



## Colophon

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## Preface

### Saxion University of Applied Sciences Students' Charter 2021–2022 Institutional section

The Saxion University of Applied Sciences Students' Charter contains all the rights and obligations of Saxion students.

With more than 26,000 students, Saxion is a versatile university of applied sciences with locations in Enschede, Deventer and Apeldoorn. Saxion strives to offer an optimal learning and working environment. This ambition brings together the individual characteristics and needs of the students and staff, the requirements set for them and the values and standards considered valuable by society. A functional Students' Charter, which contains an overview of the Saxion rules in clear language, is part of this ambition.

A Students' Charter only comes to life when what it says is put into practice. Where applicable, the Students' Charter will be invoked and the Students' Charter can provide support in ensuring a successful learning period at Saxion.

The Students' Charter consists of a part related to the institution and a part related to the programme. This part of the Students' Charter relates to the institutional section. The section relating to study programmes includes the Education and Examination Regulations (EER) and the further specification of this.

You can find the Students' Charter on [mijn.saxion.nl](http://mijn.saxion.nl). If you have questions or comments about the Students' Charter, please contact Evelien Cremers, ESS - Quality and Regulatory Assurance ([e.a.cremers@saxion.nl](mailto:e.a.cremers@saxion.nl)).

## 1 Basic principles

### 1.1 Definitions

Accreditation	The quality mark which expresses that the quality of a programme has been assessed positively. The quality mark is granted by the Accreditation Organisation of the Netherlands and Flanders (NVAO).
CBHO	College van Beroep voor Hoger Onderwijs (Board of Appeal for Higher Education), national appeals tribunal established in The Hague.
Saxion University Council (abbr. in Dutch: CMR).	Centrale medezeggenschapsraad (Central Participation Council), see chapter 7.
Cobex	College van Beroep voor Examens (Board of Appeal for Examinations), the institution within Saxion which handles, among other things, the disputes resulting from decisions of the examination board or an examiner.
the Executive Board	The executive board (EB), which is responsible for the governance of Saxion under the WHW (Higher Education and Research Act).
Deficiency test	Test that an applicant can take prior to enrolment if he does not meet the further entry requirements that apply for the programme of his choice.
EU/EEA student	A student with the nationality of Belgium, Bulgaria, Cyprus, Austria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden. Students with the Swiss nationality are also considered EU/EEA students.
Examination	An examination is made up of separate exams. Each Bachelor degree programme within Saxion has at least two examinations: the first-year examination and the final examination. Master degree programmes and Associate degree programmes have a final examination only.
Functional impediment	Each physical, sensory or other impediment as a result of which study progress is slowed down.
GAC	Geschillenadviescommissie (Disputes Arbitration Committee), the Saxion institution which handles, among other things, disputes of a general nature.
HTC	Hogeschool Toelatingscommissie (University Admission Board), the committee instituted by the Executive Board under Article 7.29 WHW (Higher Education and Research Act) which assesses, among other things, the admissibility of applicants following a 21+ exam or a deficiency test. The applicant can also apply to this committee for an exemption for sitting the 21+ exam or taking the deficiency test.
MKG	The Meldpunt Klacht en Geschil (Reporting Centre for Complaints and Disputes) offers each (prospective, present or former) student, (prospective, present or former) external candidate and each Saxion staff member, as well as external relations, the opportunity to submit their complaint, appeal or objection.
EER	The Education and Examination Regulations consist of two parts: A general part determined by the EB (Saxion EER Model) and a programme-specific part that is different for each degree programme and is determined by the head of the school. The EER is the whole of the mutual rights and obligations between the school and the students as far as teaching, assessment and examination are concerned. EER-B

	refers to the EER for Bachelor degree programmes, EER-Ad refers to the EER for Associate degree programmes and EER-M refers to the EER for funded Master degree programmes.
Saxion	Saxion University of Applied Sciences (government-funded higher education institution, Article 1.8 Higher Education and Research Act).
Academic year	The period beginning on 1 September up to and including 31 August of the following year.
Exam	A test regarding the knowledge, understanding, skills and attitude of the student in order to establish whether the student has acquired the learning outcomes of a unit of study, as well as the assessment of the results of the test.
WHW	Wet op het hoger onderwijs en wetenschappelijk onderzoek (Higher Education and Research Act).
21+ exam	Exam for applicants aged 21 years or older who wish to enrol in a Bachelor degree programme at Saxion and do not meet the general preliminary study requirements as laid down in Article 7.24 WHW (Higher Education and Research Act) nor have been exempted from these by virtue of Article 7.28 WHW (see Article 7.29 WHW and Article 3 paragraph 1 EER-B).

### 1.2 Status of the Students' Charter

1. The present charter is a Students' Charter as referred to in Section 7.59 of the WHW (Higher Education and Research Act).
2. The Students' Charter has been adopted by the EB, after approval of the Central Participation Council (CMR).
3. The provisions of the Students' Charter are only legally effective when they do not conflict with rulings by a higher authority.

### 1.3 Scope

1. The scope of this charter is restricted to those enrolled at Saxion as a student or external candidate, in so far as this is covered by the WHW. The provisions in Chapter 8 constitute an exception. The content of chapter 8, Rules of conduct and sanctions, is applicable to all persons enrolled at Saxion.
2. Hereinafter, the student will be referred to in the masculine singular. Where reference is made to a student, this shall be understood to include the female student.
3. The Students' Charter does not apply to students enrolled in unfunded post-initial Master degree programmes at Saxion, unless explicitly mentioned in this Article. Chapter 8, Rules of conduct and sanctions, does apply to students enrolled in post-initial Master degree programmes.
4. The Students' Charter describes, in so far as applicable, the legal position of external candidates.
5. This Students' Charter is not applicable to students enrolled at Saxion Next, with the exception of the applicable Rules of conduct and sanctions in chapter 8.
6. This Students' Charter applies until superseded by a new charter as determined by Saxion.
7. The present Students' Charter supersedes all previous charters. Consequently, it is no longer possible to derive any rights and/or obligations from them. Any agreement entered into by Saxion and a student on the basis of a previous charter will, however, be respected.

### 1.4 Content of the Students' Charter

1. The Students' Charter consists of a part related to the institution and a part related to the programme. This part of the charter relates to the institutional section. The part related to the programme consists of the EER of the programme and its further specifications.
2. The present Saxion Students' Charter has two aims:
  - a. To describe students' rights and obligations based on statutory regulations or regulations adopted by Saxion
  - b. It has a law-making status. New agreements between Saxion and its students are laid down in the Students' Charter.
3. The programme-specific part as referred to in Article 7.13, paragraph 1 WHW is laid down in the EER and can be found on [mijn.saxion.nl/my\\_studies/rules\\_and\\_procedures/Saxion\\_EER](http://mijn.saxion.nl/my_studies/rules_and_procedures/Saxion_EER). The Students' Charter does not cover all subjects exhaustively. The EB and the heads of the schools ensure that the implementing regulations which are part of this Students' Charter are available and retrievable, largely on [mijn.saxion.nl](http://mijn.saxion.nl).
4. Insofar as reference is made to the university of applied sciences arrangements, this comprises the following within Saxion for the current academic year:
  - Saxion IT Facilities Code of Conduct
  - Procedure for the misuse of ICT facilities
  - Complaints procedure for undesirable behaviour
  - Saxion Code of Conduct for non-Dutch education
  - Privacy statement
  - Saxion University Participation Council Regulations (part of the Programme Committee Regulations)
  - Saxion Tuition Fee Regulations
  - Saxion Annual Academic Calendar
  - Education and Examination Regulations (EER).
  - Framework regulation "Studeren met een functiebeperking Saxion" (part of the Policy Plan: Studying with a functional impediment at Saxion)
  - Financial Support Saxion Students Regulation
  - Disputes Arbitration Committee (GAC) Regulations
  - Board of Appeal for Examinations (Cobex) Regulations

- Top-class Sports policy
- Study choice check scheme

#### **1.5 Amendment and publication of the charter**

1. The Students' Charter is made available to every student upon enrolment in a programme at Saxion (Article 7.59 paragraph 2 WHW). The institution part is available on [mijn.saxion.nl](http://mijn.saxion.nl). The part relating to the programme is also available on [mijn.saxion.nl](http://mijn.saxion.nl).
2. A new Students' Charter is adopted each year. It is possible that the charter will be amended in the course of the year because of new laws or alterations in regulations. If required, the students will be informed of these amendments by means of publication on [mijn.saxion.nl](http://mijn.saxion.nl).

#### **1.6 Foundation**

Saxion is a higher education institution based on general and specific principles, and respects all philosophical convictions and beliefs that fit into our democratic legal order and are in accordance with the Constitution.

## 2 Application, admission and enrolment

### 2.1 Application for Bachelor degree programmes, Associate degree programmes and funded Master degree programmes

Paragraphs 2.1 through to 2.8 also apply to current and prospective external candidates.

In order to study at Saxion as a student you have to be enrolled as such. For this purpose the applicant must apply via Studielink. The applicant enters the study choice and preliminary study via Studielink. The Student Registration department handles the application. DUO checks whether the preliminary study requirement has been met.

The student applicant is advised to apply for a Bachelor degree programme or an Associate degree programme by 1 May at the latest. The student applicant is offered a Meet & Greet. The student applicant who has applied by 1 May at the latest can request a study choice check (an intake activity followed by a Study Choice Advice). See also "Regulations for Study choice check" for further specification.

A study choice advice does not say anything about the admissibility of the student. The study choice advice has no effect on enrolment. Saxion has decided to make participation in the study choice check no longer mandatory from the intake of academic year 2020-2021.

The application deadline of 1 May and the associated regulations do not apply to applicants who register for a bachelor degree programme with decentralised selection (Forensic Science), or a programme with additional requirements (Hotel management, Creative Media and Game Technologies), or a programme with a job requirement in accordance with 7.27 of the Higher Education and Research Act (WHW).

### 2.2 Admission: Requirements concerning preliminary study for Bachelor degree programmes and Associate degree programmes

1. The following general requirements concerning preliminary study apply to anybody who wishes to enrol as a student in the first year of a Bachelor degree programme or an Associate degree programme (Article 7.24 WHW and Article 3 paragraph 1 EER-B):
  - A pre-university education certificate (vwo) (indicating the subject cluster)
  - A senior general secondary education certificate (havo) (indicating the subject cluster)
  - An intermediate vocational education certificate (mbo 4).
2. A student can be enrolled in the main phase of a Bachelor degree programme at Saxion on the following basis:
  - a. On the basis of a certificate as proof of passing the first-year examination of the Bachelor degree programme in question, or passing the first-year examination which this Bachelor degree programme has in common with one or more other Bachelor degree programmes (Article 7.30 paragraph 1 WHW, Article 4 paragraph 1 EER-B).
  - b. On the basis of a decision of the head of the school (based on a binding advice from the examination board), if a certificate is involved that is at least equivalent to the first-year certificate of the Bachelor degree programme. In case a student has a certificate issued outside the Netherlands, the head may determine that no exams may be taken until the examination board has been satisfied through proof of sufficient proficiency in the Dutch language that the programme can be followed effectively (Article 7.30 paragraph 2 WHW, Article 4 paragraph 3 EER-B).
  - c. With due observance of the EER-B, the examination board may allow the student to sit one or more exams of the main phase, even when not all first-year exams have been passed (Article 7.30 paragraph 3 WHW, Article 15 paragraph 2 EER-B) and the person involved is therefore still enrolled as a student in the first year.

### 2.3 Admission: Other requirements concerning preliminary study and deficiency test for Bachelor degree programmes and Associate degree programmes

1. It is prescribed by law which subject clusters for senior general secondary education (havo) or pre-university education (vwo) certificates offer admission to a specific programme. Further compulsory subjects of the school-leaving examination may also be prescribed by law (Article 7.25 WHW, Article

- 3 paragraph 1 EER-B). In case the applicant does not meet the specific requirements concerning preliminary study (subject requirements), he must have passed the deficiency test prior to enrolment (Article 7.28 paragraph 2 WHW, Article 3 paragraph 1 EER-B). Saxion has chosen not to set these more specified preliminary study requirements for applicants with an intermediate vocational education (MBO-4) diploma. Also, additional requirements may be set or, for a part-time or dual programme, requirements of employment during the period the programme is attended may be set (Article 7.26 and 7.27 WHW).
2. With respect to old certificates which do not indicate a subject cluster, or with respect to certificates with subject clusters that were offered in secondary education prior to 1 August 2007, or with respect to students who take a deficiency test as part of a 21+ exam, the University Admission Board may determine which deficiency tests must have been passed in order to be admitted.
  3. Applicants with a different certificate (from the Netherlands or elsewhere) may be granted exemption from the general requirement concerning preliminary study by the University Admission Board, when in the University Admission Board's judgement the certificate in question is at least equivalent to the vwo, havo or mbo 4 certificates mentioned above under paragraph 1.
  4. Applicants in possession of a certificate from abroad who wish to be admitted to a Dutch-language programme have to submit proof of sufficient proficiency in the Dutch language (Article 7.28 paragraph 1 WHW, Article 3 paragraph 1 EER-B). The following certificates count as proof of sufficient proficiency in the Dutch language: the certificate "Staatsexamen programma 2", the certificate "Profiel Educatief Startbekwaam" (formerly: "Profiel Taalvaardigheid Hoger Onderwijs") or the certificate "Profiel Educatief Professioneel" (formerly: "Profiel Academische Taalvaardigheid (PAT)" for all four sub skills, i.e. reading, writing, listening and speaking, or a previously obtained diploma in the Netherlands on at least pre-vocational level (VMBO). If the applicant does not possess either of these certificates, the applicant is to demonstrate that he is sufficiently proficient in the Dutch language. This is possible by successfully taking part in the state examination programme 2 offered by DUO.
  5. Any applicant who does not meet the general requirement concerning preliminary study in accordance with Article 7.24 WHW, nor is eligible for an exemption in accordance with Article 7.28 WHW (see Article 7.29 WHW and Article 3 paragraph 1 EER-B and EER-Ad) can sit Saxion's so-called 21+ exam, provided he is at least 21 years old. As to the reference date, the candidate should be aged 21 years or older on 1 September of the year of enrolment. Saxion's 21+ exam consists of a Dutch language proficiency test and an aptitude test, which may be supplemented with one or more deficiency tests.
  6. The University of Applied Sciences' 'HTC' (University Admission Board) can offer an exemption to applicants who are not directly admissible from:
    - a. the requirements concerning preliminary study, on the basis of:
      - other certificates (7.28 paragraph 2, 3 and 4 WHW), or
      - entrance exams (7.29 paragraph 1, 3 and 4).
    - b. the specific requirements concerning preliminary study (7.25 paragraph 4 WHW)
    - c. (parts of) the Saxion 21+ exam (both the Dutch language proficiency and aptitude test parts)
    - d. the deficiency test
    - e. the Dutch language proficiency test (NT2 test, level B2).
  7. The prospective student must send a motivated request for exemption via email to the University Admission Board (HTC). The applicant will need to supply any certificates, qualifications and other proof on the basis of which he submits a request for exemption.
  8. Applicants wishing to enrol in a Bachelor degree programme or wishing to follow a study trajectory<sup>1</sup> within a Bachelor degree programme taught exclusively in another language than Dutch, must meet requirements of sufficient proficiency in the language of instruction for the Bachelor degree programme or study trajectory in question.
  9. Article 3 of the EER-B and EER-Ad refers to the 'Requirements' tab: at [www.saxion.nl](http://www.saxion.nl). This sets out the entry requirements for each programme.

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<sup>1</sup> A study trajectory means that Saxion's Bachelor degree programme offers a clearly defined differentiation or specialisation in terms of content. A study trajectory must be approved by the Board of Directors (BoD). If a programme is offered in a different language than the regular language, we refer to this as a NAAST trajectory. This is a separate type of study trajectory. Other forms of study trajectories are for example a short degree programme, a tailor-made programme, an abridged programme, a target group trajectory or a clearly defined differentiation or specialisation in terms of content.

#### **2.4 Admission: Entry requirements for Master degree programmes**

For admission to a government funded master degree programme and a follow-up master degree programme as referred to in article 7.3a paragraph 2 WHW, the entry requirements apply (article 7.30b WHW):

- A Bachelor degree at university level or a Bachelor degree at higher professional education level, or
- knowledge, insight and skills commensurate with a Bachelor degree at university level or a Bachelor degree at higher professional education level.

In addition to these requirements, Saxion may set qualitative admission requirements. In case of qualitative admission requirements for students, the number of types of such requirements is at least two (Article 7.30b paragraph 5 WHW).

These qualitative requirements are included in Article 3 of the EER-M of the Master degree programme in question.

The EB may set a maximum number of enrolments in the Master degree programme in question. If the EB has set such a maximum number, the additional requirement applies that the admission does not cause this number to be exceeded. In the event a maximum number has been set, regulations will be drawn up which include the procedural rules to be followed if the maximum number of enrolments has been exceeded.

#### **2.5 Enrolment in Bachelor degree programmes, Associate degree programmes and funded Master degree programmes**

1. Enrolment in a Saxion programme can be effected in two ways:
  - Registration as student: (full-time, part-time or dual (Article 7:32 WHW);
  - Enrolment as an external candidate (Article 7.32 WHW).
2. Enrolment as an external candidate is meant only for those candidates wishing to sit exams/examinations only for the programme in which they are enrolled. An external candidate pays examination fees instead of tuition fees.
3. Students enrol in one or more programmes and for the full academic year, in principle. Students can enrol in only one type of programme (full-time, part-time or dual). Non-EU/EEA students who have a residence permit for study reasons can only be enrolled as full-time degree programme students. From academic year 2021-2022 students from the United Kingdom no longer fall under EU/EER regulations due to Brexit.
4. The academic year starts on 1 September and ends on 31 August of the following year. The student is to meet all enrolment requirements prior to enrolment. After enrolment, students are issued with a proof of enrolment in the form of a student card. In case the student does not meet all enrolment requirements on 1 September, the request for enrolment at Saxion is cancelled and he has no right to participate in tuition, sit exams or make use of Saxion's facilities in any way.
5. Requirements for enrolment:
  - a. The applicant must register and enrol in accordance with the procedures of Studielink and Saxion.
  - b. The personal details of the applicant are verified. In Studielink, the personal details are verified by DUO by checking the municipal personal records database (BRP). If verification is unsuccessful, the applicant must submit a copy of a valid proof of identity to Saxion's Student Registration department.
  - c. The data concerning preliminary study which give access to the programme are to be verified. In Studielink, the requirements concerning preliminary study are verified by DUO by means of the Examination Results Register (ERR). If verification is unsuccessful, the applicant must submit certified copies of the certificate and the transcript of the preliminary study to Saxion's Student Registration department.
  - d. By submitting a signed authorisation form (digitally via Studielink), the applicant authorises Saxion – until mutual agreement to terminate the authorisation – to collect any payable tuition fees. Saxion uses a digital direct debit mandate for this purpose;
  - e. If additional requirements or requirements of employment have been set for the programme of choice, the programme in question must submit a statement of intake approval to Saxion's Student Registration department for each applicant.

- f. foreign applicants must submit evidence of passing a language test (Dutch or English depending on the desired programme) and a submit residence permit (for non-EU/EEA students). Students from the United Kingdom must have a valid residence permit.
6. The regulations relating to determining the tuition fees and payment of tuition fees are recorded in the Saxion Tuition Fees Regulations 2021-2022 (the Regulations). The Regulations are determined annually. An extensive description of application, admission, enrolment and termination of enrolment can be found <https://www.saxion.nl/studeren/aanmelden>. The Tuition Fee Regulations can be found at [www.saxion.nl](http://www.saxion.nl) and [mijn.saxion.nl](http://mijn.saxion.nl).
7. Among other things, the following subjects are discussed in these regulations:
  - enrolment during the academic year
  - Re-enrolment
  - termination of enrolment;
  - tuition fee types, amounts and conditions;
  - second enrolment
  - Terms of payment
  - problems with payment.

## **2.6 Termination of enrolment in Bachelor degree programmes, Associate degree programmes and funded Master degree programmes**

1. The student must communicate notification of termination of enrolment via Studielink. Termination of enrolment in the month of June or later in the academic year does not entitle the student to a refund. Terminations of enrolment are processed as at the first day of the next month (this also applies after June). In case of a change of programme, degree type or study trajectory, the termination of enrolment will come into effect after the second enrolment.
2. If the student terminates his enrolment in the course of the academic year, this counts as premature termination of enrolment.
3. A student who wants to terminate his first enrolment without having obtained a final certificate must pass this on via Studielink. The termination of enrolment commences on the first day of the month following the month in which the termination of enrolment was passed on by the student in Studielink. Any refund will be applied automatically in accordance with the rules in the Tuition Fee Regulations.
4. A student who wants to terminate his second programme without having obtained a certificate must pass this on via Studielink. As the first enrolment continues, the student will not receive a refund.
5. A student who obtains a certificate for the second enrolment remains enrolled in the first programme. No changes are made during that academic year with regard to enrolment, refunds or the level of the tuition fees.
6. A student who meets all the conditions of the final certificate for the Associate degree programme, the Bachelor degree programme or the Master degree programme in August of the academic year does not have to enrol in the new academic year until the examination board makes a decision in September. If the examination board decides that the student has passed, the certificate will be backdated to 31 August of the previous academic year.
7. A student who meets all the conditions of the first-year certificate in August of the academic year does not have to enrol in the new academic year before the examination board makes a decision in September. If the examination board decides that the student has passed the first-year examination, the first-year certificate will be backdated to the last working day of August of the previous academic year. The student must terminate his enrolment via Studielink to avoid the continued collection of tuition fees.

## **2.7 Tuition and examination fees**

1. The student is due tuition fees to Saxion for each academic year that he is enrolled in a Saxion programme (7.43 WHW). The amounts and the different types of tuition fees (statutory or institutional tuition fees) have been determined in the Regulations. The amounts of the tuition fees are determined annually.
2. The National Education After Corona Programme (NPO) measure incorporates the offer of a 50% discount on the full statutory tuition fees for academic year 2021-2022 in connection with COVID-19.

In anticipation of the legislation and at the Minister's request, it was decided nationally to lower the tuition fees for academic year 2021-2022. The Saxion Tuition Fees Regulations for 2021-2022 have been amended accordingly.

3. The tuition fees are subdivided into:
  - statutory tuition fees (amount depends on type of degree programme: full-time, part-time, dual);
  - reduced statutory tuition fees (amount depends on type of degree programme: full-time, part-time, dual);
  - Institutional tuition fees (amount depends on nationality or degree obtained).
4. The Regulations determine whether the student is eligible to pay statutory tuition fees, reduced statutory tuition fees or institutional tuition fees.
5. The external candidate is due an examination fee determined by the EB for each academic year that he is enrolled in a Saxion programme (7.44 WHW). The EB has set the examination fee at an amount equal to the amount paid by a full-time student in accordance with the Regulations.
6. The specified General Terms and Conditions (ALV) apply to follow-up master degree programmes.

## **2.8 Compensation and penalty clauses**

1. Anyone who is not enrolled at Saxion but does make use of its mainstream tuition and examination facilities will be liable for damages to Saxion (Article 15.2 WHW) (in addition to any fine based on criminal law under Article 15.3 WHW). The level of these damages will be set by the EB at an amount equivalent to the tuition fees that should have been paid if the person had enrolled in the programme in question.
2. If Saxion reports unauthorised use of the tuition and examination facilities to the police, the Public Prosecutions Office (OM) may impose a fine.
3. The payment of compensation and/or a fine does not entitle a person to postliminary enrolment by operation of law. Enrolment is only possible at the next date of enrolment, subject to payment of the tuition fees.

### **3 Rights and obligations resulting from enrolment**

#### **3.1 Rights of the student (Article 7.34 WHW)**

Enrolment as a student entitles the student to the following rights:

1. Participation in tuition within the school. Enrolment as a student in a programme at a Saxion school entitles the student to participation in tuition. Enrolment also entitles Bachelor and Associate degree programme students to participate in tuition for Bachelor degree programmes and Associate degree programmes for both another programme at their own location and their own or another programme at another location without requiring a second enrolment, provided they meet the relevant requirements (Article 1 EER-B' and Associate degree, under 'Education within other programmes at Saxion'). This may only involve funded tuition which fits within the study contract approved by the head of the school where the student is enrolled. Should the student wish to participate in a second Bachelor degree programme or Associate degree programme, a second enrolment is needed. Refer to the Tuition Fee Regulations for the consequences for the tuition fees.
2. Sitting exams and examinations within the programme (see Articles 13 up to and including 24 of the EER-B, Articles 11 up to and including 22 of the EER-Ad and Articles 9 up to and including 20 of the EER-M for the programme in question);
3. Access to and utilisation of all premises and outdoor spaces of Saxion, unless the EB has restricted such access (see Article 7.34 paragraph 1c WHW).
4. Use of student services, including the Saxion Library and the student counsellors.
5. Study career counselling, whereby Saxion will pay special heed to students belonging to cultural or ethnic minorities or students with a functional impediment.
6. In case the minister or Saxion decides to discontinue a programme, the student is entitled to complete the programme within a reasonable amount of time at Saxion or at another university of applied sciences (Article 7.34 paragraph 2 WHW).
7. The right to vote and stand for election for the Saxion University Council (CMR) and the School Council of the school which offers the programme.

#### **3.2 Obligations of the student**

Enrolment as a student entails at any rate the following obligations at enrolment:

- Fulfilling the obligation to pay the tuition fees
- Complying with the Saxion Rules of conduct as recorded in chapter 8.

#### **3.3 Rights of the external candidate (Article 7.36 WHW)**

Unlike a student, an external candidate is not entitled to participate in tuition. Enrolment as an external candidate only entitles the external candidate to the following:

1. Sitting exams and examinations within the programme (see Articles 13 up to and including 24 of the EER-B, Articles 11 up to and including 22 of the EER-Ad and Articles 9 up to and including 20 of the EER-M for the programme in question). See also Article 7.34 paragraph 1b WHW. External candidates with a functional impediment may request the examination board to enable them to sit exams in a way adapted to the functional impediment as much as possible (Articles 16 EER-B, 14 EER-Ad and 12 EER-M);
2. Access to and utilisation of all premises and outdoor spaces of Saxion, unless the EB has restricted such access (see Article 7.34 paragraph 1c WHW).

#### **3.4 Obligations of the external candidate (Article 7.36 WHW)**

Enrolment as an external candidate entails at any rate the following obligations:

- Paying the examination fee
- Complying with the Saxion Rules of conduct as recorded in chapter 8.

#### **3.5 Rights of students with a functional impediment**

1. At Saxion, a functional impediment is understood to mean: Each physical, sensory or other impediment as a result of which study progress is slowed down. This can be a visual, auditory or motor disability, a language impediment (dyslexia), arithmetic impediment (dyscalculia), speech disorder, stamina impediment, memory/concentration defect or organ defect, but also a phobia, depression, epilepsy, M.E., chronic RSI or serious migraine.

2. At the request of a student with a functional impediment, Saxion is obliged to take appropriate measures to ensure the student has an equal opportunity of successfully completing the programme. Student counsellors guide and assist the student with applying for these facilities.
3. The study programme director will, at the student's request and where possible, offer students with a functional impediment the opportunity to participate in education in an adapted way (Article 16 EER-B, Article 14 EER-Ad and Article 12 EER-M). Depending on the nature of the impediment, the student may apply for educational facilities. Possible educational facilities are for example: an adapted learning pace, a substitute assignment, making use of staggered work placements or additional study career counselling.
4. On request and where possible, the examination board offers students with a functional impediment the opportunity to sit exams in a way adapted to the impediment (Articles 16 EER-B, 14 EER-Ad and 12 EER-M). Depending on the nature of the impediment, the student may apply for compensation during tests. Possible examination facilities are for example: extended examination time, use of laptop, and taking exams in a quiet room.
5. The Saxion Policy Plan and Framework regulations 'Studying with a functional impediment at Saxion' contain the starting points for granting facilities, as well as the procedure for requesting and granting such facilities. See also [www.saxion.nl/studerenmeteenfunctiebeperking](http://www.saxion.nl/studerenmeteenfunctiebeperking).
6. For students with a functional impediment, Saxion strives for the maximum accessibility of premises in case of renovation and new building activities. The web guidelines of the hallmark 'Waarmerk Drempelvrij' are incorporated as much as possible with regard to the digital accessibility of existing and new information systems and websites throughout the university of applied sciences.

### 3.6 Health and safety

1. At Saxion, the Dutch occupational health and safety laws (Arbowetgeving) apply. Students are at any rate entitled to:
  - Information and instructions concerning risks and dangers related to work and study;
  - Information and instructions about and access to safety measures and (personal) protection equipment
  - A discussion and evaluation of the health and safety risks involving lecturers and tutors
  - Report hazards and problem areas to lecturers, tutors, study career counsellors, confidential intermediaries or the Service Point
  - Suspension of study in case of immediate threat or danger to safety or health, which may not negatively affect the student's study progress
  - Feedback in case of reported problem areas regarding safety, health and well-being.
2. For questions or complaints about, for example, air conditioning, furniture and safety within Saxion, students and staff can contact one of the two occupational health and safety officers:  
**Albert Baas** (LED) 088-0193061, [a.w.baas@saxion.nl](mailto:a.w.baas@saxion.nl) (chemical safety and physical working conditions)
3. **Gert Jan de Vries** (FSO) 088-0193699, [g.j.devries@saxion.nl](mailto:g.j.devries@saxion.nl) (building-related safety, facilities and corporate emergency response service). Students are in any event obliged to:
  - Adhere to the safety rules, regulations and procedures in force
  - follow Saxion and school instructions from lecturers and tutors for following safety procedures and measures and for wearing personal protection equipment
  - when performing work, make preparations in advance at his own initiative and precautionary measures.
  - Report hazardous situations and near accidents to the Service Point
  - Report a fire, emergencies and accidents via the emergency phone number 088-0196333
  - Follow the instructions of the company emergency response officer, evacuation team or lecturers in case of emergencies and/or evacuation.

## 4 Tuition

### 4.1 Education and Examination Regulations (EER)

Each programme or group of programmes has an EER under Article 7.13 WHW. The EER is the whole of the mutual rights and obligations between the school and the students as far as teaching, assessment and examination are concerned. The EER consists of two parts: one general part and a part which is programme specific. The general part, the Saxion Model EER (Bachelor degree programmes, Associate degree programmes or Master degree programmes), is determined annually by the EB. The programme-specific part is drawn up each year by the head, with the examination board adding programme-specific details of its own. The CMR and the School Council have the right of consent to the model text and the details specified by the director.

The programme committee also has the right of consultation or consent regarding some of the details worked out by the EER. In addition, the programme committee will assess the implementation of the EER annually.

For students participating in a Top Talent Programme (Honours Programme or Excellence Programme), in addition to the EER, the Education and Examination Regulations for the relevant Saxion Top Talent Programme also apply, which include the specific requirements for the relevant Top Talent Programme.

The EER includes:

- provisions relating to study load and the associated credits;
- the form in which the programme established (full-time, part-time or dual);
- a global overview of the contents of the study programme as well as a detailed overview of the units of study, exams and corresponding study load as offered in the academic year concerned;
- the type of exam and references to the conditions, the exam rules and the enrolment process;
- the regulations relating to offering study advice;
- the set requirements relating to the final examination and other exams;

The starting point for the provisions of the EER is that the education in a feasible programme within a bachelor or other study programme should be offered in such a way that the student, within the boundaries of the EER, but also with due observance of the basic assumptions of planning and scheduling and the study contract applicable to the student, is enabled to participate in all the educational programme study activities of the major and any chosen minor. In the case of functional impediment or educational and/or assessment support needs, the student may request special facilities, in accordance with the provisions of the EER.

The Saxion Annual Schedule 2021-2022 records the annual schedule of the term schedule for academic year 2021-2022. Times at which lessons take place are laid down in the lesson timetable.

### 4.2 Quality of tuition

1. The quality of all (funded and unfunded) Bachelor degree, Associate degree and Master degree programmes of Saxion is regularly assessed by independent external and internal experts and by students.
2. The external assessment procedure has been laid down in the so-called accreditation system, Article 1.18 WHW. For this purpose, Saxion works with an integrated quality assurance system that follows a six-year cycle. Once every six years, an external panel performs an assessment (visitation). The visitation of the programme is carried out by an independent visitation panel duly authorised by the Accreditation Organisation of the Netherlands and Flanders (NVAO). Saxion

submits the accreditation procedure based on the visitation report. The NVAO then decides whether the accreditation of a programme is continued. Accreditation means that a programme complies with the NVAO standards and a quality mark will be issued for six years. Additionally, internal auditors and experts from the professional field perform an internal audit of the quality of the programme once every six years. For both assessments, students (often the degree programme committee) submit a chapter that is included in the programme's self-evaluation, in accordance with Article 5.13.

3. As part of the Saxion-wide quality assurance process, all students will regularly be given the opportunity to give an assessment of the quality of tuition in which they participate (Article 1.18 WHW). The results of these assessments, with the exception of any names mentioned, are public. The head is responsible for dealing with the results of quality assessments of (parts of) the programme. In addition, the programme-specific part of the EER stipulates how the head evaluates his degree programme (Article 7.13, paragraph 2, a1, WHW). The degree programme committee has the right of consent with regards to the method in which evaluations are performed. For more information, see Article 4.4 of the Saxion University Participation Council Regulations.
4. Saxion describes its policy plans regarding the quality of education in its quality policy document and in the academic calendar (as part of the P&C cycle). The results achieved with regard to the quality of education are reported in the annual management report.

#### **4.3 Tuition in Dutch**

Within Saxion, both education is given and exams are set in Dutch. The following exceptions to this rule may be made (Article 7.2 WHW):

- NAAST trajectories (programmes followed alongside the Dutch study route in a language other than Dutch)
- Programmes for foreign languages
- Guest lectures by a lecturer speaking a foreign language
- If the specific nature, organisation or quality of tuition, or the origin of the students, make it essential to do so.

The Saxion Code of Conduct for Foreign Language Education and the Framework for Language Policy have been determined by the Executive Board.

#### **4.4 Affordable tuition**

1. Enrolment in a programme at Saxion is not dependent on any other financial contribution besides tuition fees or examination fees (Article 7.50 paragraph 1 WHW).
2. Expenses incurred for tuition materials for the student's personal use, such as books, materials and equipment for practical training, that are required for participation in tuition and exams/examinations for the programme in which a student is enrolled, are to be paid by the student or the external candidate. The student should receive an overview of these costs to the extent possible before the beginning of the academic year.
3. Costs incurred by Saxion for statutory obligations concerning the provision of tuition, such as furnishing expenses, classrooms, conducting an administration, production of certificates etc., may not be charged to the students.
4. The total amount charged for excursions, introductory periods, project days and work placements, together with the other costs for teaching materials, should not be excessive, but cover the costs to the extent possible.
5. If any other monetary contribution towards the costs is asked (in addition to the statutory tuition fee, institutional tuition fee or examination fee) for a specific facility or service which bears no close relation to the statutory tasks of the university of applied sciences, this may only involve a facility or service the student is allowed but not obliged to buy in order to participate in a programme in which he wishes to enrol or has been enrolled. In other words: the student is free to decide whether or not to use this provision or service. If the student opts to make use of the voluntary facility or service, he will be due the contribution charged for them, but the enrolment in the programme is not made dependent on this.

If the monetary contribution is for an obligatory part of the programme, the student is offered an alternative activity by the school which will enable the student to achieve the envisaged learning outcomes.

#### **4.5 Degrees and titles**

1. Those who pass the final examination of a Bachelor degree programme, a Master degree programme or an Associate degree programme are awarded the title of Bachelor (B), Master (M) or Associate degree (Ad), respectively, by the EB. The Bachelor or Master degree will be supplemented with a further designation, based on a national reference list, to enable comparison with foreign degrees. The graduate may place the degree and further designation behind his name. Graduates who have been awarded an Associate degree may only use the designation 'Ad' behind their name. They may not use any further designations.
2. Graduates who have been awarded a Bachelor degree may also opt for using a title in front of their name, namely:
  - a. the title 'ingenieur', abbreviated to ing., if the final examination of the Bachelor degree programme is in the field of engineering or agriculture and natural surroundings, or
  - b. the title 'baccalaureus', abbreviated to bc., if another programme in higher professional education is concerned.

## **5 Student facilities**

The general facilities for students established by Saxion include the following:

### **5.1 Study career counselling**

1. Students are entitled to study career counselling by a study career counsellor attached to the programme. Article 5 paragraph 2 of the EER-B, Article 4 paragraph 2 of the EER-Ad and Article 4 paragraph 2 of the EER-M describe how the student is informed about who is to be his study career counsellor, how the study career counselling of students is to take place and how often and in what way the student will be invited for a study career interview.
2. For as long as the student is enrolled in the first year of a Bachelor degree programme or the first year of an Associate degree programme, he is invited for an individual interview on at least three separate occasions during the academic year. This is one of the requirements for a rejection when issuing the study advice. If the student does not respond to this invitation, the study career counsellor will inform the student in writing which subjects he had wanted to discuss during the interview; this notification has the same legal effect as an interview report.
3. The following also applies within Saxion:
  - If a study completion delay is identified by a programme, various actions can be taken in consultation with the student, such as holding extra interviews, offering self-diagnosis, placing the student in a guidance group, providing subject-specific supervision, offering study skills support or referring the student to the Study Success Centre for extra support from a study coach.
  - Students are entitled to supervision by a lecturer, both in groups and individually.
  - Students are entitled to supervision during a work placement and while carrying out a final assignment. The deadlines in agreements with the supervising lecturer concerned should be such that the student can reasonably be expected to carry out the requested tasks within the agreed time.

### **5.2 Student counsellor**

Students are entitled to the services of a student counsellor (Article 7.34 paragraph 1d WHW). Students can call on the student counsellor for assistance and advice with regard to study completion delay, financial need, enrolment and termination of enrolment and studying with a functional impediment. Students can also consult the student counsellor if they have doubts about the choice of study or questions about the study advice, in case of complaints and appeals and for information and advice with respect to the programme and (further) study. The student counsellor works in accordance with the Saxion University of Applied Sciences student counsellor code of conduct, which can be accessed digitally via [mijnsaxion.nl](https://mijnsaxion.nl).

### **5.3 Student psychologist**

Specialist support is available from Saxion's student psychologist for students dealing with a study completion delay due to personal problems. In most cases, a short result-oriented trajectory will be offered. Confidentiality is key to every approach. This service is offered to students free of charge. The students' psychologist works in accordance with the NIP code. More information is available on [psynip.nl](https://psynip.nl). Student counsellors and student psychologists together form the Student Supervision team (SBT) to which the SBT integrity code applies. The SBT integrity code can be seen on [mijnsaxion.nl](https://mijnsaxion.nl).

### **5.4 Legal protection**

Saxion offers each student or external candidate the opportunity to submit their complaint to the Reporting Centre for Complaints and Disputes (MKG). For more information on this subject, see the provisions in chapter 9 of this Students' Charter.

## 6 Financial support

1. It is possible for students to receive financial support from Saxion. The Incentive Fund Regulation was set up for this purpose. The Regulation can be found on [MijnSaxion.nl](https://www.mijnsaxion.nl).
2. The financial support consists of the following facilities:

### **The Incentive Fund**

- Provision on the basis of special circumstances
- Provision for recognised practitioners of top-class sports, art or culture (also relevant Saxion Top-class Sports policy);
- Provision for administrative participation
- Scholarships for activities intended to promote outgoing mobility
- Provision for international students

### **The Emergency provision.**

### 6.1 Requirements, level of the financial support and payment

The Incentive Fund Regulation states which requirements the student has to meet in order to be eligible for each provision. The Regulation also stipulates the level of the financial support, the application procedure and the moment of payment.

### 6.2 The Financial Support Saxion Students Committee

- 1 The student will submit the application online to the Financial Support Saxion Students Committee (hereinafter referred to as "the committee"). Provisions for international students are the joint responsibility of the International Office and the Saxion Scholarship Selection Committee.
- 2 The EB has charged the Committee with the implementation of the Incentive Fund Regulation. The Committee is made up of six members in total, including a lecturer member, a deputy lecturer member, a student member and a deputy student member.
- 3 An application for a provision must be supported by a number of documents as requested by the Committee. The Regulation indicates for each provision which documents have to be submitted with the application.
- 4 At the student's request, the student counsellor shall provide the student with information on the application and shall supply an advice regarding the application.
- 5 Prior to the decision-making, the Committee may decide to hear persons, including the applicant. The Committee is not allowed to reject the request without having heard the applicant. The Committee decides on the duration and the level of the financial support.

### 6.3 Objection

The student may lodge an objection against the decision within six weeks after the publication of the decision. The notice of objection should be addressed to the Reporting Centre for Complaints and Disputes (MKG), which will see to it that the objection is dealt with by Saxion's Disputes Arbitration Committee.

## **7 Participation in decision making and programme committee**

### **7.1 CMR**

1. Under the provisions of Article 10.17 WHW, the Saxion University Council (hereinafter referred to as "the CMR") has been set up:
2. The CMR consists of 24 members. Half of the members are chosen by and from among the students and the other half is chosen by and from among the staff.
3. The members are chosen in accordance with a constituency system. Constituency 1 consists of the schools concerning care, society and education, constituency 2 consists of the economics schools and constituency 3 of the technical schools. For staff members, there is a fourth constituency: the service departments.
4. Three seats in each of the four constituencies are awarded to members of staff. Students are awarded four seats in each of the constituencies 1, 2 and 3.

### **7.2 School Councils**

Every school has a School Council ('the AR'). The number of members of an AR is determined by the number of students enrolled at the school, with a minimum of six and a maximum of ten members. Just as in the CMR, students and staff are represented in equal numbers. In addition, student members are given time off for consultation.

### **7.3 Saxion's participation regulations**

1. Saxion's participation regulations list the tasks and the approval and advisory competences of all participation councils. The regulations can be found on [mijn.saxion.nl](http://mijn.saxion.nl).
2. The relevant authority (the EB or the head of the school) will see to it that members of a participation council will not experience any disadvantage because of their membership of the council in respect of their legal position within Saxion. This applies equally to candidate and former members.

### **7.4 Facilities for participation**

Saxion's participation regulations dictate that student members of a participation council will receive an allowance for their work on the council. In addition, students are given time off for consultation. In addition, the student member can receive training on participation in decision making. If they sustain a study completion delay because of their work for a participation council, students may claim a provision from the Incentive Fund (see the Incentive Fund Regulation).

### **7.5 Programme committees**

1. Every Saxion degree programme or group of programmes has a degree programme committee (hereinafter: "the Programme committee", Article 10.3c WHW). The Programme Committee comprises six members. The composition of the Programme committee is based on the principle of equal representation. Half of the members are students from the degree programme concerned and the other half is composed of staff members from the Saxion degree programme concerned. The Degree programme committee co-determination regulations (part of the Programme Committee Regulations) specify the composition and appointment of the degree programme committee.
2. The Programme committee task to give advice about enhancing and guaranteeing the quality of the degree programme. In order to achieve this, the Programme Committee has the right of consent and consultation rights regarding parts of the EER. The Programme committee further assesses the implementation of the EER. In addition, the OC, upon request or at its own initiative, advises the School Council and the head on all other matters relating to tuition for the programme(s) concerned.
3. At the start of a term, the head of the school provides the OC with basic data about the internal organisation and the profile of the programme, the tuition and exam plan and other relevant regulations with respect to tuition. Upon request or at his own initiative, the head provides the OC in a timely fashion with all further information it reasonably needs in order to accomplish its objectives.
4. For the proper performance of its duties, the director will allocate the PC a training budget.
5. The Programme committee may use the facilities required for the performance of its duties. In each case, it is understood, official, financial and legal support and education (Article 10.39 WHW).

## 8 Rules of conduct and sanctions

### 8.1 Introduction

1. In order to maintain a smooth operation and to promote a safe study and working climate for Saxion students and staff, the EB has adopted the following rules of conduct and house rules on the basis of Section 7.57h WHW and the Dutch occupational health and safety laws.
2. The rules of conduct and house rules are applicable to students, external candidates and course participants. In this chapter, these persons are indicated collectively as 'the student'.
3. Should the student violate the house rules and rules of conduct, the EB is entitled to impose sanctions as stated in Article 8.6.
4. To the extent applicable, the rules of conduct apply also in situations in which the student, as part of his studies, makes use of buildings, facilities and/or possessions of companies and institutions outside of Saxion (in the Netherlands or abroad), in accordance with the rules of conduct that apply at these places. This is especially relevant to work placements, study trips, graduation assignments and other assignments to be carried out in the context of preparation for professional practice.
5. Students, staff and other visitors who notice breaches of house rules or rules of conduct inside or around Saxion premises are authorised to call the perpetrator(s) to account and report the matter to the security officer or warden on duty.
6. Misuse of ICT facilities may also be reported to the service desk of Information Systems Services.

### 8.2 House rules and rules of conduct

The EB has adopted the following house rules and rules of conduct:

1. At the end of lessons and other activities, all furniture must be put back in the position it was found in at the beginning of the activity, and the room must be left behind in accordance with the instructions found in the room. Furthermore, everyone is responsible for clearing up after themselves in all spaces within Saxion buildings and in the surrounding areas.
2. The use of mobile phones, laptops, smart-watches, audio equipment and other (non-)digital means of communication is not allowed during tests and exams and should therefore be turned off and left in a designated place determined by the invigilator of the examination (see the Examination house rules).
3. during classroom activities, the student may only use devices (e.g. phone, laptop, smart-watch, tablet) if the teacher does not object;
4. Making video of sound recordings during classroom activities or during contact hours with You lecturer is only allowed if the teacher has given his express consent in advance. Recordings are for the student's own use only and may not be shared with third parties or on social media.
5. Students must at all times be able to show their student card, ID card or passport when they are on the premises of Saxion. On the basis of the exam house rules, a student is required to show his ID card or passport to a member of Saxion staff who is charged with teaching or assessment, upon entering the exam room. In exceptional cases, deviation from this rule may occur (Article 19 EER-B, Article 17 EER-Ad and Article 15 EER-M)
6. In case of a room reservation not being honoured, the reservations officer should be notified.
7. When within the Saxion buildings and grounds every student should behave in such a way that he/she:
  - a. does not inflict damage, directly or indirectly, on other people in the buildings and on the grounds of Saxion
  - b. treats other people in the buildings and on the grounds of Saxion with respect
  - c. does not infringe the rights of other people in the buildings and on the grounds of Saxion
  - d. instructions given by (security) personnel of Saxion must follow:
  - e. does not act in violation of any other statutory obligation
  - f. does not act in violation of what is considered desirable social interaction in relation to other persons and goods
  - g. leaves his face uncovered, so that the communication with or between students is not inhibited and the identification of students is not impeded, nor the safety within Saxion affected
  - h. conforms to the dress code that may be established by the Head of a School. policy in this matter will be largely determined by generally accepted values in the professional field in question.
  - i. complies with the order and measures in connection with contagious diseases that fall under the mandatory notifiable diseases pursuant to the Public Health Act and the related additional instructions from or on behalf of the Executive Board;

- j. does not smoke within Saxion buildings. The use of e-cigarettes is also prohibited;
- k. does not consume food or drink in the classrooms before, during and after class. However, drinking from sealable drinking bottles is allowed. The ban on food and drink extends equally to lecture halls, computer rooms and practice rooms. There is a ban on consuming food in the Saxion Library, but drinking from sealable drinking bottles is allowed. The consumption of food and drink is allowed in the restaurant, the canteen, the grand café or outside in the square
- l. does not bring pets into the buildings of Saxion, with the exception of service dogs such as guide dogs for the blind
- m. adheres to the rules concerning the separation and disposal of waste
- n. only parks mopeds or bikes in the bicycle shed
- o. does not bring bicycles into the buildings of Saxion
- p. does not use roller blades or in-line skates inside the buildings of Saxion
- q. does not distribute flyers or other communications on Saxion premises, unless permission has been granted by the Marketing and Communication Department.

### **8.3 Saxion Library house rules**

In relation to the Saxion Library, the following rules of conduct apply:

- a. Hindering others by talking loudly or causing any other nuisance is prohibited;
- b. It is not permitted to use software on the library computers other than that which is offered in the application menu;
- c. The computers are intended for study and research purposes and not for recreational or commercial use.

### **8.4 Rules of conduct for ICT facilities**

With regard to the use of IT facilities, the rules of conduct as laid down in the Saxion IT Facilities Code of Conduct apply. The Code of conduct contains specific rules of conduct with regard to workstations and printers, applications and files, email, internet and telephony. In this context, the code of conduct only applies insofar as the articles relate to persons enrolled as students. The Rules of conduct for ICT facilities can be consulted in Topdesk/Information security & privacy.

### **8.5 Sanctions**

1. With regard to students, the director of the school or service department is at all times authorised to impose the sanctions referenced in 8.5 paragraph 5 sub a to f on anyone who violates house rules and rules of conduct, abuses procedures and / or causes damage in any way. In the event of a violation of the Code of conduct for ICT facilities, the 'Misuse of ICT facilities' procedure comes into effect and the director of the school or service department, employees charged with managing ICT facilities (and telephony, if applicable), are authorised to impose sanctions. Such sanctions, however, will be provisional until the perpetrator has had a fair hearing. If immediate action is deemed necessary, do not wait until the student is heard. In this case, the school director will take a temporary measure and the student will be given the opportunity to be heard as soon as possible. Before imposing a sanction under 8.5 sub b through to f, the head will ask one of Saxion's ESS lawyers for advice prior to making the decision. The decision will be duly substantiated and will be communicated in writing to the perpetrator by the head of the school on behalf of the EB, within two weeks of the day on which the decision was taken. The sanctions referred to in 8.5 sub g and h are to be imposed by the EB.
2. Any person who takes part in the educational or examination facilities of Saxion is obliged to disclose his or her name and address and provide evidence showing that he or she is entitled to participate take for inspection (Article 15.4 WHW) at the request of the Saxion employee who is charged with teaching or testing. Apart from teaching and testing, in the event of or suspected violation of the rules of conduct, the caretakers (security staff of Saxion) have the right to ask the student in question for his name and address.
3. The security officer and Saxion Library staff are authorised to impose the sanctions mentioned in 8.5 sub a and e on the spot. Sanctions are provisional and apply until further notice. After due hearing of the perpetrator, the head of the school or service will apply definitive sanctions, which will be laid down in writing. The letter to the student concerning the breach and the sanctions

imposed will contain a motivation and will be sent and signed on behalf of the EB by the head of the school or service.

4. In accordance with the procedure regarding 'Misuse of ICT Facilities', staff members of the Facility Services Organisation (BSO) responsible for the management of ICT facilities and telephone systems are also authorised to impose the sanctions mentioned in paragraphs 8.5 sub b and d. On behalf of the Executive Board, the director of the BSO will send the student a letter explaining why a sanction is being imposed. The procedure for the misuse of ICT Facilities can be consulted on [mijn.saxion.nl](http://mijn.saxion.nl).
5. The following sanctions may be imposed in the event of a breach of house rules and rules of conduct:
  - a. a formal warning;
  - b. a claim for compensation
  - c. denial of access to specific lessons
  - d. withdrawal of the network account for a maximum duration of two weeks, three months or one year
  - e. denial of access to the Saxion Library and/or rooms containing ICT facilities and/or other rooms for the maximum duration of one year
  - f. the complete or partial denial of access to Saxion buildings of for a maximum period of one year (Article 7.57h paragraph 1 WHW)
  - g. suspension of enrolment for a maximum period of one year (Article 7.57h paragraph 2 WHW).
  - h. permanent denial of access or termination of enrolment in the case of a repeated breach after a warning has been issued (Article 7.57h paragraph 2 WHW).

#### 8.6 Serious nuisance

1. If a student who breaches the house rules causes **serious nuisance** on Saxion premises and fails to stop this nuisance after a warning by or on behalf of the EB, the EB may deny the student access to Saxion permanently or terminate his enrolment (Article 7.57h paragraph 2 WHW).
2. The EB will inform the student in writing of its decision to deny the student access to Saxion permanently or to terminate his enrolment. The decision will be duly substantiated.
3. The EB applies the principle of proportionality in its explanation. The period of expulsion has to be in proportion to the gravity of the offence.
4. The student may lodge an appeal against the decision of the EB before the GAC through the Reporting Centre for Complaints and Disputes. The appeal may be escalated to the Board of Appeal for Higher Education (CBHO), established in The Hague.

#### 8.7 Student conduct in relation to professional practice

1. In special circumstances, on advice of the examination board and after a careful appraisal of the interests involved, the EB may terminate or refuse the enrolment of the student in a programme in the event the student in question has shown through his conduct or statements to be unfit to practise one or more professions for which he is being trained by the programme attended, or unfit for the practical preparations for such a profession (Article 7.42a WHW).
2. If the student, as referred to in paragraph 1 of this article, is enrolled in another programme and attends tuition for a main subject which corresponds with or in view of practical preparations for a profession is related to the programme for which the enrolment has been refused, the EB may decide to terminate the enrolment and deny the student permission to re-enrol, follow tuition or sit exams in that main subject or other components of that programme.
3. If the executive board of another university of applied sciences or university has taken a decision pursuant to paragraph 1 and 2 of this article, the Saxion EB may decide not to enrol or re-enrol the student in question for that Saxion programme.
4. A request to refuse and terminate an enrolment is submitted to the EB together with the advice from the examination board.
5. An appeal against the decision taken by or on behalf of the EB may be lodged through the Reporting Centre for Complaints and Disputes by submitting an objection in writing to the GAC.
6. The GAC gives advice to the EB on the decision to be taken. This advice is given in writing and substantiated with reasons.
7. The decision of the EB is also in writing and duly substantiated.
8. If the EB decides to terminate a student's enrolment in a programme, this will take effect immediately.
9. If the EB decides to deny the student the right to attend tuition and sit exams, this will take effect

immediately.

10. The (former) student in question may not be enrolled in the programme in question again, unless the EB has established at the (former) student's request that he is no longer unfit.
11. The student may lodge an appeal against the decision of the EB before the CBHO, established in The Hague.

#### **8.8 Fraud**

1. If a student or an external candidate commits fraud, the examination board can, in addition to declaring the relevant exam invalid, deprive the person concerned of his right to sit one or more exams or examinations designated by the examination board for a maximum period of one year to be determined by the examination board (Article 7.12b paragraph 2 WHW).
2. Before the examination board takes the above decision, it investigates the case with due care and the student or external candidate is given the opportunity to be heard.
3. The decision of the examination board is in writing and duly substantiated.
4. The student has the opportunity to lodge an appeal before Cobex within six weeks, starting from the day after the day on which the decision was announced by sending or issuing it. For further information, see: Chapter 9 Legal protection.

#### **8.9 Serious fraud**

1. In the event of **serious fraud** the EB may, on the recommendation of the examination board, terminate the enrolment in the programme of the person concerned permanently. The recommendation will be duly substantiated (Article 7.12b paragraph 2 WHW).
2. Before the examination board submits the above recommendation, it investigates the case with due care.
3. In the event the EB decides to terminate the enrolment permanently, it will notify the person concerned in writing. The decision will be duly substantiated. The termination of the enrolment takes effect immediately.
4. The student or external candidate may file an objection against the EB's decision with the Disputes Arbitration Committee within six weeks of the date of the decision (see chapter 9.4, Legal protection, for more information). The appeal may be escalated to the CBHO, established in The Hague.

## 9 Legal protection

### 9.1 Reporting Centre for Complaints and Disputes (MKG)

1. The Complaints and Disputes Office (hereinafter: "MKG") offers every (prospective or former) student, (prospective or former) external candidate (in this chapter collectively referred to as: "the student") and every staff member of Saxion and external relations the opportunity to lodge a **complaint**
2. The student may also appeal to the MKG if he does not agree with a decision taken against him. This is referred to as a **dispute**.
3. Disputes can be subdivided as follows:
  - Disputes relating to an assessment of the suitability of the student and decisions on the performance of the student. These can result in an appeals procedure before Cobex.
  - Disputes of a more general nature. These can result in objection proceedings before the Disputes Arbitration Committee (GAC).
4. Cobex handles, among other things, disputes in connection with decisions of the examination board or an examiner. The GAC deals with, among other things, disputes about enrolment in a programme or the level of the tuition fees.
5. The MKG receives the complaint or the notice of objection or appeal, sends a confirmation of receipt and ensures that the matter is dealt with by the correct body/officer. It is the MKG's responsibility to ensure a smooth and proper procedure.
6. Each complaint can be seen as a positive involvement of the complainant with the organisation and as an instrument for improvement. The basic principle is that the handling and/or settlement of the complaint is to take place at the source of the complaint in order for the complaint to be solved as much as possible at school/service department level.
7. If a complainant is not satisfied with the handling or settlement of the complaint by the relevant school/service department, or if, for whatever reason, it is not possible or desirable to settle the complaint at the level of the school/service department, the complaint can be lodged with the MKG. This starts the formal trajectory of the complaint handling. It is of course possible for everyone to turn directly to the (specific) body or person authorised to assess the matter.
8. A complaint, objection or appeal can be submitted via a digital form to the Reporting Centre for Complaints and Disputes (MKG-Meldpunt Klacht en Geschil), which can be found on [www.saxion.nl](http://www.saxion.nl), by clicking on the Complaints and Disputes ('klachtenloket') link at the bottom of the page. Or via the self-service portal on [mijn.saxion.nl](http://mijn.saxion.nl) (Regulations & support - Complaints or problems - Reporting Centre for Complaints and Disputes).

### 9.2 Rules and regulations

1. With respect to the legal protection of students, Saxion has drawn up the following rules and regulations:
  - Regulations for ombudsperson;
  - Regulations on reporting (suspected) violations of the code of conduct (whistle-blower regulations)
  - Privacy statement;
  - Board of Appeal for Examinations regulations
  - Disputes Arbitration Committee regulations
  - Complaints procedure for undesirable behaviour;
  - Student complaints regulations.
2. The rules and regulations invoked most often in practice are described briefly below.

### 9.3 Board of Appeal for Examinations (Cobex) regulations

1. Pursuant to Article 7.60 WHW, a student may appeal to the Board of Appeal for Examinations (hereinafter referred to as 'Cobex') against a number of decisions mentioned in the law (Article 7.61 WHW). "cobex").
2. The board is made up of six members. The chairperson and vice-chairperson are external members. In addition, there are two lecturer members and two student members. When handling an appeal, the board is chaired by the chairperson of Cobex. In addition to this person, one lecturer member and one student member hold a seat on the board.
3. Examples of decisions against which a student can appeal:
  - Decisions on exemptions following an entrance exam
  - Decisions on establishing the number of credits received

- A negative and binding study advice
  - Decisions of examination boards and examiners.
4. The notice of appeal is aimed against a decision in writing from a Saxion body. A refusal to take a decision (if a decision is not taken or not forthcoming) is put on a par with a decision and may be therefore be appealed against. The appeal period is six weeks, starting on the day after the day on which the decision was announced by sending or issuing it. Cobex must decide on the appeal within ten weeks after having received the **notice of appeal**. The student may lodge an appeal against a decision of Cobex before the CBHO, established in The Hague.
  5. All information regarding the Cobex can be found via the Self-Service portal on mijn.saxion.nl by clicking on the 'Regelingen & ondersteuning' (regulations & support) tile and then clicking through to 'Klachten of problemen' (Complaints or problems) - 'College van Beroep' (Board of Appeals for Examinations).

#### 9.4 Disputes Arbitration Committee (GAC) regulations

1. The Disputes Advisory Committee (hereinafter referred to as 'GAC') advises the EB on objections relating to decisions taken by or on behalf of the EB pursuant to the WHW and regulations based on the WHW, other than decisions that fall under the competence of Cobex pursuant to the law (Article 7.61 WHW). Examples of decisions that a student may object to are: decisions of the Financial Support Saxion Students Committee (FOSS), decisions on house rules and rules of conduct and decisions on reimbursement of tuition fees.
2. The GAC is made up of six members. The chairperson and vice-chairperson are external members. In addition, there are two lecturer members and two student members. In handling an objection, the committee is chaired by the chairperson. In addition to this person, one lecturer member and one student member hold a seat on the committee.
3. If a student does not agree with a decision, he can lodge an objection against it within six weeks. This period starts on the day after the day on which the decision was announced by sending or issuing it. The GAC gives advice to the EB on the decision to be taken. The EB takes a decision within ten weeks after having received the **notice of objection**.
4. In so far as there is reason to do so, the EB revokes the contested decision and replaces it by a new decision, if necessary. The student can appeal against a decision of the EB before the CBHO ([www.cbho.nl](http://www.cbho.nl)).
5. All information regarding the GAC can be found via the Self-Service portal on mijnsaxion.nl by clicking on the 'Regelingen & ondersteuning' (regulations & support) tile and then clicking through to 'Klachten of problemen' (Complaints or problems) - 'Geschillenadviescommissie' (Disputes Arbitration Committee).

#### 9.5 Complaints procedure for undesirable behaviour

1. Saxion wishes to offer staff and students a safe environment, where people treat one another with respect. If students or staff members feel intimidated or sexually intimidated or encounter aggressive behaviour, they have recourse to the Complaints procedure for undesirable behaviour.
2. This scheme records the individual rights and indicates the internal legal routes. Students confronted with undesirable behaviour and/or unacceptable forms of behaviour can always contact the University of Applied Sciences' confidential intermediary or ombudsperson.
3. Outside the university of applied sciences, students wishing to lodge complaints concerning undesirable behaviour can also apply to the Centraal Meldpunt Vertrouwensinspecteurs (Central reporting centre for confidential school inspectors), telephone number 0900 - 111 3 111.
4. Saxion has a brochure that describes how the complaints procedure for undesirable behaviour/(sexual) violence works. This brochure can be obtained from the student counsellors.
5. The entire complaint regulations procedure regarding undesirable behaviour can be found by clicking on the 'Regelingen & ondersteuning' (regulations & support) tile and then clicking through to 'Klachten of problemen' (Complaints or problems) - Complaints and Disputes office (MKG-Meldpunt Klacht en Geschil) > 'Reglement ongewenst gedrag' (Regulations for undesirable behaviour).

#### 9.6 Regulations for ombudsperson

In addition to the confidential intermediary, Saxion also has an ombudsperson. The ombudsperson is available for complaints regarding integrity issues, regulations, procedures, rights and obligations. In addition to providing solicited and unsolicited advice, the ombudsperson can also mediate in conflict situations and handle complaints. The officer also has the authority to conduct an investigation.

### **9.7 Student complaints regulations**

1. The Regulations for student complaints determine how a student can complain about issues, events that fail to materialise, treatment and similar, that do not fall under the authority of the Cobex, GAC or under the regulations for undesirable behaviour.
2. The basic principle is that the handling and/or settlement of the complaint is to take place at the source of the complaint in order for the complaint to be solved as much as possible at school level.
3. The Regulations for student complaints can be found on mijnsaxion.nl by clicking on the 'Regelingen & ondersteuning' (regulations & support) tile and then clicking through to 'Klachten of problemen' (Complaints or problems) - Complaints and Disputes office (MKG- Meldpunt Klacht en Geschil) > 'Reglement klachten studenten' (Regulations for student complaints).

### **9.8 Disputes concerning participation in decision making**

The procedure concerning the handling of disputes regarding participation in decision making is included in the Saxion University Participation Council regulations (Article 7.59 paragraph 5 sub 1<sup>o</sup> WHW). As of 1 September 2018, this procedure also applies to the Degree Programme Committee.

### **9.9 Privacy**

1. Saxion has aligned its regulations with the Act for the Protection of Personal Data (hereinafter referred to as: "AVG"). The AVG focuses on the processing of personal data. Personal data is understood to mean: any piece of information that may lead to the identification of a natural person. Processing is understood to mean any conceivable activity with respect to these data: collecting, editing, disseminating, storing, consulting and destroying.
2. Any processing of personal data must meet a number of requirements. For instance, processing should be legitimate, careful and efficient. The aims for processing should be clearly determined and laid down in writing. In addition, those concerned have the right to inspection and correction.
3. The AVG states the obligations with regard to laying down in writing the objectives of the responsible party (i.e. the EB) regarding the processing of personal data.
4. The 'Privacyverklaring Saxion' (Saxion privacy policy) has been drawn up for Saxion. This document contains, among other things, provisions on the aim of personal data processing, which data may be recorded, to what extent third parties may obtain data and the rights of those whose data have been recorded.
5. The 'Privacyverklaring Saxion' (Saxion privacy policy) can be found on mijnsaxion.nl by clicking on the 'Regelingen & ondersteuning' (regulations & support) tile and then clicking through to 'Klachten of problemen' (Complaints or problems) - Complaints and Disputes office (MKG- Meldpunt Klacht en Geschil) > The 'Privacyverklaring Saxion' (Saxion privacy policy).