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STUDENT CHARTER HU UNIVERSITY OF APPLIED SCIENCES UTRECHT 2019-2020

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STUDENT CHARTER HU UNIVERSITY OF APPLIED SCIENCES UTRECHT 2019-2020

Determined by the Executive Board on 28 May 2019, with the approval of the Employees' and Students' Council on 3 July 2019.

These regulations come into force on 1 September 2019.

1 PREAMBLE

Pursuant to Article 7.59 of the WHW (Wet op het Hoger onderwijs en Wetenschappelijk onderzoek, the Higher Education and Scientific Research Act), the HU University of Applied Sciences Utrecht is required to lay down the rights and obligations of the students in a Student Charter. Those rights and obligations ensue directly from that Act, or from the subsequent arrangement made by the university of applied sciences on the basis of this Act. The underlying idea of the legislator with regard to the Student Charter is that a student may thereby get a clear picture of his legal position.

A student's right often implies an obligation on the part of the institutional administration of the university of applied sciences, the Executive Board. The Executive Board has delegated the exercise of certain statutory duties and powers to the institute director. In those cases, this Student Charter refers to "institute director", where otherwise "Executive Board" would be used. Insofar as this is important within this context, the Student Charter also contains the ensuing briefs for the institute director.

The Student Charter is characterized by a framework structure in which the Student Charter itself *outlines* the rights and obligations of the students. For concrete details, the reader is referred to the specific regulations of the university of applied sciences, which are always established individually, with the approval of the Employees' and Students' Council. Some of those regulations (for example the Education and Examination Regulations) are specified in more detail at an institute level.

The specific regulations together with the Student Charter constitute a whole. In the event of a conflict between the Student Charter and the specific regulation, the latter prevails.

This Student Charter also regularly refers to legislation (WHW, WSF 2000, i.e., the Dutch Student Finance Act 2000, etc.). It goes without saying that in the event of any conflict, the wording of the legislation prevails. The text (in Dutch) of the WHW can be viewed in the HU Library and can also be found online at <http://wetten.overheid.nl/BWBR0005682/2018-02-01>.

2 GENERAL PROVISIONS

Article 1 Definitions

In this Student Charter, the terms below are defined as follows:

1. **Academic year:**
The period commencing on 1 September and ending on 31 August of the following year, as referred to in Article 1.1 WHW.
2. **Administrative grant:**
The grant which students of the university of applied sciences may receive pursuant to Article 7.51 WHW if they perform any recognized management activities during the period in which they are entitled to grants. The details are worked out in the Administrative Grant Scheme.
3. **Administrator:**
The person charged with the daily management of an organizational unit within the university of applied sciences and who is responsible for the administrative implementation of work regarding the registration and processing of personal data in accordance with the General Data Protection Regulation (GDPR), as well as for the technical management of the equipment used.
The following distinctions can be made:
 - a. the administrator of the university of applied sciences
 - the administrator processing the personal data of students at the level of university of applied sciences:
 - the manager of the staff department Facilities, Operations and Logistics of the university of applied sciences;
 - b. the administrator of the institute:
 - the administrator processing the personal data of students at the level of Institute:
 - the manager of the relevant department.
4. **Associate degree (AD):**
A higher professional education degree programme as referred to in Article 7.8a of the WHW, with a study load of at least 120 EC. Upon completion of this programme, the student is awarded an associate degree.
5. **Basic Register of Education Higher Education¹:**
A central register, part of the Education Executive Agency (DUO), in which data are registered of those who have enrolled with a university (of applied sciences).
6. **Board of Appeal Concerning Examinations:**
The board as referred to in Article 7.60 of the WHW. Its set-up, duties and powers have been laid down in the Legal Protection for Students Regulations of HU University of Applied Sciences Utrecht.
7. **Body:**
A person or group of persons who pursuant to a generally binding provision has or have been endowed with certain powers within the university of applied sciences.
8. **Degree programme:**
A coherent programme of units of study as referred to in Article 7.3.2 WHW, aimed at realizing clearly defined objectives in the field of knowledge, insight and skills which the

¹ The Basic Register of Education Higher Education (Basisregister Onderwijs Hoger Onderwijs or BRON) contains the enrolment and disenrolment data, examinations and diploma data of government-funded institutions in higher education. This register replaced the Central Register of Higher Education Study Programmes as of January 2014.

person completing the degree programme should have. Degree programmes are offered in full-time, part-time or work-study formats.

9. **Disputes Advice Committee:**
The Committee as referred to in Article 7.63a of the WHW. Its set-up and powers have been defined by the Executive Board in the Legal Protection for Students Regulations of HU University of Applied Sciences Utrecht.
10. **Education and Examination Regulations (EER):**
The regulations pertaining to a particular degree programme or group of degree programmes, as referred to in Article 7.13 WHW. The main issues and rules pertaining to the education and examinations for the whole of the university of applied sciences are laid down in the HU Education and Examination Regulations. Further details and supplementary information pertaining to individual degree programmes can be found in the study guides of each degree programme.
11. **Employees' and Students' Council:**
The participation council of the university of applied sciences as referred to in Article 10.17 WHW, half of which is made up by staff members, and the other half by its students. Its set-up and powers have been defined in the Participation Regulations established by the Executive Board.
12. **European Credit (EC):**
A European Credit (EC) is a unit of study load within the European Credit Transfer System (ECTS). A European Credit amounts to 28 hours of study.
13. **European Economic Area:**
The countries of the European Economic Area (EEA) are: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom.
14. **Examination:**
An assessment of the knowledge, insight and skills of a student, including the issuing of a grade or final evaluation. Every degree course is concluded with an examination. There are various types of examination, such as written or digital tests, verbal examinations, and assessments. The WHW (Higher Education and Scientific Research Act) also refers to examinations as 'tentamen' ('exam').
15. **Examination Board:**
A board created in accordance with Article 7.12 WHW for the purpose of setting, organizing and coordinating examinations in one or more degree programmes and ensuring the quality of these examinations.
16. **Examination fees:**
The examination fees for any academic year as established by the Executive Board for those who enrol for a degree programme of the university of applied sciences as an external student.
17. **Executive Board:**
Administrative body of the university of applied sciences, also the institutional administration of the Hogeschool Utrecht Foundation pursuant to Article 10.8 of the WHW, with duties and powers as laid down in the statutes of the Hogeschool Utrecht Foundation.

18. External student:
The person who, in accordance with Article 7.32 ff. of the WHW, has enrolled at the university of applied sciences as an external student. An external student is not entitled to follow educational components, but may take (part) examinations and make use of certain study facilities.
19. Final examinations (final exams):
The final assessment of a degree programme or the first-year phase thereof. Every degree programme has a final examination. An examination may be an assessment conducted by the Examination Board to determine the knowledge, insight and skills of the student.
20. First-year phase:
The phase preceding the main phase of a degree programme which, unless the study guide says otherwise, is completed with the first-year audit. (7.8.2)
21. Full-time degree programme:
A full-time degree programme is a study programme designed to engage the student full time, thus without taking the performance of non-educational activities into account. Work in the form of internships is part of the curriculum of the degree programme and can therefore be valued in EC.
22. Graduation support:
The (financial) support students of the university of applied sciences may receive pursuant to Article 7.51 WHW if they have fallen behind in their studies as a result of exceptional circumstances during the period in which they are entitled to grants. The graduation support is meant to give the student a reasonable opportunity to finish or continue his studies as soon as possible. The details are worked out in the Graduation Support Scheme.
23. HU Legal Protection for Students Office:
A facility created by the Executive Board, as referred to in Article 7.59a WHW, where students may lodge complaints and appeals, and which ensures the forwarding of the matter to an investigating body.
24. Inappropriate Conduct Complaints Committee:
A committee established by the Executive Board, which investigates complaints about inappropriate conduct. Its set-up, duties and powers have been defined by the Executive Board in the Regulations on Inappropriate Conduct.
25. Initial degree programme:
Higher education following on from the second phase of secondary education and senior secondary vocational education.
26. Institute
An organizational unit responsible for carrying out core tasks, in particular providing:
- one or more CROHO registered bachelor's degree programmes (full-time/part-time/work-study) and/or pre-bachelor's degree programmes and/or;
 - one or more master's degree programmes, and/or;
 - post-initial courses; and/or
 - commercial activities, such as offering courses.
27. Institute Council:
The staff and student advisory committee of an institute as referred to in Article 10.25 WHW. Its set-up, composition and powers have been laid down in the Participation Regulations of the university of applied sciences.

28. **Institute Director**
The person managing an institute, with duties and powers as described in the Management and Administration Rules.
29. **Institutional tuition fees:**
The tuition fees for any academic year as established by the Executive Board for students who enrol for a degree programme of the university of applied sciences and who, pursuant to Article 7.45a paragraph 1 WHW, are not entitled to the statutory tuition fees.
30. **Internship:**
A course of a degree programme that a student follows inside or outside the university of applied sciences as a practical preparation for the professional practice.
31. **Major:**
The part of the main phase of a degree programme that consists of compulsory courses and a number of further specified optional courses related to the major.
32. **Minor:**
A coherent whole of one or more courses, which is one way of giving shape to the optional subjects component. See also: optional subjects component.
33. **Optional subjects component:**
Part of the main phase of a bachelor's degree programme (30 EC) that a student may complete according to his or her own design, with courses from another programme at the HU or with a minor and/or individual optional courses from external institutions of higher education.
34. **Part-time degree programme:**
A degree programme that is structured in such a way that the student can perform other activities alongside his or her educational activities. Under certain conditions, certain activities may be considered a course and the competencies acquired in that course will be tested. (7.27)
35. **Programme Committee (OC):**
A committee established for a particular degree programme or group of degree programmes of an institute, as referred to in Article 10.3c WHW. Its set-up, duties, powers and functioning have been laid down in the Participation Regulations.
36. **Statutory tuition fees:**
The tuition fees for any academic year as established by or pursuant to the WHW for full-time, part-time or work-study students who meet the requirements as referred to in Article 7.45a paragraph 1 WHW. This according to the provisions in Article 7.45 paragraph 4 (full-time) and paragraph 5 (part-time and work-study) of the WHW respectively.
37. **Student:**
The person who, in accordance with Article 7.32 ff. of WHW or other statutory regulations, has enrolled as a student at the university of applied sciences (full-time, part-time or work-study)
38. **Student Complaints Committee**
A committee established by the Executive Board, which deals with complaints as referred to in Article 7.59b WHW (with the exception of complaints about inappropriate conduct). Its set-up, duties and powers have been defined by the Executive Board in the Legal Protection for Students Regulations of HU University of Applied Sciences Utrecht.

39. **Studielink:**
Studielink was developed by Stichting Studielink (Studielink Foundation) (formerly SURF Foundation) and the higher educational institutions in the Netherlands, in close cooperation with the Dutch Ministry of Education, Culture and Science, the Netherlands Association of Universities of Applied Sciences, VSNU (Association of Universities of Applied Science in the Netherlands), CFI and DUO (Education Executive Agency). Using Studielink, a student must submit a request for (re)enrolment for a degree programme at a university (of applied sciences) online. The issuance of a digital authorization, disenrolment or the communication of a change of address also requires the student to use Studielink.
40. **Study advice:**
Advice or recommendation as to whether or not to continue a particular study, given to the student in the first year of enrolment of the associate degree programme or in the first year phase of the bachelor's degree programme. This recommendation may be a binding negative recommendation, including a so called 'rejection'.
41. **Study guide:**
The information guide authorized by the institute director, providing information to students regarding one or more degree programmes. The study guide includes a programme-specific EER, which is an elaboration of and supplement to the EER-HU (Education and Examination Regulations of HU University of Applied Sciences Utrecht).
42. **University of applied sciences:**
HU University of Applied Sciences Utrecht (HU), maintained by the Hogeschool Utrecht Foundation.
43. **Week:**
A period of seven consecutive days, with the exception of generally recognized public holidays which have been included in OSIRIS. The summer and Christmas breaks established each year by the HU Legal Protection for Students Office only has a suspensory effect for the deadlines for lodging an appeal.
44. **WHW:**
Wet op het Hoger onderwijs en Wetenschappelijk onderzoek (Higher Education and Scientific Research Act), as published in the Bulletin of Acts and Decrees 1992 no. 593, including the later additions and amendments.
45. **Work-study programme**
A programme that is structured in such a way that the student alternates during one or more periods between educational components and professional practice related to the programme. The degree programme then consists of both educational and professional practice components. The professional practice is part of the curriculum of the degree programme and is therefore valued in EC.
46. **WSF 2000:**
Wet op de Studiefinanciering 2000 (Student Finance Act 2000), including the later additions and amendments.

Article 2 Relation with the Law and Specific Regulations of HU University of Applied Sciences Utrecht

1. This Student Charter is the student charter as referred to in Article 7.59 WHW.
2. The provisions of the Student Charter are only legally valid if and insofar as they do not conflict with what is defined by or pursuant to the law.
3. Insofar as this Student Charter conflicts with the specific regulations as mentioned in Article 4, the provisions of the relevant specific regulations prevail.

Article 3 Scope

1. The scope of this Student Charter is limited to those who are enrolled at the university of applied sciences as a full-time student, part-time student or work-study student for an initial degree programme or a government funded follow-up programme.
2. With the exception of the provisions of Chapter 6 and Chapter 7, the provisions of this Student Charter apply accordingly to those who are enrolled at the university of applied sciences as external students. Insofar as the application of the Articles is limited, this will be indicated in the relevant Article or in the relevant specific regulations.
3. This Student Charter also applies to students enrolled for a post initial master's degree programme with the exception of chapters 6 and 7.
4. If a degree programme is mentioned in this document, this can also be understood to mean a group of two or more connected degree programmes.

Article 4 Content and disclosure

1. This Student Charter contains the rights and obligations of students enrolled at the university of applied sciences. These are the rights and obligations ensuing from what is defined by or pursuant to the law, as well as the further regulations of the university of applied sciences that are based on it.
2. The further regulations pertaining to this Student Charter are:
 - HU Enrolment Regulations;
 - HU Education and Examination Regulations (EER);
 - Regulations pertaining to the HU Student Support Fund Regulations
 - HU Legal Protection for Students Regulations;
 - HU Privacy Statement;
 - HU Regulations on Inappropriate Conduct;
 - HU Examination Board Regulations;
 - Participation Regulations
3. The institute director communicates the existence of the Student Charter to the students of the Institute and ensures that it can be read in a place that is accessible to students and may be consulted on the HU website.
4. The institute director hands out this Student Charter to every student upon first enrolment. If necessary, the institute director also hands out this Student Charter to the relevant students upon subsequent enrolments.

3 ENROLMENT

Article 5 Enrolment as a student or external student

1. Anyone who wishes to use the educational facilities, examination facilities or facilities of any other nature for an initial² degree programme at the university of applied sciences must enrol as a student (7.32.1).
2. The person who wants to enrol as an external student may sit examinations and use certain study facilities but is not entitled to attend courses or classes.
3. Enrolment is initiated by means of a request to that end via Studielink. Enrolment will not be effectuated until the student or external student has first registered for the degree programme to which the enrolment relates, in accordance with the rules of a procedural nature established by or pursuant to the law.
4. Enrolment takes place per degree programme and for a certain variant (part-time, part-time or work-study). Enrolment is effectuated by the institute director of the institute offering the degree programme. (7.23.3)
5. With regard to professional practice within a work-study programme, a civil-law three party agreement will be entered into with the institute management, the student and the company or organization where professional practice takes place. In this agreement, with due regard for the Education and Examination Regulations, the following will be arranged as a minimum:
 - a. the duration of the agreement and the duration of the period or periods of professional practice;
 - b. the student's supervision;
 - c. the qualities in the areas of knowledge, insight and skills that the student needs to acquire during the period or periods of professional practice and the assessment thereof, and;
 - d. the cases in which, and the manner in which the agreement can be dissolved prematurely (7.7.5).
6. Enrolment for a degree programme starts on 1 September and ends by 31 August of the following calendar year, unless the student is disenrolled in the meantime.
7. The institute director may grant a request for enrolment per 1 September, which was submitted after 1 September but before 1 October, if the following requirements are met:
 - a. it concerns a request for enrolment for a master's degree programme or the part-time or work-study variant of a bachelor's degree programme and,
 - b. the university of applied sciences is able to establish no later than 30 September that the student meets the conditions of enrolment.Such a request may be granted in individual cases and with regard to the enrolment for a (variant of a) degree programme. The enrolment will be deemed to be an enrolment for the entire academic year.
8. A request for enrolment after 1 September that cannot be permitted under paragraph 6 will be regarded as an application for interim enrolment. Criteria for interim enrolment may be laid down in the study guide.

Interim enrolment takes place on the first day of the month after it has been established that all the conditions for enrolment have been satisfied, or at the request of the student, on a later date (but always on the first of a month). This enrolment will not take place with

² The enrolment for a post initial master's degree programme is governed by Article 9 HU Enrolment Regulations.

retrospective effect.³

9. If the student was not able to enrol per 1 September of the academic year on account of a binding study advice, and the student was successful in his appeal, but the decision to lodge an appeal was made on or after 30 September of the relevant academic year, the student may at his or her request be enrolled per 1 September of the academic year after all. The student is required (if he or she has not done so before) to submit a request to that end via Studielink within one month of the date of the decision on the appeal, and furthermore the student must meet all the conditions of enrolment within that period.

This also applies if a prospective student has successfully lodged an appeal against a decision by the institute director to refuse admission as referred to in Article 5 of the HU Enrolment Regulations.

10. Each enrolment for a degree programme takes place in accordance with the registration and enrolment procedure as included in the HU Enrolment Regulations.

Article 6 Applying for enrolment for the associate degree programme or the first-year phase of a bachelor's degree programme

1. This Article only applies to the first enrolment for the relevant programme at the university of applied sciences for the associate degree (AD) programme or the first-year phase of a bachelor's degree programme. Enrolment as a student for these programmes is only possible if the requirements as specified in this Article have been met.
2. The programme selection activities of the university of applied sciences ("Programme selection check") consist of an electronic intake form, a more detailed programme selection activity (matching) and a programme selection recommendation. If the prospective student at the time of his enrolment resides abroad, the programme selection activity will be offered in such a(n) (electronic) form that physical presence will not be required. If the prospective student has engaged in a programme selection activity, the prospective student is entitled to a programme selection recommendation.
3. The person who wishes to enrol as a student for the full-time variant of a bachelor's degree programme or associate degree (AD) programme and resides in the Netherlands at the moment of registration, must register with the university of applied sciences no later than 1 May before the relevant academic year. (7.31a.1) The prospective student must return the completed electronic intake form by 1 June and is under an obligation to take part in programme selection activities. Only then will the prospective student be entitled to admission and a programme selection recommendation. If the prospective student fails to return the completed electronic intake form within the term specified, he or she will cease to be entitled to admission and will not be entitled to take part in further programme selection activities or receive a programme selection recommendation either (7.31b).
4. The person who wants to enrol in a full-time bachelor's degree or associate degree programme, and who resides outside the Netherlands when registering, must register with the university of applied sciences through Studielink before 1 September. The prospective student will be entitled to admission if he or she has returned the completed electronic intake form within 1 month after registering, but no later than 15 September. The prospective student has the option to request a programme selection activity, but this will not be compulsory.
5. The person who wants to enrol in a work-study bachelor's degree or associate degree programme, and who resides in the Netherlands when registering, must register with the university of applied sciences through Studielink before 1 September⁴. The prospective

³ In the event of a re-enrolment, after the student has been disenrolled in the same academic year because of payment in arrears (Article 30 paragraph 4), the institute director may permit the re-enrolment of the student effective from the first of the month in which all conditions for enrolment have been met.

⁴ In the event of enrolment for a work-study variant of a bachelor's or associate degree programme, the institute director

student will be entitled to admission if he or she has completed and returned the electronic intake form within 1 month after registering, but no later than 15 September, and takes part in further programme selection activities, provided these are still offered as per the regular schedule.

6. The person who wants to enrol in a work-study bachelor's degree or associate degree programme, and who resides outside the Netherlands when registering, must register with the university of applied sciences through Studielink before 1 September⁵. The prospective student will be entitled to admission if he or she has returned the completed electronic intake form within 1 month after registering, but no later than 15 September. The prospective student has the option to request a programme selection activity if one is offered as per the regular schedule, but this is not compulsory.
7. The person who wants to enrol in a regular part-time variant of a bachelor's degree or associate degree programme must register with the university of applied sciences through Studielink before 1 September³. The prospective student is not required to return an electronic intake form. The prospective student who has registered no later than 1 May may request a further programme selection activity. The prospective student who registered after 1 May can only participate in a further programme selection activity if that activity is still being offered in the regular programme and if there is still a place available.
8. The person who wants to enrol in a part-time variant of a bachelor's degree or associate degree programme that is part of the Flexibilization Pilot (see Article 6a) must register with the university of applied sciences through Studielink. The number of start dates may vary from programme to programme. The website and the study guide for the relevant course state which start dates apply to the relevant course and the deadlines for registration. The prospective student will receive an electronic intake form and invitation for a further programme selection activity in the form of a consultation. If the prospective student returns the completed electronic intake form and participates in the programme selection activity, he or she is entitled to a programme selection recommendation. However, this is not required for the right to be admitted.
9. After registration for a part-time or work-study variant, from 1 September it will not be possible to switch to the full-time variant in the course of the academic year. Refer to Article 24 paragraph 2 for the possibilities of switching to another variant of the programme in the course of the academic year.
10. The person who has been enrolled in a programme at a university or HPE level in the academic year prior to the academic year for which he or she is seeking enrolment, as substantiated by supporting documentation, must register with the university of applied sciences through Studielink before 1 September. The prospective student will be entitled to admission if he or she has completed and returned the completed electronic intake form within 1 month after registering, but no later than 15 September, and takes part in programme selection activities, provided these are still offered as per the regular schedule. (i.a. 7.31a.5).
11. The person who has enrolled in the first-year or similar phase of a programme at a university of applied sciences by 1 May, but who wants to change programmes, must register with the university of applied sciences through Studielink before 1 September. The prospective student will be entitled to admission if he or she has completed and returned the completed electronic intake form within 1 month after registering, but no later than 15 September, and takes part in programme selection activities, provided these are still offered as per the regular schedule. (7.31c).
12. The prospective student who has registered in good time⁴ for a degree programme for which the selection procedure for admission has been put in place, but is not enrolled for

may permit enrolment until 30 September on the basis of Article 7 paragraph 6.

⁵ In the event of enrolment for a regular part-time variant of a bachelor or associate degree programme, the institute director may permit enrolment until 30 September on the basis of Article 7 paragraph 6.

this degree programme, may register for another degree programme at the university of applied sciences before 1 September, via Studielink. The prospective student is then entitled to admission. The prospective student is not obliged to return the electronic intake form, if sent, and has no right to a further programme selection activity or a programme selection recommendation.

Article 6a Part-time Flexibilization Pilot

With respect to the part-time variants of degree programmes participating in the Part-time Flexibilization Pilot, in addition to the regular enrolment date of 1 September, there are up to three other dates in the academic year by which a student may be enrolled. These enrolment dates are listed on the website and in the study guide of the relevant degree programme. Enrolment for a part-time variant of one of these degree programmes by an enrolment date as referred to in the previous sentence qualifies as a regular enrolment but not as an interim enrolment as referred to in Article 5 paragraph 7.

Article 7 Participation in a further programme selection activity

1. If taking part in the further programme selection activities is compulsory under Article 6, enrolment is possible only if the programme has established that the prospective student has complied with this further participation obligation.
2. The way in which the programme selection check is carried out is described on the website www.studiekeuze.hu.nl under practical information of the relevant degree programme⁶.
3. By means of the email address specified in Studielink or by telephone, the prospective student is invited in good time to participate in the further programme selection activity.
4. Participation in the further programme selection activity entitles the prospective student to a programme selection recommendation.
5. The prospective student is obliged to send a notification of absence as soon as possible and at any rate before the start of the further programme selection activity, if he has a valid reason, consisting of exceptional circumstances as described in appendix 2 of the HU Enrolment Regulations, for being unable to participate in the further programme selection activity. If these exceptional circumstances stand in the way of timely notification, the prospective student must report this as soon as possible.
6. The institute director will assess whether there are exceptional circumstances that prevent participation in the further programme selection activity. If asked, the prospective student should supply evidence of the exceptional circumstances relied on.
7. If it is determined that there are exceptional circumstances as a result of which the prospective student has not sent a notification of absence in good time or has not been able to participate in the programme selection activity, the prospective student will be invited for the next further programme selection activity and will be required to participate.
8. If in the situation described in the previous paragraph no further programme selection activity is offered as per the regular programme, the institute director will grant exemption from the obligation of participation in the further programme selection activity as referred to in paragraph 1 of this Article.
9. If the student does not participate in the further programme selection activity without valid reason and/or does not send notification of absence in good time, the student will forfeit

⁶ Here, you will also find information about whether and how a prospective student may participate in a programme selection activity if this is not mandatory.

the right of admission to the degree programme and the request for enrolment will be rejected.

Article 8 Level of tuition fees

Enrolment as a student (full-time, part-time or work-study) entails payment of tuition fees. The level of the tuition fees to be paid for each academic year is established in legislation (statutory tuition fees) or, alternatively, determined by the Executive Board (institutional tuition fees) (7.43, 7.45, 7.45a, and 7.46).

The various tuition fees can be found using the tuition fees guide:

www.studiekeuze.hu.nl/Aanmelden/Collegegeld/Collegegeldmeter

The amount of tuition fees that the student will need to pay is established in accordance with the WHW (Higher Education and Scientific Research Act) and related laws and regulations and the student is referred to the tuition fees guide.

Article 9 Request for termination of enrolment

1. At the request of a student to that end, submitted via Studielink, the institute director will terminate enrolment for a degree programme for the relevant academic year. Enrolment will be terminated effective from the month following the one in which the request was submitted (7.42.1)⁷, unless the student requests a later disenrolment, in which case the enrolment ends effective from the month specified by the student.
2. In the event of premature termination of enrolment, a partial refund of tuition fees paid is effected in accordance with the HU Enrolment Regulations.

Article 10 Termination after binding study advice

1. A student who has received binding negative study advice⁸ to which a rejection is attached, cannot re-enrol in the same degree programme as of 1 September of the following academic year or in any degree programmes that have the first-year audit⁹ in common with the relevant degree programme.
2. A student who enrolled for a programme on 1 February or later and received a binding negative study advice entailing a rejection before 1 February of the following academic year will be disenrolled on 31 January of that academic year. Subsequent enrolment per 1 September of the following academic year for that programme or programmes which share the first-year audit with the relevant degree programme in question will not be possible.

Article 11 Rights and obligations arising from enrolment

1. The most important rights and obligations arising from enrolment have been included in the next chapters of this Student Charter. Detailed information about these rights and obligations can be found in the regulations of the university of applied sciences that pertain to this Student Charter.
2. In addition to the provisions elsewhere in this Student Charter or in the associated regulations of the university of applied sciences, enrolment as a student creates the following rights:

⁷ The student is responsible for disenrolment via Studielink, as he/she is for terminating his/her student finance and student travel products with the Education Executive Agency DUO.

⁸ An urgent negative study advice does not involve outright rejection, so the student will be able to enrol for the relevant programme again. Whether a programme issues an urgent or binding study advice is set out in the study guide for the relevant programme.

⁹ For associate degree programmes read: the first period of 60 EC of the programme.

- a. the right of participation in education of at least the programme the student enrolled for;
 - b. the right to sit examinations pertaining exclusively to the programme enrolled for;
 - c. the right of access to the buildings belonging to the university of applied sciences and the educational facilities in them in accordance with the (house) rules established to that end;
 - d. the right to use all the facilities provided for the benefit of students, including services of a student counsellor and the right to student support and guidance;
 - e. the right to be able to complete a programme at the HU University of Applied Sciences Utrecht or another university of applied sciences within a reasonable time in the event that the Executive Board decides to terminate the programme.
3. In addition to the provisions elsewhere in this Student Charter or in the associated regulations of the university of applied sciences, enrolment as a student entails the following obligations:
- a. the obligation, in accordance with the relevant provisions in the Education and Examination Regulations, to participate in those units of study, where participation of the student is deemed necessary for educational reasons;
 - b. the obligation to do whatever may reasonably be expected from the student to progress successfully each academic year through the curriculum of the degree programme enrolled for.
4. Only the provisions in paragraph 2 sub b. and c. applies by analogy do the enrolment as an external student.

Article 12 Legal Protection

Regarding a decision taken by or on behalf of the institute director or the Executive Board on the basis of the HU Enrolment Regulations, the student involved may lodge a digital notice of appeal with the HU Legal Protection for Students Office. The period allowed for lodging an appeal is 6 weeks.

Article 13 Further enrolment regulations

1. The statutory rules regarding enrolment for degree programmes have been set out in chapter 7, title 2, 2a and title 3 of the WHW and in the HU Enrolment Regulations.
2. The HU Enrolment Regulations cover the following subjects among other things:
 - a. further requirements for enrolment;
 - b. enrolment procedure;
 - c. termination of enrolment;
 - d. payment of tuition fees and examination fees;
 - e. options for reduction of, exemption from or restitution of tuition fees.

4 EDUCATION AND EXAMINATIONS

See the HU Education and Examination Regulations 2019-2020. These can be found on www.reglementen.hu.nl.

5 PARTICIPATION

Article 14 Employees' and Students' Council

1. The university of applied sciences has an Employees' and Students' Council. This council consists of 20 members, half of whom have been elected by and from the members of staff of the university of applied sciences, and the other half have been elected by and from the students of the university of applied sciences.
2. The Employees' and Students' Council is authorized to discuss all matters pertaining to the university of applied sciences. The Employees' and Students' Council is authorized to submit proposals to the Executive Board and to express its views. The Executive Board will not make a decision about a proposal until at least one consultation meeting has taken place about this. The Executive Board must then respond to these proposals in writing, stating its reasons, within 5 weeks.
3. The Employees' and Students' Council has the authority to approve decisions by the Executive Board with regard to the decisions mentioned in Article 22 paragraph 1 of the Participation Regulations.

Article 15 Institute Council

1. Every institute has an Institute Council. The Institute Council consists of a number of members which has been established in accordance with the Participation Regulations, half of whom have been elected by and from the members of staff of the institute, and the other half have been elected by and from the students of the institute.
2. The Institute Council is authorized to discuss all matters pertaining to the institute. The Institute Council is authorized to submit proposals to the institute director and to express its views. The institute director will not make a decision about a proposal until at least one consultation meeting has taken place about this. The institute director must then respond to these proposals in writing, stating his reasons, within 5 weeks.
3. With regard to the institute director, the Institute Council exercises its right of approval with regard to the annual plan of the institute, the institute budget, the multi-year budget, the multi-year staffing plan, the institute policy plans and schemes mentioned in Article 22 paragraph 2 of the Participation Regulations, and the organizational structure of the institute.
4. If there is a dispute between the institute director and the Institute Council, and the institute director wishes to maintain his proposal, it will then be subject to the dispute resolution procedures as described in the Participation Regulations.

Article 16 Programme Committee

1. Each degree programme or group of degree programmes has a (common) programme committee consisting of three members of staff, three student members, a prospective student member from the first year, a prospective student member for the portfolio Quality and a prospective member from the professional field.
2. The Programme Committee is authorized to discuss all matters pertaining to the degree programme. The Programme Committee is authorized to submit proposals to the institute director and to express its views. The institute director will not make a decision about a proposal until at least one consultation meeting has taken place about this. The institute director must then respond to these proposals in writing, stating his reasons, within 5 weeks.

3. The Programme Committee has the powers as described in Article 22 paragraphs 6 and 7 of the Participation Regulations.
4. If there is a dispute between the institute director and the Programme Committee, or the Programme Committee has delivered an unfavourable opinion about the decision of the institute director as referred to in Article 22 paragraph 7 of the Participation Regulations, it will then be subject to the dispute resolution procedures as described in the Participation Regulations.

Article 17 Legal protection

The Executive Board and the institute directors ensure that students who participate in a Participation Council of the university of applied sciences will not be at a disadvantage in their position with respect to the university of applied sciences. This is also true for candidate members and former members.

Article 18 Further participation regulations

The statutory rules regarding participation have been set out in chapter 10 of the WHW and have been elaborated in the Participation Regulations (among other things with regard to composition, powers, functioning, facilitation and dispute resolution procedures).

6 STUDENT FACILITIES

Article 19 Student counsellor

1. The institute director is in charge of student facilities, including the services of the Student Counselling Office.
If an institute is (also) located outside Utrecht, then measures are taken to ensure that the Student Counselling Office is also accessible for the students in that location.
2. The student counsellors' duty is to provide information, advice and/or support to students with their questions/problems that may have an adverse effect on their studies, where the student counsellor takes an independent position.
Among other things, that advisory role includes:
 - a. pointing out the possibility of involving a mediator and referral to the student psychologists of the university of applied sciences;
 - b. with the consent of the student involved, giving advice in the assessment of "exceptional circumstances", which play an important part in shaping binding study advice in particular and financial support being awarded on the basis of the Graduation Support Scheme or the Emergency Fund Scheme¹⁰.
3. As a confidential counsellor, the student counsellor has a duty of confidentiality with respect to what a student tells him in this function. Personal data shared by the student with a student counsellor are not stored in a registration system without his permission.
4. The student counsellor does not provide information about an individual student to third parties without the explicit consent of the student involved.
5. The HU Student Counsellors Regulations contain further rules about position, duties and powers of the student counsellor, the service-providing nature of the contact between the student counsellor and the student and the rights of the student in this respect.

Article 20 HU Library

1. The university of applied sciences has a branch of the HU Library in one or more places, also for the benefit of education and research provided within the university of applied sciences.
2. A student is entitled to access to and use of the HU Library, physically, and also digitally via <http://www.bibliotheek.hu.nl> by presenting the student card and through HU login. This personal account must not be shared with anybody else.
3. Students are allowed to make a limited number of copies of copyrighted works without copyright payments and without permission from the copyright holders for the benefit of their own studies and exclusively for personal use. Digital copies of material from the HU Library must not be re-posted online or distributed without permission.
4. Unless they have obtained permission from the institute director, students are required to refrain from reproducing and/or publishing, by means of print, photocopy, microfilm or any other medium, any educational material, including the copying of software, of which the copyright is vested with the university of applied sciences and that has not been released under a Creative Commons licence.
This obligation also applies to full or partial processing.
5. Upholding copyright claims of third parties and of the university of applied sciences has been laid down in the HU Copyright Regulations.

¹⁰ For more on this topic, see Chapter 7 of this Charter.

Article 21 Sports facilities

By virtue of contractual arrangements, students of the university of applied sciences may use the sports facilities provided by the Mesa-Cosa (Olympos) foundation.

7 FINANCIAL SUPPORT

Article 22 HU Student Support Fund

The HU Student Support Fund is the scheme in which the financial support for students of the university of applied sciences has been worked out in more detail.

The HU Student Support Fund consists of the following separate arrangements.

1. Graduation Support Scheme (compensation of student grant, financial support if the student falls behind in his or her studies because of exceptional circumstances.)
2. Emergency Fund Scheme (gift in the event of acute financial distress as a consequence of unforeseen expenditure which cannot be reasonably insured)
3. Knowledge Grants Scheme (specific grants for students who must pay institutional tuition fees on account of their nationality)
4. Top Athletes Scheme (various provisions for students who are top athletes)
5. Administrative Grant Scheme (administrative grants for students who manage student organizations have been included. This scheme is run in cooperation with the University of Utrecht.)
6. Tuition Fees Exemption Scheme (2 options for students in a manager role to be exempt from paying the statutory tuition fees)

The allowance scheme for participation is set out in the Participation Regulations.

Article 23 Graduation Support Scheme

1. Graduation support is an option available to a person who:
 - a. has enrolled as a student for a degree programme at the university of applied sciences and owes statutory tuition fees, and;
 - b. claims or has claimed the performance-related grant (higher education) for that degree programme¹¹ as referred to in the Student Finance Act 2000 and,
 - c. during the period that the student claimed the performance-related grant (higher education), the student has fallen behind in his or her studies or is expected to do so as a result of exceptional circumstances, or
 - d. has enrolled for a degree programme which has not had its accreditation renewed, as a result of which the student can no longer claim student finance, and
 - e. who has satisfied all the procedural requirements.
2. Only the following are considered exceptional circumstances as referred to in paragraph 1 (7.51.2c-h and 7.51b):
 - a. illness of the student or her pregnancy and giving birth;
 - b. handicap or chronic illness;
 - c. exceptional family circumstances, including the exceptional circumstances of those with whom the student cohabits or with whom the student is in a LAT relationship;
 - d. the circumstance that the degree programme is structured in such a way that the student reasonably neither has been able nor will be able to sit the final examination within the period in which the student may claim the performance-related grant (higher education) (degree programme with insufficient time for studying)¹²;

¹¹ Please note:

Students who received student finance for the first time before 1 September 2015 by virtue of the WSF 2000 are entitled to the "performance-related grant" meaning a basic student grant.

Students who received student finance for the first time after 31 August 2015 by virtue of the WSF 2000 are entitled to the "performance-related grant higher education" meaning a supplementary grant, a student travel product or an allowance for a single parent family.

- e. activities carried out on an administrative or social level which are in the interest of the university of applied sciences or of the degree programme followed by the student (7.51 paragraph 2 sub b). This is at the discretion of the Director of Education, Research and Student Affairs (OO&S);
 - f. top-level sport status of the HU University of Applied Sciences Utrecht, in accordance with the Top Athletes Scheme;
 - g. circumstances other than those mentioned above which, if a request for financial support on the basis of those circumstances were not to be honoured, would lead to considerable unfairness. This is at the discretion of the Director of Education, Research and Student Affairs (OO&S).
4. Each exceptional circumstance that causes the student to fall behind in his or her studies and that may lead to a claim for graduation support must be reported to the student counsellor as soon as possible, but at any rate within five months after the start of the exceptional circumstance.
 5. The fact that a student has fallen behind in his or her studies as a result of an exceptional circumstance as referred to in this Article must have been acknowledged by the Director of Education, Research and Student Affairs (OO&S) before a claim for a payment on the basis of graduation support can be made.
 6. A request for the acknowledgement of the student having fallen behind must be submitted to the Graduation Support Committee, in accordance with the method described in the Graduation Support Scheme, after which the Committee will advise the director about the request. Having received this advice, the director will make a decision about the request for acknowledgement of the student having fallen behind.
 7. Once the director has acknowledged that the student has fallen behind as a consequence of exceptional circumstances, a request to award graduation support may be submitted to the Graduation Support Committee, in accordance with the method described in the Graduation Support Scheme, after which the Committee will advise the director about the request. Having received this advice, the director will make a decision about the request to award graduation support.

Article 24 Emergency fund scheme

1. A payment from the emergency fund in the event of financial distress may be made to a person who:
 - a. has enrolled as a student for a degree programme at the university of applied sciences, and;
 - b. is actually pursuing his or her studies and has a reasonable prospect of finishing his or her studies successfully;
2. The financial distress must meet the following criteria:
 - a. the situation must be acute and could not have been foreseen or prevented;
 - b. the situation must be incidental instead of structural or of an intermittent nature;
 - c. the situation must be such that it can be resolved by a one-off help effort;
 - d. there is no prospect of financial assistance in this emergency situation from other bodies, such as student finance, a scheme for special assistance (municipality), healthcare insurance, housing benefits, or the WVG (Wet Voorzieningen Gehandicaptten, the Disability Provision Act);
 - e. the problem must be limited in extent; the Emergency Fund does not provide help involving huge sums;
3. An application for financial support from the Emergency Fund will need to be submitted to the Emergency Fund Committee in accordance with the method described in the Emergency Fund Scheme, via the student counsellor, who will then advise the Director

of Education, Research and Student Affairs (OO&S). The director will make a decision as soon as possible after the application has been received.

Article 25 Knowledge grant scheme

1. Financial support on the basis of a knowledge grant may be available to the person who:
 - a. has enrolled for a degree programme at the university of applied sciences, for which no degree has been awarded yet, and
 - b. does not belong to one of the groups of persons as referred to in Article 2.2. of the WSF 2000, and who is not a Surinamese national;
 - c. meets the other requirements established by the head of the International Office.
2. Financial support on the basis of a knowledge grant may be used as compensation for:
 - a. the cost of living for excellent new students or transfer students from non-EEA countries;
 - b. other internationalization initiatives.
3. In accordance with the method described in the Knowledge Grant Scheme, the application for a knowledge grant must be submitted to the head of the International Office. The head of the International Office decides whether the conditions for the application have been met.

Article 26 Top athletes scheme

1. Provisions as referred to in paragraph 2 are available to the person who:
 - a. has enrolled as a student at the university of applied sciences and owes statutory tuition fees, and;
 - b. during (a part of) the study belongs to one of the categories established by the NOC*NSF (Dutch Olympic Committee*Dutch Sports Federation), namely:
 - practises sport at the highest levels internationally, such as participating in European (Youth) Championships, World (Youth) Championships and the Olympic Games;
 - performs well at a national level, is a member of the Dutch National Junior Team or is considered an up-and-coming talent;
 - c. does not claim financial support on the grounds of another provision (for example the study guarantee fund of the NOC*NSF);
 - d. who has satisfied all the procedural requirements.
2. The provisions on which the student/top athlete may rely consist of:
 - a. flexible educational opportunities, to the extent that they can be realized within the degree programme
 - b. mediation in extra training facilities;
 - c. reimbursement of (a part of) the special costs which are associated with playing top-level sport;
 - d. financial support in the event of the student falling behind his or her studies as a result of playing top-level sport.
3. A request for financial support must be submitted to the top-level sport coordinator of the university of applied sciences in accordance with the method described in the Top Athletes Scheme. The top-level sport coordinator checks the application for completeness and then forwards it to the Top-Level Sport Committee. The Top-Level Sport Committee makes a recommendation to the Director of Education, Research and Student Affairs (OO&S), after which he or she decides on the application.

Article 27 Administrative grant scheme

1. An administrative grant may be available to the person who meets all of the below requirements:

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- a. the student has a management function in a student organization for which an administrative grant has been made available by virtue of this scheme;
 - b. the student who applies for an administrative grant from HU University of Applied Sciences Utrecht or the University of Utrecht respectively, has enrolled "as student" with HU University of Applied Sciences Utrecht or the University of Utrecht respectively during his or her management year and has paid statutory tuition fees and also receives a study grant in that year;
 - c. the management position is occupied:
 - by a student in a HPE bachelor's degree programme: within the first 72 enrolment months in higher education;
 - by a student in a one-year HPE master's degree programme: within the first 84 enrolment months in higher education;
 - by a student in a one-and-a-half-year HPE master's degree programme: within the first 90 enrolment months in higher education;
 - by a student in a two-year HPE master's degree programme: within the first 96 enrolment months in higher education;
 - d. (if applicable) the student can be shown to be ineligible for a negative binding study advice for the programme for which he or she is enrolled during the management year;
 - e. on the assessment date, the student has achieved an average study progress of 30 credits per year of enrolment with an institute of higher education. To determine this progress, the following assessment dates are used:
 - management activities commencing between 1 September and 1 January: 1 September
 - management activities commencing between 1 January and 1 May: 1 January
 - management activities commencing between 1 May on 1 September: 1 MayTo establish the study progress, all registered credits achieved for degree programmes in higher education will count. This will take into account the fact that the student has fallen behind his or her studies as a result of
 - exceptional circumstances that have led to graduation support
 - management activities, which have been acknowledged with an administrative grant, and
 - participation in a HU/UU management or participatory body;
 - f. upon assuming the management function, the student has not yet passed the final examination for the degree programme the student is following at that time, as a result of which he/she no longer meets the relevant requirements under this Article.
2. Subject to the conditions mentioned in the first paragraph, the student who:
 - is not entitled to student finance because he/she does not meet the requirement regarding nationality of Article 2.2 of the Student Finance Act 2000; or is only eligible for the tuition fees credit because of the nationality requirement,
 - yet meets all other requirements for the right to student finance (such as age etcetera) may be eligible for an administrative grant.
 3. An application for an administrative grant must be submitted to the Director of Education, Research and Student Affairs (OO&S) in accordance with the method described in the Administrative Grant Scheme for student managers in student organizations before the management position is taken up. The director will make a decision about the application on behalf of the Executive Board.

Article 28 Tuition fees exemption scheme

1. The student is eligible for a one-off exemption from paying the statutory tuition fees to HU University of Applied Sciences Utrecht, for a period of no more than one academic year, if the student:
 - a. does not attend any courses or sit any examinations in the relevant academic year, and
 - b. is able to demonstrate that he has a full-time management position. Full-time management means that the student receives ten administrative grants or similar

compensation or engages in the following activities or occupies positions for 0.8 FTE or more, this may be a combination of the activities listed below:

- i. Is a member of and holds a management position in a student organization / study association with full legal capacity, recognized by HU University of Applied Sciences Utrecht,
 - ii. Is a member of the Central Employees' and Students' Council/Employees' or Students' Council within HU University of Applied Sciences Utrecht,
 - iii. Is a member of one Institute Council within HU University of Applied Sciences Utrecht,
 - iv. Is a member of one (Joint) Course Committee within HU University of Applied Sciences Utrecht,
 - v. Organizes activities on an administrative or social level which the university of applied sciences deems to be in the interest of the institute or the education provided by that institute as well, and
- c. the membership or activities as referred to in the previous paragraph are not of a commercial nature.
2. A request for eligibility for the scheme as referred to in paragraph 1 of this Article may be submitted to the Director of Education, Research and Student Affairs (OO&S), who will decide on the application.
3. A student, if he or she were enrolled at an institute would claim a form of student finance as referred to in Article 5.2 WSF 2000 and has had an application for financial support by virtue of the Student Support Fund accepted on the grounds of:
- a. Graduation Support Scheme, Article 2 paragraph 1 sub e and g,
 - b. Administrative Grant Scheme, or
 - c. Top-Level Sport Scheme,

may choose to refrain from enrolment for up to one year, while maintaining the financial support he or she would have received if he/she had been enrolled. In that case, it will be established in an agreement between the university of applied sciences and the student that the student is entitled to financial compensation, without being enrolled for the degree programme for the relevant academic year.

Article 29 Legal protection

If the student's application for financial support is rejected, the student may lodge an appeal against the decision via the HU Legal Protection for Students Office. The period allowed for lodging an appeal is 6 weeks. This is in accordance with the procedures for appeals as laid down in the HU Legal Protection for Students Regulations.

8 MAINTAINING LAW AND ORDER, INAPPROPRIATE CONDUCT AND SANCTIONS

Article 30 Orderly operations

1. With a view to the efficient and smooth running¹³ of the university of applied sciences, the norms and further regulations and instructions as established by or on behalf of the Executive Board or the institute director are in force, in addition to legislation and the norms ensuing therefrom. These norms, requirements and instructions may relate to, but are *not* limited to the following subjects:
 - a. verbal, physical and sexual intimidation or harassment or other forms of inappropriate conduct;
 - b. the use of the buildings and grounds and the facilities there, both inside and outside the period of education. These include in any event the following:
 - the obligation to use the facilities and materials provided by the university of applied sciences carefully and in the prescribed manner;
 - the obligation, if material has been provided to students on a rental or loan basis, whether or not on certain conditions, to return this material at the agreed time in the state it was in when it was received, and to pay compensation for any damage detected upon its return which in the opinion of the institute director can be attributed to the student;
 - c. reporting student absence as a result of illness or other causes;
 - d. timetable changes and gap hours;
 - e. exceptional circumstances.
2. Within the university of applied sciences, there is a general ban on wearing clothing that covers the face, without prejudice to the authority of department directors to introduce additional requirements regarding the dress code in the study guide, if the practical implementation of education necessitates this.
3. Pursuant to the Working Conditions Act and the Working Conditions Decree on Education, the students have the following obligations:
 - a. the obligation to act with appropriate care when working and studying;
 - b. the obligation to make themselves aware of (safety) requirements that relate to work and study;
 - c. the obligation to follow safety provisions correctly and to wear or use compulsory protective equipment
 - d. the obligation to report dangerous and/or unhealthy work situations to the relevant institute director.
4. In the event of a breach of the law and the ensuing norms or a breach of the norms, requirements or instructions as referred to in paragraphs 1 and 2, or non-fulfilment of the obligations referred to in paragraph 3, the following measures may be taken by the institute director:
 - a. the issuance of a warning or reprimand;
 - b. the denial of access to buildings and sites of the university of applied sciences for the duration of one year at most;
 - c. termination of enrolment during one year at most;
 - d. definitive disenrolment if the student continues to be in breach despite admonishments.
5. If a student, on whom a sanction has been imposed pursuant to paragraph 4 sub b, is disenrolled at his or her request in the meantime, the (remainder of the) sanction will be carried out after all in the case of any re-enrolment.
6. A measure as referred to under paragraph 4 sub b is also a reason for exclusion as a member of participatory bodies and Programme Committee, because the student is

¹³ These also include behaviours relating to the enrolment of the student at the university of applied sciences, but which do not take place inside its walls.

unable to fulfil his obligations as a member of the relevant bodies.

Article 31 Application of measures

1. Before the institute director decides to take a measure as referred to in the previous Article, the institute director will give the student the opportunity to be heard on the matter.
2. The decision by the institute director to apply a measure, including the reasons, will be communicated to the student in writing as soon as possible, but at any rate within 3 weeks after the student has been heard.
3. In taking the measure of denial of access to buildings and sites of the university of applied sciences, it may be decided that this measure will not be implemented if and so long as the student involved complies with special conditions.
4. Without prejudice to the provisions of paragraph 1 and paragraph 2, the institute director may in serious situations decide to deny the student access to the buildings and the sites temporarily but with immediate effect. This measure will last 2 weeks at most.
5. A measure of denial of access to buildings and sites of the university of applied sciences may be contested by the person whose interests are directly affected by this measure, by lodging an appeal against the decision digitally via the HU Legal Protection for Students Office. The period allowed for lodging an appeal is 6 weeks. This is in accordance with the procedures for appeals as laid down in the HU Legal Protection for Students Regulations.

Article 32 Iudicium Abeundi (proof of unsuitability)

1. In extraordinary cases and after careful consideration of the interests of the student and the institution, the Executive Board may decide to terminate or refuse the student's enrolment, if the student's conduct or remarks suggest that he is unsuitable for one or more of the professions for which the course that he is following is preparing him or her, or for practical preparation for pursuing that profession.
2. A measure as referred to in paragraph 1 may also be imposed for other degree programmes with a specialization similar to, or (given the practical preparation for pursuing that profession) is related to the degree programme for which the student has been rejected pursuant to paragraph 1.
3. A decision as referred to in paragraph 1 will become effective immediately for an unlimited period of time. The student in question cannot be enrolled for that degree programme again, unless he has demonstrated to the satisfaction of the Executive Board that he is no longer unsuitable.

Article 33 Iudicium Abeundi Procedure

1. A measure as referred to in Article 32 paragraph 1 is preceded by substantiated advice from the Examination Board or the institute director.
2. Before a measure as referred to in Article 32 paragraph 1 is taken, the student involved will be heard.
3. The decision by the Executive Board will be recorded in writing and its reasons will be stated. The decision will be communicated to the student by registered post as soon as possible, but at any rate within three weeks after the student has been heard.
4. The student involved may lodge an appeal against the measure as referred to in Article 32 paragraph 1 via the HU Legal Protection for Students Office. The deadline for lodging an

appeal is 6 weeks. This is in accordance with the procedures for appeals as laid down in the HU Legal Protection for Students Regulations.

Article 34 Revocation and termination of enrolment by the university of applied sciences

1. Enrolment may be revoked, if a student does not respect the objectives of the university of applied sciences. Revocation of enrolment is effected by the Executive Board, on the recommendation of the institute director, in writing with the reasons. (7.37 paragraph 4).
2. Enrolment may be revoked if there is a well-founded fear that the student will abuse that enrolment and its associated rights by seriously undermining the unique nature of the university of applied sciences, or if evidence has come to light that the student has abused the enrolment and the associated rights in this way. Revocation of enrolment is effected by the Executive Board, on the recommendation of the institute director, in writing with the reasons. Revocation is not possible if there is no opportunity for the student to follow the degree programme at another university of applied sciences (7.37 paragraph 5 and paragraph 6).
3. Enrolment of a student from a country outside the EEA will be terminated with immediate effect if, after enrolment, for whatever reason, it becomes clear that the student's residence in the Netherlands was not lawful on the first day on which the degree programme began and to which the first enrolment related (7.32.6).
4. Enrolment may be terminated if the tuition fees have not been paid despite reminders. Enrolment will then be terminated effective from the 2nd month following the first reminder (7.42 paragraph 2).
5. Enrolment may be terminated if a student has committed irregularities in accordance with the provisions in Article 4.11.1. of the Education and Examination Regulations (7.12b paragraph 2).
6. Enrolment may be terminated for the duration of a year if the student has failed to comply with the public order requirements as referred to in Article 30 of this Student Charter (7.57 h. 1).
7. Enrolment may be terminated definitively if a student in spite of a reminder to that effect breaches rules of public order and/or causes great nuisance. See also Article 30 of this Student Charter (7.57h paragraph 2).
8. If the student's conduct or remarks suggest that he is unsuitable for one or more of the professions for which the course that he is following is preparing him or her, or unsuitable for practical preparation for pursuing the profession related to the degree programme in question, the Executive Board, following the advice of the Examination Board or institute director and after careful consideration of the interests at stake, may terminate enrolment. Further rules of a procedural nature have been included in Articles 32 and 33 of this Student Charter (7.42a).
9. The powers of revocation or termination of enrolment have been delegated to the institute director by the Executive Board, unless the relevant provision explicitly states that these powers are exercised by the Executive Board.

9 LEGAL PROTECTION

Article 35 Protection of privacy

1. The student has the right to request the following among other things:
 - a. whether his or her personal data are processed within the university of applied sciences;
 - b. if yes, to be provided with an overview of these personal data or alternatively to have access to these data;
 - c. if the data in the overview are factually incorrect, do not sufficiently meet the purpose of processing or are not relevant to that purpose or if the data conflict with a statutory requirement, to rectify, amend or delete these data;
 - d. whether his or her data from the system have been provided to third parties;
 - e. a copy of the processed personal data from the file.
2. The university of applied sciences will without any delay and at any rate within one month furnish the student with information about their response to the request. Depending on the complexity of the request, this period may be increased by two months. The university of applied sciences will inform the student of such an extension within one month. In processing the request, the university of applied sciences will comply with the provisions of the General Data Protection Regulation (GDPR).
3. At all times, the student is entitled to object to the processing of his or her personal data.
4. The student may contact the Data Protection Officer of the university of applied sciences about anything related to the processing of his or her personal data. The Data Protection Officer is required by law to maintain confidentiality in performing his or her duties.
5. No later than two years after termination of enrolment will all personal data of the student be removed from file, unless a longer period is deemed to be effective or is necessary by virtue of a legal obligation. Personal data of persons not enrolled upon admission by the university of applied sciences will be removed from file no later than 1 year after the commencement of the new academic year.
6. Collection, storage, correction and transfer of personal data have been regulated in more detail in the General Data Protection Regulation (GDPR) and the policy of the university of applied sciences which is based on this.

Article 36 Confidential counsellor

1. Each location has at least one confidential counsellor. Each confidential counsellor is appointed by the Executive Board.
2. Each student and each staff member of the university of applied sciences who is confronted personally with inappropriate conduct¹⁴ (including verbal, sexual or physical intimidation or harassment) of staff members or (fellow) students of the university of applied sciences or who has witnessed this within the university of applied sciences can report this to the confidential counsellor.
3. Students can also report to the confidential counsellor any forms of inappropriate conduct experienced at the internship site. The confidential counsellor will in that case advise the institute director on the actions to be taken with regard to the internship and the site involved.

¹⁴ Inappropriate conduct may consist of consciously or unconsciously offending another person, which may include: blatant bullying or harassment, verbal, physical and psychological violence, expressions of intolerance, violation of integrity, fundamentalism, radicalism and extremism, sexual intimidation and sexual abuse, as described in more detail in Article 1 paragraph 8 of the HU Regulations on Inappropriate Conduct.

4. Reporting inappropriate conduct to the confidential counsellor can be done orally or in writing. To this end the complainant may turn to a confidential counsellor.
5. A confidential counsellor has the following duties, among other things:
 - a. acting as a contact for students and members of staff who are confronted personally with inappropriate conduct in their work or study environment or have witnessed inappropriate conduct in those environments;
 - b. providing support, counselling and after-care to students and staff members who have been confronted with inappropriate conduct;
 - c. offering assistance to the complainant in a complaint procedure involving the complaints committee or in requesting help from internal or external aid or support agencies.
6. Among other things, the following has been addressed in the HU Regulations on Inappropriate Conduct:
 - a. the further duties and powers of the confidential counsellor;
 - b. the guarantee of an independently functioning of the confidential counsellor.

Article 37 Legal protection of students at institutes

1. The university of applied sciences sees to it that a number of digital Legal Protection for Students Offices are provided.
2. Each student may lodge a complaint with the Institute Office or directly with the investigating body, in accordance with the provisions of the HU Legal Protection for Students Regulations using the forms designed for that purpose. A complaint may also be lodged orally.
3. The Institute Office will see to it that the matter is forwarded to the body responsible for investigation on the basis of the applicable regulations. The office will inform students about the procedures and may refer students for advice and support, for example the confidential counsellor or the mediator.
4. The deadline for lodging complaints is depending on the nature of the complaint. Please refer to the HU Legal Protection for Students Regulations.
5. The investigating body will process the complaint in accordance with the procedures included in the HU Legal Protection for Students Regulations and will in principle make sure that a decision regarding the complaint will be made within 2 weeks.

Article 38 HU Legal Protection for Students Office

1. The student, student to be, or former student who is designated as an interested party in that decision, may digitally lodge an appeal against the decision with the HU Legal Protection for Students Office.
A complaint can be submitted with the HU Legal Protection for Students Office directly. Complaints can be submitted orally if so required.
If it's a decision regarding a complaint as referred to in Article 37 paragraph 5 of the Student Charter with the HU Legal Protection for Students Office, a request for a review can be submitted to the HU Legal Protection for Students Office.
2. The HU Legal Protection for Students Office will see to it that the matter is forwarded to the body responsible for investigation on the basis of the applicable regulations. The office will inform students about the procedures and may refer students for advice and support, for example the confidential counsellor or the mediator.
3. The periods for submitting an appeal or a request for a review are as follows:

- 6 weeks for decisions and decisions regarding complaints that do not relate to treatment;
- 1 year for complaints relating to treatment, with the exception of inappropriate conduct, calculated from the date on which the alleged conduct was displayed;
- 2 years for complaints relating to inappropriate conduct, calculated from the date on which the alleged conduct was displayed;

Article 39 HU Bodies for Legal Protection of Students

1. The Executive Board has set up the following bodies for processing appeals and requests for reviews of complaints:
 - the Board of Appeal Concerning Examinations
 - the Disputes Advice Committee;
 - the Student Complaints Committee;
 - the Inappropriate Conduct Complaints Committee
2. The Board of Appeal Concerning Examinations will make an assessment based on Article 7.61 WHW about the appeal brought against:
 - a. decisions as referred to in Article 7.8b paragraph 3 and 5 (binding study advice), Article 7.9 paragraph 1 (binding referral);
 - b. decisions regarding having passed the final examination as referred to in Article 7.9d WHW;
 - c. decisions, other than decisions of general application, taken on the grounds of the provisions both by virtue of or pursuant to title 2 of chapter 7 of the WHW, regarding admission to examinations;
 - d. decisions, taken on the basis of supplementary research, as referred to in the Articles 7.25 paragraph 5 and 7.28 paragraph 4 WHW;
 - e. decisions of examination boards and examiners;
 - f. decision of committees as referred to in Article 7.29 paragraph 1 WHW (exemption on the grounds of an admission test);
 - G. decisions, taken on the grounds of Article 7.30b WHW regarding admission to the degree programmes as referred to in that Article (master's degree programmes).
3. The Disputes Advice Committee advises the Executive Board pursuant to Article 7.68 WHW on the appeal brought against decisions made on the grounds of the provisions by virtue of or pursuant to chapter 7 of the WHW, other than those referred to in paragraph 2 of this Article and Article 7.61 WHW.
4. The Student Complaints Committee deals with requests for a review of complaints by students who believe their interests to have been affected by an action or decision of a staff member, another student or any institute body. A request for a review or complaint cannot be submitted regarding:
 - a) decisions with legal effect which allow appeals to be brought;
 - b) actions or decisions for which another procedure is available on the grounds of HU regulations;
 - c) if a complaint has already been submitted about the same action or decision;
 - d) decisions of general application.
5. The Board of Appeal Concerning Examinations, the Disputes Advice Committee and the Student Complaints Committee do not deal with claims for compensation.
6. The Inappropriate Conduct Complaints Committee advises the Executive Board on requests for a review and complaints relating to inappropriate conduct as referred to in Article 1 paragraph 8 of the HU Regulations on Inappropriate Conduct.

7. The statutory regulations regarding appeals and complaints have been established in chapter 7 of the WHW and laid down in the HU Legal Protection for Students Regulations and as far as inappropriate conduct is concerned, in the HU Regulations on Inappropriate Conduct.
8. The HU Legal Protection for Students Regulations and/or the HU Regulations on Inappropriate Conduct cover the following subjects, among other things:
 - a) composition of and appointment to the Board of Appeal Concerning Examinations, the Disputes Advice Committee, the Student Complaints Committee and the Inappropriate Conduct Complaints Committee;
 - b) the further duties and powers of these bodies;
 - c) the manner of lodging an appeal, and/or submitting a request for a review or lodging a complaint;
 - d) the preliminary investigation and hearing;
 - e) the substance of the decision and/or the advice.

Article 40 Appeal to CBHO

1. A decision by the Board of Appeal Concerning Examinations, or a decision by the Executive Board following advice from the Disputes Advice Committee may be challenged by any person concerned, within 6 weeks of the day on which the decision in question was announced in the manner prescribed, via the CBHO (College van Beroep voor het hoger onderwijs, the Appeals Tribunal for Higher Education) in The Hague. (7.66).
2. No appeal can be brought regarding the handling of a complaint or a request for a review.¹⁵

¹⁵ Article 9.3 General Administrative Law Act.

10 FINAL PROVISIONS

Article 41 Unforeseen circumstances

Cases not covered by this Student Charter which require an immediate decision are decided by the Executive Board. The decision will be communicated to the institute directors immediately.

Article 42 Entry into force

This revised Student Charter becomes effective on 1 September 2019 and may be quoted as "Student Charter HU 2019-2020".