation will take place at least once every three years.

## EXAMINATION APPEALS BOARD REGULATIONS

### Article 1. Definitions

1. The definitions used in these regulations, to the extent not explicitly stated otherwise, have the same meaning as the definitions used in the Higher Education and Research Act (WHW).
2. In addition the definitions below apply to the following terms used in these regulations:
  - a. Appeals Board: the Examination Appeals Board (*College van Beroep voor de Examens*) as referred to in article 7.60 WHW;
  - b. Executive Board: the Executive Board of The Hague University of Applied Sciences;
  - c. institution: The Hague University of Applied Sciences maintained by Stichting Hoger Beroepsonderwijs Haaglanden established in The Hague;
  - d. Legal Protection Desk: the facility as referred to in article 7.59a WHW;
  - e. student: a current, prospective or former student, and a current, prospective or former external candidate.

### Article 2. Nature of the regulations

These regulations elaborate on the statutory regulations (chapter 7, title 4 of the WHW) applicable to appeals lodged with the Appeals Board. These regulations concurrently serve as rules of procedure as referred to in article 7.62 WHW.

### Article 3. Examination Appeals Board

The Hague University of Applied Sciences has an Examination Appeals Board as referred to in article 7.60 WHW.

### Article 4. Composition and size

1. The Appeals Board consists of three members, including a chair, a lecturer member, a student member as well as one or more deputy chairs and members.
2. The members and deputy members, including the chair and the deputy chair(s) are appointed by the Executive Board.
3. The chair and the deputy chair(s) meet the requirements for appointment as a judicial officer as referred to in article 5 of the Judicial Officers (Legal Status) Act (*Wet rechtspositie rechterlijke ambtenaren*).
4. The members and deputy members of the Appeals Board function independently. This means that the Executive Board is not permitted to give members of the Appeals Board directions concerning the manner in which the Appeals Board should perform its duties. The chair and the deputy chair(s) are not employed by The Hague University of Applied Sciences.
5. An administrative secretary has been assigned to the Appeals Board.

### Article 5. Term of office

1. The members and deputy members, except for the student member and deputy student members, are appointed for a three-year term of office.
2. The student member and deputy student members are appointed for a two-year term of office.
3. The members and deputy members are eligible for immediate re-appointment.

**Article 6. Termination of membership**

Membership and deputy membership will terminate as follows:

- a. at the end of the term of office;
- b. upon discharge from office by the Executive Board at the member's own request;
- c. upon discharge from office by the Executive Board if a member or deputy member is unfit to perform his duties due to illness or a disability, as well as if the member or deputy member has been convicted of a crime by an irrevocable court judgment, in which case the individual concerned will be advised of the intent to dismiss him and will be offered the opportunity to be heard in this matter;
- d. upon discharge from office by the Executive Board upon reaching the age of 70, in which case discharge from office will take effect from the month after the month in which the individual concerned has reached the age of 70;
- e. the membership of a lecturer member or deputy lecturer member will end with effect from the day on which their employment at the institution ends;
- f. the membership of a student member or deputy student member will end with effect from the day on which their enrolment at the institution ends.

**Article 7. Competence of the Examination Appeals Board**

1. The Appeals Board alone will be competent to rule on appeals lodged by a student against the following:
  - a. decisions by exam boards and examiners;
  - b. decisions on issuing a negative binding study advice;
  - c. termination of enrolment by the institution on the grounds of a negative binding study advice;
  - d. referral after the propaedeutic phase;
  - e. determination of the number of credits earned;
  - f. decisions concerning passing the final examination;
  - g. decisions taken on the basis of the supplementary test (the deficiency examination) as referred to in articles 7.25(4) and 7.28(4) WHW;
  - h. decisions by committees who assess whether or not a person aged 21 or above who does not meet the educational entry requirements should gain admission to the study programme;
  - i. decisions, not being decisions of a general nature, taken pursuant to the provisions laid down or pursuant to chapter 7, title 2 of the WHW regarding admission to examinations.
2. Refusal to take a decision is deemed equivalent to a decision. If a decision has not been taken within the period laid down pursuant to the law, or if no such period has been stipulated, within a reasonable time frame, this is deemed equivalent to a refusal to take a decision.
3. An appeal may be lodged by a student whose interests are directly affected by the decision.
4. An appeal may be lodged if a decision contravenes the law.

**Article 8. Procedure and period for submitting a notice of appeal**

1. An appeal should be lodged with the Legal Protection Desk, as described in article 2(1) of the Legal Protection Desk Regulations, within six weeks in writing.
2. The period takes effect the day after the decision has been sent by letter or email or issued to the student. If the appeal has been submitted after the period stated in the previous sentence has expired, it will nonetheless be admissible if the student shows that he lodged the appeal as soon as could reasonably be expected.
3. If, contrary to the provisions of the first paragraph, the notice of appeal has been submitted to a body of the institution other than the Legal Protection Desk, it will nonetheless be assumed that the provisions set out in the first paragraph have been complied with. If the notice of appeal has been incorrectly submitted as stated in the first sentence, after the date of receipt has been recorded on the notice of appeal it

will be sent on to the Legal Protection Desk together with the documents submitted while notifying the student thereof at the same time.

4. If the appeal has been lodged against a decision that has not been taken or has not been taken in a timely manner, as referred to in article 7(2) the notice of appeal may be submitted after ten working days have elapsed after the day on which the student has declared the administrative body or the staff member to be in default in writing. A notice of default may be omitted if this cannot reasonably be required from the student.
5. The Legal Protection Desk will confirm receipt of the notice of appeal in writing.

#### **Article 9. Content of notice of appeal and omissions**

1. The notice of appeal should be signed, dated and should in any event include the following:
  - a. the student's name, address, place of residence and telephone number;
  - b. the student's ID number;
  - c. a description of the body or person that has taken the decision or has omitted to do so;
  - d. a clear description of the decision, or if the appeal concerns a refusal to take a decision, a clear description of the decision which in the student's opinion should have been taken;
  - e. the grounds on which the appeal has been made;
  - f. all relevant documents, including at least a copy of the disputed decision (if an appeal has been lodged against a negative binding study advice, the student's most recent list of marks should be sent together with the notice of appeal).
2. The chair of the Appeals Board will inform the student of any omissions made by the student and will invite the student to rectify the omissions within a time limit to be determined by the chair. In the event the student has not rectified the omissions he has made within that time limit, the student's notice of appeal will be declared inadmissible.

#### **Article 10. Amicable settlement**

1. Before handling the appeal the Appeals Board will send the notice of appeal to the body against which the appeal has been lodged, inviting that body to discuss whether an amicable settlement of the dispute can be reached with the student. If the appeal is against a decision taken by an examiner, the notice of appeal stated in the first sentence will be sent to the relevant exam board. If the examiner against whom an appeal has been lodged is a member of the exam board, the examiner will not take part in the consultations concerning settlement of the dispute or in the consultation with the student.
2. The relevant body will inform the Appeals Board within three weeks, upon submission of the relevant documents, of the outcome of the consultations. If it has not been possible to reach an amicable settlement, the notice of appeal will be considered by the Appeals Board.
3. The chair of the Appeals Board may decide that an attempt to reach an amicable settlement should be omitted if in the chair's opinion such an attempt is obviously futile or will disproportionately harm the student. In that case the chair will decide within which period of time the respondent may submit a statement of defence.

#### **Article 11. Simplified procedure**

1. The Appeals Board may issue a ruling immediately if it is of the opinion that it obviously has a lack of competence or that the appeal is manifestly inadmissible or the Appeals Board deems further consideration of the appeal unnecessary for the following reasons:
  - a. the appeal is manifestly unfounded;

- b. the decision against which the appeal is made obviously cannot be maintained, or
  - c. the decision against which the appeal is made has been revoked or changed by the competent body, and the relevant body has clearly met the student's objections.
2. The Appeals Board will only base its ruling on the documents relevant to the case. Article 19 applies *mutatis mutandis* to the above ruling.

**Article 12. Written preparation of the hearing**

1. In the event it has not been possible to reach an amicable settlement as stated in Article 10 of these regulations, the relevant body must submit a statement of defence within three weeks of receipt of the notice of appeal from the Legal Protection Desk. The chair of the Appeals Board may decide that the statement of defence can be submitted at a later point in time which he considers reasonable. The Legal Protection Desk will send a copy of the statement of defence to the student immediately. If the statement of defence has not been submitted within the stipulated time limit, the Appeals Board may draw consequential conclusions as it deems fit.
2. The student and respondent may submit documents relevant to the case until one week prior to the hearing.

**Article 13. Determination of the location and date of consideration of the appeal**

1. The chair of the Examination Appeals Board will determine the location and date on which the appeal will be considered at the hearing as soon as possible. The parties will be notified thereof in a timely manner.
2. The Appeals Board may volunteer to gather the information it deems necessary and request the documents relevant to the case.

**Article 14. Challenge and exemption**

1. With regard to the hearing, each of the current members of the Appeals Board may be challenged by one or more of the parties involved in the appeal based on the facts or circumstances which might interfere with the reaching of an independent judgement by the relevant Appeals Board member. A member may also be exempted on the grounds of such facts or circumstances.
2. The other current members of the Appeals Board will decide as soon as possible whether the challenge or exemption is acceptable. If the votes are equally divided, the request will be permitted.

**Article 15. Representation and assistance at the hearing, witnesses and experts**

1. The parties may enlist the assistance of an authorised representative or counsel at the hearing. In addition, they may introduce witnesses and experts at the session on the understanding that they are to make the names of such persons known in writing to the Appeals Board and the other party no later than on the fourth day before the hearing.
2. The Appeals Board may officially summon witnesses and experts or do so at the parties' request.

**Article 16. Hearing**

1. The appeal will be considered at a public hearing of the Appeals Board. In special cases the Appeals Board may decide to consider the appeal behind closed doors either in full or in part.
2. The chair of the Appeals Board will chair the hearing. He will give each party the opportunity to explain their position.

3. The parties may change the content of the appeal and statement of defence as well as the underlying grounds thereof until the conclusion of the hearing unless the Appeals Board is of the opinion that the change will unreasonably disadvantage the other party.
4. If, prior to the conclusion of the hearing, the examination has been found to be incomplete, the Appeals Board may decide to continue the hearing at a time to be determined by the Appeals Board. The parties may provide directions concerning the evidence to be provided.
5. Before the conclusion of the hearing the chair of the Appeals Board will announce when the ruling will be pronounced. The ruling will be pronounced within 14 days after the conclusion of the hearing. This period of time may be extended by the Appeals Board by no more than two weeks. The parties will be notified thereof in a timely manner.

**Article 17. Consolidation and separation of cases**

1. The Appeals Board may officially or at the request of the parties bring third parties whose interests are directly involved in the dispute into the action. The notice to attend the hearing means that each third party will become party to the case.
2. Without prejudice to paragraph 1 any person whose interests are directly involved in the dispute may request the Appeals Board to allow him to intervene or join one of the parties. If the Appeals Board complies with the request, the person making the request will become party to the case.
3. The Appeals Board will, if necessary, take measures to ensure the proper course of the proceedings.
4. The Appeals Board has the authority to consolidate related cases and to separate consolidated cases.

**Article 18. Deliberation and decision**

1. The Appeals Board will deliberate and reach a decision in chambers.
2. The Appeals Board will base its ruling solely on the documents that have been made available for examination as well as that which has been put forward or presented during the hearing, without prejudicing the other party.

**Article 19. Ruling**

1. Appeals Board rulings should be dated and include the following:
  - a. the names and place of residence of the parties and the names of the authorised representatives;
  - b. the grounds on which the ruling is based;
  - c. a decision as referred to in paragraph 2, and
  - d. the names of the Appeals Board members who have pronounced the ruling.
2. The Appeals Board ruling states the following:
  - a. the appeal is inadmissible, or
  - b. the appeal is unfounded, or
  - c. the appeal is well-founded.
3. Should the Appeals Board deem the appeal well-founded, it will set aside the decision in full or in part. The Appeals Board may decide that the test, the examination, the admission test, the supplementary test or any part thereof may be taken afresh on conditions to be set by the Appeals Board or that the case be reconsidered or, if the decision was refused that the case still be decided upon.
4. The body whose decision was set aside may provide for the case anew where required with due observation of the Appeals Board ruling. The Appeals Board may specify a relevant time limit in its ruling.
5. The ruling will be signed by the chair of the Appeals Board as well as the secretary and a copy thereof will be sent to the parties and the relevant persons involved at

administrative level. The rulings will be published within the institution omitting the names of the parties involved.

**Article 20. Request for a provisional remedy**

In cases where the interests of the person lodging the appeal require an immediate, provisionally enforceable decision, the person may submit a petition to the chair of the Appeals Board requesting a provisional remedy stating reasons, pending the ruling on the principal case. The chair will reach a decision on the petition after the relevant body or the relevant examiner has been heard or at least summoned to appear at the hearing.

**Article 21. Revocation of provisional remedy**

The provisional remedy will be revoked as soon as the Appeals Board has reached a decision on the principal case; to the extent the Appeals Board ruling has not stipulated another point in time at which this will take effect.

**Article 22. Appeal**

The student may lodge an appeal against the Appeals Board decision with the Appeals Tribunal for Higher Education (*College van Beroep voor het Hoger Onderwijs*). The appeal period is six weeks and commences with effect from the day after the Appeals Board decision has been communicated.

Post: The Appeals Tribunal for Higher Education  
P.O. Box 16137, 2500 BC The Hague  
Email: info@cbho.nl  
Address: Parkstraat 15-25, 2514 JD The Hague  
Telephone: (070) 426 4800  
Fax: (070) 427 4385  
Website: www.cbho.nl

**Article 23. Obligation to provide information**

The institution's bodies, staff members and examiners will provide the Appeals Board the information it deems necessary for the performance of its duties.

**Article 24. Official title**

These regulations may be cited as 'Examination Appeals Board Regulations'.

**Article 25. Evaluation**

The Executive Board will ensure that these regulations are evaluated regularly. The evaluation will take place at least once every three years.

## DISPUTES ADVISORY COMMITTEE REGULATIONS

### Article 1. Definitions

1. The definitions used in these regulations, to the extent not explicitly stated otherwise, have the same meaning as the definitions used in the Higher Education and Research Act (WHW).
2. In addition the definitions below apply to the following terms used in these regulations:
  - a. Disputes Advisory Committee: the Disputes Advisory Committee (*Geschillenadviescommissie*) as referred to in article 7.63a WHW;
  - b. Executive Board: the Executive Board of The Hague University of Applied Sciences;
  - c. institution: The Hague University of Applied Sciences maintained by Stichting Hoger Beroepsonderwijs Haaglanden established in The Hague;
  - d. Legal Protection Desk: the facility as referred to in article 7.59a WHW;
  - e. student: a current, prospective or former student, and a current, prospective or former external candidate.

### Article 2. Nature of the regulations

These regulations elaborate on the statutory regulations (chapter 7, title 4 of the WHW) applicable to the submission of notices of objection to the Disputes Advisory Committee.

### Article 3. Disputes Advisory Committee:

The Hague University of Applied Sciences has a Disputes Advisory Committee as stated in article 7.63a WHW.

### Article 4. Composition and size

1. The Disputes Advisory Committee consists of three members, including the chair, a lecturer member, a student member as well as one or more deputy chairs and members.
2. The members and deputy members, including the chair and the deputy chair(s) are appointed by the Executive Board.
3. The chair and the deputy chair(s) meet the requirements for appointment as a judicial officer as referred to in article 5 of the Judicial Officers (Legal Status) Act (*Wet rechtspositie rechterlijke ambtenaren*).
4. The members and deputy members of the Disputes Advisory Committee function independently. This means that the Executive Board is not permitted to give members of the Disputes Advisory Committee directions concerning the manner in which the Disputes Advisory Committee should perform its duties. The chair and the deputy chair(s) are not employed by The Hague University of Applied Sciences.
5. An administrative secretary has been assigned to the Disputes Advisory Committee.

### Article 5. Term of office

1. The members and deputy members, except for the student member and deputy student members, are appointed for a three-year term of office.
2. The student member and deputy student members are appointed for a two-year term of office.
3. The members and deputy members are eligible for immediate re-appointment.

**Article 6. Termination of membership**

Membership and deputy membership will terminate as follows:

- a. at the end of the term of office;
- b. upon discharge from office by the Executive Board at the member's own request;
- c. upon discharge from office by the Executive Board if a member or deputy member is unfit to perform his duties due to illness or a disability, as well as if the member or deputy member has been convicted of a crime by an irrevocable court judgment, in which case the individual concerned will be advised of the intent to dismiss him and he is offered the opportunity to be heard in this matter;
- d. upon discharge from office by the Executive Board upon reaching the age of 70, in which case discharge from office will take effect from the month after the month in which the individual concerned has reached the age of 70;
- e. the membership of a lecturer member or deputy lecturer member will end with effect from the day on which their employment at The Hague University of Applied Sciences ends;
- f. the membership of a student member or deputy student member will end with effect from the day on which their enrolment at The Hague University of Applied Sciences ends.

**Article 7. Competence of the Disputes Advisory Committee**

1. The Disputes Advisory Committee issues advice on notices of objection lodged by students against decisions taken by administrative bodies or staff members, pursuant to the WHW and the implementing regulations, to the extent the Examination Appeals Board is not the competent body.
2. Refusal to take a decision is deemed equivalent to a decision. If a decision has not been taken within the period laid down pursuant to the law, or if no such period has been stipulated, within a reasonable time frame, this is deemed equivalent to a refusal to take a decision.
3. A student whose interests have been directly affected by the decision may submit a notice of objection.

**Article 8. Procedure and period for submitting a notice of objection**

1. An objection should be lodged with the Legal Protection Desk, as described in article 2(1) of the Legal Protection Desk Regulations, within six weeks in writing.
2. The period takes effect the day after the decision has been sent by letter or email or issued to the student. If the notice of objection has been submitted after the period stated in the previous sentence has expired, it will nonetheless be admissible if the student shows that he submitted the notice of objection as soon as could reasonably be expected.
3. If, contrary to the provisions of the first paragraph, the notice of objection has been submitted to a body of the institution other than the Legal Protection Desk, it will nonetheless be assumed that the provisions set out in the first paragraph have been complied with. If the notice of objection is incorrectly submitted as stated in the first sentence, after the date of receipt has been recorded on the notice of objection it will be sent on to the Legal Protection Desk together with the documents submitted while notifying the student thereof at the same time.
4. If a notice of objection has been lodged against a decision that has not been taken or has not been taken in a timely manner, as referred to in article 7(2) the notice of objection may be submitted after ten working days have elapsed after the day on which the student has declared the administrative body or the staff member to be in default in writing. A notice of default may be omitted if this cannot reasonably be required from the student.
5. The Legal Protection Desk will confirm receipt of the notice of objection in writing.

**Article 9. Content of notice of objection, and omission**

1. The notice of objection should be signed, dated and should in any event include the following:
  - a. the student's name, address, place of residence and telephone number;
  - b. the student's ID number;
  - c. a description of the body or person that has taken the decision or has omitted to do so;
  - d. a clear description of the decision, or if the notice of objection concerns a refusal to take a decision, a clear description of the decision which in the student's opinion should have been taken;
  - e. the grounds on which the objection has been made;
  - f. all relevant documents, including at least a copy of the disputed decision.
2. The chair of the Disputes Advisory Committee will inform the student of any omissions made by the student and will invite the student to rectify the omissions within a time limit to be determined by the chair. In the event the student has not rectified the omissions he has made within that time limit, the student's notice of objection will be declared inadmissible.

**Article 10. Amicable settlement**

1. Before considering the notice of objection, the Disputes Advisory Committee will send the notice of objection to the body or staff member against whom the objection has been lodged, inviting the body or staff member concerned to discuss whether an amicable settlement of the dispute can be reached with the student.
2. The relevant body or staff member will inform the Disputes Advisory Committee within three weeks, upon submission of the relevant documents, of the outcome of the consultations. If it has not been possible to reach an amicable settlement, the notice of objection will be considered by the Disputes Advisory Committee.
3. The chair of the Disputes Advisory Committee may decide that an attempt to reach an amicable settlement should be omitted if in the chair's opinion such an attempt is obviously futile or will disproportionately harm the student. In that case the chair will decide within which period of time the respondent may submit a statement of defence.

**Article 11. Simplified procedure**

1. The chair of the Disputes Advisory Committee may issue the Executive Board advice immediately if the chair is of the opinion that the Disputes Advisory Committee obviously has a lack of competence or that the notice of objection is manifestly inadmissible or deems further consideration of the notice of objection unnecessary for the following reasons:
  - a. the objection is manifestly unfounded;
  - b. the decision against which the objection is made obviously cannot be maintained, or
  - c. the decision against which the objection is made has been revoked or changed by the competent body, and the relevant body has clearly met the student's objections.
2. The chair will only base its opinion on the documents relevant to the case. Article 18 applies *mutatis mutandis* to the above opinion.

**Article 12. Written preparation of the hearing**

1. In the event it has not been possible to reach an amicable settlement as stated in Article 10 of these regulations, the relevant body must submit a statement of defence within three weeks of receipt of the notice of objection from the Legal Protection Desk. The chair of the Disputes Advisory Committee may decide that the statement of defence can be submitted at a later point in time which he considers

reasonable. The Legal Protection Desk will send a copy of the statement of defence to the student immediately. If the statement of defence has not been submitted within the stipulated time limit, the Disputes Advisory Committee may draw consequential conclusions as it deems fit.

2. The student and respondent may submit documents relevant to the case until one week prior to the hearing.

**Article 13. Determination of the location and date of consideration of the objection**

1. The chair of the Disputes Advisory Committee will determine the location and date on which the objection will be considered at the hearing as soon as possible. The parties will be notified thereof in a timely manner.
2. The Disputes Advisory Committee may volunteer to gather the information it deems necessary and request the documents relevant to the case.

**Article 14. Challenge and exemption**

1. With regard to the hearing, each of the current members of the Disputes Advisory Committee may be challenged by one or more of the parties involved in the objection based on the facts or circumstances which might interfere with the reaching of an independent judgement by the relevant Committee member. A member may also be exempted on the grounds of such facts or circumstances.
2. The other current members of the Disputes Advisory Committee will decide as soon as possible whether the challenge or exemption is acceptable. If the votes are equally divided, the request will be permitted.

**Article 15. Representation and assistance at the hearing, witnesses and experts**

1. The parties may enlist the assistance of an authorised representative or counsel at the hearing. In addition, they may introduce witnesses and experts at the hearing on the understanding that they are to make the names of such persons known in writing to the Disputes Advisory Committee and the other party no later than four days before the hearing.
2. The Disputes Advisory Committee may officially summon witnesses and experts or do so at the parties' request.

**Article 16. Hearing**

1. The objection will be considered at a public hearing of the Disputes Advisory Committee. In special cases the Disputes Advisory Committee may decide to consider the objection behind closed doors either in full or in part.
2. The chair of the Disputes Advisory Committee will chair the hearing. He will give each party the opportunity to explain their position.
3. The parties may change the content of the objection and the statement of defence as well as the underlying grounds thereof until the conclusion of the hearing unless the Disputes Advisory Committee is of the opinion that the change will unreasonably disadvantage the other party.
4. If, prior to the conclusion of the hearing, the examination is found to be incomplete, the Disputes Advisory Committee may decide to continue the hearing at a time to be determined by the Disputes Advisory Committee. The parties may provide directions concerning the evidence to be provided.

**Article 17. Consolidation and separation of cases**

1. The Disputes Advisory Committee may officially or at the request of the parties bring third parties whose interests are directly involved in the dispute into the case. The

- notice to attend the hearing means that each third party will become party to the case.
2. Without prejudice to paragraph 1 any person whose interests are directly involved in the dispute may request the Disputes Advisory Committee to allow him to intervene or join one of the parties. If the Disputes Advisory Committee complies with the request, the person making the request will become party to the case.
  3. The Disputes Advisory Committee will, if necessary, take measures to ensure the proper course of the proceedings.
  4. The Disputes Advisory Committee has the authority to consolidate related cases and to separate consolidated cases.

**Article 18. Findings and advice**

1. The Disputes Advisory Committee will assess whether the objection is admissible and, if so, whether the objection is well-founded or unfounded.
2. The Disputes Advisory Committee issues advice to the Executive Board.
3. The Executive Board takes a decision as a result of the advice. If the objection is found to be well-founded, the disputed decision will be reconsidered. To the extent that reconsideration of the decision gives cause to do so, the Executive Board will revoke the disputed decision and will take a new decision where necessary.
4. The Executive Board will reach a decision within ten weeks of receipt of the notice of objection from the Legal Protection Desk.

**Article 19. Immediate action**

If immediate action is required, the chair of the Disputes Advisory Committee may decide that the Committee should issue the Executive Board advice as soon as possible, if required. The chair will decide within one week of receipt of the objection whether immediate action is required and will inform the student and the Executive Board thereof as soon as possible. The Executive Board will reach a decision within two weeks of receipt of the notice of objection from the Legal Protection Desk.

**Article 20. Appeal**

The student may lodge an appeal against the Executive Board decision with the Appeals Tribunal for Higher Education (*College van Beroep voor het Hoger Onderwijs*). The appeal period is six weeks and commences with effect from the day after the Executive Board decision has been communicated.

Post: The Appeals Tribunal for Higher Education  
P.O. Box 16137, 2500 BC The Hague

Email: info@cbho.nl

Address: Parkstraat 15-25, 2514 JD The Hague

Telephone: (070) 426 4800

Fax: (070) 427 4385

Website: www.cbho.nl

**Article 21. Obligation to provide information**

The institution's bodies and staff members will provide the Disputes Advisory Committee the information it deems necessary for the performance of its duties.

**Article 22. Official title**

These regulations may be cited as 'Disputes Advisory Committee Regulations'.

**Article 23. Evaluation**

The Executive Board will ensure that these regulations are evaluated regularly. The evaluation will take place at least once every three years.

## COMPLAINTS REGULATIONS

### Article 1. Definitions

1. The definitions used in these regulations, to the extent not explicitly stated otherwise, have the same meaning as the definitions used in the Higher Education and Research Act (WHW).
2. In addition the definitions below apply to the following terms used in these regulations:
  - a. Executive Board: the Executive Board of The Hague University of Applied Sciences;
  - b. handler: the department manager, the Executive Board, or the person entrusted with handling a complaint on behalf of the department manager or the Executive Board;
  - c. institution: The Hague University of Applied Sciences maintained by Stichting Hoger Beroepsonderwijs Haaglanden established in The Hague;
  - d. Legal Protection Desk: the facility as referred to in article 7.59a WHW;
  - e. student: a current, prospective or former student, and a current, prospective or former external candidate.

### Article 2. Right of complaint

1. A student whose interests have been directly affected by an act or omission on the part of a staff member or a body of The Hague University of Applied Sciences and to which the Misconduct Complaints Procedure, the appeal procedure of the Examination Appeals Board, or the objection procedure of the Disputes Advisory Committee does not apply, may submit a complaint to the Legal Protection Desk.
2. Complaints are handled by or on behalf of the department manager, unless the complaint concerns an act or omission on the part of that particular department manager, in which case the Executive Board will handle the complaint. The handling of a complaint shall always be conducted by a person who was not involved in the act that the complaint relates to.

### Article 3. Procedure and period for submitting a complaint

1. The student should preferably submit a complaint to the Legal Protection Desk within one month, but no later than one year, after the act or omission has occurred, as described in article 2(1) of the Legal Protection Desk Regulations.
2. The Legal Protection Desk will confirm receipt of the notice of complaint in writing.

### Article 4. Content of notice of complaint and omissions

1. A notice of complaint should be dated, signed, and include the following:
  - a. the student's name, address, place of residence and telephone number;
  - b. the student's ID number;
  - c. a description of the person or body against whom the complaint has been made;
  - d. a clear description of the complaint;
  - e. all relevant documents;
  - f. the grounds on which the complaint has been made.
2. The handler will inform the student of any omissions made by the student and will invite the student to rectify the omissions within a time limit to be determined. In the event the student has not rectified the omissions he has made within that time limit, the handler will declare the student's complaint inadmissible.

**Article 5. Admissibility**

1. A complaint will not be handled if it relates to an act or omission:
  - a. about which a complaint was previously lodged and handled with due observance of these regulations;
  - b. which took place more than one year before the complaint was lodged;
  - c. against which the complainant may lodge or could have lodged an objection;
  - d. against which the complainant may lodge or could have lodged an appeal;
  - e. which is currently being heard or has been heard in court, or
  - f. as long as a criminal investigation is being carried out by order of the public prosecutor or legal proceedings are currently taking place, or the course of conduct forms part of the investigation or prosecution of an offence and a criminal investigation is being carried out into the offence by order of the public prosecutor or legal proceedings are currently taking place.
2. The handler may decide not to handle the complaint if the interests of the complainant or the seriousness of the conduct is manifestly insufficient. The handler should give reasons for the decision.
3. The handler will inform the complainant in writing as soon as possible that the complaint will not be handled, but no later than two weeks after receipt of the notice of complaint.

**Article 6. Sending documents**

The handler will send a copy of the notice of complaint as well as a copy of the accompanying documents to the individual, the conduct of whom has given rise to the complaint.

**Article 7. Hearing**

1. The handler will offer the complainant the opportunity to be heard as well as the individual, the conduct of whom has given rise to the complaint.
2. The complainant will not be heard if the complaint is manifestly unfounded or if the complainant has declared that he will not use the right to be heard.
3. A report will be made of the hearing.

**Article 8. Decision on the complaint**

The handler will give an opinion on whether the complaint is admissible and whether there is question of misconduct on the part of the administrative body or staff member in the matter they have investigated, and will inform the parties and Legal Protection Desk thereof in writing.

**Article 9. Response time**

A complaint must be handled within four weeks after it has been submitted to the Legal Protection Desk. The response time may be extended by a maximum period of two weeks, which will be confirmed to the complainant in writing. Further extension is possible to the extent the complainant agrees in writing.

**Article 10. Appeal**

An appeal cannot be lodged against a decision on a complaint taken by the department manager or the Executive Board.

**Article 11. Official title**

These regulations may be cited as 'Complaints Regulations'.

**Article 12. Evaluation**

The Executive Board will ensure that these regulations are evaluated regularly. The evaluation will take place at least once every three years.

# MISCONDUCT COMPLAINTS PROCEDURE

## Chapter 1. GENERAL PROVISIONS

### Article 1. Basis of the procedure and definitions

1. The Executive Board of The Hague University of Applied Sciences has implemented Article U-1 of the Collective Employment Agreement (CAO) for the higher professional education sector 2010-2012 in the Misconduct Complaints Procedure.
2. The terms used in this procedure have the following definitions:
  - a. misconduct: psychosocial workload as referred to in the Working Conditions Act 2007 (*Arbeidsomstandighedenwet 2007*). This refers to sexual harassment, aggression, violence, bullying and discrimination;
  - b. sexual harassment: any form of verbal, non-verbal or physical behaviour of a sexual nature, which has the purpose or effect of violating a person's dignity, particularly when creating a menacing, hostile, humiliating, degrading or offensive environment for the person;
  - c. aggression and violence: incidents in which an employee or student is psychologically and/or physically abused, threatened or attacked under circumstances directly linked to the study programme or the performance of work. Aggression and violence may be verbal, non-verbal, physical and/or psychological (for instance threats, and intimidation in email messages);
  - d. bullying: all forms of intimidating conduct of a systematic nature by one or more employees/students towards an employee/student or a group of employees/students who are unable to defend themselves against such conduct. A key element of bullying in the workplace or while studying is the repeated pattern of such conduct over time. A single incident is not considered as bullying. Such behaviour is expressed in various ways but particularly with words, gestures, acts or threats. The perpetrator's aim is to intentionally hurt and humiliate another person;
  - e. discrimination: unjust treatment on the grounds of race, sex, sexual orientation, religion, marital status, age, disability and/or a chronic illness;
  - f. complainant: the staff member or student who approaches the confidential adviser concerning the misconduct of another staff member or student or who lodges a complaint about such misconduct with the Complaints Committee;
  - g. person accused of misconduct: the staff member or student, the conduct of whom has been reported as misconduct by the complainant to the confidential adviser, or the student or staff member against whom a complaint of misconduct has been lodged with the Complaints Committee;
  - h. report: a report made by a staff member or a student stating that they are encountering misconduct in their work or study environment. The report will be made to a confidential adviser;
  - i. complaint: a complaint of misconduct submitted to the Complaints Committee in accordance with this procedure;
  - j. Complaints Committee: the committee established by the Executive Board for the purpose of handling complaints of misconduct;
  - k. confidential adviser: the confidential adviser appointed as such by the Executive Board;
  - l. staff member: the person currently or previously employed in whatever capacity by The Hague University of Applied Sciences;
  - m. student: a current, prospective or former student, and a current, prospective or former external candidate;
  - n. organisational unit: an academy, service or the Centre for Research and Development.

## **Article 2. Confidentiality**

1. The complainant, the person accused of misconduct and furthermore each staff member and student of The Hague University of Applied Sciences who, pursuant to this procedure, have received information or written documents concerning a case or possible case of misconduct, are obliged to maintain confidentiality of this information towards third parties and to ensure that third parties do not have access to the documents concerned.
2. The confidential adviser will ensure that all persons involved in handling a report or a complaints procedure are informed of their duty of confidentiality.

## **Article 3. Reporting a complaint**

1. Each staff member or student of The Hague University of Applied Sciences who experiences misconduct in their work or study environment, may approach a confidential adviser. A staff member or student of The Hague University of Applied Sciences may submit a complaint with the Complaints Committee as soon as possible but no later than one year after the act of misconduct has occurred. The complainant should preferably submit the complaint with the intermediary of the confidential adviser.
2. The complaint as referred to in the first paragraph must concern the conduct of a staff member working at or a student enrolled at The Hague University of Applied Sciences.

## **Chapter 2. CONFIDENTIAL ADVISERS**

### **Article 4. Appointment**

1. The Executive Board will appoint at least one confidential adviser per organisational unit or cluster thereof.
2. If one or more confidential advisers are appointed to an organisational unit or cluster thereof, at least half of the confidential advisers should be female and at least one should be male. The endeavour is to achieve the widest possible diversity.
3. In appointing the confidential adviser the Executive Board will ensure that a confidential adviser is available to all staff members and students at The Hague University of Applied Sciences. The Implementing Procedure for the Appointment of Confidential Advisers, as set out in the Appointment Procedure for Confidential Advisers, applies.
4. The following persons are ineligible for appointment as a confidential adviser:
  - a. members of the Executive Board;
  - b. department managers;
  - c. directors of services;
  - d. the director of the Centre for Research and Development;
  - e. the secretary to the Executive Board.
5. Confidential advisers will be appointed for a three-year term of office. Confidential advisers may be reappointed for periods of three years.
6. The function of a confidential adviser ends as follows:
  - a. upon expiry of the term of office;
  - b. at the request of the person concerned;
  - c. if the confidential adviser takes up a position referred to in paragraph 4.
  - d. upon termination of employment;
  - e. upon dismissal from office by the Executive Board due to unsatisfactory performance.
7. The confidential adviser who is to be appointed is employed at least in a 0.5 FTE position distributed across at least three working days a week and has a permanent employment contract or has an employment contract for a period of at least three years. The confidential adviser's job role entitles him to spend no more than 80

hours each year working on the corresponding activities, including taking part in group meetings four times a year and any hours required for training purposes.

**Article 5. Duties**

1. The confidential adviser's duties are as follows.
  - a. to provide information about misconduct;
  - b. to assist and support the complainant or the person accused of misconduct;
  - c. to provide information and advice on the options for ending misconduct:
    - 1° by resolving complaints informally;
    - 2° by engaging a mediator;
    - 3° by following the formal complaints procedure as referred to in the Misconduct Complaints Procedure;
  - d. by providing guidance in seeking a solution, among other things by talking to the parties directly involved;
  - e. supporting the complainant or the person accused of misconduct in a formal complaints procedure, where applicable;
  - f. providing aftercare.
2. The confidential adviser takes part in group meetings with fellow confidential advisers to share experiences and key issues for the purpose of discussing performance of the job role. These meetings take place four times a year with due observance of the confidential nature of each individual case.

**Article 6. Performance of the job role**

1. In performing his duties the confidential adviser will take account of the importance of ensuring continuity of the teaching, business and other processes. Relevant directions from the Executive Board or a director will be followed.
2. The confidential adviser is only accountable to the Executive Board for the performance of his duties.
3. The confidential adviser will only perform activities on behalf of the complainant with the agreement of the complainant concerned.
4. The confidential adviser has a duty to maintain confidentiality of any facts brought to his attention that may harm the complainant's privacy. The above may only be departed from with the explicit consent of the complainant.
5. The provisions set out in paragraph 4 do not apply if statutory provisions determine otherwise.
6. The required facilities will be made available to the confidential adviser to enable him to perform his duties properly.
7. The confidential adviser will create a file for each report handled. The confidential adviser will not provide any information in the file that has been confidentially entrusted to him without the consent of the person(s) concerned. The files will be destroyed after a period of three years.
8. Each year the confidential advisers will jointly submit a report to the Executive Board on the number and nature of reports they have received, mediation results and their other activities as well as the manner in which they have performed their duties, including identifying any concern areas.
9. A newly appointed confidential adviser must follow a course or training programme in this field. The course or training programme will be chosen in consultation with HRM. A confidential adviser will be given the opportunity to follow relevant group or individual courses and/or training programmes each year. Enrolment and participation will take place in consultation with HRM. HRM may also develop initiatives for joint confidential adviser training programmes. HRM will bear all training costs for new and current confidential advisers effective from 1 January 2011.

### **Chapter 3. THE COMPLAINTS COMMITTEE**

#### **Article 7. Lodging and withdrawing a complaint**

1. The complainant must lodge the complaint in writing or orally with the secretary of the Complaints Committee. Students wishing to lodge a complaint can do so with the Legal Protection Desk, as described in Article 2(1) of the Legal Protection Desk Regulations. Members of staff wishing to lodge a complaint can do so with The Hague University of Applied Sciences, the Complaints Committee for Misconduct, attn. the secretary (OV 1.37), P.O. Box 13336, 2501 EH The Hague. The complaint must contain:
  - a. a short and objective description of the misconduct experienced (what happened, when and where). If possible, the complaint should specify the type of misconduct concerned;
  - b. the name of the person accused of the misconduct and the name of the complainant;
  - c. any steps the complainant has taken and any documents relating to these steps; these documents should be enclosed;
  - d. the date.
2. The complainant is free to lodge the complaint in consultation with the confidential adviser.
3. Either the secretary or the Legal Protection Desk will send written confirmation of receipt of the complaint to the complainant. If the requirements in paragraph 1 have not been met, the secretary of the Complaints Committee will grant the complainant a period of two weeks in which to comply with the requirements.
4. The complainant is always free to withdraw the complaint. In that case, the Complaints Committee will immediately terminate the handling of the complaint and inform the person accused of misconduct of the termination as soon as possible.
5. Anonymous complaints are rejected by the Complaints Committee.
6. During the procedure, the complainant and the person accused of misconduct may opt to engage their confidential adviser or a counsellor of their own choosing.

#### **Article 8. Simplified procedure and objection**

1. The chair of the Complaints Committee may immediately issue a recommendation to the Executive Board if he or she is of the opinion that the Complaints Committee is obviously incompetent or that the complaint is manifestly inadmissible or deems further consideration of the appeal unnecessary because the appeal is manifestly unfounded. The Executive Board will take a decision on the recommendation with a week of having received the recommendation.
2. If the decision of the Executive Board is in line with the recommendation, the complainant may file an objection with the Complaints Committee within fourteen days of the day on which he or she was sent that decision. If the Executive Board does not follow the recommendation, the Complaints Committee will handle the complaint.
3. The decision as referred to in the first paragraph is to lapse as a consequence of the objection, unless the complaint is again declared to be inadmissible or unfounded by the Complaints Committee. Before issuing a new recommendation, the Complaints Committee will give the complainant an opportunity to present his or her views.

#### **Article 9. Preparation**

1. In the event there is no simplified procedure, the secretary will send a copy of the complaint, together with copies of any other documents submitted by the complainant, to the person accused of misconduct. The secretary will give the person accused of misconduct an opportunity to respond to the complaint in writing within three weeks.

2. The secretary will send a copy of the response of the person accused of misconduct to the complainant.
3. The Complaints Committee or its secretary are entitled to make further enquires if necessary.

**Article 10. The hearing**

1. The Complaints Committee summons the complainant and the person accused of misconduct to be heard. The hearing takes place behind closed doors.
2. The Complaints Committee hears the complainant and the person accused of misconduct together. However, the Complaints Committee may decide, for compelling reasons, that the parties should be heard outside each other's presence. The counsellor of the party not being heard may be present during the hearing.
3. The Complaints Committee may decide, whether at the request of the parties or otherwise, to also hear witnesses, experts or other persons that may be able to provide relevant information. The Complaints Committee may decide, for compelling reasons, that witnesses, experts or other persons are to be heard outside the presence of the parties. The counsellor of the complainant and the person accused of misconduct may be present during these hearings.
4. A report will be drawn up of the hearing.

**Article 11. Advice**

1. The Complaints Committee advises the Executive Board on the admissibility and the validity of the complaint. If the complaint has been brought against (a member of) the Executive Board, the Complaints Committee will advise the Supervisory Board on the admissibility and validity of the complaint.
2. The complaint lodged by the complainant will be declared inadmissible if:
  - a. the complaint is not covered by the definitions of misconduct as described in article 1(2)(a-e);
  - b. the complaint relates to conduct with regard to which the Complaints Committee previously rendered a decision;
  - c. the misconduct took place more than a year before the complaint was lodged;
  - d. the conduct is the subject of a dispute that has been brought before the court or with respect to which a court decision has been rendered;
  - e. the conduct with respect to which the complaint has been lodged is subject to a criminal investigation ordered by the public prosecutor or a prosecution.
3. The Complaints Committee's advice contains the findings yielded by the investigation conducted by the Complaints Committee. The advice also includes any conclusions that the Complaints Committee believes the Executive Board should draw from the investigation's findings. The Complaints Committee may make recommendations.
4. The Complaints Committee makes its advice known to the complainant and the person accused of misconduct.

**Article 12. Recommendations**

1. If the Complaints Committee deems the complaint to be well-founded, it may make recommendations to the Executive Board regarding measures that the Executive Board is authorised to take.
2. The measures referred to in the previous paragraph are as follows:
  - a. against students by virtue of the Students' Charter:
    - 1° a warning or a reprimand;
    - 2° the denial of access to all or a part of the buildings and grounds of the University for the duration of no more than one year;
    - 3° the termination of the student's enrolment;

- b. against employees, by virtue of the Collective Employment Agreement for the higher professional education sector:
  - 1° suspension as a disciplinary measure;
  - 2° other disciplinary measures:
    - written reprimand;
    - transfer;
    - suspension;
    - dismissal.
- 3. If the Complaints Committee deems the complaint to be well-founded, it may make recommendations to the Executive Board regarding general and other measures that the Executive Board is authorised to take, with a view to preventing situations such as that to which the complaint related.
- 4. If the Complaints Committee establishes that the complaint lodged was false, either intentionally or otherwise, the Complaints Committee will advise the Executive Board to dismiss the complaint as unfounded. The Executive Board may take disciplinary measures against the complainant. In that case, the complainant may not invoke the provisions in article 16(1). In the event of a false complaint, efforts will be undertaken to ensure the rehabilitation of the person accused.

**Article 13. Decisions by the Executive Board**

- 1. The Executive Board will take a decision within three weeks of receiving advice.
- 2. If the decision of the Executive Board diverges from the advice of the Complaints Committee, the reason for its divergence will be stated on the decision.
- 3. The Executive Board will inform the following of its decision:
  - a. the Complaints Committee;
  - b. the complainant;
  - c. the person accused of misconduct;
  - d. either the department manager or director of services concerned.
- 4. If the complaint is directed against (a member of) the Executive Board, the Supervisory Board will come to a decision within three weeks of receiving the advice.

**Article 14. Appeals**

No appeals can be lodged against decisions taken by the Executive Board on the basis of article 11(2). Should the Executive Board decide to impose a measure, the student may lodge an objection against this decision with the Disputes Advisory Committee. Staff members may lodge appeals against decisions of the Executive Board with the Appeals Committee for the higher professional education sector (*Commissie van Beroep voor het HBO*).

**Article 15. Members of the Complaints Committee**

- 1. The Complaints Committee comprises three members, including the chair. The chair is a person appointed from outside the University. The committee is provided with an administrative secretary.
- 2. The Executive Board appoints the members of the committee for a term of two years. The members are eligible for reappointment immediately. The members may sit on the Complaints Committee for a maximum continuous period of six years.
- 3. The composition of the Complaints Committee is subject to the following criteria (multiple criteria may apply simultaneously):
  - a. at least one member is a woman;
  - b. at least one member is a man;
  - c. at least one member, not being the chair, is a staff member of the University;
  - d. at least one member is a legal expert;
  - e. at least one member is a behavioural expert;

- f. at least one member is an expert in the areas of discrimination, sexual intimidation, aggression and violence and the power relationships that play a role in them;
  - g. members of the Executive Board, department managers, directors of services, the dean of the Centre for Research and Development and the secretary of the Executive Board are not eligible for membership.
4. For each member of the Complaints Committee, the Executive Board will also appoint a deputy member. The appointment requirements of this article apply mutatis mutandis.
  5. Membership of the Complaints Committee will end:
    - a. on the expiry of the term of appointment;
    - b. at the request of the member concerned;
    - c. if the member no longer meets the requirements set out in this article;
    - d. if a member is removed from his/her position on the committee by the Executive Board owing to unsatisfactory performance.
  6. A member of the Complaints Committee that is not employed by the University will be remunerated in accordance with the Attendance Fee Objections Committee Regulations of the University. A member of the Complaints Committee that is employed by the University may claim a maximum of 40 hours per year. If exceeding this number of hours becomes necessary, advance consultations must be held with the secretary of the Executive Board (as director of the Board Office). At the start of their appointments, new members of the Complaints Committee will attend a training course designed to prepare them for their tasks in consultation with the secretary to the Executive Board. The costs associated with such training courses will be borne by the Board Office.
  7. Both the members of the Complaints Committee and the secretary are obliged to observe secrecy with respect to any information that comes to their knowledge during the handling of a complaint.
  8. The Complaints Committee will perform its duties impartially. Each member of the Complaints Committee may be challenged by one of the parties on the grounds of facts or circumstances that could prejudice the impartial judgment of the member concerned. A member may also, on the grounds of such facts or circumstances, request to be excused. The remaining members will then decide as soon as possible whether the challenge or exemption is acceptable.
  9. Each year the Complaints Committee draws up an annual report of its findings and activities, also if there have been no complaints. The Complaints Committee submits this annual report to the Executive Board. The Complaints Committee is responsible for ensuring that the confidential nature of its activities is not compromised by this annual report.

#### **Chapter 4. CONCLUDING PROVISIONS**

##### **Article 16. Legal protection**

1. The Executive Board will ensure that confidential advisers, members of the Complaints Committee, complainants and witnesses called to give evidence will not, by performing their duties, reporting an incident, lodging a complaint or acting as witnesses, suffer any adverse effects, either directly or indirectly, to the performance of their (other) duties, their careers or, in the case of students, to the progress of their study programmes.
2. The Executive Board will, with respect to a person accused of misconduct, ensure that, for as long as a complaint has not been declared founded, the person concerned will not suffer any adverse effects, either directly or indirectly, to the performance of his or her job, to his or her career or, in the case of a student, to the progress of his or her study programme as a result of a complaint lodged against the person accused.

**Article 17. Hardship clause**

In all cases not provided for in these regulations, the Executive Board will decide.

**Article 18. Official title**

These regulations may be cited as "Misconduct Complaints Procedure".

**Article 19. Evaluation**

The Executive Board will ensure that these regulations are evaluated at least once every three years.

# PROFILING FUND REGULATIONS 2013-2014

## Chapter 1. GENERAL PROVISIONS

*Article 7.51 WHW*

### **Article 1.1 Basis for the regulations**

These regulations set out the procedural guidelines for financial assistance to students under the Profiling Fund. These guidelines relate to the conditions for financial assistance, the application and payment procedures involved and the decisions taken on commencement of financial assistance as well as the duration and level of this assistance.

### **Article 1.2 Scope**

A student may seek financial assistance from the Profiling Fund in the following situations:

- a. in the event of special circumstances or activities, as described in Chapter 2;
- b. if performing board activities, or participating in decision-making activities whilst serving on an advisory body, as described in Chapter 3;
- c. if participating in a scholarship programme for non-EEA students, as described in article 1.3.

### **Article 1.3 Scholarship programmes**

The Executive Board may decide to introduce scholarship programmes for non-EEA students within the framework of the Profiling Fund.

### **Article 1.4 Financial Relief Fund for Students Committee**

1. The Financial Relief Fund for Students Committee (*Commissie Financiële Ondersteuning Studenten*, "FOS Committee") decides on behalf of the Executive Board on applications for financial assistance pursuant to Chapters 2 and 3 of this charter.
2. The committee comprises a chair and a student member. The committee is provided with an administrative secretary. The chair is appointed by the Executive Board for a period of three years and may be reappointed two consecutive times. The student member is appointed by the Executive Board for a period of two years and may not be reappointed.
3. In certain cases, the committee may request information from both the student concerned and from relevant employees of the University, or may invite parties concerned to clarify an application submitted or an advice provided.
4. In the interest of protecting the privacy of applicants, the members of the committee are obliged to observe secrecy with respect to all information that comes to their knowledge in their capacity as committee members. This same obligation of secrecy applies to the administrative secretary.
5. Each year, the Committee prepares a report on its activities, which is submitted to the Executive Board.

### **Article 1.5 Reclaiming and/or cancelling wrongfully paid out financial assistance**

1. Should it transpire that financial assistance is being or will be granted on the basis of incorrect or incomplete data, or if the recipient's circumstances have changed, or the recipient's enrolment at the University or his or her board membership has been terminated, the Executive Board may decide to:
  - a. cease the financial assistance;
  - b. revoke the decision to provide such assistance;

- c. claim repayment of the financial assistance already provided.
2. Should it subsequently transpire that the board membership, as referred to in article 3.1(1)(a), lasted shorter than the term for which the financial assistance was paid, the assistance will be claimed back on a pro rata basis.

**Article 1.6 Support during the application phase**

1. The student shall submit his request for financial assistance from the Profiling Fund in the event of special circumstances or activities, as described in Chapter 2, via the student counsellor, who will provide information and support during the application procedure.
2. The student counsellor will provide information and support upon request during the application procedure for financial assistance from the Profiling Fund if performing board activities, or participating in decision-making activities whilst serving on an advisory body, as described in Chapter 3.

**Article 1.7 Legal protection**

The individual concerned may lodge an objection against a decision taken by or on behalf of the Executive Board pursuant to these regulations with the Legal Protection Desk ([loketrechtsbescherming@hhs.nl](mailto:loketrechtsbescherming@hhs.nl)) within six weeks. The period takes effect the day after the decision has been communicated to the student either in writing or by email.

**Article 1.8 Hardship clause**

In special cases, the Executive Board can decide, in derogation from these regulations, to provide financial assistance in order to avoid unfairness. To request financial assistance under this hardship clause, the student concerned must apply directly to the Executive Board.

**Article 1.9 Transitional provision**

The scope and duration of allowances awarded under older regulations will remain unchanged if such older regulations are more favourable for the student.

**Article 1.10 Official title**

These regulations may be cited as “2013-2014 Profiling Fund Regulations”.

**Article 1.11 Evaluation**

The Executive Board will ensure that these regulations are evaluated regularly. The evaluation will take place at least once a year.

## **Chapter 2. FINANCIAL ASSISTANCE IN THE EVENT OF SPECIAL CIRCUMSTANCES OR ACTIVITIES**

### **Article 2.1 Conditions for financial assistance in the event of special circumstances or activities**

1. Financial assistance from the Profiling Fund in the event of special circumstances or activities is available to students who:
  - a. have fallen behind in their studies owing to one or more of the special circumstances or activities referred to in paragraph 2;
  - b. are enrolled in a Bachelor's study programme, are actually studying at this institution and have not previously earned a degree;
  - c. owe the University the statutory tuition fee, and
  - d. applied for a performance-linked study grant (*Presatiebeurs*) or for financial assistance from the Profiling Fund during the period when the special circumstance or activity occurred.
2. The following special circumstances or activities may warrant an application for financial assistance from the Profiling Fund:
  - a. illness: any type of physical or mental ailment;
  - b. disability: a physical, sensory or mental limitation;
  - c. pregnancy and giving birth;
  - d. special family circumstances:
    - 1° care of a long-term sick blood relative or a person in the student's household;
    - 2° long-term psychological and/or social problems of the student's household;
    - 3° other circumstances that are considered special circumstances.
  - e. other personal circumstances than referred to under a, b, c, or d, that have occurred through no fault of the student, and that have had a negative effect on his academic achievements;
  - f. infeasibility of study: a study completion delay arising from the manner in which the University actually conducts the study programme;
  - g. the failure of the study programme in which the student is enrolled to be reaccredited;
  - h. the practice of elite sports or other elite-level activities which place the student among the top performers on national or international level in his discipline, on which the student must spend a weekly average of at least 15 hours;
  - i. administrative or social activities, not being board activities, or participating in decision-making activities whilst serving on an advisory body as referred to in article 3.1(1)(a), which are partly in the interest of the University or the study programme in which the student is enrolled.
3. The student must meet the requirements outlined in this chapter, and must have followed the procedures it describes.

### **Article 2.2** *(deleted)*

### **Article 2.3 Student's obligation to perform to the best of his or her ability**

The student must have done everything possible to prevent or limit the adverse effects of the special circumstance or activity on his or her academic progress. Any advice provided by the student counsellor must be followed where this can reasonably be expected from the student.

### **Article 2.4 Extension of the performance-linked grant**

In the event of a study delay caused by illness or a disability (article 2.1(2)(a-b)), the student must submit a written request to DUO (*Dienst Uitvoering Onderwijs*) for an

extension year of his performance-linked study grant (*Presatiebeurs*).<sup>6</sup> If this request for an extension is granted, the student will not be eligible for financial assistance for the first twelve months of the study delay caused by this special circumstance.

#### **Article 2.5 Application for financial assistance from other institutions**

An application for financial assistance on account of illness, disability, pregnancy and birth or special circumstances (article 2.1(2)(a-e)) from a student who was enrolled at another institution for higher education will be handled by the FOS Committee subject to the proviso that the duration and extent of this assistance under this regulation may be reassessed. The application for financial assistance must be submitted in accordance with the procedure set out in these regulations. Contrary to the provisions set out in article 2.9, proof of the assistance awarded by the other institution for higher education must also be submitted.

#### **Article 2.6 Notification of special circumstances or activities**

1. The student must notify the student counsellor of his or her study programme of the special circumstance or activity as soon as possible, but in any event within three months of the special circumstance or activity occurring. In the event of a circumstance planned in advance (such as a planned stay in hospital), the student must notify the student counsellor as soon the student knows when it is scheduled to take place. The student counsellor must also be notified of any changes as soon as possible. The student counsellor will advise the student on measures aimed at limiting the study delay to a minimum.
2. After notifying the student counsellor, the student must draw up a study plan in consultation with the student career adviser with the aim of limiting any further study delay and/or catching up the delay.

#### **Article 2.7 Determining the extent of the study delay**

1. The student must request the student career adviser to determine the extent of the study delay and provide a written statement specifying the actual delay no later than 1 October of the academic year following that in which the special circumstance occurred or special activity took place.
2. The student career adviser will determine the extent of the study delay before 1 November and communicate this to the student in writing. In determining the extent of the delay, the student career adviser will consider the period in which the circumstance occurred or the activity took place, the actual delay incurred as a result of the circumstance and activity and the time that will be required for the student to catch up, taking into account the curriculum.
3. If the extent of the delay is less than a month, the student will not be eligible for financial assistance.
4. In the event of pregnancy and giving birth, financial assistance is set at four months by default.
5. For students participating in elite sports or other elite-level activities, financial assistance is set at three months per academic year by default.

#### **Article 2.8 Procedure for applying for financial assistance**

1. Students may submit requests for financial assistance to the FOS Committee. This request must be submitted no later than 1 December of the academic year following that in which the special circumstance occurred or the special activity took place. Requests must be submitted to the Legal Protection Desk via the student counsellor, by means of the appropriate form, available at the Student Portal. The address

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<sup>6</sup> On the basis of article 5.6(10) of the Student Finance Act 2000.

details of the Legal Protection Desk can be found in the Legal Protection Desk Regulations.

2. The student must include the documents as referred to in Article 2.9.
3. After sending the student a confirmation of receipt, the Legal Protection Desk will forward the application to the FOS Committee. The FOS Committee will assess the application in its next meeting.
4. Applications submitted after the aforementioned deadline will not be taken into consideration by the Financial Relief Fund for Students Committee, unless the student is able to demonstrate that the application was submitted too late for reasons beyond the student's control (force majeure). If the FOS Committee rules that the student has failed to adequately demonstrate force majeure, it will declare the application inadmissible and duly notify the student of its decision.
5. Incomplete applications will not be taken into consideration by the FOS Committee. If the application is not complete, the FOS Committee will not assess the application, and the student will be granted a term of 20 working days in which to complete the application as required. If the application has not been supplemented with the required information before the expiry of this term, the FOS Committee will declare the application inadmissible and duly notify the student of its decision.

#### **Article 2.9 Required documents**

1. In all cases, the student must submit the following documents with his or her request:
  - a. the notifications of eligibility for student financial assistance (*Bericht Studiefinanciering*) from DUO for the period in which the special circumstance occurred or special activity took place;
  - b. a declaration from the student counsellor that the student reported the special circumstance or activity in good time and sought advice on limiting the study delay to a minimum;
  - c. a declaration from the student career adviser stating the extent of the study delay, as described in article 2.7.
2. In the cases below, the student must also submit the following documents with his or her request:
  - a. in the case of illness or disability (article 2.1(2)(a-b)):
    - 1° a declaration from the attending or other doctor or psychologist stating the period during which the circumstance occurred and, if possible, the extent to which the circumstance has adversely affected the student's academic progress in the period in question;
    - 2° documentary evidence of the application for an extension of the performance-linked grant submitted to DUO and a copy of DUO's decision with respect to this application, as described in article 2.4;
  - b. in the case of pregnancy and giving birth (article 2.1(2)(c)): a declaration from the attending physician or other physician or midwife stating the period during which the circumstance occurred and, if possible, the extent to which the circumstance has adversely affected the student's academic progress in the period in question;
  - c. in case of special family circumstances (article 2.1(2)(d)) or other personal circumstances (article 2.1(2)(e)): documentary evidence demonstrating the family circumstances;
  - d. in case of infeasibility of study (article 2.1(2)(f)): further details as to why, in the student's opinion, the study delay is the result of the infeasibility of the study programme;
  - e. in the case of the failure of the study programme in which the student is enrolled to be reaccredited (article 2.1(2)(g)): a declaration issued by or on behalf of the department manager of the study programme concerned proving that the study programme has not been reaccredited and that the student has enrolled in the

- same or a similar study programme at the University or another institution of higher education;
- f. in the case of practice of elite sports or other elite-level activities (article 2.1(2)(h)):
    - 1° a written declaration from the sports organisation concerned stating the level at which the student practises the sport and the time required for practice (student ranks among the national or international best and requires at least 15 hours per week to practise);
    - 2° a written declaration of the student's world-class sport status granted by NOC\*NSF;
    - 3° a copy of the student's registration as a world-class athlete by the top sports coordinator of the University, and
    - 4° a written declaration that the student is not receiving any financial assistance, such as sponsorship revenues, a salary or an allowance, and that the student receives no credits for his or her activities;
  - g. in the case of other activities at elite level (article 2.1(2)(h)):
    - 1° documentary evidence that the student ranks among the national or international best in his or her discipline, and
    - 2° a written declaration that the student is not receiving any financial assistance, such as sponsorship revenues, a salary or an allowance, and that the student receives no credits for his or her activities;
  - h. in the case of activities of an administrative or social nature (article 2.1(2)(h)):
    - 1° a written declaration from the organisation responsible for hosting or organising the activity stating the level at which the activity is engaged in and the time it requires, and
    - 2° a written declaration from the department manager of the study programme concerned stating the activity in question is of importance to the University or for the student's education.

**Article 2.10 Decision on the request for financial assistance**

1. The FOS Committee will make a decision within 30 working days of receiving the request. This term can be extended by a maximum of 10 working days. The FOS Committee will inform the student of the extension.
2. The FOS Committee will decide either:
  - a. to declare the request inadmissible on the grounds of the request not being submitted in time and/or not being complete, or
  - b. to reject the request, or
  - c. to award financial assistance for a period specified in the decision.
3. The FOS Committee will inform the student of the decision in writing, supported by reasons. In its decision, the FOS Committee will inform the student of his or her right to lodge an objection in accordance with article 1.7.
4. The FOS Committee will send a copy of the decision to the Financial and Economic Affairs Department, the Legal Protection Desk, and the student counsellor.

**Article 2.11 Conditions for paying financial assistance**

If financial assistance has been awarded to a student pursuant to this chapter, this assistance will be paid after the student has submitted a request for payment. The student must satisfy the following conditions before payment can be effected:

1. The student must submit the request for payment in a timely manner in accordance with the procedure as described in article 2.12.
2. The student must be enrolled at the University and not yet have earned a degree in the study programme for which he or she has been awarded the financial assistance.
3. If financial assistance has been awarded to the student on account of a special circumstance or activity as referred to in article 2.1(2), the period in which the student received a performance-linked grant (*Prestatiebeurs*), including any extension

of this period by virtue of article 5.6(10) of the Dutch Student Finance Act (WSF) 2000, must have ended.

#### **Article 2.12 Procedure for requesting payment**

1. The student must submit a request for payment to the Financial and Economic Affairs Department. This request must be sent to the Legal Protection Desk, addressed to the Financial and Economic Affairs Department. The request must be submitted on the appropriate form, available via the Student Portal. The request must be submitted at least two months before the expiration of the period in which the student receives a performance-linked grant (*Prestatiebeurs*), or, if this moment has already passed by the time the FOS Committee decides to award financial assistance, no later than one month after the FOS committee has made its decision.
2. The request for payment must be submitted with the following documents:
  - a. the decision of the FOS Committee to award the student financial assistance;
  - b. the most recent notification of eligibility for student financial assistance (*Bericht Studiefinanciering*) from DUO stating the student grants and loans the student receives as well as the termination date of the period during which the student received a performance-linked grant (*Prestatiebeurs*).

#### **Article 2.13 Payment, extent and end of financial assistance**

1. After receiving the request for payment, the University will pay the financial assistance in monthly instalments. The payments will take place from the first month after the expiration of the period in which the student received a performance-linked grant (*Prestatiebeurs*). If the request for payment, pursuant to article 2.12(1), was submitted after expiration of the period in which the student received a performance-linked grant (*Prestatiebeurs*), there will be a one-off payment for the financial assistance for the months between the end of the period in which the student received a performance-linked grant (*Prestatiebeurs*) and the moment that the request for payment was submitted; the remaining part of the financial assistance, where applicable, will be paid in monthly instalments.
2. The level of the monthly instalments is equal to: the performance-linked grant (*Prestatiebeurs*) that the student received or would have received if the student had applied for one, plus the value of the student travel product as determined by DUO.
3. In special cases, the Executive Board may decide to use a different method to determine the level of the financial assistance, although never to lower it. If the amount so awarded exceeds the amount in student grants and loans that the student received or would have received if the student had applied for it, the surplus amount will be awarded as 'an additional support provision' (*voorziening voor aanvullende ondersteuning*) as referred to in article 7.51(7) of the WHW.
4. The financial assistance ends:
  - a. effective the first month after the student has been awarded a degree in the study programme for which the assistance was awarded, or
  - b. effective the first month after the student terminates his or her enrolment at the University without having earned a degree, or
  - c. if the student enrolls at another institution of higher education in the event of financial assistance on account of the loss of accreditation (article 2.1(2)(g)): effective the first month after the student has earned the degree in the study programme referred to in article 2.9(2)(e) or the student has terminated enrolment that study programme, or
  - d. following the end of the period for which financial assistance has been awarded.

### **Chapter 3. FINANCIAL ASSISTANCE IN CONNECTION WITH BOARD OR PARTICIPATION IN DECISION-MAKING ACTIVITIES**

#### **Article 3.1 Conditions**

1. Financial assistance from the Profiling Fund in connection with board or participation in decision-making activities is available to the student who:
  - a. performs board or participation in decision-making activities, to the extent that the organisation, committee or participation body for which the activities are performed is included in the '2013-2014 List of Student Organisations and Participation Bodies';
  - b. is actually enrolled in a Bachelor's study programme, is studying at this institution and has not previously earned a degree;
  - c. has satisfactorily completed the propaedeutic examination of the study programme in which the student is actually enrolled, or has been granted an exemption from the propaedeutic examination or has been given preliminary study advice as referred to in article 7.6 of the Programme and Examination Regulations for the study programme in the event the student concerned is applying for financial assistance for a period of nine months or less<sup>7</sup>;
  - d. has satisfactorily completed the propaedeutic examination of the study programme in which the student is actually enrolled, or has been granted an exemption from the propaedeutic examination in the event the student concerned is applying for financial assistance for a period of ten months<sup>8</sup>;
  - e. owes the University the statutory tuition fee, as referred to in article 7.45 of the WHW<sup>9</sup>;
  - f. performs the board or participation in decision-making activities in the period in which the student applies for a performance-linked grant or up to a maximum of 24 months after this period;
  - g. has received financial assistance for board or participation in decision-making activities from the University for a period not exceeding fifteen months;
  - h. has not been awarded financial support from the University more than twice for a board appointment within the same organisation or committee, or for membership of the same participation body, and
  - i. does not receive any financial assistance for the activity concerned, such as a salary or allowance and does not receive any credits for the activities concerned.
2. A student who has been awarded financial assistance for board or participation in decision-making activities pursuant to this chapter may not apply for financial assistance for the same activities by virtue of article 2.1(2)(i).
3. The student must meet the requirements outlined in this chapter, and must have followed the procedures it describes.

#### **Article 3.2 Tuition fee exemption for students serving on an administrative body**

1. Financial assistance from the Profiling Fund in connection with board activities is also available to the student who:
  - a. performs board activities, to the extent that the organisation or committee for which the activities are performed is included in the '2013-2014 List of Student Organisations and Participation Bodies' and applies for financial assistance for a period of ten months;

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<sup>7</sup> These periods are laid down in the 2013-2014 List of Student Organisations and Participation Bodies.

<sup>8</sup> These periods are laid down in the 2013-2014 List of Student Organisations and Participation Bodies.

<sup>9</sup> This excludes students that owe the institutional tuition fee or who are exempted from payment of tuition fees to the University.

- b. was enrolled in a Bachelor's study programme, for which the student has not yet earned a degree and actually studying at the institution, up to the end of the academic year prior to the academic year for which financial assistance is being requested;
  - c. is not enrolled at the University or at another institution for higher education in the academic year for which financial assistance is being requested;
  - d. would owe the statutory tuition fee to the University, as referred to in article 7.45 of the WHW if the student were enrolled;
  - e. performs the board activities in the period in which the student would be entitled to a performance-linked grant (*Prestatiebeurs*) if he or she were enrolled, or up to no more than 24 months after this period;
  - f. meets the conditions as referred to in article 3.1(1)(c, d, g, h and i);
  - g. has, in this connection, concluded an agreement with the University for the duration of one academic year in which the rights and obligations of the applicant and University are laid out.
2. The person who has been awarded financial assistance pursuant to this article is not entitled to participate in educational activities, take examinations or use in any other way the educational facilities of the University. This person does, however, have right of access to the buildings of the University and the other student facilities, i.e. the IT facilities, the library, facilities geared towards students' academic careers such as student counsellors, student psychologist and the career centre, the HHS Sports Office and access to activities and events organised for students.
  3. The applicant must meet the requirements outlined in this chapter, and must have followed the procedures it describes.

### **Article 3.3 Procedure for applying for financial assistance**

1. Students may submit requests for financial assistance to the FOS Committee. This request must be submitted no later than three months after the commencement of the board or participation in decision-making activities. Requests must be submitted by means of the appropriate form, available via the Student Portal, and sent to the Legal Protection Desk, addressed to the FOS Committee. The address details of the Legal Protection Desk can be found in the Legal Protection Desk Regulations.
2. The student must include the documents as referred to in article 3.4.
3. After sending the student a confirmation of receipt, the Legal Protection Desk will forward the application to the FOS Committee.
4. Applications submitted after the aforementioned deadline will not be taken into consideration by the FOS Committee, unless the student is able to demonstrate that the application was submitted too late for reasons beyond the student's control (*force majeure*). If the FOS Committee rules that the student has failed to adequately demonstrate *force majeure*, it will declare the application inadmissible and duly notify the student of its decision.
5. Incomplete applications will not be taken into consideration by the FOS Committee. If the application is not complete, the student will be granted a term of 20 working days in which to complete the application as required. If the application has not been supplemented with the required information before the expiry of this term, the FOS Committee will declare the application inadmissible and duly notify the student of its decision.

### **Article 3.4 Required documents**

1. In all cases, the student must submit the following documents with his or her request:
  - a. a notification of eligibility for student financial assistance (*Bericht Studiefinanciering*) from DUO for the academic year in which the board or participation in decision-making activities take place, or the most recent notification of eligibility for student financial assistance (*Bericht*

- Studiefinanciering*) from DUO for the last month of the performance-linked grant (*Prestatiebeurs*) period if the activities take place within 24 months following the end of the period in which the student claimed a performance-linked grant (*Prestatiebeurs*);
- b. a declaration of board membership of a student organisation or of membership of a committee or participation body signed by the chairman and secretary of the organisation, committee or participation body, stating the period of membership and also declaring that the student does not receive any financial assistance or credits for the activity concerned.
2. In the cases below, the student must also submit the following documents with his or her request:
- a. in the case of a board membership of a student organisation: a current extract from the Chamber of Commerce proving the board membership;
  - b. in the case of membership of a committee of a student organisation with the responsibilities of a board appointment, or of the University Introduction Committee, the University Party Planning Committee, or the Customised Study Programmes Committee (*Kies op Maat*): an account of the time spent on the activity;
  - c. in the case of an application for financial assistance by virtue of article 3.2: an agreement, as referred to in article 3.2(1)(g), that has been signed by the student and by or on behalf of the Executive Board;
  - d. in the case of a student applying for financial support for a period of ten months<sup>10</sup>: a copy of the propaedeutic certificate, or a certificate of exemption from the propaedeutic examination signed by the Exam Board with respect to the study programme in which the student is actually enrolled;
  - e. in the case of a student applying for financial assistance for a period of at least four months and no more than nine months<sup>11</sup>: a copy of the propaedeutic certificate, a certificate of exemption from the propaedeutic examination signed by the Exam Board with respect to the study programme in which the student is actually enrolled, or a decision signed by the Exam Board regarding preliminary study advice.

### **Article 3.5 Decision on the request for financial assistance**

1. The FOS Committee will make a decision within 30 days of receiving the request. This term can be extended by a maximum of 10 working days. The FOS Committee will inform the student of the extension.
2. The FOS Committee will decide whether:
  - a. to declare the request inadmissible on the grounds of the request not being submitted in time and/or not being complete, or
  - b. to reject the request, or
  - c. to award financial assistance for the period as referred to in the '2013-2014 List of Student Organisations and Representative Advisory Bodies'.
3. The FOS Committee will inform the student of the decision in writing, supported by reasons. In its decision, the FOS Committee will inform the student of his or her right to lodge an objection in accordance with Article 1.7.
4. The FOS Committee will send a copy of the decision to the Financial and Economic Affairs Department.

<sup>10</sup> These periods are laid down in the 2013-2014 List of Student Organisations and Participation Bodies.

<sup>11</sup> These periods are laid down in the 2013-2014 List of Student Organisations and Participation Bodies.

### **Article 3.6 Procedure for requesting payment**

1. The student who is awarded financial assistance pursuant to this chapter is obliged to submit a request for payment to the Financial and Economic Affairs Department within 15 working days of receiving the decision from the FOS Committee that assistance has been awarded. This request must be sent to the Legal Protection Desk, addressed to the Financial and Economic Affairs Department. The request must be submitted on the appropriate form, available via the Student Portal.
2. The request for payment must be submitted with the following documents:
  - a. the decision of the FOS Committee to award the student financial assistance;
  - b. the most recent notification of eligibility for student financial assistance (*Bericht Studiefinanciering*) from DUO stating the student grants and loans that the student receives or the last notification of eligibility for student financial assistance (*Bericht Studiefinanciering*) from DUO stating the level of the student grants and loans that the student received in the last month of the performance-linked grant (*Prestatiebeurs*) period if the board or participation in decision-making activities take place within 24 months following the end of the period in which the student claimed a performance-linked grant (*Prestatiebeurs*).

### **Article 3.7 Payment, extent and end of financial assistance**

1. After receiving the request for payment, the University will pay the financial assistance in monthly instalments.
2. The level of the monthly instalments is equal to the performance-linked grant that the student received or would have received if the student had applied for one, plus the value of the student travel product as determined by DUO.
3. If the student that receives financial assistance pursuant to this chapter is also entitled to student financing, the student is free to exercise this right.
4. The financial assistance ends:
  - a. effective the first month after the student has been awarded a degree in the study programme for which the assistance was awarded, or
  - b. effective the first month after the student terminates his or her enrolment at the University without having obtained a degree to the extent the student did not receive financial assistance pursuant to article 3.2, or
  - c. following the end of the period for which financial assistance was awarded, with due observance of the provisions in article 1.5(2).
5. If the board or participation in decision-making activities are terminated before the end of the period specified in the declaration as referred to in article 3.4(1)(b), the student must report this immediately to the FOS Committee. The period for which financial assistance has been awarded will subsequently be shortened on a pro-rata basis.

**Appendix 1. CONDITIONS FOR INCLUDING STUDENT ORGANISATIONS IN THE 'LIST OF STUDENT ORGANISATIONS AND PARTICIPATION BODIES'**  
*Appendix to the 2013-2014 Profiling Fund Regulations*

**Article 1. Conditions for inclusion**

1. An organisation will only be included in the 'List of Student Organisations and Participation Bodies' as referred to in article 3.1(1)(a) (hereinafter: 'the list') if:
  - a. it possesses full legal rights, as far as it concerns a student association;
  - b. its activities, as evidenced by its Articles of Association, focus on students in higher education and, to the extent the organisation is based in The Hague or Zoetermeer, primarily on students of The Hague University of Applied Sciences;
  - c. it is in principle open to all students;
  - d. it is established in The Hague, Delft or Zoetermeer;
  - e. to the extent the organisation is a student association: it has at least 50 paying members;
  - f. its activities provide clear added value to student life at the University;
  - g. the board members are students in higher education and, to the extent the organisation is based in The Hague or Zoetermeer, at least three-quarters of their number are students of The Hague University of Applied Sciences;
  - h. The aim of the association, as laid out in its Articles of Association, and its actual activities are in keeping with the policy framework of The Hague University of Applied Sciences.
2. Each year the Executive Board verifies whether the organisations included in the list still comply with the conditions referred to in paragraph 1.
3. The Executive Board sets the term of the administrative body membership grant and the maximum number of administrative body membership grants for each organisation. This decision is included in the list. The Executive Board will not make any changes during a term.
4. Not eligible for inclusion in the list are organisations:
  - a. of which the aim, as laid out in the Articles of Association, or the actual activities, are not in keeping with the principles of the University;
  - b. of which the activities have a commercial character.
5. Organisations wishing to be included in the list must submit a written request to the Executive Board. The following documents must be appended to the request:
  - a. the Articles of Association, as far as the organisation possesses full legal rights;
  - b. an overview of how the Board spends its time;
  - c. a statement setting out the composition of the Board;
  - d. to the extent the organisation is an association: a statement of the number of paying members; if the Executive Board doubts the accuracy of the statement, it may ask for an auditor's report;
  - e. a statement of the general plans for the coming academic year;
  - f. a report on the activities in the current year;
  - g. references (to be provided if requested);
  - h. a current extract from the Chamber of Commerce, as far as the organisation possesses full legal rights;
  - i. to the extent the organisation is an academic association: a declaration from the department manager demonstrating his/her agreement with the request.

**Article 2. Obligations for student organisations**

The following obligations apply to organisations included in the list:

1. The organisations are obliged to submit to the Executive Board a specification of the composition of the Board each year immediately following a change of the Board and any interim changes of the Board.
2. The following information must be submitted to the Executive Board before 1 April:

- a. to the extent they have been amended: the Articles of Association, as far as the organisation possesses full legal rights;
- b. an overview of the how the Board spends its time;
- c. to the extent the organisation is an association: a statement of the number of paying members; if the Executive Board doubts the accuracy of the statement, it may ask for an auditor's report;
- d. a statement of the general plans for the coming academic year;
- e. a report on the activities in the current year;
- f. a current extract from the Chamber of Commerce, as far as the organisation possesses full legal rights;
- g. to the extent the organisation is an academic association: a declaration from the department manager demonstrating his/her agreement with renewed inclusion.

## Appendix 2. LIST OF STUDENT ORGANISATIONS AND PARTICIPATION BODIES IN 2013-2014

### *Appendix to the 2013-2014 Profiling Fund Regulations*

The term of the financial assistance and the maximum number of board members or members eligible for the financial assistance for the 2013-2014 academic year have been determined by the Executive Board for the following associations, organisations and participation bodies as indicated below.

#### **Membership for a period of two years of the following participation bodies:**

If membership lasts less than two years, the term of financial assistance will be calculated on a pro-rata basis.

<i>Participation body</i>	<i>Term of financial assistance</i>
- General Council or Department Council (member)	3 months
- General Council or Department Council (chair)	5 months
- Department Council (Secretary)	5 months
- Programme Committee	1 month

#### **Membership for a period of one year of the following committees at the University:**

If membership lasts less than one year, the term of financial assistance will be calculated on a pro-rata basis.

<i>Committee</i>	<i>Term of financial assistance</i>	<i>Maximum number</i>
- Introduction Committee	3 months	10 per year
- Party Committee	2 months	2 per party
- Customised Study Programmes	3 months	5 members

#### **Membership for a period of one year on the board of the following academic associations:**

If membership lasts less than one year, the term of financial assistance will be calculated on a pro-rata basis.

<i>Student association</i>	<i>Term of financial assistance</i>	<i>Maximum number</i>
- Agorá Student Union	2 months	5 board members
- Ångström	4 months	5 board members
- Bedrijfskundig Genootschap	3 months	4 board members
- Business Lab	4 months	4 board members
- Cibo	2 months	4 board members
- De Haagse Huid	2 months	4 board members
- Haag Uit	3 months	5 board members
- HEBOS	6 months	5 board members
- Impuls	2 months	5 board members
- KlimaX	2 months	4 board members
- Kybernetes	2 months	4 board members
- Orbita	2 months	6 board members
- SIM	6 months	5 board members
- Via Forma	3 months	5 board members

**Membership for a period of one year on the board of the following student associations:**  
 If membership lasts less than one year, the term of financial assistance will be calculated on a pro-rata basis.

<i>Student association</i>	<i>Term of financial assistance</i>	<i>Maximum number</i>
- Delftsche Studenten Aeroclub	10 months	4 board members
- Delftsche Studenten Bond	10 months	4 board members
- Eurasia Studentenvereniging	5 months	5 board members
- Haagse Studentenvakbond	8 months	5 board members
- Haagsche Studenten Vereniging	10 months	5 board members
- H.S.C. INTAC van Zwijndregt	10 months	6 board members
- HSFN Den Haag	3 months	4 board members
- Lunastrum	4 months	4 board members
- MashriQ Studenten Vereniging Den Haag	3 months	5 board members
- Studentenvereniging NOVA	10 months	5 board members
- Studentenvereniging Pallas Athene	10 months	5 board members
- H.S.R.V. Pelargos	10 months	6 board members
- D.S.R. Proteus-Eretes	10 months	4 board members
- K.S.V. Sanctus Virgilius	10 months	4 board members
- Studentenvereniging SCALA	5 months	5 board members
- D.S.V. Sint Jansbrug	10 months	4 board members
- HSSO Adrianus Valerius	2 months	4 board members
- Vereniging voor Studie- en Studentenbelangen te Delft (VSSD)	10 months	4 board members

**Membership for a period of one year on the board of the following student organisations:**  
 If membership lasts less than one year, the term of financial assistance will be calculated on a pro-rata basis.

<i>Organisation</i>	<i>Term of financial assistance</i>	<i>Maximum number</i>
- B-Cycle-It	3 months	3 board members
- ENACTUS	4 months	3 board members
- Interaccess	9 months	5 board members
- Red Cross Student Desk The Hague	2 months	5 board members
- Team Haagse Hogeschool	2 months	6 board members

## FOREING LANGUAGES CODE OF CONDUCT

### **Article 1. General**

1. This code of conducts applies exclusively to the language used for instruction (in lectures, study groups, practical training, etc.) or to administer tests and examinations. It does not relate to the learning materials (books, syllabuses, etc.).
2. In principle, Dutch is the language of instruction at The Hague University of Applied Sciences. Tests and examinations are also held in the Dutch language.
3. On account of the international character of the University, several study programmes are taught in a language other than Dutch and all study programmes may contain components in a language other than Dutch. This code of conduct elaborates on the statutory rules (article 7.2 of the WHW) that govern the provision of education in a language other than Dutch.

### **Article 2. Teaching and examinations in another language**

Contrary to the provisions set out in article 1(2), a foreign language may be used in a number of cases, i.e.:

- a. with respect to an English-taught study programme, which is referred to as such in the Programme and Examination Regulations, English is the language of both instruction and testing;
- b. with respect to a course of study in a foreign language, the teaching and/or testing may take place in the foreign language concerned;
- c. if the teaching is provided by a visiting lecturer who speaks a language other than Dutch;
- d. if the specific nature, the structure or the quality of the programme (or an individual programme component) or the origin of the students require such, as in the case of, for example, a minor taught in a foreign language or an English-taught semester, possibly with the presence of exchange students.

### **Article 3. Request to the Exam Board to derogate from the language of instruction**

A student may request that the Exam Board of his or her study programme waive the requirement of Dutch being the language of instruction with respect to the student's graduation, final thesis or internship report. The Exam Board will decide on the request within 15 working days and will duly observe the requirements referred to in article 4(1-2) in coming to its decision.

### **Article 4. Requirements for using a foreign language**

1. Teaching provided in a foreign language must meet the same quality requirements as teaching provided in Dutch.
2. Lecturers must possess sufficient proficiency in the foreign language in which they will be teaching.
3. If a study programme is fully taught in a foreign language, the Students' Charter and the Programme and Examination Regulations for the study programme concerned must be available in the foreign language concerned.
4. If a study programme is mostly taught in a foreign language, the Students' Charter and the Programme and Examination Regulations for the study programme concerned must be available in both the foreign language concerned and in Dutch.

**Article 5. Programme and Examination Regulations: programme-specific section**

If a Bachelor's study programme is taught entirely or partially in a foreign language, the Programme and Examination Regulations of the study programme will set out the following:

- a. the language or languages in which teaching is to be conducted, and
- b. an explanation of the applicable grounds in article 2(1) if teaching is conducted in a foreign language.