

HZ University of Applied Sciences Students' Charter (institution related)

Table of Contents

Chapter 1 – Introduction to the Students' Charter

- 1.1 What is the Students' Charter?
- 1.2 Relationship between the Students' Charter, the Law on Higher Education and the HZ regulations
- 1.3 Scope
- 1.4 About the relationship between the student and the HZ
- 1.5 Definitions
- 1.6 Establishment, modification and implementation of the Students' Charter
- 1.7 Publication of the Students' Charter

Chapter 2 – About the HZ organisation

- 2.1 Executive Board
- 2.2 Supervisory Board
- 2.3 Organisational Structure
- 2.4 Vision
- 2.5 Mission
- 2.6 Core values
- 2.7 Students' participation and involvement
- 2.8 Additional information

Chapter 3 – Overview of HZ regulations

Chapter 4 – Registration, termination of registration, tuition and examination fees

- 4.1 Introduction
- 4.2 Registration
- 4.3 Termination of registration
- 4.4 Tuition and examination fees

Chapter 5 – Students' and external students' rights and obligations

Rights

General

- 5.1 Information
- 5.2 Education and examinations

- 5.3 Tutoring
- 5.4 Facilities
- 5.5 Student Counselling Office
- 5.6 Student Counsellors
- 5.7 Student Psychologist
- 5.8 Study Coach
- 5.9 Study Career Coaching
- 5.10 Students with a disability
- 5.11 Financial support for students: Financial Support Fund
- 5.12 Language code of conduct
- 5.13 Student organisations and student associations
- 5.14 HZ grants for studying or work experience placements abroad
- 5.15 Protection of personal data
- 5.16 Top sports facilities

Obligations

- 5.17 A student's obligations
- 5.18 House rules and disciplinary rules
- 5.19 CCTV
- 5.20 Guidelines and instructions for examinations and fraud
- 5.21 External student rights and obligations

Chapter 6 – Education quality

- 6.1 Education concept
- 6.2 Structure of the Bachelor's programmes
- 6.3 Quality of the course and examination regulations
- 6.4 External quality assessment
- 6.5 Internal quality assessment
- 6.6 Quality policy

Chapter 7 – Legal protection

- 7.1 Introduction
- 7.2 Overview of broad legal protection outlines
- 7.3 Submission of complaints, objections and appeals: at the HZ facility

7.4 Undesirable behaviour, counsellor

7.5 Whistleblowers

Chapter 8 - Liability

Chapter 9 – Other provisions

9.1 Applicable law and competent court

9.2 Implementation and official title

Chapter 1 – Introduction to the Students’ Charter

1.1 What is the Students’ Charter?

Compulsory document

The document currently in front of you is the HZ University of Applied Sciences (“HZ”) 2012 Students’ Charter. Universities are obliged to prepare and disclose a Students’ Charter. This obligation is applicable based on the LHE. LHE is the abbreviation for Law on Higher Education and Scientific Research. Please refer to the fifth paragraph of article 7.59 if you want to know exactly where the Students’ Charter has been regulated in the LHE. The LHE can be found via www.overheid.nl (go to Laws & Regulations and search for, for example: Law on Higher Education). The abbreviated term ‘charter’ is also used for the Students’ Charter in this document.

Two sections

A Students’ Charter consists of two sections: an institutional section and an educational section. The document currently in front of you is the institutional section. The institutional section applies to every student registered at the HZ. The second section, the educational section, is intended for students from a specific Bachelor’s programme, a group of Bachelor’s programmes or an entire academy. A Bachelor’s programme’s course and examination regulations, combined with a possible study guide for that Bachelor’s programme, is considered to be the educational section.

When the remainder of this document refers to ‘the Students’ Charter’ or ‘the Charter’, this purely refers to the institutional section, unless the context shows it (also) concerns the educational sections.

Informative document

The Students’ Charter is an informative document. The LHE states that the charter needs to include a description of the students’ rights and obligations. It’s therefore good to realise these rights and obligations are not derived from the charter, but actually come straight from the LHE and the HZ’s own regulations. Rights can be directly derived from this, not from the charter.

In addition to a description of the students’ rights and obligations, the Students’ Charter needs to include an overview of the regulations designed to protect the students’ rights. Part of that overview is a description of the procedures for dealing with complaints and disputes and of the right to appeal against certain decisions. In other words, the overview shows the opportunities students have to assert the rights described in this charter.

Not exhaustive

Even though a substantial number of rights, obligations, regulations and procedures have been mapped out in this charter, the Students’ Charter is not meant to be exhaustive. You will always need to continue to consult the HZ website and all the subsequently recorded laws, regulations and other information in order to keep yourself informed regarding your rights and obligations. These laws, regulations or the website may also refer you to other relevant sources. You will need to make sure you read these too.

The descriptive nature of this charter has resulted in the rights and obligations from the law and the HZ regulations being summarised in this charter. This charter can be seen like a type of navigation programme which can help you on your way to finding your full rights and obligations. The student can therefore not be satisfied with only reading this charter.

HZ Regulations

This charter often refers to 'HZ Regulations'. These HZ Regulations are established by the Executive Board or other competent HZ bodies, often after consent or advice has been provided by the university council. The established regulations which have been described in this charter, or for which an overview has been provided, will hereinafter be referred to as: the HZ Regulations. The HZ Regulations can be found on the HZ website (go to: About the HZ, Documents, Regulations).

1.2 Relationship between the Students' Charter, the LHE and HZ Regulations

LHE and HZ Regulations decisive, order

The Students' Charter only contains descriptions and overviews. This means students' rights and obligations do not arise from this charter, but from the LHE and the HZ Regulations (unless otherwise determined in this charter; for example, see chapter 8 in this charter regarding liability).

The provisions from the LHE and HZ Regulations will prevail in case of any conflict between this charter and the LHE or HZ Regulations. In other words, the LHE and HZ Regulations rank higher than the charter. (For the purpose of this paragraph, this charter is not seen as a HZ Regulation). If the Students' Charter doesn't, or doesn't fully, regulate a specific subject, we will need to revert back to the law (the LHE or other laws) and the HZ Regulations. The LHE takes precedence over the HZ Regulations. Any explanation provided by the Executive Board (often abbreviated to EB) will prevail in case of any conflicts.

1.3 Scope

The Students' Charter is exclusively applicable to HZ students who are registered for an accredited and funded Bachelor's programme. These HZ Bachelor's programmes can be found via the Study Choice button on the HZ website.

The charter applies to external students as much as possible, for as far as the nature of a registration as an external student doesn't prevent this and for as far as this charter hasn't determined otherwise.

The charter is not applicable to people who are following individual courses, subjects or other forms of contract education, unless this charter has determined otherwise.

1.4 About the relationship between the student and the HZ

It may seem like the HZ is a public body, as we quite often refer to the applicability of the LHE in this charter. This is not the case. The HZ is, in terms of the LHE, an extraordinary institute for higher education. This means it is not controlled by the government. The term 'extraordinary institute' should not be confused with the term 'extraordinary education', for example in the sense of denominational education. The HZ has a neutral foundation.

The HZ is a private law foundation, called the HZ University of Applied Sciences Foundation. The foundation's charter can be found on the HZ website (via the HZ website: About the HZ button, Documents, Regulations, Board and Management). The result is that the legal relationship between a student and the HZ is mainly governed by private law, except for the public LHE. The jurisdiction repeatedly states that the private law relationship between the educational institute and the student is established in the course and examination regulations (CER) and in the Students' Charter. However, this doesn't mean the Students' Charter can be considered as a set of general terms and conditions in the sense of article 6:231 of the Civil Code. This charter has its own character.

1.5 Definitions

If the following terms are used in the Students' Charter, they will have the following meaning:

Academy: organisational unit within which interrelated Bachelor's programmes have been grouped together, as far as the application of these regulations are concerned, the maritime officer Bachelor's programme

Academy Director: Head of an academy, linked to the HZ

Specialisation: a specialisation within the major

Assessment: a method of testing in a (simulated) work situation

Associate degree/Ad: two year higher education programme which is affiliated with a Bachelor's programme

GALA: General Administrative Law Act.

Bachelor's programme: a CROHO registered HZ Bachelor's programme

Appeal: written appeal as intended in article 7.61 LHE

Curriculum advisory committee: a committee appointed by the Executive Board, including representatives from professional practices and HZ employees

Objection: a written objection as intended in article 7.63a LHE

Central Register for Higher Education Registration (CR-HER): central register, managed by the Education Executive Agency (EEA) from the Ministry of Education, Culture and Sciences, within which details are registered of those registered at a college or university

Grade: a numeric assessment of a test

Board of Appeal for Examinations/BAE: the body which deals with appeals from students against decisions made by the Executive Board, the examination committee and the examiners, as regulated in article 7.60 and 7.61 LHE

Executive Board: the HZ's board

Course: an educational unit which forms part of a Bachelor's programme and which is related to the practical preparation for professional practices (and the professional practices in relation to the education in a dual Bachelor's programme), which an examination is linked to

Part examination committee: examination committee appointed by the part committee per academy/MarOf

Service: a non-teaching unit within which related activities are grouped

EVK: an acknowledgement of previously acquired qualifications, attested by diplomas

Examination: the examination as intended in article 7.10 paragraph 2 LHE; all the examinations which form part of a Bachelor's programme or its foundation phase, for which the candidate obtains the corresponding credits, either through satisfactorily completed examinations, or via compensation or exemption

Examination committee: the committee, as intended in article 7.12 paragraph 2 LHE

Examiner: the official as intended in article 7.12c paragraph 1 LHE, tasked with conducting examinations and determining the results

External student(s): an examination student as intended in article 7.32 and 7.36 LHE; person who is only entitled to complete examinations within the registered Bachelor's programme and to access to the media library and who is not entitled to education or counselling

HZ facility: facility as intended in article 7.59a LHE

Certificate: the proof the examination committee has awarded the student for satisfactorily completing the examination, as intended in article 7.11 paragraph 2 LHE

University council: the representative body as intended in article 10.17 LHE

Main phase: a Bachelor's programme foundation phase in the sense of article 7.30 LHE with a study load of 180 credits

HZ: the HZ University of Applied Sciences Foundation, as well as the affiliated HZ University of Applied Sciences educational institute

Institutional Board: The Executive Board

Institutional plan: the HZ 2009-2012 institutional plan

Joint degree: a Bachelor's programme or specialisation which the HZ organises with one or several other Dutch or international higher education institutions

Complaint: a (verbal or written) complaint as intended in article 7.59b LHE, not in the sense of the HZ whistleblower regulation or the HZ undesirable behaviour regulation

Learning path: the plan the student makes to achieve his Associate Degree or Bachelor's diploma

Major: part of the programme with which the student acquires the required final Bachelor's programme qualifications

Mandate: the Executive Board's request and/or instruction to the academy directors and/or department heads to execute some of the Executive Board's tasks and competencies, on behalf of the Executive Board, based on the Executive Board's set mandate decisions

Representative body: the University Council

Minor: a coherent programme consisting of 30 credits, which is completed in one semester and which the student can use to deepen or broaden his knowledge and competencies

Bachelor's programme: a coherent whole of educational units, focussed on the realisation of defined objectives in relation to knowledge, insight and skills (as intended in article 7.3 LHE), i.e. a Bachelor's programme, an associate degree programme, or a Master's programme, in the full-time, part-time or dual variants

Course and examination regulations/CER: the regulation as intended in article 7.14 LHE for the Associate Degree programmes in Bachelor's programmes and the HZ Bachelor's programmes

Educational committee/EC: educational committee as intended in article 10.3c LHE

Partnership: collaboration based on the HZ's vision, mission, core values and management philosophy, focussed on achieving the objectives set by the HZ

Personnel: those working at HZ based on an employment contract

Professional core (PC) courses: courses which are focussed on acquiring knowledge and skills in areas including languages, mathematics, investigative abilities and communication techniques

Foundation phase: the first year of the Bachelor's programme, focussed on acquiring an insight into the contents of a Bachelor's programme, with a study load of 60 credits

Supervisory Board: the HZ's supervisory body

Stakeholders: governments, companies, students and others who have entered, or can enter, into a relationship with the HZ

Charter: the HZ's charter

Student: the person who is registered with the HZ as a student or external student (in so far as the articles in these regulations can also apply to an external student) in the sense of title 3 of chapter 7 LHE

Students' Charter: the charter as intended in article 7.59 LHE

Academic year: the period starting on 1st September and ending on 31st August of the subsequent calendar year

Study career coach: the person tasked with guiding the students, as intended in article 7.34 paragraph 1 under e LHE

Study point/European Credit (EC): unit for expressing the study load; a study point/EC is equal to 28 hours of studying

Examination: the investigation into the candidate's knowledge, insight and skills, as well as the assessment of the results from that research; an examination is linked to every Bachelor's programme course

Test: a summative test or summative examination which includes an investigation into the student's knowledge, insight, skills and/or professional attitude, as well as an investigation into the results of that research, expressed in a figure between 1-10 or 10-100

Preparatory committee: a committee appointed by the University Council, tasked with preparing for participation matters

Free Composition Course (FCC): scope within the programme which can be filled in with activities of the student's choice, which can include: administrative activities, information provision and promotional activities, cultural activities, counselling activities, project activities and training activities

DPA: Data Protection Act

LHE: the Law on Higher Education and Scientific Research

1.6 Establishment, modification and implementation of the Students' Charter

This Students' Charter was established by the Executive Board, with the University Council's consent, and came into force on 1st September 2012. Should sections of the charter no longer be correct as a result of changes made by the Executive Board, the charter will be amended. Any changes will be established by the Executive Board, with the University Council's consent.

The students will be informed of any relevant changes, for example by publishing the amended charter on Infonet or by email.

The charter's educational sectors will be established by the academy director, with consent provided by the Executive Board. The educational sections will be amended as and when required and students will be informed of any such changes.

1.7 Publication of the Students' Charter

The institutional section of the Students' Charter can also be found on Infonet and the HZ website (About the HZ button, Documents, Regulations, Students' Charter and Course and Examination Regulations).

Students will not be sent or handed a paper copy of the Students' Charter. However, they will be able to access a paper copy of the Students' Charter at the HZ administrative secretariat. The laws and regulations described in this institutional section and shown in the overviews are not included as an appendix to this charter, but they can be found on the HZ website. A paper copy of the laws and regulations can be viewed at the HZ administrative secretariat.

The educational sections (also referred to as the educational charter) will be separately established by the academies, or included in the study guide (if and for as far as Bachelor's programmes use study guides). Otherwise a Bachelor's programme CER will also be expected to be the educational section of the Students' Charter. All of these documents can be found on Infonet, or on the HZ website. Academies can opt to only offer the educational section digitally and place it on Infonet.

Chapter 2 – About the HZ organisation

2.1 Executive Board

The HZ's legal form is a foundation. Dutch legislation, as well as the foundation's statutes, are applicable to this foundation. HZ University is, in terms of the LHE, an extraordinary institute for higher education, based on a foundation called the HZ University of Applied Sciences Foundation.

The foundation's board is also the institute's Executive Board. The Executive Board (often abbreviated to EB) is the HZ's competent authority. This means the EB has full responsibility for the HZ's administration. Information regarding the Executive Board members can be found on the HZ website (About the HZ button, Organisation, Executive Board).

2.2 Supervisory Board

The Supervisory Board supervises the Executive Board's policy, as well as the general state of affairs at the HZ. The board also assists the Executive Board with advice and guidance. Information regarding the Supervisory Board's composition can be found on the HZ website (About the HZ button, Organisation, Supervisory Board).

2.3 Organisational Structure

You can find the HZ's organisational chart on the HZ website: About the HZ button, Organisation, Organogram.

The Executive Board is responsible for the institution's policy and management, i.e. the HZ as a whole.

The HZ is made up of seven academies (refer to the HZ website, About the HZ button, Organisation, Academies). An Academy Director is fully responsible for the academy policy, the primary process of education and research and for the academy's operations.

An academy organises various different Bachelor's programmes. Each Bachelor's programme has its own coordinator who has full responsibility for the Bachelor's programme.

Various different services are in place to support the organisation. The management of these services is looked after by the department heads.

2.4 Vision

The HZ is an independent knowledge institute. Distinctive features include the enterprising and market orientated education and practical research, with a regional anchoring and international orientation.

The HZ offers an inspiring and lively learning, working and living environment to its employees, students and trainees. Smallness of scale encourages involvement and commitment, whereby everyone's talent can be allowed to develop. The HZ teaches people, in close consultation with the (international) professional practice, to be responsible, valuable and self-conscious professionals in a globalising environment, through good and challenging education and practical research.

2.5 Mission

The HZ offers innovative, market oriented and personal Higher Professional Education and practical research for its students from South West Netherlands and beyond. The HZ is closely involved with developments in South West Netherlands and encourages the stakeholders' involvement with the education. As a Personal University, the HZ has opted to intensively assist its students in small scale, practical education.

2.6 Core Values

Core Value 1: Involvement

To us involvement means that the employees are dedicated to the students, to the other stakeholders and to each other. Involvement also means that everyone takes the initiative to organise their own work situation in line with the agreements entered into. Every employee is responsible for his or her own tasks and takes unsolicited responsibility for the execution of these tasks. We are well aware of the fact our environment is constantly changing and continuing to globalise. This, in turn, leads to new problems and challenges in our society, which we would like to contribute to. We employ motivated people who love their job and profession and who know they will only be able to realise the HZ's vision and mission by efficiently working together. Our employees realise that working together with the business community and government is the perfect way of providing an effective contribution to the South West Netherlands region and the Netherlands as a whole and have therefore taken the initiative to do so.

Core Value 2: Quality

Quality is absolutely essential to everyone at our university. Both the quality of the education provided, as well as the quality of how we deal with students, other stakeholders and each other. Being employed at our university means constantly continuing to work on your development and improvement. But also to help others develop and improve themselves by sharing knowledge and conducting research together. Knowledge is shared with students, but also with the business community and government and others in society, in all sorts of different

forms of education and research. Quality at our university also means that we, as employees and students, constantly strive to achieve the agreed results at the scheduled times. Quality will eventually be expressed in a high success rate, as well as high levels of student, employee and stakeholder satisfaction. It's also expressed in a good accreditation of our Bachelor's programmes and a high level of appreciation of our practical research by the region.

Core Value 3: Integrity and respect

We know we have realised an extraordinary education climate from our involvement and integrity, which has set our university apart from others and has made it ultimately attractive as a knowledge institute both in the region and in the country. We make optimal use of the HZ' smallness of scale in our relationship with each other. At the HZ we deal with students, other stakeholders and each other based on mutual respect and trust. Students and other stakeholders know they can trust us and rely on us and that we will deal with them respectfully, just like we expect them to deal with us respectfully.

2.7 Students' Participation and Involvement

The HZ attaches a great deal of value to the students' participation, input and involvement. There are several different ways this has been put in place. A number of formal regulations are listed below.

The HZ has a participation body: the university council. This body's tasks and competencies have been established in the LHE and in the HZ's Participation Regulation (which can be found on the HZ website, About the HZ button, Documents, Regulations, Other Regulations).

The administrative and management regulations (article 33) also contain provisions regarding the participation body (which can be found on the HZ website, About the HZ button, Documents, Regulations, Board and Management). Students can actively vote and stand for the participation body. The participation body has a right of consent and sometimes an advisory right for some subjects and some (proposed) decisions by the Executive Board.

The HZ has a student consultancy service. This consultative body's aim and tasks have been described in the HZ Academies Student Consultation Regulations (which can be found on the HZ website, About the HZ button, Documents, Regulations, Other Regulations). The aim is to encourage the students' involvement with the education and to give them the opportunity to contribute to improving the education.

Students can become members of the education committee (EC). The EC provides advice regarding a Bachelor's programme course and examination regulations (CER) and is also tasked with assessing the CER's execution. Please refer to the HZ Education Committees Regulations for more information (which can be found on the HZ website, About the HZ button, Documents, Regulations, Other Regulations).

2.8 Additional Information

Students who would like to know more about the HZ organisation can visit the HZ website. We would specifically like to refer you to the following:

- (a) the 2009-2012 institutional plan, which will tell you a little more about the HZ's ambitions and strategic objections (which can be found on the HZ website, About the HZ button, Documents, Institutional Plan);
- (b) the HZ's annual reports, including the policy and financial accountability (which can be found on the HZ website, About the HZ button, Documents, Annual Reports);

- (c) the HZ's administrative and management regulations; on the appointment, remuneration, tasks and competencies, decision making and the relationship between the Executive Board and Supervisory Board.

Chapter 3 – Overview of HZ Regulations

Following is a summary of the HZ Regulations which are currently in force, for as far as these are relevant to students. These have been classified per subject whenever possible and can be found on the HZ website (About the HZ button, Documents, Regulations).

Registration and deregistration, tuition and examination fees:

- HZ students and external students' registration (termination) regulations
- HZ tuition and examination fees regulations
- 2011-2012 Executive Board Tuition Fees Decision
- 2012-2013 Executive Board Tuition Fees Decision

Education and Examinations:

- 2011-2012 Course and examination regulations (format for Bachelor's programmes)
- HZ examination committee regulations
- Complaints committee regulations resulting from the HZ examination committee regulations
- HZ education committee regulations
- Examination and fraud guidelines and instructions

Participation:

- HZ Administrative and management regulations
- HZ participation regulations
- HZ student consultation academies regulations

Finance:

- HZ Financial Support Fund
- HZ request for foreign grants regulations

Legal protection:

- HZ students and external students' legal protection regulations
- HZ examination appeals board rules of procedure
- HZ disputes advisory committee rules of procedure

House rules and order:

- House and order regulations
- CCTV regulations
- Use of HZ automation facilities regulations
- Media library regulations

Integrity:

- Whistleblower regulations
- Counsellor – whistleblower regulations
- Reporting on undesirable behaviour regulations
- Counsellor undesirable behaviour regulations
- Counsellor profile sketch
- HZ integrity code
- Protocol investigation

Other:

- Student associations' protocol
- HZ top sport regulations

Chapter 4 – Registration, termination of registration, tuition and examination fees

4.1 Introduction

The rights, obligations and procedures applicable at the start and end of your registration as a student have been described in the HZ student and external student (termination of) registration in detail, hereinafter abbreviated as: Registration Regulations (which can be found on the HZ website, About the HZ button, Documents, Regulations, Other Regulations). This chapter briefly describes the contents of these regulations. Always make sure you consult the full regulations in addition to this abbreviated version.

4.2 Registration

General

4.2.1 Anyone wishing to participate with the HZ education and examinations will need to register as a student. You can register as an external student if you only want to complete the examinations. You will need to register for a specific Bachelor's programme and for an entire academic year.

You must register before 1st September (i.e. no later than 31st August). The tuition fees must always be paid before 1st September. Some Bachelor's programmes also allow you to start with effect from 1st February. The tuition fees must be paid before this date if you are starting on 1st February. You will not be registered if you don't pay your tuition fees on time, or if there are any outstanding amounts from previous years.

Bachelor foundation phase entry requirements

4.2.2 You can't register for the foundation phase until you have satisfied certain conditions. These conditions are described in article 5.1 of the Registration Regulations. These conditions are cumulative, so all the conditions apply at the same time.

4.2.3 Some preliminary education requirements apply. You must have a HAVO (Higher General Secondary Education) or VWO (Pre-University Education) diploma, or a certain type of MBO (Secondary Vocational Education) diploma. Some exemptions may sometimes apply, for example if a student has already completed a foundation phase at a HBO institute or university. The HZ Executive Board can grant exemptions based on a non-Dutch diploma. However, some language proficiency requirements will apply. Please refer to articles 10 and 11 of the Registration Regulations.

4.2.4 Some specific preliminary education requirements may also apply. For example, a certain subject package or profile. Please refer to article 13 of the Registration Regulations.

4.2.5 The registration procedure will also need to be completed correctly. Specific conditions will also apply here, including proof of identity and proof of lawful residence in the Netherlands. Please refer to article 29 of the Registration Regulations.

Main Bachelor's programme phase entry requirements

4.2.6 Different conditions apply for entry to the main phase; please refer to article 6 of the Registration Regulations. Some preliminary education requirements will apply again too; please

refer to article 14 of the Registration Regulations. The Executive Board can grant exemptions, possibly in combination with a language proficiency requirement. Please also refer to article 29 and 30 of the Registration Regulations for the registration procedures.

Registering for a Master's programme or as an external student

4.2.7 The Registration Regulations list the conditions for registering for a Master's programme or as an external student. Please refer to articles 7 and 8 of the Registration Regulations.

4.3 Termination of Registration

4.3.1 The Executive Board can terminate a student's registration in (among others) the following situations:

- a. at the student's own request
- b. following negative binding study advice ('nbsa')
- c. if a student doesn't respect the HZ's foundation objectives or core values
- d. if there is a justified fear that the student is going to abuse, or has abused, his registration, or has seriously impaired the HZ's nature
- e. if a non-EEA-student (a student from outside of the European Economic Area) does not have a legal residence permit, or didn't have this on the first day of the Bachelor's programme
- f. if the tuition fees have not been paid
- g. if a student has committed a serious act of fraud
- h. if a student has not abided by the HZ House and Order Regulations
- i. if the student is not suited to one or several of the professions which the Bachelor's programme trains for, or for this programme's practical preparation
- j. if the student has died

4.3.2 The tuition fees already paid may be refunded in case the registration is terminated. Please refer to article 35 of the Registration Regulations.

4.4 Tuition and Examination Fees

Various types and levels of tuition fees

4.4.1 You will need to pay tuition fees when you register as a student (full-time, part-time or dual). There are two types of tuition fees: the legal tuition fees and the institutional tuition fees. The legal tuition fees are made up of a basic rate and an increased rate. The level of the legal tuition fees is determined by the Minister of Education on an annual basis. The Executive Board decides on the level of the institutional tuition fees.

4.4.2 The Registration Regulations provide details of the situations when the legal, the legally increased tuition fees or the institutional tuition fees are due.

4.4.3 The way in which the institutional tuition fees and the examination fees are established is described in the HZ Tuition and Examination Fees Regulations.

4.4.4 The exact amounts are included in the Executive Board's Tuition Fees Decree, which can be found on the HZ website.

Extra contribution

4.4.5 The registration is not dependent on any financial contribution other than the tuition fees or the examination fees, unless indicated otherwise below.

4.4.6 The costs for the institution which are a result of the legal obligations for organising the education are initially not passed onto the student. 'Initially', as the Executive Board may request a contribution for some Bachelor's programmes, in addition to the tuition fees, for costs which are directly related to the education for the Bachelor's programme in question (please refer to article 24 of the Registration Regulations).

4.4.7 The costs for any educational supplies needed for a student's own use, like books, materials and practical requisites necessary for participating with the education and examinations are at the student's expense.

4.4.8 The level of the contributions needed for excursions, orientation days, working weeks and work experience placements and any other costs for learning materials will be reasonable. The expected costs for educational supplies and other cash contributions will be included in the Bachelor's programme-specific part of the charter whenever possible. The student will be offered an alternative if the costs are unreasonable and the student doesn't wish to pay, whilst it concerns an activity or provision which forms part of a compulsory part of the Bachelor's programme.

Exemption, reduction and refund of tuition fees

4.4.9 Exemption or reduction of tuition fees can take place based on the law. A twelfth of the tuition fees will be deducted for registrations after 1st September, for every month someone has not been registered. An exemption or reduction can also be granted under certain conditions if a student is registered with several Bachelor's programmes either at the HZ or elsewhere. Please refer to article 25 of the Registration Regulations.

The refunding of tuition fees will only ever be done in a very limited number of cases (please refer to article 27 of the Registration Regulations).

Payment of tuition fees

4.4.10 The tuition fees must be paid in full before the start of the academic year. Payment in instalments may be possible under certain conditions (for example, there must be sufficient certainty that the amounts due will eventually be paid), but definitely not if payment arrangements needed to be made in the previous academic year as a result of non-payment. The student will not be awarded with a certificate (confirming an examination has been passed) for as long as the tuition fees haven't been paid, or whilst there is insufficient certainty about payment taking place). The student will also not be able to participate with the education or use the educational facilities, plus the student will be refused access to the buildings too.

Examination fees

4.4.11 Examination fees will need to be paid when registering as an external student. The level of these fees will be established by the Executive Board (institution's examination fees). The regulations about a possible reduction, exemption, payment and refund of tuition fees do not apply to the examination fees. Please refer to article 27 of the Registration Regulations. The current examination fee amounts can be found on the HZ website (About the HZ button, Documents, Regulations, Other Regulations).

Chapter 5 - Students' and external students' rights and obligations

General

This chapter of the charter contains a summary of the students' rights and obligations. Rights and obligations are naturally also included elsewhere in the charter (for example the payment of tuition fee refunds).

If a student uses the rights or provisions included in this charter or elsewhere, the student is obliged to carry the university card (proof of registration) on his person and provide details of his name and address when requested to do so by the Executive Board, or a person appointed by this board. Additional proof of identity (passport or driving licence) may be requested for examinations.

All rights can be limited by or on behalf of the Executive Board, for example when the available capacity has been exceeded, or when the nature or the interest of the education and research is in jeopardy. In such situations, where the use of the facilities is concerned, the general rule will apply that students who are carrying out curriculum related activities will be given priority. This also applies when there is a force majeure situation on the part of HZ. In such cases the student will be informed as soon as possible.

A student's rights

5.1 Information

The HZ board will provide students and prospective students with information about the HZ, the education and the Bachelor's programmes to be followed which will allow these people to compare education opportunities, to form a clear opinion regarding the content and design of the education and examinations completed or to be followed. It goes without saying this information, provided in a timely fashion, will always represent a snapshot in time. The educational programme, and therefore also any information regarding the programme, can always be amended by the HZ.

5.2 Education and examinations

The student's registration will result in entitlement to following the HZ Bachelor's programmes.

Registration will give students the right to complete examinations which form part of the Bachelor's educational programme which the student is registered for.

5.3 Tutoring

A student is entitled to tutoring during the various different study phases, including the foundation phase, the post-foundation phase (also referred to as the main phase), the work experience placement, the graduation phase and also during a possible international exchange.

Tutoring is a broad concept and can include various different types of guidance. The most direct form is, of course, the guidance teachers provide during the lessons. However, the term tutoring usually refers to more individual forms of guidance. One of these more individual forms of tutoring is study career coaching. More information regarding this will follow in paragraph 5.9.

A more in-depth individual form of tutoring will occur when the student decides to contact the Student Counselling Office for help and advice. More information regarding this will follow in paragraphs 5.5 to 5.8.

Tutoring can also include the study skills course which is organised by one or more of the Bachelor's programmes, for example if it becomes apparent students have earned very few points after this first examination period. Students are obliged to participate with a study skills course, even when this is not included in the CER, the study programme or study contract. This charter is subsequently offered as the foundation.

Specific attention will be paid to students belonging to an ethnic or cultural minority where tutoring is concerned. Students who have learnt Dutch as a second language will often still have problems with speaking and reporting in Dutch. They will receive help with improving their Dutch if they are following a Dutch programme. This help can consist of: advice, language exercises and improving letters, reports and theses. Foreign language students who want to be considered for language guidance can register with Jos Rampart, one of our Dutch teachers. Available: Mondays and Thursdays. Email address:jos.rampart@hz.nl, room A034.

5.4 Facilities

5.4.1 A student will have access to the HZ buildings and may use the educational and student facilities with consideration for the applicable regulations and opening times. These facilities include: (a) available work and study areas; (b) computer facilities and photocopying machines; (c) the media library and (d) support when studying abroad.

5.4.2 Further details of these rights, with the associated obligations, can be found in the various applicable HZ Regulations, including the Media Library Regulations (which can be found on the HZ website, Studying at the HZ button, Facilities, Media Library), the Regulations for using the automation facilities/ICT facilities (which can be found on the HZ website, Studying at the HZ button, Facilities, ICT facilities, Helpdesk) and the HZ Request for Foreign Grants Regulations (about the HZ button, Documents, Regulations, Other Regulations).

5.4.3 Improper use (for example causing damage to a building or people) can lead to sanctions, including the denial of access to one or more facilities and, in extreme cases, to the termination of the student's registration.

5.5 Student Counselling Office

The HZ has a Student Counselling Office (please refer to the HZ website: Studying at the HZ button, Student Counselling). This office is home to the counsellors, the student psychologist and the study coach.

5.6 Student Counsellors

5.6.1 A student counsellor is available to the HZ students. The student counsellors provide information and advice which will help you become more able to solve a problem related to your study (yourself). At the same time you must also be aware of the fact the counsellors won't know everything and won't be able to solve everything for you. In such cases they would refer you to another person within the HZ, for example a study career coach or a training coordinator, or someone outside of the HZ, perhaps employed by a specialised subsidiary body.

5.6.2 The counsellors will be able to provide you with information and advice on:

- a. the Bachelor's programme you are registered for
- b. the education possibilities both inside and outside of the university
- c. the education and examination facilities, the study finance and other educational provisions

- d. support and help with personal problems
- e. aid providing services in case of health problems and problems of a personal nature
- f. objection and appeal possibilities

5.6.3 The student counsellor is only permitted to contact third parties if the student has provided his consent for him to do so. Any confidential information the student gives the student counsellor will not be stored in the student administration. The student counsellors are solely accountable to the Executive Board where the execution of their tasks is concerned.

5.7 *Student psychologist*

The student psychologist assists the students with study problems or personal problems of a psychosocial nature. This could include: depression, anxiety, separation anxiety, relationship problems, disability, illness, low self-esteem, lack of confidence, bereavement, abuse, stress, addiction, eating disorders or loneliness. The help can consist of individual discussions, courses, training and workshops. A student can also be referred for help outside of the HZ. The student psychologist is bound by professional confidentiality. Information can only be passed to third parties with the student's express consent.

5.8 *Study coach*

The study coach (not to be confused with a study career coach; see paragraph 5.9) assists students with learning and study problems, such as study completion delays, reduced concentration levels, learning to plan and executing a plan. The help of a study coach can also be called upon in case of study delays. The guidance will consist of individual discussions, group activities and digital assistance. The student counsellor (see article 5.6.2 above) can also fulfil the role of study coach.

5.9 *Study career coaching*

Students will be assigned a study career coach (abbreviation: SCC) at the start of their studies, who will assist the student with his (or her) studies and who will help the student to reflect on his development. Coaching will be done both on an individual basis as well as in groups. The student and the SCC will discuss the student's competency development at least once per semester. The student and the SCC will use one or more of the following instruments for mapping out the competency development: the grade registration system, a portfolio maintained by the student, a personal development plan or study plan prepared by the student. The study career coaching programme has been elaborated on in more detail per academy within the HZ's policy frameworks and can usually be found in a Bachelor's programme's CER.

5.10 *Students with a disability*

5.10.1 Students are classed as being disabled when their disability is established in a report produced by a recognised expert. A disability can include physical, visual and hearing disabilities, chronic conditions (including diabetes or epilepsy), psychological disorders (including depression) or a functional disability like dyslexia or dyscalculia.

5.10.2 Students with a disability who want to take examinations in an appropriately adjusted manner will need to submit a request to the examination committee in plenty of time. This request will need to be accompanied by a report explaining and proving the disability.

5.10.3 The examination committee will establish, possibly in consultation with the student, the way in which the examinations are going to be taken. This may result in the student being given

extra time to complete an examination, but other special conditions are possible too, such as a screen with enlarged fonts or a verbal examination instead of a written one.

5.10.4 Generally speaking the HZ will make every reasonable effort to give students with a disability the exact same or comparable opportunities as everyone else. This includes making the buildings accessible for wheelchairs, plus there are disabled toilets and lifts too.

5.10.5 Students with a disability who have requested specific provisions or facilities will first need to discuss their request with the student counsellor. The counsellor will also assess whether the student can appeal to the legislation provisions in place for health care costs, employment disability or reintegration, which is also applicable to non-students.

5.11 Financial support for students: Financial Support Fund

5.11.1 The HZ has a Financial Support Fund. Students who wish to qualify for financial support from the fund can appeal to the Financial Support Fund Regulations (which can be found on the HZ website: About the HZ button, Documents, Regulations, Other Regulations).

5.11.2 In order to be considered for financial support, the student will need to:

- a. be registered for a HZ Bachelor's programme for which he has not yet been granted a grade and for which he legally owes tuition fees; and
- b. have or have had a performance grant for that Bachelor's programme; and
- c. not, or not completely, be able to follow the entire Bachelor's programme as a result of extraordinary circumstances; and
- d. have suffered study delays or is expected to suffer delays; or
- e. be registered for a Bachelor's programme, the duration of which is going to be extended by the institutional board; or
- f. be registered for a Bachelor's programme which has not been granted re-accreditation.

5.11.3 Extraordinary circumstances, as intended in article 5.11.2 can include the following and are at the discretion of the Executive Board:

- a. membership of a student association board of appreciable size, with full jurisdiction, an educational committee, the university council
- b. administrative or social activities which the Executive Board feels are in the interest of the HZ or of the education which the student is following
- c. illness or pregnancy
- d. a physical, sensory or other functional disorder
- e. extraordinary family circumstances
- f. study completion delay, which is a result of the way in which the HZ has organised the education
- g. other circumstances established by the Executive Board

5.12 Language code of conduct

The education and examinations are conducted in the Dutch language, unless it concerns a language Bachelor's programme, or if the nature and design of the education demand for this to be a different language. Applicable rules can be found in the Bachelor's programmes' course and examination regulations in the latter cases.

5.13 Student organisations and student associations

5.13.1 The HZ respects the students' right to form study associations and free trade unions.

5.13.2 In order to qualify for the HZ's facilities, it is minimally necessary to endorse the student associations Protocol (which can be requested from the HZ's administrative secretariat).

5.13.3 Student organisations which can be considered for signing the protocol are student organisations which:

- a. are upheld by and for students and
- b. carry out activities which address the need for student facilities within the HZ and
- c. are dependent on student contributions or non-structural monetary contributions in order for their organisation to be upheld

5.13.4 Student organisations which have signed the student associations Protocol can be given access to the HZ facilities. The nature and scope of these facilities will be established by the Executive Board and can be changed at any time and for whatever reason.

5.13.5 The Executive Board can introduce the following measures against the student association if the protocol is violated:

- a. a warning or reprimand
- b. a complete or partial removal of the facilities
- c. recovery of one or several possible cash contributions

5.13.6 The Executive Board may be asked for extra cash contributions by the student associations if it concerns HZ-wide organised activities. The Executive Board will reach a decision within a month of receiving the request. The decision will be given in writing, with appropriate reasons where applicable.

5.14 HZ grants for studying or work experience placements abroad

HZ grants are available for studying and work experience placements. The aim of these grants is to meet the costs of an exchange programme which the HZ is involved with as a partner, or the costs associated with a HZ approved, unpaid work experience placement outside of Europe. You can read more about this and other grants, including an Erasmus grant, in the HZ request for foreign grants regulations (which can be found on the HZ website: About the HZ website button, Documents, Regulations, Other Regulations).

5.15 Protection of personal data

5.15.1 The HZ is obliged to comply with the Data Protection Act (DPA). Based on (article 19 of) the DPA's Exemption Decision, as an educational institute, the HZ is exempt from reporting on the processing of personal data to the Dutch Data Protection Authority (DDPA), providing the HZ satisfies this Exemption Decision.

Article 5.15 also includes the following under the term 'students': external students, apprentices, trainees, contract students, alumni and prospective students). They will hereinafter also be jointly referred to as: involved parties.

5.15.2 The processing of students' personal data satisfies the Exemption Decision's conditions, as this processing is only done for:

- a. the organisation or providing of education (including the evaluation and promotion of the education quality), the guiding of students or the giving of study advice
- b. the providing or making available of learning resources
- c. the calculating, recording and collecting of registration fees, tuition and examination fees and contributions or payments for learning resources and extracurricular activities, including handing any claims over to third parties for collection
- d. the dealing with disputes and conducting audits
- e. the implementation or application of another law (for example the LHE)

5.15.3 The HZ can process the following personal data:

- a. name, first name, initials, title, gender, date of birth, address, postcode, place of residence, telephone number and similar details required for communication purposes, bank and giro account number for the person concerned, a passport photograph and possible date of death;
- b. an administration number which doesn't contain any information other than provided under a, including the student number and the OC&W/DUO correspondence number;
- c. nationality and place and country of birth, possibly also in relation to the parents and grandparents;
- d. data as intended under a, for the involved person's parents, guardians or carers;
- e. data required in view of the involved person's health and wellbeing;
- f. data in relation to the involved person's religion or beliefs, in so far as this information is required for the education;
- g. data in relation to the nature (for example full-time, part-time or dual education) and the development of the education, in relation to study results achieved, registration termination, data regarding certificates obtained and (whether or not) binding study advice;
- h. data in relation to the organisation of the education (including the evaluation and promotion of the education quality) and the providing or making available of learning resources;
- i. data in relation to the calculating, recording and collecting of registration fees, tuition and examination fees and contributions or payments for learning resources and extracurricular activities;
- j. the student's school of origin, preliminary education, subject packages;
- k. data other than included in points a to j, for which the processing is required as a result of, or made necessary by, the application of another law (such as the LHE).

The above a to k summary is not exhaustive; this may be subject to change as a result of, for example, changes in the (education's) organisation or legislation.

5.15.4 The data is stored in the computer system and sometimes (also) completely or partly on paper. The data recorded by computer will be stored on the HZ's Infonet system. A written file can also be created for every student, which may include:

- (a) data required for registration purposes (student registration system);
- (b) data applicable to the monitoring and supervising of the learning process, including any study advice based on this data (study progress registration system);
- (c) data which will be stored within the scope of the alumni policy (former student registration).

5.15.5 A separate file can be created by the Student Counselling Office within the scope of assisting a student. This file can be maintained and stored by the Student Counselling Office's counsellor in question. Any details of a medical or personal nature, which are important to the learning process, can only be included in the file with the student's consent.

5.15.7 Personal data will be sent to the following:

- a. parties, including third parties, who are responsible for, or tasked with, the activities listed in article 5.15.2, or who are necessarily involved with these activities.
- b. other parties, in cases intended in articles 8 and 9 of the DPA
- c. the Ministry of Education, Culture and Science (including the Education Executive Agency (EEA); the Education Inspectorate; other third parties in so far as the provision of data arises from the purpose of data processing and is required by law or is necessary for the execution of a contract which the involved person forms part of; other institutions, but exclusively with the consent of the person involved.
- d. the Central Statistics Office; the HBO (Higher Professional Education) council and for scientific and statistical purposes, if and for as far as the personal data can't be traced back to individuals.

5.15.8 Students' contact details (like an email address) are available to fellow students, unless the student has specifically objected to this.

5.15.9 Every student is entitled to gain access to, and ascertain the origin of, his personal data which is being kept on file. However, costs may be linked to a request for access. A request for access or a complaint about the application of the DPA can be submitted to the HZ Facility (c/o administrative secretariat).

5.15.10 The students' personal data will definitely not be removed throughout the duration of the study for which the data processing is taking place and will subsequently be stored or archived if, and for as long as, this is reasonably deemed necessary and possible. The latter is especially applicable to results achieved and data required for the provision of certificate duplicates.

5.16 Top sports facilities

The Executive Board has introduced a general regulation for students who engage in top sports (which can be found on the HZ website: About the HZ website, Documents, Regulations, Other Regulations).

This regulation will provide students with the possibility of adapting the study programme in line with top sports activities and can also provide students who have suffered a study completion

delay as a result of competing in top sports with financial support. The Executive Board is also authorised to adopt a separate (additional) regulation.

A student's obligations

5.17 The student's obligations will minimally include the following:

- a. The student must respect HZ's foundation, as established in HZ's charter. This foundation is as follows: the institution's teaching is provided based on recognition and acceptance of religious diversity; where degree programmes train for specific professions which are subject to requirements of a religious nature, resulting in the education being designed in such a way that we can make optimal use of this diversity.
- b. Compliance with obligations for the student which result from the laws and regulations which are applicable to him, particularly including the LHE and HZ Regulations, including this charter;
- c. Even though this already results from point b of the previous article 5.17, the student must satisfy the obligations in the course and examination regulations applicable to him, including attendance when the Bachelor's programme deems this to be compulsory, participating with practical assignments before students can participate with the associated examination, etc.
- d. Becoming acquainted, also at the student's own initiative, with everything important to following the Bachelor's programme, including the Students' Charter and the course and examination regulations;
- e. Regularly consulting the HZ website, Infonet and the personal email account (name@hz.nl) which HZ has provided the student with.

5.18 HZ house rules and disciplinary rules

5.18.1 The student is obliged to comply with the instructions applicable to the smooth running of the HZ buildings and grounds, to behave in accordance with the HZ house rules and disciplinary rules (which can be found on the HZ website: About the HZ button, Documents, Regulations, Other Regulations). Students are obliged to familiarise themselves with these regulations and to comply with the contents and scope.

The term 'student' in article 5.18 also refers to: external students, apprentices, trainees, contract students, alumni and prospective students.

5.18.2 The house rules and disciplinary rules include prohibitions in relation to the HZ buildings and grounds; smoking, alcohol and drugs are strictly prohibited, as are gambling, undesirable behaviour/harassment, pornographic and other sexually explicit material and causing noise nuisance. Vehicles must be parked within the parking spaces provided and bicycles stored in the appropriate bicycle racks. More detailed information regarding these and other rules can be found in these regulations. So make sure you read through these carefully. The same applies to the HZ Automation Facilities Regulations (which can be found on the HZ website: Studying at the HZ, Facilities, ICT facilities, Helpdesk, users regulations).

5.18.3 The house rules and disciplinary rules also state that mobile phones, computer and other devices may only be used during the educational activities with the appropriate employees' (usually the teacher) consent.

5.18.4 The Executive Board can take measures against offenders when the house rules and disciplinary rules are violated. Those measures may result in the person violating these rules

being denied access to the buildings and grounds, either completely or partially, for a period of no more than one year, or that the registration is terminated for the same period.

5.18.5 The Executive Board even has the power to permanently deny access to the institution, or permanently terminate the student's registration if the student has caused serious nuisance within the buildings and grounds. However, the Executive Board will first need to issue the student with a warning and offer him a realistic opportunity to exhibit different behaviour before they can decide on definitive removal of the student.

5.18.6 The Executive Board can make a declaration if a student is suspected of committing a punishable offense. This isn't just applicable within the context of violating the house rules and disciplinary rules, but also related to other cases (for example in cases of serious examination fraud such as forgery).

5.18.7 Students are not permitted to wear face-covering garments or attributes which seriously limit non-verbal communications within the buildings during lectures, tutorials or other forms of education. The students are also not permitted to wear face-covering garments or attributes during examinations, in so far as these can seriously impede identifying a student, or hinder the detection of possible fraud.

5.19 CCTV

Cameras have been positioned in and around the HZ buildings and grounds. This is – unfortunately – necessary to keep the HZ buildings and grounds secure, partly in the interest of protecting the students' health and safety. The cameras have been installed in clearly visible locations, but we have also included a number of hidden cameras. Information regarding who is authorised to record and view the images, how long the images are stored for and which authorities will receive these images can be found in the HZ CCTV Regulations (which can be found on the HZ website: About the HZ button, Documents, Regulations, Other Regulations).

5.20 Guidelines and instructions for examinations and fraud

The HZ has Examination and Fraud Guidelines and Instructions (which can be found on the HZ website). These include rules and regulations regarding the proper procedures to be followed during examinations. The regulations also describe which actions or behaviour are included under the fraud and plagiarism heading, which procedure needs to be followed when fraud and plagiarism has been detected and which measures can be introduced. Fraud and plagiarism are defined as an act or omission by a student, resulting in a correct assessment of his knowledge, insight and skills becoming either completely or partially impossible. Electronic detection programmes can be used in case plagiarism is detected in texts. When handing in a text, the student provides his implicit permission to include the text in the detection programmes' database.

5.21 External student rights and obligations

Registering as an external student entitles the student to complete examinations within the Bachelor's programme, as well as access to the HZ buildings and collections, unless the Executive Board opposes this as a result of the nature or the interest of the education or research.

The Students' Charter and the regulations within this charter will apply to external students whenever possible, in so far as the nature of the external student's registration isn't opposed to this and for as far as this charter hasn't determined otherwise. Just like a student, an external student will be obliged to behave responsibly within the HZ buildings and grounds and will respect the HZ's foundation and objectives.

Chapter 6 – Education quality

6.1 Education concept

The HZ's core activity is the development and implementation of education, with the aim of training students to become skilled professionals. The quality of the Bachelor's programmes is therefore receiving constant attention from all those involved at the HZ. The HZ's educational vision is described in, amongst other places, the HZ Education Compass.

The HZ organises competency-based education. This means the Bachelor's programmes don't just address knowledge, but skills and a professional attitude too. The HZ Bachelor's programmes are therefore based on national professional profiles. These national professional profiles describe what a profession entails and which competencies are needed. As the professional profiles have been developed in consultation with people from professional practices, the study programme perfectly links into the practical situation which the student will eventually end up in. The national professional profiles can be found, for example, on the HBO (Higher Professional Education) Council's website.

The HZ involves the professional community with its Bachelor's programmes. Professional field committees are in place which need to promote the fact the educational profiles link into the professional profiles as effectively as possible. The HZ Professional Field Committees Regulations can be found on the HZ website (which can be found on the HZ website: About the HZ button, Documents, Regulations, Other Regulations).

6.2 Structure of the Bachelor's programmes

In principle the HZ bachelor's programmes will take four years. A one year foundation phase is followed by a three year main phase. The Bachelor's programme consists of a number of fixed courses. Each Bachelor's programme has a number of compulsory so-called Professional Core courses in subject areas like communication and research techniques, in order to teach students a number of basic skills. All of the HZ Bachelor's programmes have a major-minor structure. The major trains for the Bachelor's programmes' compulsory competencies; the minors are the choice programme. Students can therefore deepen or widen their knowledge in a specific section.

More information about the structure of the Bachelor's programmes can be found on the HZ website, in the Bachelor's programme-specific sections of the Students' Charter and in the Bachelor's programmes' course and examination regulations.

6.3 Quality of the course and examination regulations

The Executive Board and Academy Director will organise a regular and timely assessment of the course and examination regulations. The Executive Board and Academy Director will involve the educational committee's advice in their assessment.

6.4 External quality assessment

The Executive Board organises the accreditation of the institution's Bachelor's and Master's programmes. The student's opinion about the quality of the Bachelor's programme is involved during the preparation for a visitation within the context of an accreditation.

6.5 Internal quality assessment

6.5.1 The Executive Board regularly assesses the implementation of the agreed quality policy. The Executive Board strives for students to be involved with the quality policy of both the HZ and its Bachelor's programmes.

6.5.2 The Executive Board ensures the students are regularly given the opportunity to give their written opinion about the quality of both the HZ and its Bachelor's programmes.

6.5.3 The Academy Director will ensure the student is given the opportunity to provide a written opinion about the quality of the Bachelor's programme, or part of the programme, at least once a year. The way in which students are given the opportunity to give their opinion is included in the Bachelor's programme-specific section of this charter.

6.6 *Quality policy*

The proposed policy in relation to the quality of the education and research, partly in light of the quality assessment results and other information in relation to the quality of the institution, including the personnel policy, will be included in the annual report and the institutional plan.

Chapter 7 – Legal protection: complaints and disputes

7.1 *Introduction*

7.1.1 Any organisation where many people work closely together will sometimes come across problems between people. There may be someone who wants to complain about someone else's behaviour, but there can also be a difference of opinion between a student and an examination committee regarding a grade, or between a student and the university about the payment of tuition fees or an imposed measure. In these latter cases we would be referring to a dispute.

7.1.2 Many complaints or disputes can be solved with a simple conversation between the parties involved. This should really be seen as an initial step towards a solution. So always try to enter into a conversation with the teacher involved, or another HZ employee to start with. If this proves impossible, or even undesirable, it's of major importance that effective legal protection is provided. Someone who feels wronged or unfairly treated must have his rights protected. The HZ has a number of regulations which offer legal protection. The basic document is the Legal Protection for Students and External Students Regulation (which can be found on the HZ website: About the HZ button, Documents, Regulations, Other Regulations).

7.2 *Overview of broad legal protection outlines*

7.2.1 The legal protection consists of two phases: within the HZ (internal) and with a judge (external).

A so-called facility was introduced with the internal justice process, which a student can submit a complaint or dispute to. The external judicial process is concentrated at the Appeals Board for Higher Education in The Hague (CBHO). This board is basically authorised to act in all disputes arising from the LHE and any regulations based on this, once the internal judicial process has been completed. The CBHO has its own website, where more information can be found (www.cbho.nl). The CBHO website's homepage also clearly indicates which decisions can be submitted to the board. Plus the CBHO's rulings can also be found here.

7.2.2 In the regulation about dealing with issues between a student and the HZ, we differentiate between (a) complaints and (b) disputes, because of the differences in the judicial processes. We also distinguish within the group of disputes, i.e. between disputes which are applicable to (i) an assessment of the student's qualities and (ii) other disputes based on the LHE (or regulations based on this) which are more general in nature. This distinction is important when dealing with disputes. The first category of disputes is about disputes arising from decisions made by the examination committee or an examiner, the second category ('other disputes') can include, for example, a dispute about the level of the tuition fees. The first category is dealt with by the Examination Appeals Board (EAB). The last category is dealt with

by the Disputes Advisory Committee, which will subsequently provide the Executive Board with advice. The HZ's Examination Appeals Board has its own rules of procedure, just like the Disputes Advisory Committee. Both can be found on the HZ website (About the HZ website, Documents, Regulations, Other Regulations).

7.2.3 The EAB plays an important role where the student's 'knowledge and ability' are concerned. The EAB marginally assesses the student's knowledge and ability. This is because the board has the authority to annul decisions (for example decisions made by the examination committee or the Executive Board), but is not permitted to make its own new decision. The institution which made the original decision will need to reach a new decision, with consideration for the EAB's ruling.

7.2.4 The HZ has provided a schematic flow chart of its various different legal proceedings and the associated processes. This can be found on the HZ website: About the HZ button, Documents, Regulations, Other Regulations.

7.3 Submission of complaints, objections and appeals: at the HZ facility

The legislation about the rights which students can use against conduct or decisions which they don't agree with, and which have been briefly highlighted above, is very complex. An appeal can sometimes be submitted against a decision, sometimes just an objection or a complaint and sometimes there may be no legal remedy prescribed in the LHE. Students don't need to know all the ins and outs of these legal processes. You can (and must) always submit a complaint, objection or appeal to the exact same place: the HZ Facility. This facility will make sure the complaint or dispute is subsequently presented to the right person or the right authority.

Complaints and disputes must be submitted to:

HZ University of Applied Sciences HZ Facility

F.A.O. The Administrative Secretariat

Edisonweg 4

4382 NW Vlissingen

Tel. 0118-489000

Email: faciliteithz@hz.nl

7.4 Undesirable behaviour

There may also be cases of (sexual) intimidation, aggression, threats or violence. The HZ has a separate procedure and has also appointed a counsellor, exactly for these types of precarious matters. Reference is made to the appropriate regulation regarding this matter in the Undesirable Behaviour Regulation and the associated HZ Counsellor Undesirable Behaviour Regulation (procedure) (both of which can be found on the HZ website: About the HZ button, Documents, Regulations, Governance Sector Code). The HZ Research Protocol is applicable here, in order to safeguard the precision of the research (item).

7.5 Whistleblowers

A whistleblower regulation is also in place, which offers protection to people who offer a public warning about a wrongdoing within the institution: The Whistleblower Regulation (which can be found on the HZ website: About the HZ button, Documents, Regulations, Governance Sector Code). Again, there is a separate regulation here which includes the formal aspects of reporting

a wrongdoing: the HZ Whistleblower Counsellor Regulations. The HZ Research Protocol also applies here.

Chapter 8 - Liability

Introduction

Contrary to what has been stipulated in article 1.2 of this charter, chapter 8 will result in direct rights and obligations arising for both students and the HZ. Both can instantly appeal to these.

The term 'HZ' in this article 8 is understood to mean: the HZ University of Applied Sciences foundation, the HZ Educational Institute and the HZ University of Applied Sciences foundation's affiliated (legal) people.

In addition to students, the term 'students' in this article 8 also refers to: external students, prospective and former students and other third parties.

HZ liability for damages to people and property

8.1.1 The HZ is not liable for the loss, destruction, abuse or any other form of loss or damage to properties belonging to students (including external students, prospective and former students) or other third parties, nor for damage to the student himself. The student is therefore obliged, or is strongly advised as a result of the high risk factor, to insure himself against the risks listed in this article.

8.1.2 Should the HZ, despite article 8.1.1, still be held liable for damage to people or property, on whatever legal basis, the liability will be limited to the amount which will be paid out by the HZ's insurer in the case in question, plus the excess amount which will be at the HZ's expense, in accordance with the insurance conditions. The HZ will not be liable to provide the student with any kind of compensation if the insurance company doesn't pay HZ, for whatever reason this may be.

HZ liability for damage other than damage to people and property

8.1.3 The HZ can't be liable, on any legal grounds, for damages other than damage to people and property per event, whereby a series of events is regarded as one event, of any more than twice the amount of tuition or examination fees the student has paid in the academic year in question.

General liability (for all types of damages which the HZ can be liable for)

8.1.4 The HZ is not liable, on any legal grounds, for indirect and consequential damages. This is understood to mean the following: loss of profits and income and loss of savings. Within the context of Article 8.1.3, indirect and consequential damages means: any damage other than damage concerning tuition fees, learning resources, study finance and transport costs.

8.1.5 The HZ can't appeal to the limitation or exclusion of its liability if the damage is a result of the HZ's or managerial staff's wilful misconduct or gross negligence.

8.1.6 Any third parties (assistants) involved by the HZ can also appeal to the liability limitations and exclusions in this article 8. The assistant will also be able to appeal to the HZ's liability limitations if a HZ assistant is directly addressed by the student, as if those limitations were directly agreed between the assistant and the student.

If the HZ uses third parties (assistants), the HZ will also be able to appeal to any possible liability limitations and exclusions this assistant uses in its relationship with the HZ, in addition

to, or instead of, the liability limitations and exclusions in this article 8. In other words, the HZ can't be held liable for any more towards the student than the assistant is liable for towards the HZ.

8.1.7 The aggrieved party is obliged, under penalty of forfeiting all his rights (including, but not limited to, damages), to inform the HZ in writing of a damage/loss event as soon as possible, but no more than one year after the damage event.

8.1.8 The HZ's educational material is exclusively intended for educational purposes. The HZ can't be held responsible for the presence of any possible (printing) errors, inaccuracies and/or omissions and accepts no liability for these.

Damage payment by the student and fine and penalty provisions

8.1.9 Those who are not registered and who are still using the HZ's educational or examination facilities will be liable to pay HZ damages, in accordance with the conditions included in the LHE, equal to the tuition fees and examination fees owing.

8.1.10 Those who do not satisfy the conditions in article 8.1.9 (using the educational and examination facilities without registration), are guilty of a punishable offense and can be punished with a fine of the second category in accordance with the conditions in the LHE.

8.1.11 Those who are participating with the HZ's educational and examination facilities are obliged to provide their name and address details at the first possible opportunity and to provide access to the evidence which shows he or she is entitled to participate to any HZ employee who asks for this on behalf of the Executive Board. Anyone not satisfying these identification requirements will be committing a punishable offense and can subsequently be punished with a first category fine, in accordance with the LHE.

8.1.12 The student is liable for any other type of damages (as intended in article 8.1.9) which the student causes to the HZ, its employees or any third parties involved, in accordance with the legal provisions in the Civil Code.

8.1.13 With a particular focus on article 8, the student is obliged to sufficiently insure himself against sickness, accidents and liability. The student will first need to contact his own insurance company if he suffers any damages, before turning to the HZ.

Work experience placements

8.1.14 The previous conditions are also applicable if the student participates with a work experience placement.

Chapter 9 – Other provisions

9.1 Applicable law and competent court

9.1.1 Dutch law is exclusively applicable to the legal relationship between a student and the HZ, as well as this charter and the legal relationships arising from this or related to this.

9.1.2 A Dutch court will exclusively be appointed in so far as a court has jurisdiction over a dispute between a student and the HZ, irrespective of whether this has arisen from, or is related to, this charter. If the student is a foreign student or lives abroad, the HZ can also opt to bring the dispute before a court in the student's place of residence.

9.2 Implementation and official title

9.2.1 This charter will take effect on 1st September 2012 and will be valid until a Students' Charter (institution-specific section) has been established which replaces this charter. The previous Students' Charter will be withdrawn with effect from 1st September 2012.

9.2.2 This charter will be referred to as: Students' Charter, if necessary with the addition '(institution-specific section)'.