

STUDENT STATUTE

Institution section

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TABLE OF CONTENTS

Chapter 1 Student statute	3
1.1 What is the student statute?	3
1.2 What does the student statute say?	3
1.3 Who is the student statute for?	3
1.4 When does which rule apply?	3
Chapter 2 Organisation of HZ	4
2.1 Executive board, supervisory board, domains	4
2.2 Mission, vision, ambitions and core values	4
2.3 Student participation and involvement	5
Chapter 3 Enrolment, tuition and examination fees	6
3.1 Registration	6
3.2 Re-termination of registration	6
3.3 Tuition and examination fees	7
Chapter 4 Overview of HZ schemes	8
Chapter 5 Rights and obligations of students and extraneans	9
5.1 Education, examinations and extra-curricular activities	9
5.2 Provisions	9
5.3 Student guidance	9
5.4 Studying with a need for support	11
5.5 Top sports facilities	11
Chapter 6 Complaints and disputes	12
6.1 Rights in case of complaint and dispute	12
6.2 Filing a complaint, objection or appeal	12
6.3 Undesirable behaviour	12
6.4 Whistle-blowers	12
Chapter 7 Liability	13
Annex glossary	14

CHAPTER 1

STUDENT STATUTE

1.1 WHAT IS THE STUDENT STATUTE?

This is the Student Statute of HZ University of Applied Sciences. Universities of applied sciences, such as HZ, are required by the [Higher Education and Scientific Research Act (WHW for short)] to draw up and publish a Student Statute. The Student Statute consists of an institutional part and a programme part. This is the institutional part. The programme component is intended for students of a particular study programme and consists of the Course and Examination Regulations (CER for short), the implementation regulations of that study programme and the study material available on HZ Learn, MyHZ and the HZ website. When this document refers to 'the Students' Statute' or 'the Statute', only the institutional part is meant, unless the text specifically states that it (also) refers to the study programme part.

1.2 WHAT DOES THE STUDENT STATUTE SAY?

The Student Statute sets out the rights and obligations of you as a student of HZ. It also lists the regulations in place to protect students' rights.

1.3 WHO IS THE STUDENT STATUTE FOR?

The Student Statute applies to all students and extraneus of HZ. The Statute does not apply to persons taking separate courses, subjects, or other forms of contract education.

1.4 WHEN DOES WHICH RULE APPLY?

Students' rights and obligations are governed by the statutory regulations of the WHW . After that, the HZ regulations apply. This Student Statute is only a summary of the rights and obligations from the WHW [the Higher Education and Research Act] and from the HZ regulations: no rights can be derived from the Student Statute itself.



CHAPTER 2

ORGANISATION OF HZ

2.1 EXECUTIVE BOARD, SUPERVISORY BOARD, DOMAINS

HZ is a foundation governed by a two-member **Executive Board**. The Supervisory Board supervises the policy of the Executive Board and the general course of affairs at HZ.

Three domains fall under the Executive Board. Each domain comprises several study programmes and research groups. Within HZ, we have three domains: 1) Health, Education & Wellbeing, 2) Business, Vitality & Hospitality and 3) Technology, Water & Environment. From here, education is provided and practical research is conducted. The domains are managed by domain directors.

In addition, HZ has supporting central services, which are managed by the director of business operations. The Executive Board, the Secretary Executive Board, the domain directors and the director of business operations jointly form the university's Board and Management Team (BDT for short). The organisation chart of the HZ is shown in this [organogram](#).

2.2 MISSION, VISION, AMBITIONS AND CORE VALUES

HZ sees it as its task to contribute to a better world through innovative education and research. By 'better' in this context, we mainly mean 'more sustainable'. We have articulated this mission in four ambitions. Our students, staff, partners and stakeholders can count on us as HZ:

- **Being an educator of professionals for a world in transition;**
- **Being a valued institution in the area of water, energy and vitality;**
- **Being the partner for social missions in our region;**
- **Being a vibrant community for all parties.**

HZ culture is defined by the following core values:

- **Integrity and respect: we are honest and reliable. We see each other as valuable people.**
- **Trust and accountability: we believe that the other is honest and that we can count on them. We want to take responsibility for what we do.**
- **Collaboration and quality: we make agreements about the results to be achieved based on shared views.**

HZ's mission, vision, ambitions and core values are articulated in the **HZ Institution Plan 2022-2027**.

2.3 STUDENT PARTICIPATION AND INVOLVEMENT

HZ is strongly committed to co-determination, participation and involvement of you, the students. This is structured in various ways.

The student and employee participation body of HZ is the University Council . The University Council consists of nine student members and nine employee members. Its duties and powers are laid down in the WHW and in the **Participation Regulations HZ**.

The **Executive and Management Regulations** contain provisions on the University Council (Article 31). For some topics and (proposed) decisions of the Executive Board, the University Council has a right of consent and sometimes a right of advice. In addition to central participation, there is also participation at programme level: the The Programme Committee. The study programme committee includes students and lecturers from that study programme. The programme committee has the right of consent on everything to do with the content of the study programmes, such as the programme's Education and Examination Regulations (UR for short). In addition, the committee may give advice on all matters concerning the education and the programme.

HZ also has a student consultation body. The purpose and tasks of that consultative body are described in the **Regulations for student consultation academies HZ**. Through student consultation, students are involved in education and have the opportunity to contribute to its improvement.



CHAPTER 3

ENROLMENT, TUITION AND EXAMINATION FEES

3.1 REGISTRATION

If you want to take part in education and exams at HZ, you must register as a student. If you only want to take exams, you can register as an external student. You will register for a particular programme and for an entire academic year. All rights, obligations and procedures for a Bachelor's or Master's programme can be found in the **HZ Regulations Student Registration**, Hereinafter abbreviated: Enrolment Regulations.

The main entry requirements for a bachelor's degree are:

- You can only register for the propaedeutic year if you meet all requirements.
- You must have a pre-university education diploma (VWO), or a higher general secondary education diploma (HAVO), or a specific type of mbo diploma. Sometimes an exemption is possible. Further prior education requirements may apply.
- You must meet the identification requirement or be able to show proof of lawful residence in the Netherlands.
- You must meet the entry requirements for the main phase.

3.2 TERMINATION OF REGISTRATION

The Executive Board may terminate your enrolment in the following cases, among others:

- If you have a negative binding study recommendation
- If you do not respect the HZ objectives and core values;
- if it is suspected that you will, or have, misused your registration;
- if you are from outside the European Economic Area and did not have or do not have lawful residence on the first day of training;
- If you have not paid the tuition fee;
- If you commit serious fraud;
- if you do not comply with the **House and order regulations**;
- if you prove to be unfit for one or more professions for which the programme trains or for the practical preparation (e.g. practicals) thereof;
- if, as a foreign student with a residence permit, you have not achieved the annual standard of at least 50% of the credits for the relevant academic year.

If you terminate your own enrolment, the tuition fees you have already paid will be refunded.



3.3 TUITION AND EXAMINATION FEES

For your enrolment as a student, you have to pay tuition fees. There are two types of tuition fees: statutory tuition fees and institutional tuition fees. The Enrolment Regulations describe which type of tuition fees apply in which situation. The way institutional tuition fees and examination fees are determined is described in the [**Regulations on Tuition and Examination Fees**](#). You can check the exact amounts via the [**tuition fee meter**](#).

Additional contribution

Some programmes may require a contribution, in addition to tuition fees, for costs directly related to your education. For example, you pay for books, materials and practical supplies yourself. A contribution is also requested for excursions, introduction days, working weeks and internships. If you find the costs unreasonable and do not wish to pay, the programme will offer you an equivalent alternative.

Exemption, reduction and refund of tuition fees

You can get exemption or reduction of tuition fees. This applies, for example, if you enrol after 1 September or if you enrol in several programmes.

Payment of tuition fees

You must pay the tuition fee before the start of the academic year. If you fail to do so, you cannot start your studies. Payment in instalments is possible under certain conditions. For all conditions, see the Payment Procedure Tuition Fee 2022-2023 and the payment default procedure tuition.

Examination fees external students

To enrol as an external student, you have to pay examination fees. This institutional examination fee is determined by the Executive Board. The regulations on reduction, exemption, payment and refund of tuition fees do not apply to examination fees. See the enrolment regulations and the [**Regulations on Tuition and Examination Fees**](#).

CHAPTER 4

OVERVIEW OF HZ SCHEMES

Below you will find the HZ regulations relevant to you as a student or external student. All regulations can be found on the [HZ website](#).

Enrolment and deregistration, tuition and examination fees

- HZ Regulations Students Registration HZ
- HZ Regulations on tuition and examination fees Executive Board decision tuition fees

Education and exams

- Course and Examination Regulations of the programmes: master River Delta Development, full-time bachelor's degree, associate degrees, experiment learning outcomes bachelor's degree and experiment learning outcomes associate degrees
- Regulations programmes of the HZ study programmes
- HZ Regulations Examination Committee
- Regulations Complaints Committee in connection with Regulations Examination Committee
- HZ Exam Fraud Regulations and Rules of Conduct

Employee participation

- HZ Administrative and management regulations
- HZ Participation regulations
- HZ Regulations for Programme Committee
- HZ Regulations student consultation academies

Finance

- HZ Profiling fund regulations
- HZ Regulations application for scholarships abroad
- HZ Emergency Fund Scheme
- HZ Payment procedure tuition fee

Legal protection

- HZ Regulations legal protection for students and external students
- HZ Rules of procedure Board of Appeals for the Examinations
- HZ Rules of procedure dispute advisory committee
- HZ Regulations Appeals Board MoMi (monitoring academic progress)
- Code of conduct International student in higher education

House rules and order

- HZ House and order Scheme
- HZ Camera surveillance
- HZ Café Regulations

Integrity

- HZ Whistleblower regulations
- HZ Regulation on Confidante and Investigation Committee Whistleblowers
- HZ Regulations reporting undesirable behaviour
- HZ Regulations confidential advisor on undesirable behaviour
- HZ Profile of the Confidante
- HZ integrity code
- HZ Protocol Investigation HZ

Policy documents

- HZ Personality
- HZ Minor programmes Vision, policy and implementation
- HZ Exemptions policy
- HZ assessment policy
- HZ studying with a need for support
- HZ education compass

Other

- Protocol student associations
- HZ Regulations top sports
- HZ Responsible disclosure statement
- HZ Privacy statements students
- HZ Gender equality plan Acceptable
- HZ Policy Acceptable use students
- HZ Policy Acceptable use employees

CHAPTER 5

RIGHTS AND OBLIGATIONS OF STUDENTS AND EXTRANEANS

5.1 EDUCATION, EXAMINATIONS AND EXTRA-CURRICULAR ACTIVITIES

As a student, you are entitled to attend education at HZ study programmes and take tests and exams. In addition, you may participate in extra-curricular activities and in activities of the HZ Community, such as HZ Sport, HZ Cult, SDG events and International Office.

Educational programmes are laid down every year in the Implementation Regulations (IR for short). The Implementation Regulations also contain the prior education requirements and additional requirements, plus the rules around graduation, minors, internships, transitional regulations and negative binding study recommendation.

All general rules concerning following education and taking exams are laid down in the Course and Examination Regulations (OER for short). There are separate PCourse and Examination Regulations for each type of higher vocational education programme, namely: Associate Degree, Bachelor and Master. These are then developed into two variants: full-time and part-time/dual.

5.2 PROVISIONS

As a student, you have access to the HZ buildings and may use the educational and student facilities such as the work and study rooms, the computer facilities and copying machines, the media library and support for studying abroad. You must comply with the regulations and opening hours. If you do not, sanctions may apply.

5.3 STUDENT GUIDANCE

During your studies, you are entitled to guidance. Thus, at HZ you can receive:

Teacher

The classroom teacher guides you in your personal and professional development. In doing so, the tutor takes into account the learning outcomes and learning goals that are central to the course.

Study career coach

You will be assigned a study career coach (SLC) who will guide you in your professional development and support you in reflecting on your own development. Your well-being and success in your studies and career are central.



Student Success Centre

The student buddies at the Student Success Centre (SSC) can help you with all your questions. The SSC is a meeting place for students and organises activities on welfare, study skills and career skills.

Student Counsellor

The student counsellor can guide you in your choice of study and career and inform you about rules regarding study financing or the implementation regulations. You can also contact the student counsellor if you experience barriers in the education you receive (see also 5.4 Studying with a need for support). You can contact a student counsellor yourself or be referred to him or her by your study career coach.

Psychologist for students

The psychologist for students can guide you if you have study-related problems or personal problems, such as depression, anxiety, disengagement issues, relationship problems, disability, illness, negative self-image, lack of self-confidence, bereavement, abuse, stress, addiction, eating disorders or loneliness. Help may include individual counselling, courses, training or workshops. If necessary, the psychologist for students can refer you to counselling outside HZ. The psychologist for students has a duty of professional secrecy confidentiality.

Trustee

You can contact the confidential advisor if you are faced with issues such as aggression and violence, sexual intimidation, sexual harassment, bullying and discrimination. The confidential advisor within HZ listens and advises on the steps to take to reach a solution. The confidential advisor is independent and has a duty of confidentiality.

Language coach

The language coach can support you if you have difficulty writing, reading or speaking the Dutch language.

International Office

International Office guides you if you are going to do a study, minor or internship abroad. International Office also supervises foreign students who are studying at HZ.

The Work Zone

The Work Zone (TWZ) is HZ's internship and temping agency, connecting students, young professionals and companies. TWZ supports you in finding an internship, side job or starter position. TWZ also organises events for alumni.

5.4 STUDYING WITH A NEED FOR SUPPORT

If you experience barriers that prevent you from fully participating in education, HZ offers tailor-made facilities. You can apply for these facilities if you have, for example, movement, sight or hearing impairments, a chronic illness, psychological complaints, dyslexia or dyscalculia. All rules are described in the [HZ policy Studying with a need for support](#). In addition, the HZ buildings are accessible for wheelchairs and there are disabled toilets and lifts.

5.5 TOP SPORTS FACILITIES

If you participate in top-level sports, there is the [Regulations Top sports](#). It is possible to adapt your study programme to your top-level sports activities, and you can get financial support in case of any study delay.



CHAPTER 6

COMPLAINTS AND DISPUTES

6.1 RIGHTS IN CASE OF COMPLAINT AND DISPUTE

A complaint is about something or someone, for example about another person's conduct. A dispute may be about the assessment of your performance, or about a subject from the WHW. If you have a complaint or dispute, always try to discuss it first with the HZ lecturer or other staff member concerned. If this is not possible, you can consult the Regulations Legal Protection of Students and External students to check your options.

6.2 FILING A COMPLAINT, OBJECTION OR APPEAL

The legal regime on what you can do against behaviour or decisions you disagree with is complex. Sometimes a decision can be appealed, sometimes only an objection or a complaint. And sometimes there is no remedy at all prescribed in the WHW.

As a student, you do not need to know the legal rules. You can always submit a complaint, objection or appeal to HZ Facility. This facility will ensure that your complaint or dispute is referred to the right person or body. The contact details are:

HZ University of Applied Sciences

HZ Facility Attn: management secretary office
Edisonweg 4
4382 NW Vlissingen
Tel. 0118-489000
E-mail: faciliteit@hz.nl

6.3 UNDESIRABLE BEHAVIOUR

If you experience (sexual) harassment, aggression, threats or violence, you can contact the confidential advisor. See also the [Regulations for reporting undesirable behaviour](#) and the HZ Regulations confidential advisor on undesirable behaviour. The investigation initiated following a report is subject to the HZ [Protocol for the Investigation](#) applies.

6.4 WHISTLE-BLOWERS

Furthermore, there is a whistle-blower regulation that offers protection if you publicly warn of wrongdoing within HZ: the [Whistle-blower Regulations](#). These also include a separate regulation containing the formal aspects of reporting wrongdoing: the Regulation on Confidante and Investigation Committee Whistleblowers. The Protocol Investigation HZ also applies here.

CHAPTER 7

LIABILITY

7.1 DAMAGE TO PERSONS AND PROPERTY

HZ is not liable for loss, destruction, misuse or other forms of loss or damage to property of students, extraneous, prospective and former students or other third parties, nor for damage to persons. We recommend that you take out health, accident and liability insurance. If you suffer damage, you should always claim your own insurance(s) first.

7.2 DAMAGE OTHER THAN DAMAGE TO PERSONS AND PROPERTY

For damage other than damage to persons and property, HZ never has to pay more than twice the tuition or examination fees in that academic year.

7.3 LIABILITY IN GENERAL

HZ is not liable for indirect damage and consequential damage, such as for example loss of profit and income and missed savings, all damage other than damage relating to tuition fees, teaching materials, study financing and transport costs.

If you have suffered any damage, you must report it to HZ in writing as soon as possible, but no later than one year after the occurrence of the damage event.

Furthermore, HZ is not liable for any (printing) errors, inaccuracies and/or omissions in the educational material.

7.4 STUDENT COMPENSATION AND FINE AND PENALTY PROVISIONS

If you are not enrolled and still use education or examination facilities at HZ, you must pay compensation equal to the tuition and examination fees due.

ANNEX GLOSSARY

Terms used in this Student Statute have the following meanings:

- **Associate degree/Ad:** a two-year CROHO-registered programme with a study load of 120 credits (sections 7.3a.2.a and 7.4b.1 WHW);
- **Appeal:** written objection (article 7.61 WHW);
- **Central Register of Higher Education Study Programmes (CROHO):** register, managed by the Education Executive Agency (DUO) of the Ministry of Education, Culture and Science, of the data of those enrolled at a university of applied sciences or a university of applied sciences;
- **Grade:** a numerical assessment of a test;
- **Examination Appeals Board/CBE:** the body that handles appeals by students against decisions of the Executive Board, the examination board and examiners (sections 7.60 and 7.61 HRA);
- **Executive Board:** the HZ board of;
- **Course:** 'course' or 'study unit' is a part of a programme of study related to practical preparation for professional practice. Each course has an examination attached to it (Article 7.3 WHW);
- **Shared Examination Board:** Shared Examination Board established per domain by the examination board;
- **Examination:** the set of examinations belonging to a programme or propaedeutic phase (Article 7.10 paragraph 2 WHW);
- **Examination Board:** the committee referred to in section 7.12 paragraph 2 WHW;
- **Examiner:** the official responsible for conducting examinations and determining their results (Article 7.12c paragraph 1 WHW);
- **External student (plural: extranei):** person who is only entitled to take exams and examinations within the enrolled programme and access to the multimedia library, and who is not entitled to education or counselling (sections 7.32 and 7.36 WHW);
- **HZ Facility:** a facility set up for the legal protection of students and extraneus (Article 7.59a WHW);
- **Certificate:** the certificate issued by the examination committee of having passed the examination (article 7.11 paragraph 2 WHW);
- **University Council:** the participation body (Article 10.17 WHW)
- **Main phase:** the post-propaedeutic phase of a programme with a study load of 180 credits (Article 7.30 WHW);
- **HZ:** the Foundation Stichting HZ University of Applied Sciences as well as its affiliated educational institution HZ University of Applied Sciences;
- **HZ Personality:** Personality courses or components of courses or activities aimed at promoting the personal development and fulfilment of the student. HZ Personality learning objectives are mostly (but not exclusively) learning objectives proposed by the student himself or herself and relate, among other things, to management activities, information and promotion activities, guidance activities, project activities, training activities and activities concerning HZ Cult or HZ Sport;
- **Institutional Board:** the Executive Board;
- **Institutional plan:** the HZ 2022-2027 institutional plan;

- **Complaint:** a (verbal or written) complaint, not being a report within the meaning of HZ Whistle-blower Regulations or the Regulations on the Reporting of Undesirable Behaviour (Article 7.59b WHW);
- **Major:** part of the programme through which the student acquires the mandatory final qualifications of a programme of study;
- **Master's programme:** a CROHO registered master's programme with a study load of at least 60 credits (Article 7.3a WHW and 7.4b.3 WHW);
- **Minor:** a coherent programme component consisting of 30 credits taken in one semester through which students deepen or broaden their knowledge and competences;
- **Study programme:** a coherent set of units of study aimed at acquiring knowledge, insight and skills (Article 7.3 WHW);
- **Education and examination regulations/OER:** regulations for the Ad- programmes in Bachelor's programmes and the Bachelor's programmes of HZ (article 7.13 WHW);
- **Programme Committee/OC:** programme committee as referred to in Article 10.3c WHW;
- **Programme variant:** the variant, namely full-time, part-time, dual, in which the programme can be participated;
- **Propedeutic phase:** the first year of the study programme aimed at gaining insight into the contents of a bachelor's programme with a study load of 60 credits;
- **Supervisory Board:** the supervisory body of the HZ;
- **Stakeholders:** governments, institutions, companies, students and others with whom HZ has or may have a relationship;
- **Student:** person registered as a student at HZ (Article 7.3 WHW);
- **Student Statute:** the statute referred to in section 7.59 WHW;
- **Academic year:** the period of time starting on 1 September and ending on 31 August of the following calendar year;
- **Study career coach:** the person responsible for guiding students (Article 7.34 paragraph 1e WHW);
- **Credit/ECTS:** unit of study; 1 credit is equal to 28 hours of study (1 ECTS (European Credit Transfer System));
- **Examination:** the examination of the student's knowledge, understanding and skills, and the assessment of the results of that examination. Each course in a programme has an examination attached to it;
- **Test:** part of an examination. A test is an investigation of the student's knowledge and/or skills and/or attitude. The test forms are described in the HZ Assessment Policy;
- **WHW:** the Higher Education and Scientific Research Act.

