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Date

1 September 2021

Version

1 September 2021

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**STUDENT
CHARTER
HU UNIVERSITY
OF APPLIED
SCIENCES
UTRECHT
2021-2022**

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Determined by the Executive Board on 1 June 2021, with the approval of the Employees' and Students' Council on 18 June 2021.

These Regulations come into force on 1 September 2021.

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), HU University of Applied Sciences Utrecht is legally required to lay down the rights and obligations of the students in a Student Charter. These rights and obligations ensue directly from that Act, or from the subsequent arrangements made by the HU on the basis of this Act. The Student Charter aims to give the student a clear picture of the student's legal position.

A student's right often implies an obligation on the part of the institutional administration of the HU, i.e. 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. Therefore, the Student Charter also contains the instructions given to the Institute Director.

The rights and obligations of the students are *outlined* in the Student Charter. For concrete details, the reader is referred to the specific Regulations of the HU, 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. Specific arrangements of the HU may also be amended or modified (temporarily) in connection with the emergency measures imposed by the national government to limit the spread of the COVID-19 virus. The Student Charter must therefore be read in combination with these specific HU Regulations.

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

This Student Charter also regularly refers to legislation (WHW, WSF 2000, i.e., the Dutch Student Finance Act 2000, etc.). In the event of any conflict, the statutory regulation prevails. The text of the WHW (in Dutch) can be viewed in the HU Library and can also be found online at <http://wetten.overheid.nl/>.

Finally, to improve readability, where the Student Charter refers to "he" or "the student", this is meant to include females as well.

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 HU students may receive pursuant to Article 7.51 WHW if they perform any recognised management activities during their studies. The details are worked out in the Administrative Grant Scheme.
3. **Administrator:**
Someone who is in charge of the day-to-day running of an organisational unit within the HU. The administrator is responsible for the registration and processing of personal data in accordance with the General Data Protection Regulation (GDPR). The administrator is also responsible for the technical management of equipment used.
The following distinctions can be made:
 - a. the administrator of the HU:
the administrator processing the personal data of students at HU level. This is the director of the Facilities, Operations and Logistics Department;
 - b. the administrator of the institute:
the administrator processing the personal data of students at institute level. This is the director of the relevant institute.
4. **Associate Degree (AD):**
A two-year degree programme that is practice-based. An AD programme is 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. **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 HU Legal Protection for Students Regulations. The Board passes judgment in appeal procedures lodged by students against decisions of examination boards and examiners.
6. **Body:**
A person or group of persons who pursuant to a generally binding provision has or have been endowed with certain powers within the HU.
7. **BRON HO, Basisregister Onderwijs Hoger Onderwijs (Basic Register of Education Higher Education)¹:**
A central register containing data of all those who have enrolled with a university (of applied sciences). BRON HO is a part of DUO (Dienst Uitvoering Onderwijs, the Education Executive Agency).
8. **Degree programme:**
A coherent set of units of study as referred to in Article 7.3.2 WHW. A degree programme has well-defined objectives in the area of knowledge, insight and skills, which the person

¹ The Basic Register of Education Higher Education (Basisregister Onderwijs Hoger Onderwijs or BRON HO) 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 (CRIHO) as of January 2014.

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who completes the programme is required to have acquired. 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 HU Legal Protection for Students Regulations. The Disputes Advice Committee issues advice in appeals by students that do not concern the decisions of Examination Boards and examiners, for example decisions regarding enrolment in or disenrolment from the degree programme.
10. Education and Examination Regulations (OER):
The Regulations pertaining to a particular degree programme or group of degree programmes, as referred to in Article 7.13 WHW. The most important matters about education and exams for the entire HU (OER-HU) are dealt with in these Regulations. Further details are provided at programme level, in the individual study guides of each degree programme. (can be found via Ask HU).
11. Employees' and Students' Council:
The participation council of the HU 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 laid down in the HU Participation Regulations.
12. European Credit (EC):
A European Credit (EC) refers to 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.
14. Exam:
An assessment of the knowledge, insights and skills of a student, including an evaluation of these. Every course is concluded with an exam. There are various types of exams, such as written or digital exams, verbal exams, and assessments. The WHW (Higher Education and Scientific Research Act) also refers to examinations as 'tentamen'.
15. Examination Board:
A board created in accordance with Article 7.12 WHW for the purpose of setting, organising and coordinating examinations in one or more degree programmes and ensuring the quality of these examinations.
16. Executive Board:
Administrative body of the HU, 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.
17. 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 HU as an external student.
18. External student:
The person who, in accordance with Article 7.32 ff. of the WHW, has enrolled at the HU as an external student. An external student is not entitled to attend classes, but may take part in examinations and use certain study facilities.
19. Final examination (final exam):

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The final assessment of a completed degree programme or first-year phase of the bachelor's programme. 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 WHW)
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 therefore counts as educational activity.
22. Graduation support:
The (financial) support students of the HU 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 an 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 set up by the Executive Board as referred to in Article 7.59a WHW. Students can submit their complaints and appeals here. The office forwards these to the 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 in the Regulations Regarding Inappropriate Conduct (can be found via Ask HU).
25. "Initieel" degree programme:
Higher education following on from the second phase of secondary education and senior secondary vocational education.
26. Institute
An organisational unit in charge of providing among other things:
 - one or more Bachelor's Degree programmes registered in CROHO (Centraal Register van Opleidingen in het Hoger Onderwijs, i.e. the Central Register of Higher Education Study 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-initiële" courses, and/or;
 - commercial activities, such as offering courses.
27. Institute Council:
The sub-council (participatory body) of an institute as referred to in Article 10.25 WHW. Its set-up, composition and powers have been laid down in the HU Participation Regulations.
28. Institute Director
The person managing an institute, with duties and powers as described in the Management and Administration Rules (can be found via Ask HU).
29. Institutional tuition fees:
The tuition fees for any academic year as established by the Executive Board for

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students who enrol in a degree programme at the HU and who, pursuant to Article 7.45a paragraph 1 WHW, are not entitled to the statutory tuition fees. See also: statutory tuition fees.

30. **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.
31. **Minor:**
A coherent set of one or more courses, with which students can define their optional subjects component. See also: optional subjects component.
32. **Optional subjects component:**
Part of the main phase of a Bachelor's degree (30 EC) that a student may complete according to his own design. This can be done with courses from another degree programme at the HU or with a minor and/or individual optional courses from external institutions of higher education.
33. **Part-time degree programme:**
A degree programme that is structured in such a way that the student can perform other activities alongside his educational activities. Under certain conditions, those activities may be considered a course in which the competencies acquired in that course will be tested. (7.27 WHW)
34. **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. The details about the level of the statutory tuition fees can be found in Article 7.45 paragraph 4 (full-time) or paragraph 5 (part-time and work-study) WHW respectively.
35. **Student:**
The person who, in accordance with Article 7.32 ff. of WHW and other statutory regulations, has enrolled as a student at the HU in either a full-time, part-time or work-study programme.
36. **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 laid down in the HU Legal Protection for Students Regulations. (can be found via Ask HU).
37. **Studielink:**
The system where a (prospective) student can submit a request for (re)enrolment for a degree programme at a university (of applied sciences) online. The issuance of a digital authorisation, disenrolment or the communication of a change of address takes place via Studielink.
38. **Study advice:**
Advice as to whether or not to continue a particular degree programme. Given to the student in the first-year phase of the Bachelor's degree programme or in the first year of enrolment for the Associate Degree programme. The advice may take the form of a negative binding study advice, otherwise known as a 'rejection'.
39. **Study guide:**
The information guide authorised by the Institute Director, providing information to students regarding one or more degree programmes. The study guide is an elaboration of and supplement to the OER-HU (see also: Education and Examination Regulations)

40. Study Programme Committee (SPC):
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 defined in the Participation Regulations (can be found via Ask HU).
41. University of applied sciences:
Hogeschool Utrecht Foundation (HU).
42. Week:
A period of seven consecutive days, with the exception of generally recognised public holidays which have been included in OSIRIS. Only the annual summer and Christmas breaks, as determined by the HU Legal Protection for Students Office have the effect of extending the periods allowed for lodging appeals.
43. WHW:
Wet op het Hoger onderwijs en Wetenschappelijk onderzoek (Higher Education and Scientific Research Act), as published in the *Staatsblad* (Bulletin of Acts and Decrees) (1992 no. 593, including the later additions and amendments).
44. Work placement:
A course of a degree programme that a student follows inside or outside the HU as a practical preparation for the professional practice.
45. Work-study programme
Programme in which receiving education is interspersed with professional practice in connection with that education. The professional practice is part of the curriculum of the degree programme and can therefore be valued in ECs.
46. WSF 2000:
Wet op de Studiefinanciering 2000 (Student Finance Act 2000), including the later additions and amendments.

Article 2 Scope

1. The provisions of the Student Charter only apply to those who are enrolled at the HU 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 also apply to anyone enrolled at the HU as an external student. Insofar as the application of the Articles is limited, this will be indicated in the relevant Article or in the relevant specific Regulations.
3. With the exception of the provisions of Chapter 6 and Chapter 7, the provisions of this Student Charter also apply to students enrolled for a “post-initiële” master's degree programme.
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 3 Content and disclosure

1. This Student Charter contains the rights and obligations of students enrolled at the HU. 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 HU that are based on it.
2. The further Regulations pertaining to this Student Charter are:
 - HU Enrolment Regulations;
 - HU Education and Examination Regulations (OER-HU);
 - 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 4 Enrolment as a student or external student

1. If you wish to use educational facilities, exam facilities or other facilities for following an “initiële”² degree programme at the HU, then you will have to enrol as a student (Article 7.32 paragraph 1 WHW).
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. You can submit a request for enrolment via Studielink. We cannot proceed with your enrolment as a student or external student until you have registered yourself in time for the degree programme to which your enrolment relates, via Studielink and in accordance with the law and other established rules.
4. The actual enrolment takes place per degree programme and for a specific variant (full-time, part-time and work-study) and it is done by the director of the institute offering the programme. (7.23 paragraph 3 WHW)
5. To guarantee professional practice within a work-study programme, a three party agreement will be entered into with the institute management, the student and the company or organisation 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(s) of professional practice;
 - b. the student’s supervision;
 - c. the qualities with respect to knowledge, insight and skills that students need to achieve during the period(s) of professional practice and the assessment of these, 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 meantime³.
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 variant of a Bachelor’s degree programme and,
 - b. the HU 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 7 will be regarded as an application for interim enrolment. Criteria for interim enrolment may be laid down in the study guide. Interim enrolment starts on the first day of the month after which it has been established that all enrolment conditions have been satisfied. At the student’s request, enrolment may start later (but it will always be on the first of a month). This enrolment will not take place

² The enrolment for a “post-initiële” Master’s degree programme is governed by Article 9 HU Enrolment Regulations.

³ A few degree programmes allow a regular intake on 1 February. Please refer to the website and study guide of the relevant degree programmes.

with retrospective effect.⁴

- 10 If a student is unable to enrol by 1 September of the academic year on account of a negative binding study advice, against which he has lodged an appeal, and eventually the student is vindicated, but the decision to appeal is not made until 30 September of the relevant academic year or afterwards, the students can at his request be enrolled as of 1 September of the relevant academic year after all. The student is required (if he 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. Furthermore, the student must meet all the conditions of enrolment within that period.

The above also applies to a prospective student successfully lodge an appeal against the decision of the Institute Director regarding refusal of admission.

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

Article 5 Registration 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 first year of an Associate Degree (AD) programme or the first-year phase of a Bachelor's degree programme. You can only enrol as a student for these programmes if all the requirements as referred to in this Article have been met.
2. This Article does not apply to degree programmes for which a selection procedure has been set up.
3. The programme selection activities of the HU ("Programme selection check") consist of a digital intake, an online programme selection consultation interview and a programme selection recommendation. The programme selection activities are offered in such a (digital) format that the participants do not need to be present in person. If you have taken part in a programme selection consultation interview (online), you are entitled to a programme selection recommendation.
4. Do you wish to enrol as a student for the full-time variant of a Bachelor's degree programme or AD programme and are you living in the Netherlands at the time of registration? Then you have to enrol at the HU via Studielink no later than 1 May before the relevant academic year. (7.31a paragraph 1WHW) As a prospective student, you must return the completed digital intake form by 1 June and then you are entitled to admission.

If you have not submitted the digital intake form within the specified term, you forfeit your right to a programme selection consultation interview and a programme selection recommendation. You will not be entitled then to admission and that may mean that you will not be enrolled. (7.31b)⁵.

If you have enrolled by 1 May, you are entitled to a programme selection consultation interview. If you want to use that opportunity, you must inform your programme no later than 1 June⁶. Participation in this consultation interview you requested will then be obligatory.

⁴ In the event of 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 re-enrolment of the student effective from the first of the month in which all conditions for enrolment have been met.

⁵ If there are still possibilities to be enrolled for a programme when enrolment took place after 1 May, then this will be communicated on the website of the relevant programme, together with the conditions that apply.

⁶ You can indicate in the digital intake form that must be completed and returned before 1 June whether you want to use the option of a programme selection consultation interview.

The results of the digital intake may lead the degree programme administrators to conclude that you are required to take part in a programme selection consultation interview. If that is the case, you will be informed about this as soon as possible, but at any rate within 3 weeks after returning the completed digital intake form. If you fail to participate in that mandatory programme selection consultation interview, you forfeit your right to admission.

If you have taken part in a programme selection consultation interview, you are entitled to a (substantive) programme selection recommendation.

5. Do you wish to enrol as a student for the full-time variant of a Bachelor's degree programme or AD programme and are you living abroad at the time of enrolment? Then you have to enrol at the HU via Studielink before 1 September. As a prospective student, you will be entitled to admission if you have returned the completed digital intake form within 1 month after registering, but no later than 15 September.

If you enrolled no later than 1 May, you can request a programme selection consultation interview. If you enrolled after 1 May, you can request that too, but in that case the programme administrators will decide whether or not a programme selection consultation interview can be offered.

6. Do you wish to enrol as a student for the work-study variant of a Bachelor's degree programme or AD programme and are you living in the Netherlands at the time of registration? Then you have to enrol at the HU via Studielink before 1 September⁷. As a prospective student, you will be entitled to admission if you have returned the completed digital intake form by 31 August. And with registration from 1 August onwards you must return the completed digital intake form within 1 month of registration but no later than 15 September.

You are required to take part in the programme selection consultation interview if the degree programme administrators decide so.

If you have enrolled by 1 May, you are entitled to a programme selection consultation interview. If you want to use that opportunity, you must inform your programme no later than 1 June⁸ and your participation in this consultation interview you requested will then be obligatory.

The results of the digital intake may lead the degree programme administrators to conclude that you are required to take part in a programme selection consultation interview. If that is the case, you will be informed about this as soon as possible, but at any rate within 3 weeks after returning the completed digital intake form. If you fail to participate in that mandatory programme selection consultation interview, you forfeit your right to admission.

If you have taken part in a programme selection consultation interview, you are entitled to a (substantive) programme selection recommendation.

7. Do you wish to enrol as a student for the work-study variant of a Bachelor's degree programme or AD programme and are you living abroad at the time of enrolment? Then you have to enrol at the HU via Studielink before 1 September⁹. As a prospective student, you will be entitled to admission if you have returned the completed digital intake form within 1 month after registering, but no later than 15 September. And with registration

⁸ You can indicate in the digital intake form that must be completed and returned no later than 1 June whether you want to use the option of a programme selection consultation interview.

⁹ In the event of enrolment for a regular part-time variant of a Bachelor's or Associate Degree programme, the Institute Director may permit enrolment until 30 September on the basis of Article 7 paragraph 7 of the HU Enrolment Regulations.

from 1 August onwards, if you return the completed digital intake form within 1 month of registration but no later than 15 September.

If you enrolled no later than 1 May, you can request a programme selection consultation interview. If you enrolled after 1 May, you can request that too, but in that case the programme administrators will decide whether or not a programme selection consultation interview can be offered.

8. Do you want to enrol as a student for the regular part-time variant of a Bachelor's degree programme or an AD programme? Then you have to enrol at the HU via Studielink before 1 September. As a prospective student, you are not required to return a completed digital intake form. If you enrolled no later than 1 May, you can request a programme selection consultation interview. If you enrolled after 1 May, you can also request a programme selection consultation interview, but in that case the programme administrators will decide whether or not a programme selection consultation interview can be offered.
9. Do you want to enrol as a student for the part-time variant of a Bachelor's degree programme or an AD programme that is part of the Flexibilisation Pilot (see Article 7a HU Enrolment Regulations)? Then you have to enrol for that at the HU via 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 course and the deadlines for registration.
As a prospective student, after registration you will receive a digital intake form and an invitation for a programme selection consultation interview. If you return the completed digital intake form and participate in the programme selection activity, you will be entitled to a programme selection recommendation. However, this is not required for the right to be admitted.
10. If you are enrolled for a part-time or work-study variant of a programme, you cannot switch to the full-time variant of the programme from 1 September. However, this is possible during the academic year (by a start date different from 1 September). Refer to Article 25 paragraph 2 of the HU Enrolment Regulations for the possibilities of switching to another variant of the programme in the course of the academic year.
11. Have you been enrolled in a funded degree programme provided at university level or at higher professional education level in the year prior to the academic year for which you are seeking enrolment, as substantiated by supporting documentation? Then you have to enrol at the HU via Studielink before 1 September. As a prospective student, you will be entitled to admission if you have returned the completed digital intake form within 1 month after registering, but no later than 15 September and you must take part in the programme selection consultation interview if the degree programme administrators require that. (i.a. 7.31a paragraph 5 WHW).
12. Have you enrolled in the first-year or similar phase of a programme at a university of applied sciences by 1 May, but do you want to switch to another degree programme? Then you have to enrol at the HU via Studielink before 1 September. As a prospective student, you will be entitled to admission if you have returned the completed digital intake form within 1 month after registering, but no later than 15 September and you must take part in the programme selection consultation interview if the degree programme administrators require that. (7.31c WHW).
13. If you have registered in good time⁴ for a degree programme for which the selection procedure for admission has been put in place, but you are not enrolled for this degree programme, you can register for another degree programme at the HU before 1 September, via Studielink. As a prospective student, you will then be entitled to admission if you have returned the completed digital intake form within 1 month after registering, and if you have enrolled after 1 August and have returned the intake form by 15 September and you take part in the programme selection consultation interview if the degree

programme administrators require that. The rules specified above for the various degree programmes apply in this case.

Article 6 Part-time Flexibilisation Pilot

With respect to the part-time variants of degree programmes participating in the Part-time Flexibilisation Pilot, in addition to the regular enrolment date of 1 September, there are up to three other dates in the academic year by which you may be enrolled as a student. These enrolment dates are listed on the website and in the study guide of the relevant degree programme.

Enrolment for one of these dates counts as a regular enrolment and will not be considered to be an interim enrolment as referred to in Article 7 paragraph 8 of the HU Enrolment Regulations.

Article 7 Participation in a further programme selection activity

1. If taking part in the programme selection consultation interview is compulsory under Article 5, enrolment is possible only if the programme administrators have established that you have taken part in it.
2. The way in which the programme selection consultation interview is carried out is described on the website www.studiekeuze.hu.nl under the practical information of the relevant degree programme¹⁰.
3. As a prospective student, you will be invited in good time for participation in the programme selection consultation interview via the email address specified in Studielink or by a telephone call.
4. Participation in the programme selection consultation interview entitles you to a programme selection recommendation.
5. Are you as a prospective student unable to attend the programme selection consultation interview for a valid reason, namely one of the exceptional circumstances as described in Appendix 2 of the Enrolment Regulations? Then you are required to provide notification to this effect as soon as possible and in any case before the start of the programme selection consultation interview. If these exceptional circumstances prevent timely notification, report this as soon as possible.
6. The Institute Director will assess whether there are exceptional circumstances that prevent participation in the programme selection consultation interview. If requested, you will need to submit proof of the exceptional circumstances you rely on.
7. Has it been established that there were exceptional circumstances as a result of which you could not participate in, or send timely notification about your inability to attend the programme selection consultation interview? You will then be invited for the first available upcoming programme selection consultation interview. You will be obliged to participate in this interview.
8. If in the situation described above no programme selection consultation interview is offered as per the regular programme, the Institute Director will grant exemption from the obligation of participation in the programme selection consultation interview as referred to in paragraph 1 of this Article.
9. If you do not participate in the programme selection consultation interview without valid reason and/or do not send notification of your absence with a valid reason in good time,

¹⁰Here, you will also find information about whether and how a prospective student may participate in a programme selection activity if this is not mandatory.

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

Article 7a Enrolment per 1 February

1. In addition to the regular start of the degree programme on 1 September, some degree programmes offer a regular start on 1 February. Relevant information can be found on the website and in the study guide of the relevant programmes.
2. Enrolment for the relevant programme starts on 1 February and runs until 31 August, unless the student is disenrolled in the meantime. Subsequently, you need to enrol in the regular way by 1 September, in accordance with the applicable rules.
3. If you wish to enrol for the relevant programme per 1 February, you must register with the HU by 31 December via Studielink.
4. If this is a first¹¹ enrolment for the first year of an AD programme or the first-year phase of a Bachelor's degree programme (regardless of which variant and regardless of where the prospective student lives at the time of his registration), you will be required to submit the completed digital intake form by 15 January and take part in the programme selection consultation interview. If you participated, you will be entitled to admission and a (substantive) programme selection recommendation. If you failed to return the digital intake form within the term specified, you will forfeit the right to admission and will not be entitled to a programme selection consultation interview or a programme selection recommendation (7.31b WHW)¹².
5. The programme selection activities of the HU ("Programme selection check") consist of a digital intake, a programme selection consultation interview and a programme selection recommendation. The programme selection activities are offered in such a (digital) format that the participants do not need to be present in person. If you have taken part in a programme selection consultation interview, you are entitled to a (substantive) programme selection recommendation.
6. This Article does not apply to Master's degree programmes and programmes for which a selection procedure has been set up.
7. The enrolment for the relevant programme takes place in accordance with the registration and enrolment procedure as described in Article 7aa of the HU Enrolment Regulations.
8. A finalised enrolment may be cancelled free of charge up until the start of the degree programme on 1 February.

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 WHW).

You can find out how much you will owe as a student for the tuition fees via the so-called Collegegeldmeter, the tuition fees guide:

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

Article 9 Request for termination of enrolment

1. If you wish to terminate enrolment for a degree programme, you can submit a request to that effect via Studielink. The Institute Director will then terminate your enrolment for your degree programme for the relevant academic year. Enrolment will be terminated effective

¹¹ If you disenrol during the study programme and then re-enrol in the following academic year, this is also a case of initial enrolment, not a subsequent enrolment.

¹² The exceptions provided for in Article 5 paragraphs 11, 12 and 13 of the HU Enrolment Regulations do not apply to an application for enrolment per 1 February.

from the month following the one in which the request was submitted (7.42.1 WHW)ⁱ, unless the student requests a later disenrolment, in which case the enrolment ends effective from the month specified by the student.

2. The student is responsible for disenrolment via Studielink, just as he is for terminating his student finance and student travel products with the Education Executive Agency DUO.
3. If a student has himself disenrolled during the academic year, partial restitution of the tuition fees paid will take place in accordance with the HU Enrolment Regulations.

Article 10 Termination after binding study advice

1. Whether the programme administration issues an urgent or binding study advice, is set out in the study guide for the relevant programme. An urgent negative study advice does not involve outright rejection, so a student will be able to enrol for the relevant programme again. A binding negative study advice comes with a rejection: a student that receives a binding negative study advice cannot re-enrol for the same degree programme as of 1 September or 1 February of the following academic year, nor for any degree programmes that have the first-year audit¹³ 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 before 1 February of the following academic year will be disenrolled on 31 January of that academic year. Subsequent enrolment per 1 September or per 1 February of the following academic year for that programme or for 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 HU Regulations that pertain to this Student Charter.
2. Enrolment as a student gives you the following rights:
 - a. the right of participation in education of at least the programme for which you are enrolled;
 - b. the right to sit examinations pertaining to the programme for which you are enrolled;
 - c. the right of access to the buildings belonging to the HU and the educational facilities in them in accordance with the (house) rules established to that end;
 - d. the right to use other facilities provided for the benefit of students, such as the services of a student counsellor and the right to student support and guidance;
 - e. the right to be able to complete a programme at 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. Enrolment as a student comes with the following obligations among other things:
 - a. the obligation, in accordance with the relevant provisions in the Education and Examination Regulations, to participate in those units of study that for educational reasons are deemed necessary for the programme;
 - 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.
4. The provisions of paragraph 2 sub b and c only apply to students enrolled as external students.

¹³ For Associate Degree programmes read: the first period of 60 EC of the programme.

Article 12 Legal Protection

If you as a student disagree with a decision based on the HU Enrolment Regulations, you can lodge an appeal by digitally submitting an appeal to the HU Legal Protection for Students Office. The deadline 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 2021-2022. Can be found via Ask HU.

5 PARTICIPATION

Article 14 Employees' and Students' Council

1. The HU has an Employees' and Students' Council. This Council consists of 20 members, half of whom have been elected by and from the staff members of the HU, and the other half have been elected by and from the students of the HU.
2. The Council is authorised to discuss all matters pertaining to the HU. The Council is also authorised 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 with the Council has taken place about this. Within 5 weeks, the Executive Board must then respond to these proposals in writing and provide sufficient arguments.
3. The powers of the Council regarding the right of assent and right to consultation have been laid down in Article 28 of the Participation Regulations.
4. If there is a dispute between the Executive Board and the Council, where the Executive Board wishes to maintain his proposal, the dispute resolution procedures as described in the Participation Regulations will apply.

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 staff members of the institute, and the other half have been elected by and from the students of the institute.
2. The Council is authorised to discuss all matters pertaining to the HU. The Council is authorised 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 with the Council has taken place about this. Within 5 weeks, the Institute Director must then respond to these proposals in writing and provide sufficient arguments.
3. The powers of the Council regarding the right of assent and right to consultation have been laid down in Article 24 of the Participation Regulations.
4. If there is a dispute between the Institute Director and the Council, and the Institute Director wishes to maintain his proposal, the dispute resolution procedures as described in the Participation Regulations will apply.

Article 16 Study Programme Committee

1. Each degree programme or group of degree programmes has a (joint) study programme committee ((J)SPC) consisting of three staff members, three student members, a prospective student member from the first year, a prospective student member for the Quality portfolio and a prospective member from the professional field.
2. The SPC is authorised to discuss all matters pertaining to the degree programme. The SPC is also authorised 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. Within 5 weeks, the Institute Director must then respond to these proposals in writing and provide sufficient arguments.
3. The SPC has the powers as described in Article 23 of the Participation Regulations.
4. If there a dispute between the Institute Director and the SPC, and the Institute Director wishes to maintain his proposal, the dispute resolution procedures as described in the Participation Regulations will apply.

Article 17 Legal Protection

The Executive Board and the Institute Directors ensure that students who are members of the Participation Council of the HU will not be at a disadvantage in their position with respect to the HU, in the sense that they are not to be treated differently from other students in any way. This is also true for candidate members and former members.

Article 18 Further Participation Regulations

The statutory rules for the Participation Council have been laid down in chapter 10 of the WHW and worked out in more detail in the Participation Regulations (among other things regarding composition, powers, functioning, allowance and dispute resolution).

6 STUDENT FACILITIES

Article 19 Student counsellor

1. The Institute Director is responsible for providing the necessary student facilities, including the services of the Student Counselling Office.
If an institute (also) has premises 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 have a duty to provide information and advice and offer supervision to students with questions or problems that may adversely affect their studies. The student counsellor takes an independent position.
Among other things, that advisory role includes:
 - a. pointing out the possibility of engaging the services of a mediator or referring the student to the student psychologists of the HU;
 - 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 in financial support being awarded on the basis of the Graduation Support Scheme or the Emergency Fund Scheme¹⁴.
3. As a confidential counsellor, the student counsellor has a duty of confidentiality. Personal data shared by the student with a student counsellor are not stored in a student registration system without the student's 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 the position, duties and powers of the student counsellor, about the service-providing nature of the contact between the student counsellor and the student and about the rights of the student in this respect.

Article 20 HU Library

1. The HU has a HU Library for the benefit of education and research provided within the HU.
2. As a student, you are entitled to access and use the HU Library, both physically and also digitally (<http://www.bibliotheek.hu.nl>) by presenting your student card and through HU login credentials. Your personal account must not be shared with anybody else.
3. As a student, you are only allowed to make a limited number of copies of copyrighted works in the context of your degree programme and for your own personal use, without payment for copyrights and without permission from the copyright holder. Digital copies of material from the HU Library must not be re-posted online or distributed without permission.
4. Educational material of which the copyright is vested with the HU that has not been released under a Creative Commons licence – including software – must not be copied and/or published or edited, unless the Institute Director has given explicit permission to do so.
5. Upholding copyright claims of third parties and of the HU has been laid down in the HU Copyright Regulations.

¹⁴ For more information on this topic, see Chapter 7 of this Charter.

Article 21 Sports facilities

Students of the HU 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 HU has been worked out.

The HU Student Support Fund consists of the following arrangements.

1. Graduation Support Scheme (compensation of student grant, financial support if the student falls behind in his 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 (grants for students who must pay institutional tuition fees on account of their nationality)
4. Top-Level Sport Scheme (various provisions for students who are top-level athletes)
5. Administrative Grant Scheme (administrative grants for students who manage student organisations at the University of Utrecht or the HU. This scheme is run in cooperation with the University of Utrecht.)
6. Tuition Fees Exemption Scheme (options for students in a manager role to be exempt from paying the statutory tuition fees)

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 HU and owes statutory tuition fees, and;
 - b. claims or has claimed the performance-related grant (higher education) for that degree programme¹⁵ 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 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 paragraph 2 sub c to h and 7.51b WHW):
 - a. illness of the student or her pregnancy and giving birth;
 - b. a handicap or chronic illness;
 - c. exceptional family circumstances ('family' includes the student's cohabiting or non-cohabiting partner);
 - 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)
 - e. activities carried out on an administrative or social level which are in the interest of the HU or of the degree programme followed by the student. This is at the discretion of the Director of Education, Research and Student Affairs (OO&S);

¹⁵ 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.

- f. top-level sport status of the HU, in accordance with the Top-Level Sport Scheme;
 - g. a circumstance 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 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 Director of Education, Research and Student Affairs (OO&S) must have acknowledged an exceptional circumstance as a cause of the student falling behind in his studies as referred to in this Article, before the student can make a claim for graduation support.
 6. The student must submit a request for the acknowledgement of the study delay 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. As a student, you may qualify for a payment from the emergency fund if you:
 - a. a. have enrolled as a student for a degree programme at the HU, and;
 - b. are actually pursuing your studies and have a reasonable prospect of completing your studies;
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 Gehandicapten, 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 you as a student if you:
 - a. have enrolled for a degree programme at the HU, for which no degree has been awarded to you yet, and
 - b. do not belong to one of the groups of persons as referred to in Article 2.2. of the WSF 2000, and are not a Surinamese national;
 - c. meet the other requirements established by the head of the International Office.
2. Financial support on the basis of a knowledge grant may be used for:
 - a. the cost of living for excellent new students or transfer students from non-EEA countries;
 - b. other internationalisation 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-Level Sport Scheme

1. Provisions as referred to in paragraph 2 are available to the person who:
 - a. has enrolled as a student at the HU 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); and
 - d. has satisfied all the procedural requirements.
2. The provisions on which the student/top-level athlete may rely are:
 - a. flexible educational opportunities, to the extent that they can be realised 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 in his 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 HU in accordance with the method described in the Top-Level Sport 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 this director decides on the application.

Article 27 Administrative Grant Scheme

1. Financial support on the basis of an administrative grant may be available to you as a student if you meet all the following requirements:
 - a. the student has a management function in a student organisation 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 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. the student can be shown to be ineligible for a negative binding study advice for the programme for which he 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 and 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 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.
2. Subject to the conditions mentioned in the first paragraph, the student may also be eligible for an administrative grant if the student:
 - is not entitled to student finance because he does not meet the requirement regarding nationality (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).
 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 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. As a student, you are eligible for a one-off exemption from paying the statutory tuition fees to the HU, for a period of no more than one academic year. As a student, you must:
 - a. not attend any courses or sit any examinations in the relevant academic year, and
 - b. demonstrate that you have 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 the following positions for 0.8 FTE or more (or combinations of these activities and positions):
 - i. member of the management of a student organisation / study association with full legal capacity, recognised by the HU University of Applied Sciences Utrecht,
 - ii. member of the Central Employees' and Students' Council/Employees' or Students' Council within the HU University of Applied Sciences Utrecht,
 - iii. member of one Institute Council within the HU University of Applied Sciences Utrecht,

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- iv. member of one (Joint) Study Programme Committee within the HU University of Applied Sciences Utrecht,
 - v. activities on an administrative or social level which the HU deems to be in the interest of the institute or the education provided by that institute as well, and
- c. the memberships/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, who if he were enrolled at an institute could 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 would have received if he had been enrolled. In that case, it will be established in an agreement between the HU 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 deadline for lodging an appeal is 6 weeks. This must be done 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 running¹⁶ of the HU, 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 HU carefully;
 - the obligation, if material has been provided to students on a rental or loan basis, 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 HU, there is a ban on wearing clothing that covers the face completely or to such an extent that only the eyes are visible, or makes the wearer unrecognisable, without prejudice to the Executive Board's authority to advise or set additional clothing regulations that are necessary to protect the body with regard to health or safety, 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 based on the former Act, 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 unsafe 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 HU for the duration of one year at most;
 - c. terminate the enrolment for the duration of one year at most;
 - d. permanent disenrolment of the student if he is still in breach despite having been admonished.
5. If a student, on whom a sanction has been imposed pursuant to paragraph 4 sub b, is disenrolled at his request in the meantime, the (remainder of the) sanction will be carried out after all in the case of any re-enrolment.

¹⁶ These also include behaviours of students of the HU, but which do not take place inside its walls.

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6. A measure as referred to under paragraph 4 sub b is also a reason for excluding a student from participatory bodies and a Study Programme Committee, because the student is 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 one of the measures referred to in the previous Article, he will give the student the opportunity to be heard on the matter.
2. The decision by the Institute Director to apply a measure will be communicated to the student in writing, with sufficient arguments, as soon as possible, but at any rate within three weeks after the student has been heard.
3. If a student is denied access to buildings and sites of the HU, it may be decided that this measure will not be implemented if and so long as the student involved complies with special conditions.
4. In serious situations, the Institute Director may 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. If the student contests the decision to deny him access to buildings and sites of the HU, he can lodge an appeal via the HU Legal Protection for Students Office. The deadline for lodging an appeal is 6 weeks. (This must be 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 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 specialisation similar to or closely 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 Executive Board that he is no longer unsuitable.

Article 33 Procedure for terminating or rejecting enrolment (Procedure Iudicium Abeundi)

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 letter 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 period allowed for

lodging an appeal is 6 weeks (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 HU

1. Enrolment may be revoked if a student does not respect the objectives of the HU. Revocation of enrolment is effected by the Executive Board, on the recommendation of the Institute Director, in writing and with sufficient arguments (7.37 paragraph 4 WHW).
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 HU. Revocation of enrolment is effected by the Executive Board, on the recommendation of the Institute Director, in writing and with sufficient arguments. 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 WHW).
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 for which enrolment is required for the first time (7.32.6 WHW).
4. Enrolment may be terminated if the tuition fees have not been paid despite reminders. Enrolment will then be terminated effective from the second month following the first reminder (7.42 paragraph 2 WHW).
5. Enrolment may be terminated if a student has committed irregularities as laid down in Article 4:12 ff. of the Education and Examination Regulations (7.12b paragraph 2 WHW).
6. Enrolment may be terminated temporarily for a maximum of one 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 WHW).
7. Enrolment may be terminated definitively if a student in spite of a reminder continues to be in breach of rules of public order and/or causes great nuisance. See also Article 30 of this Student Charter (7.57h paragraph 2 WHW).
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 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 personal data are processed within the HU;
 - 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 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 remove these data,
 - d. whether his data from the system have been provided to third parties;
 - e. a copy of the processed personal data from the file.
2. If a student has submitted one of the above-mentioned requests, the HU will respond as soon as possible and at any rate within one month. Depending on the complexity of the request, this period may be increased by two months. The HU will inform the student of such an extension within one month after the original request was submitted. In processing the request, the HU will comply with the provisions of the General Data Protection Regulation (GDPR).
3. The student is at all times entitled to object to the processing of his personal data.
4. The student may contact the Data Protection Officer of the HU about anything related to the processing of his personal data. The Data Protection Officer is required by law to maintain secrecy and 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 serves a practical purpose or is necessary by virtue of a legal obligation. Personal data of persons not enrolled upon admission by the HU 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 HU policy which is based on this.

Article 36 Confidential counsellor

1. There is at least one confidential counsellor in each building of the HU. Each confidential counsellor is appointed by the Executive Board.
2. Each student and each staff member of the HU who is confronted personally with inappropriate conduct¹⁷ (including verbal, sexual or physical intimidation or harassment) of staff members or (fellow) students or who has witnessed this within the HU can report this to the confidential counsellor.
3. Students can also turn to a confidential counsellor at the HU to report 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.
4. You can report something to the confidential counsellor in person or in writing.
5. A confidential counsellor has the following duties, among other things:

¹⁷ 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 Inappropriate Conduct Regulations.

- 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 and providing support with a request for help of 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 institutes¹⁸

1. The HU sees to it that at least one digital Legal Protection for Students Office is provided.
2. Each (prospective) student may lodge a complaint with the Institute Office or directly with the investigating body. The protocol for this has been laid down in the HU Legal Protection for Students Regulations and the forms developed to that end. Complaints can also be submitted in person.
3. The Institute Office will see to it that the matter is forwarded to the appropriate body responsible for investigation. The Office will inform the student about the procedures and may refer him for advice and support, for example to the confidential counsellor or the mediator.
4. The deadline for lodging complaints with the Institute Office depends 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 a decision regarding the complaint 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 a decision, may digitally lodge an appeal against the decision with the HU Legal Protection for Students Office. The student may submit a request to the HU Legal Protection for Students Office for a review of a decision regarding a complaint as referred to in Article 37 paragraph 5 of the Student Charter. An appeal or complaint may also be submitted to the HU Legal Protection for Students Office directly. Complaints can be submitted in person if so required.
3. The HU Legal Protection for Students Office will see to it that the matter is forwarded to the appropriate body responsible for investigation. The Office will inform the student about the procedures and may refer him for advice and support, for example to 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 regarding complaints that do not relate to treatment;

¹⁸ The internal procedures described in the HU Legal Protection for Students Regulations are also accessible to course participants enrolled in postgraduate continuing professional education degree programmes within the Institute for Nursing Studies: Nursing the Chronically Ill, High Intensive Care Psychiatry, Nursing in Judicial Institutions, Palliative Care, Social-Psychiatric Nursing, Gerontological and Geriatric Nursing.

- 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 and/or 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 concerning a student having passed the final examination as referred to in Article 7.9d WHW
 - c. decisions, other than decisions of general application, made 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 made on the basis of supplementary research, as referred to in 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 made 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 appeals 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 reviews and complaints by students who believe their interests to have been harmed 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) decisions or actions that have already given rise to a complaint;
 - 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 Inappropriate Conduct Regulations.

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 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 way in which an appeal, a request for a review or complaint can be submitted;
 - d) the preliminary investigation and hearing;
 - e) the substance of the decision or the advice.

Article 40 Appeal against decision of the Board of Appeal Concerning Examinations

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. This appeal will need to be lodged at the CBHO (College van Beroep voor het Hoger Onderwijs, the Higher Education Appeals Tribunal) in The Hague, within 6 weeks of the day on which the decision in question was announced (Article 7.66 WHW).
2. No appeal can be brought regarding a decision about the handling of a complaint or a request for a review.¹⁹

¹⁹ Article 9.3 General Administrative Law Act.

10 FINAL PROVISIONS

Article 41 Unforeseen circumstances

Cases that are not covered by this Student Charter and require an immediate decision are decided by the Executive Board. The decision will be communicated to the relevant Institute Director immediately.

Article 42 Entry into force

This revised Student Charter becomes effective on 1 September 2021 and may be quoted as "Student Charter HU 2021-2022".

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