

## The Student Charter

[0.0]

**The Student Charter provides an overview of the rights and obligations of both students and the University. It is based on national legislation, particularly the Higher Education and Research Act (WHW), supplemented by regulations that are specific to the University of Groningen. These latter regulations are set out in the appendices to the Student Charter.**

The Act stipulates that the Student Charter comprises two sections: a university-wide section and a programme-specific section. [WHW art. 7:59](#).

- The university-wide section describes the rights and obligations that apply to the university as a whole, such as registration and protection of rights.
- The programme-specific sections describe the rights and obligations that apply to specific degree programmes. These sections include the Teaching and Examination Regulations (OER), Rules and Regulations for examinations and final assessment and other regulations and provisions set by the various degree programmes and faculties. You can consult your programme-specific section at the faculty Education Offices and in the faculty Course Catalogues.

The university-wide section of the Student Charter does not literally quote the articles from acts and regulations but describes them as clearly as possible. The various topics are accompanied by links to the relevant articles of the act or regulation in question.

The regulations in the appendices to the Student Charter and your degree programme's Teaching and Examination Regulations will provide you with the most accurate information about your rights and obligations.

### Publication

A CD-ROM containing the Student Charter will be sent to the home addresses of students who register for a degree programme at the University of Groningen for the first time. All other students will receive a letter informing them where they can consult the Student Charter. It is also available on the internet.

### Applicability

The Student Charter applies to academic year 2009-2010. The university-wide section of the Student Charter is approved annually by the Board of the University and endorsed by the University Council. In the event that the Charter challenges or contradicts any legal regulations, these legal regulations will take priority.

## Using the Student Charter

**[0.1]**

All students are expected to be familiar with the contents of the Student Charter. Not complying with the rules in the Charter may affect your rights, for example the right to financial support from the Graduation Fund.

Some of these regulations may not be as hard and fast as they sound. Rules and regulations are by definition general in character, and this Student Charter is no exception. This means that the applicability of these regulations in concrete situations and individual instances is not always a predictable and straightforward matter. Students who have registered for the first time this year may find that the regulations that apply to them are different to those for students who have reregistered. Make sure you are provided with the right information by your faculty and/or the Student Service Centre (SSC) and read the Student Charter and the associated regulations carefully!

Do you need more information? Does it look as though a mistake has been made? Do you have a complaint? Don't take other people's word for it – check the Student Charter and consult the right sources of information.

Then, if you still feel that things should be changed or could be improved, consider taking the following steps:

- contact your representative in a consultative body
- start a complaints procedure
- start an appeal procedure.

You could also consider joining a consultative body or student organization yourself.

## Information sources

[0.2]

All students will be notified when the definitive Charter becomes available. You can obtain a free copy from the Student Service Desk or access it via the University of Groningen website: [www.rug.nl/studenten](http://www.rug.nl/studenten).

All regulations that apply to the University of Groningen, as well as any changes made during the year, will be published in the *Universiteitskrant* (UK; the University newspaper) or on the University website (rules that apply to the University as a whole), or through your faculty (rules that apply to your degree programme or faculty in particular).

You are expected to take note of all rules and regulations that apply to the University, your programme or your faculty.

## Information relating to the university as a whole

### University of Groningen website

The University of Groningen website contains a wealth of information about the University for students. Part of the information is also available in English.

The website includes a number of portals, the most important ones being:

- the general portal ([www.rug.nl](http://www.rug.nl))
- the student portal ([www.rug.nl/studenten](http://www.rug.nl/studenten))
- your own faculty's portal.

These portals also contain a News tab and the student portal an Agenda tab as well.

You can navigate the website via the menu structure (the horizontal menu bar of the menu in the left-hand column) or by using the search feature.

You can select your preferred language for an individual web page by clicking on the NL or UK flag on the top right of the page. Click on 'accessible version' to view the website in a simple layout suitable for the visually handicapped.

### UK: the University newspaper

The Board of the University publishes details of its new regulations and official guidelines in the UK's 'Extra' section and in the notices section of the paper. Also consult these for information on new tuition fees and changes to the Graduation Fund Regulations.

### Centrale Studenten Balie: Student Service Desk

You will receive a student card within a few weeks of registering and paying your fees. Contact the Student Service Desk (CSB) of the Student Service Centre (SSC) immediately if you do not receive your student card.

If your studies are not going as well as you would like, you can discuss your problems with your study advisor. In addition, the CSB can provide information about registration and deregistration, graduation, payment of tuition fees, study delay and the associated financial and other matters, and alternative study options. The Student Service Desk also has information about possibilities for students with a performance disability. In addition, it can help you if you wish to follow modules or do particular subjects abroad or elsewhere in the Netherlands.

You can also make an appointment with one of the student counsellors at the Student Service Desk.

### The student counsellors of the Student Service Centre

You can go to a student counsellor with all your questions about studying that do not directly concern your degree programme. This includes matters that you would prefer not to discuss within your programme. The student counsellors can inform, advise and/or guide you if you have questions about, for example, study choice, your legal position, money and wellbeing. If necessary, they can write a letter of reference for you if you want to apply for an adapted degree programme. The student counsellors are not connected to a single degree programme; their office hour is open to all University of Groningen students. Every problem will be treated confidentially.

If you are faced with study delay due to force majeure, you must immediately notify the study advisor of your degree programme. He or she will direct you to a student counsellor if your delay is or will be more than 15 ECTS credit points. You will have to make an appointment with a student counsellor for a follow-up report yourself. You must follow the advice of and the agreements made with the study advisor and the student counsellor or you will not be eligible for financial support from the Graduation Fund.

### International Service Desk (ISD)

The International Service Desk (ISD) is located in the Academy Building. The ISD can help foreign students, staff and guests of the University with all matters related to visas, residence permits and work permits. In addition, the ISD can provide information about health-care insurance, accommodation, facilities and official organizations in the city, as well as general information about studying in Groningen. Furthermore, the ISD also organizes and coordinates a number of introductory and social activities.

## Information relating to the faculties

### Course Catalogue

The annual Course Catalogue for your degree programme is a good source of information. All students will receive a copy of the relevant Course Catalogue and it can also be accessed via the faculty web pages. You are also expected to consult noticeboards, the UK, the University website, etc., where important faculty-related information can be found.

### Nestor

Nestor is the e-learning environment of the University of Groningen. Every student is provided with access to the sections of Nestor that are relevant to him or her. In addition to module-specific information, Nestor also contains general faculty-wide information for students.

### Teaching and Examination Regulations (OER)

Every degree programme has regulations concerning its teaching and examinations: the *OER*. Your faculty's Education Office will have a copy of the regulations that you can consult, but they are also in your Course Catalogue.

### Study advisor

The study advisor's job is to provide information, advice and counselling concerning planning your study programme, your modules and so on. He or she is in contact with other central and faculty offices, and if necessary will be able to refer you on.

If your studies are delayed due to special circumstances, and if the delay is expected to amount to more than four weeks (a study delay of more than 5 ECTS credit points), you must report this to your study advisor immediately if you want to be eligible for financial assistance from the Graduation Fund.

### The faculty Education Offices

Apart from the OER, your faculty Education Office can provide information relating to exam enrolment, registering of exam results and ECTS credit points, requirements relating to procedural order, timetables and student records.

### The Programme Directors and Degree Programme Managers

Every faculty has at least one Programme Director. He or she is responsible for ensuring that the Teaching and Examination Regulations are adhered to. Some programmes and faculties also have a Degree Programme Manager or a Degree Programme Coordinator. He or she is another person you can approach if you have any queries relating to your degree.

### Degree Programme Advisory Committee

Issues relating to your degree programme should be addressed to the Degree Programme Advisory Committee. This committee has an important role in designing and evaluating the teaching programmes. Half of the committee is made up of students and half of staff members.

### Board of Examiners

Issues relating to examinations and final assessments should be addressed to the Board of Examiners. This board has the task of organizing and coordinating examinations at faculty or programme level. Consult your Course Catalogue for further information.

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## Admission

[1.0]

All degree programmes financed by the national government are considered 'initial education', which, since the introduction of the Bachelor-Master structure in 2002, includes three-year Bachelor's degree programmes (including a propaedeutic phase) and one-year or longer Master's degree programmes. Specific admission requirements apply to both Bachelor's and Master's degree programmes.

### The propaedeutic and post-propaedeutic phases of the Bachelor's degree programme (three years)

The propaedeutic phase (the first year) of a Bachelor's degree programme is intended for orientation, referral and selection. The year will conclude with the propaedeutic exam. The Bachelor's degree programme will introduce you to academic research and indicate possible Master's degrees or other possibilities. All Bachelor's degree programmes take three years and are concluded by a final assessment. A Bachelor's degree will grant access to at least one Master's degree programme. The entry requirements for the second and third years, the Bachelor's Minor component and the Master's degree programme are described in the relevant OER.

See: [Admission to Bachelor's degree programmes](#).

### The Master's degree (one, two or three years)

A Bachelor's degree will qualify you for a Master's degree programme at the University of Groningen or another institution within the Netherlands or abroad. It is also a qualification that you can use to enter the job market – you can always decide to take a Master's degree at a later stage. A Master's degree takes at least one year to complete, up to a maximum of three years.

See: [Admission to Master's degree programmes](#).

### Quotas

Entry to the degree programmes in Medicine, Dentistry and International Relations and International Organization (IR/IO) is subject to quotas. You will only be admitted if you can show proof of having been allotted a place by the Informatie Beheer Groep (IBG). There is a central selection procedure (ballot system) and, for Medicine, a decentral selection procedure as well. Please consult the IBG website for further information about quotas and ballot procedures.

See the [University of Groningen Administrative Regulations, art. 2.3.2.A and 2.3.2.B](#), for information about the University of Groningen degree programmes.

## Admission to Bachelor's degree programmes

[1.1]

### Entry requirements for Bachelor's degree programmes

Admission to a university Bachelor's degree programme is granted to students who meet the statutory requirements with regard to qualifications. The following diplomas will qualify you for a university Bachelor's degree programme:

- a VWO diploma, a HBO diploma, or evidence that the HBO propaedeutic phase has been successfully completed
- a foreign certificate that is considered (by the Minister or the Board of the University) to be equivalent to a VWO diploma
- a *colloquium doctum* (a declaration that the applicant meets the entrance standard though has no certificate).

See [WHW art. 7.24 - 7.30](#) for more information about qualifications.

### VWO diploma: subject profile

Certain degree programmes require a specific VWO subject profile. However, in some cases you may still qualify for a degree programme if you have not followed the required profile, on condition that you remedy the relevant deficiencies either before you register or during the propaedeutic phase. You will find further information in the relevant OER.

Additional entry requirements apply if you have an 'old-style' VWO diploma without a profile. Consult the relevant OER and the website of the Informatie Beheer Groep (IBG).

### Linguistic ability

If you have a foreign certificate and you want to follow a degree programme in Dutch, you may have to demonstrate that you have sufficient knowledge of the Dutch language. Students who register for an English-taught degree programme must have sufficient knowledge of English. This may apply to admission to examinations, but sometimes to university education in general. The Admissions Office or the Board of Examiners will decide upon this.

## Admission to Master's degree programmes

[1.2]

### Entry requirements for Master's degree programmes

Admission to a University Master's degree is granted automatically if you have gained a Bachelor's degree at the University of Groningen that is linked to a so-called 'follow-on Master's programme'. In all other cases written proof of admission by the Faculty Board is required.

You may already start following Master's modules before finishing your Bachelor's degree on a number of conditions. This only applies to University of Groningen follow-on Master's degree programmes; in all other cases you must finish your Bachelor's degree before you can start a Master's programme.

The rules for admission are discussed precisely in the relevant Teaching and Examination Regulations. Please contact the study advisor of the faculty in question for more information, or consult the University student information website [www.rug.nl/hoezithet](http://www.rug.nl/hoezithet) for the procedures with regard to provisional admission.

See [WHW art. 7.30a - 7.31](#) for more information about entry requirements for Master's degree programmes.

Take note of: The Minister has the intention to tighten up the conditions of admission and is preparing an amendment of the law. So it is possible that the rules of admission will change.

### Transfer programmes

Many Master's degree programmes offer graduates of related HBO programmes a special transfer programme to remedy deficiencies in their knowledge. Standard transfer programmes have been designed for a number of popular HBO-to-Master's transfer processes, and degree programmes can set up special transfer programmes for those who want to make less common combinations. A transfer programme will usually take 1 to 2 years and result in a certificate of admission for the relevant Master's degree programme.

Some HBO programmes that are closely related to a university Master's degree programme offer the possibility of following an extra heavy programme during the final year in preparation for the Master's programme. This enables you to earn the first 30 ECTS from the transfer programme in advance. In some cases passing this programme will give you immediate access to the Master's degree programme, whereas other programmes will require you to follow a shortened transfer programme worth a further 30 ECTS credit points. Which scenario applies to you depends on your HBO degree programme and which programme you want to follow at the University of Groningen.

Please contact the study advisor of the Master's degree programme in question for more information.



# Registration and deregistration

[2.0]

## Registration

**In order to follow a degree programme, you must be registered with the University. You can register as a student or as an 'extraneus' or external student. Your rights and obligations will vary for each type of registration.**

You can register digitally via [Studielink](#) by completing the appropriate registration or reregistration form and paying the [tuition fees](#).

You will receive a [student card](#) as proof of registration at the University. You will need this card to access the various facilities the university provides. You cannot take modules or sit exams without a student card.

Your registration must be completed before 1 September of the current academic year. Registration with retroactive power for the entire academic year is not legally possible.

Not registering in time will have consequences for your entitlement to study finance, a student travel card and other facilities.

If you are ill or are facing other circumstances that might hinder your studies before the start of the academic year, you should first consult a student counsellor from the Student Service Centre to discuss whether it is a good idea to register.

If a request for registration is submitted after the start of the academic year, then registration will apply from the first day of the month in which the request was submitted, on condition that the relevant tuition fees have been paid. The tuition fees will be reduced by a twelfth part for each month that you were not registered.

Please contact the Student Service Centre if you have not received your student card within three weeks of registering.

For registration see [Registration Guide 2009-2010](#) by the Student Service Centre, [WHW art. 7.32 and 7.33](#), [University of Groningen Implementation Regulations art. 2](#).

## Deregistration

Registration for a degree programme is for the entire academic year. Registration may only be terminated during the year in one of the following situations:

- when you graduate
- if you stop your studies during the first year of registration in the propaedeutic phase of your degree programme
- during waiting periods for practical exercises
- in the event of extraordinary circumstances, such as illness and extraordinary family circumstances, that justify terminating registration. Please contact the SSC if you want to request deregistration on the basis of extraordinary circumstances.

For deregistration see [WHW art. 7.42](#), [University of Groningen Implementation Regulations art. 3 and 4](#).

## Reimbursement of tuition fees

The Act links reimbursement of tuition fees to the deregistration of the student. The reason for deregistration determines the exact moment of deregistration. The reimbursement of tuition fees therefore depends on the moment of deregistration.

The last two months of the academic year are not reimbursed in the event of deregistration upon graduation.

A request for reimbursement must be submitted at the same time as the request for deregistration, and on the proper form. The request must be submitted before the end of the academic year.

*Extraneus* students are not entitled to reimbursement of examination fees.

See also: [University of Groningen Implementation Regulations art. 10](#) and [WHW art. 7.49](#).

## Rights and obligations of students

**[2.1]**

Registration at the University of Groningen not only gives you certain rights, but also confers a number of obligations.

### Rights

As a student at the University of Groningen, you have the right to:

- acquire academic knowledge and skills via good teaching and supervision by suitably qualified lecturers
- demonstrate your progress via examinations and final assessments
- receive documentary evidence that shows that you have reached the required standard of education
- use educational facilities such as libraries, laboratories and computer facilities
- access student facilities, such as assistance if you are experiencing difficulties in your studies, guidance from the student advisors, and sports facilities
- have a say in matters that affect you as student via your right to vote or be elected to the University Council and the faculty councils or the O&O Council (UMCG). See: the [University of Groningen Electoral Regulations](#).

See also [WHW art. 7.34](#).

### Obligations

As a student at the University of Groningen, you must:

- maintain a workable, safe and pleasant study environment for yourself and for others by complying with safety regulations and house and behaviour rules (see [University of Groningen House Rules and general Code of Conduct](#))
- comply with the rules formulated by or on behalf of the Board of the University to promote safe and healthy working conditions
- take the initiative to familiarize yourself with matters that may affect your studies, such as the Student Charter
- follow modules when these have been made compulsory by the faculty (consult your Course Catalogue), such as practicals
- register in good time for exams and comply with the rules and guidelines with regard to exams.

## Rights and obligations of *extraneus* students

**[2.2]**

### Rights

As an *extraneus* or external student at the University of Groningen, you have the right to:

- take examinations within your degree programme. You do not have the right to follow modules
- access the buildings, teaching facilities and other University facilities, unless the Board of the University is of the opinion that this is not in line with the nature or the interests of the teaching or research.

See also [WHW art. 7.36](#).

Like part-time students, *extraneus* students are not entitled to study finance under the 2000 Student Finance Act (WSF).

*Extraneus* students are not entitled to reimbursement of examination fees.

### Obligations

As an *extraneus* student at the University of Groningen, you must:

- maintain a workable, safe and pleasant study environment for yourself and for others by complying with safety regulations and house and behaviour rules (see [University of Groningen House Rules and general Code of Conduct](#))
- comply with the rules formulated by or on behalf of the Board of the University to promote safe and healthy working conditions
- familiarize yourself with the rules and regulations in the Student Charter
- register in good time for exams and comply with the rules and guidelines with regard to exams.

## Tuition fees and examination fees

**[2.3]**

An ordinary student pays tuition fees while an *extraneus* student only pays examination fees.

Students who register for a full-time degree programme and have not yet reached the age of 30 at the start of the academic year must pay statutory tuition fees (*wettelijk collegegeld*) if:

1. they are entitled to study finance under the 2000 Student Finance Act, or
2. if they have Surinamese nationality.

Students who register for a full-time degree programme but are not eligible for the statutory tuition fees must pay the university tuition fees. Students who register for a part-time or dual degree programme must also pay the university tuition fees. Students over the age of 30 who have always qualified for study finance must pay statutory tuition fees until the month following the month in which they turn 34.

Differentiated fees apply to students who are not nationals of a country that is signatory to the Agreement on the European Economic Area (EEA) and are not married to or do not have a registered partnership with an EU citizen.

The above-mentioned provisions concerning tuition fees may be overruled if the Board of the University makes special arrangements with a university abroad.

The tuition fees and examination fees for academic year 2009-2010 are listed in the University of Groningen Implementation Regulations 2009-2010. These regulations also contain the rules that apply to payment and instalments, as well as the conditions for reimbursement or reduction of tuition fees and the consequences of failure to pay tuition fees and examination fees.

See: 2000 Student Finance Act art. 2.2 , WHW art. 7.43, 7.44 and 7.45 and the University of Groningen Implementation Regulations 2009-2010, Chapter 3.

### **Tuition fees credit**

If you are entitled to study finance you can also apply for an extra loan from the IBG to pay your tuition fees. This loan is known as 'tuition fees credit'.

### **Damages**

Anyone who follows a study programme without paying fees may be liable for payment of damages to the University [University of Groningen Implementation Regulations 2009-2010]. All exam results will be annulled and the court may impose a fine. Needless to say, you are not eligible for a student grant if you are not registered.

## Teaching

**[3.0]**

**A University study career starts with a three-year Bachelor's degree programme, followed by a Master's degree programme that may take 1, 1½, 2 or 3 years.**

The following aspects are defined for each Bachelor's and Master's degree programme:

- whether it is a full-time, part-time or dual degree programme
- in which language it is taught.

Each Bachelor's degree programme consists of:

- a propaedeutic phase
- a Minor and a Major.

Some Bachelor's students may also be eligible for:

- the Honours College.

All students have a right to the following:

- sound teaching, good teaching facilities and quality assessment
- objective standards
- a feasible programme
- affordable education
- tutoring
- the necessary adaptations in the event of a performance disability.

## Types of degree programmes

[3.1]

### Full-time, part-time or dual degree programmes

University programmes are either full-time, part-time or dual ([art 7.7. WHW](#)). The type of degree programme and the language of instruction and examination are set out in the degree programme's Teaching and Examination Regulations (OER).

### Language of instruction

Although the language of instruction is in principle Dutch, other languages of instruction may apply to guest lectures by non-Dutch-speaking lecturers or to degree programmes concerning that language ([art 7.2. WHW](#)).

The [Code of Conduct: Languages Used in Teaching and Examinations](#) provides guidelines for using English as a language of instruction. Various Master's degree programmes as well as a few Bachelor's degree programmes are open to international students – these programmes are taught in English.

### Propaedeutic phase

An educational career at university begins with a three-year Bachelor's degree programme, the first year of which is called the 'propaedeutic phase'. The propaedeutic phase is intended to familiarize students with the content of the Bachelor's degree programme ([WHW art. 7.8](#)). Some degree programmes have fully or partly joint propaedeutic phases – see the Course Catalogue of the degree programme in question for more information.

The degree programme will provide advice on whether it would be wise to continue studying within or outside the Bachelor's degree programme no later than by the end of the first year of registration in a full-time degree programme ([WHW art. 7.8b](#)).

### Postpropaedeutic phase

You must have earned at least 45 ECTS credit points in your first year to be admitted to the postpropaedeutic phase (the second year).

You may be provisionally admitted if you have earned between 30 and 45 ECTS credit points by the end of your first year of registration. The admission requirements are:

- you must submit an individual study plan to your tutor, mentor, advisor or other appointed supervisor
- you must earn the ECTS credit points that you missed in the first semester of the propaedeutic year during the first semester of the second year. If you fail to do this, your provisional admission will lapse at the end of the first semester and you will not be permitted to follow postpropaedeutic modules in the second semester of your second year
- you must earn the ECTS credit points that you missed in the second semester of the propaedeutic year during the second semester of the second year. If you fail to do this, your provisional admission will lapse at the end of the second semester and you will no longer be permitted to follow postpropaedeutic modules until you have satisfied the requirement of 45 ECTS in propaedeutic modules
- If you have enough space in your timetable in addition to the ECTS credit points that you are still missing from the propaedeutic year, you are allowed to take second-year modules to a maximum of 30 ECTS per semester.

Please consult the Teaching and Examination Regulations for specific regulations in your degree programme.

### Minor, Major

The main part of the Bachelor's degree programme is known as the 'Major', which takes 2½ years, i.e. 150 ECTS credit points. One semester of the Bachelor's degree programme consists of modules constituting a Minor. Minors are coherent sets of modules worth 30 ECTS, or one semester. You can follow these modules in your fifth semester. You must have at least passed the propaedeutic examination of your own degree programme to be admitted to a Minor. Please consult the Teaching and Examination Regulations of the relevant degree programme(s) for more information about admission.

Once you have made a choice you will have to register for a Minor using Progress. The Major-Minor structure has not yet been fully implemented at the entire university and some degree programmes may be set up in a slightly different way.

See [www.rug.nl/corporate/onderwijs/minor](http://www.rug.nl/corporate/onderwijs/minor) for up-to-date information about the introduction of Minors and how to register for a Minor.

## Honours College

The University of Groningen Honours College enables the most talented and highly motivated students to work on their personal and intellectual development by means of additional study activities. The Honours Programme is an additional programme worth 45 ECTS credit points in addition to a regular 180 ECTS Bachelor's degree programme. The programme will start after the first semester of the first year and will comprise units that both deepen and broaden knowledge. The in-depth parts will be related to your own degree programme and will be followed at your own faculty. The broadening parts involve intensive contact with honours students from other faculties. Information about application and selection can be found on [www.rug.nl/studiekiezers/opleidingen/honourscollege](http://www.rug.nl/studiekiezers/opleidingen/honourscollege).

## Master's degree programmes

Master's degree programmes follow on from Bachelor's degree programmes. Some Master's degree programmes, the so-called Research Master's degree programmes, focus specifically on conducting academic research, while others, known as Educational Master's degree programmes, concentrate on the teaching profession. Each Bachelor's degree grants automatic admission to at least one follow-on Master's degree programme. Other Master's degree programmes, even programmes within the same faculty, may have additional admission requirements. See also [Admission to Master's degree programmes](#) and the overview of Master's degree programmes at the University of Groningen: [www.rug.nl/studenten/opleidingen/ma/overviewMastersOpAlfabet](http://www.rug.nl/studenten/opleidingen/ma/overviewMastersOpAlfabet).

## Rights of students

[3.2]

### The right to sound teaching and quality assessment

All students are entitled to sound teaching and good teaching facilities. You therefore have the right to draw up a written evaluation of your degree programme. Quality assessments are also performed by a visitation committee of independent experts. These assessments are open to public scrutiny ([art. 1.18 WHW](#)). The faculty may adjust its policies if the assessments warrant this.

### The right to a programme of study that meets objective standards

The European Credit Transfer and Accumulation System (ECTS) was developed to enable comparison of the study loads of the various degree programmes in Europe. Each degree programme and each module within a degree programme is expressed in a number of ECTS credit points. One ECTS credit point is equivalent to 28 hours of study and one full study year comprises 60 ECTS. The Bachelor's degree programme including the propaedeutic phase consists of 180 ECTS. Most Master's degree programmes comprise 60 ECTS, but 90, 120 or 180 ECTS Master's degree programmes also exist.

### The right to a balanced study load

The Faculty Board is responsible for publishing the teaching programmes and Teaching and Examination Regulations in the Course Catalogue. The content and availability of the information must be such that students will be able to form an informed opinion of the content and design of the teaching ([WHW art. 7.15](#)).

For degree programmes with compulsory placements, the Faculty Board must ensure that there are sufficient suitable placement hosts available and must indicate which initiatives you will have to take yourself in order to make your placement a success.

The degree programme must be designed and implemented in such a way that a sufficiently able student who makes a sufficient effort must be able to earn 60 ECTS credit points in 1680 hours of study. This means you will be able to finish the degree programme in the nominal programme duration ([WHW art. 7.4](#)).

The teaching programme and the OER are annually evaluated by the Degree Programme Advisory Committee, half of whose members are students. This committee will provide recommendations to the Faculty Board ([WHW art. 9.18](#)), which will then assess the student time investment and adjust it if necessary.

If a programme is demonstrably not feasible, the degree programme does not enable you to meet its requirements. If this is the case, you can apply for financial support from the Graduation Fund as you will exceed the time restrictions of your performance-related grant due to 'force majeure', on condition that you report immediately to your Study Advisor (see [Financial assistance](#)).

### The right to affordable education

In addition to the tuition fees (or, for *extraneus* students, examination fees) that you must pay, you will also have to spend some money on matters such as readers, books and field trips. The Board of the University has established the [Pricing Policy on Study Costs](#) to ensure that these kinds of costs remain within acceptable limits. This regulation aims to ensure that the annual study expenses will not exceed the standard sum defined in the study finance regulations. If the costs of study exceed the ceiling amount stated in the policy on study costs, you can request reimbursement of half of the extra expenditure from the Faculty Board on the basis of receipts submitted as proof.

The Course Catalogue indicates what the study expenses are for the relevant academic year. More information about financial matters and pricing policy can be found on the University of Groningen website ([www.rug.nl/studenten/studiebegeleiding/geld](http://www.rug.nl/studenten/studiebegeleiding/geld)).

### The right to assistance while you are studying

All students are entitled to tutoring, although how this is provided varies per degree programme. Every degree programme will at least provide support via a study advisor. He or she functions as a confidential advisor for all degree programme-related matters, the study programme, circumstances that affect your study planning, etc. and can be reached via the secretariat of the degree programme.

On a central level, the University offers support in the form of a student counsellor ([WHW art. 7.34.1](#)), who functions as a confidential advisor for matters that you cannot or do not wish to discuss via your degree programme. Examples include financial problems, special costs of living or costs in the event of illness, major study delay (more than 15 ECTS), assistance in the event of conflicts, complaints or appeals, problems with the IBG, etc. You can make an appointment with a student counsellor via the [Student Service Desk](#).



Students experiencing problems associated with, for example, a performance disability, a chronic illness, dyslexia or a language problem are entitled to additional assistance if required. More information can be found on the University of Groningen website: [www.rug.nl/studenten/studiebegeleiding](http://www.rug.nl/studenten/studiebegeleiding).

### **The right to adaptations to the study programme**

Students with a performance disability, a chronic illness, dyslexia or another physical or mental performance disability are entitled to certain adaptations to their study programme. The University considers this a right rather than a favour. This concerns adaptations that enable you to demonstrate your intellectual abilities without hindrance as far as possible.

Please consult your study advisor if you have any questions or if you need advice with regard to the possibilities offered by your degree programme. If you or the degree programme are not sure how to prove that you have a performance disability, which statements you need or which adaptations are reasonable in your situation, please make an appointment with one of the [student counsellors](#). They can also tell you which financial regulations and other provisions (training courses, accommodation, UWV, municipality, etc.) are available to you.

For more information see [www.rug.nl/studenten/studiebegeleiding/hoehetanderskan](http://www.rug.nl/studenten/studiebegeleiding/hoehetanderskan).

## Examinations and final assessments

[4.0]

### Final assessments

Each Bachelor's or Master's degree programme is concluded by a final assessment, as is the propaedeutic phase of the Bachelor's degree programme. There are, in other words, three final assessments:

- the propaedeutic examination
- the Bachelor's examination
- the Master's examination.

A certificate is issued for every final assessment you pass ([WHW 7.11](#)). A Diploma Supplement, which contains an overview of the programme content, modules followed and the results achieved, is added to your degree certificate.

The Teaching and Examination Regulations (OER) of each degree programme contain information about the modules that you must pass in order to pass the final assessment. You will find the OER in your degree programme's Course Catalogue.

### Exams

Each module is concluded by an examination (exam) ([WHW 7.10](#)). An exam is a test of the knowledge, understanding and skills of students, including an assessment of the results of such a test.

A final assessment comprises a number of different exams, including

- written exams, which assess the knowledge and understanding acquired by the student
- practical components, which assess the skills acquired by the student.

### Board of Examiners

The Board of Examiners of each degree programme is responsible for the organization and coordination of examinations ([WHW 7.12](#)).

The Board of Examiners will appoint examiners who are made responsible for setting a test with regard to a certain module and for assessing whether students meet the relevant requirements.

The Board of Examiners will draw up a set of Rules and Regulations concerning the correct procedure during examinations. These Rules and Regulations can be found in the degree programme's Course Catalogue.

In the event of cheating, the Board of Examiners has the authority to deprive students involved of the right to take examinations or final assessments for a maximum of one year.

### Documentary evidence

Exam results are published on the degree programme's notice board and/or stated on an exam slip to be handed to the student.

The student is entitled to documentary evidence ([WHW 7.11.1](#)) in the form of exam slips signed by the examiner for each exam taken. The Student Administration Office of the faculty or degree programme will register all study results achieved by each individual student in the marks registration system Progress. However, you are responsible for storing the exam slips you have received. You can view your registered study results on [progresswww.nl/rug](http://progresswww.nl/rug).

If you have not passed the final assessment but have passed at least two examinations, you may request an overview and documentary evidence (a 'statement') of the exams you have passed from the Board of Examiners ([WHW 7.11.4](#)).

If you disagree with the examiner's judgement or a decision by the Board of Examiners, you have the right to demand an explanation of this judgement or decision, after which, if you still do not agree, you may lodge an appeal with the University of Groningen [Board of Appeal for Examinations](#).

## Applying for a degree certificate

**[4.1]**

### Applying for a Bachelor's or Master's degree certificate

You must apply for a Bachelor's or Master's degree certificate to your faculty's Student Administration Office.

You must submit your request within four weeks of receiving your last examination result, or, if you finish your last module in August, no later than 15 September of the new academic year. The assessment of the last examination component must thus be completed before 15 September.

If you finish your last module after 31 August, your graduation date will fall in the next academic year, meaning that you will have to reregister and pay tuition fees for the new year.

If you do not request your degree certificate within four weeks of completing the last module, the Board of Examiners will officially declare whether and when you graduate. This graduation date will appear on the degree certificate.

### Applying for a propaedeutic degree certificate

You must also request your propaedeutic degree certificate immediately after finishing the last module. If you do not submit this request, you may not be permitted to continue with your Bachelor's degree (WHW 7.11, 7.58).

## Individual provisions

**[4.2]**

### Individual study programme

The components of each examination programme are listed in the Teaching and Examination Regulations (OER) of the relevant degree programme. However, some degree programmes allow students to compile their own individual examination programme. You must submit a request to the Board of Examiners if you want to follow an individual programme and you will only be able to pass the final assessment of an individual programme if the Board of Examiners has approved it.

### Modified examinations

Students with a functional disability, a chronic illness, dyslexia or another physical or mental performance disability have the right to take exams in a form which compensates for this. Examples of modifications include extended exam time, exam sheets printed in a larger font or taking the exam in a separate room or in a different way.

Please ask your study advisor for specific information about adapted exams for your degree programme, or contact the Student Service Desk of the SSC for more general questions and advice. The study guide and the website [www.rug.nl/hoehetanderskan](http://www.rug.nl/hoehetanderskan) also contain information about this topic.

## Financial assistance

**[5.0]**

The University can provide students with financial support in a number of cases. Financial support from the University of Groningen Graduation Fund is possible in the event of:

- study delay due to force majeure
- top-level sports activities
- membership of a consultative body or certain committee positions.

The University of Groningen also has a provision for unforeseen costs which you could not reasonably be expected to be insured against.

In addition, you can also apply for financial assistance from outside the University in various situations. Please consult the student counsellors of the SSC.

## Study delay due to force majeure

[5.1]

You may be eligible for financial support from the University of Groningen Graduation Fund if your studies are delayed due to extraordinary, urgent circumstances. You can then use this money to pay for your extra study time when you no longer receive a performance-related grant from the IBG (WHW art. 7.51). To qualify for this type of financial support, you must satisfy the following conditions:

1. you have incurred a study delay due to special circumstances
2. you have notified the appropriate people of your expected or actual study delay in good time
3. you are registered as a full-time student at the University of Groningen
4. you are entitled to study finance.

Bachelor's students are only eligible for financial support from the Graduation Fund during the first four years of registration in Higher Education. Master's students are eligible for financial support for the duration of their degree programme plus one year (Graduation Fund Regulations art. 4.1).

Your application will be rejected if you do not satisfy the conditions. However, exceptions can be made if in the opinion of the Board of the University such a rejection would lead to an exceptional instance of unfairness of overriding nature (the so-called 'hardship clause').

### 1: Extraordinary circumstances due to force majeure

Your study delay must be a direct consequence of one of the following circumstances:

- illness
- pregnancy
- physical, sensory or other limitations
- family circumstances
- lack of a programme of study that meets objective standards
- loss of accreditation for the programme you are enrolled in.

(Graduation Fund Regulations art. 3.1).

### 2: Reporting in good time

You must notify your study advisor of the extraordinary circumstance as soon as it has lasted a month or more or as soon as your study delay has exceeded 5 ECTS credit points. The study advisor will direct you to a Student Counsellor if the expected study delay will be more than 15 ECTS. After the initial report to the study advisor you must contact a student counsellor of the Student Service Centre yourself as soon as your study delay amounts to more than 15 ECTS, even if you have not been directed to them.

If your study delay continues in the next academic year, you will have to report your extraordinary circumstance in good time again in the next academic year.

If you are not able to report your study delay yourself, you must appoint someone to do this for you, for example a friend or relative (Graduation Fund Regulations art. 4.2).

### 3 and 4: Registration as a student and entitlement to study finance

You must be registered as a full-time University of Groningen student to qualify for financial support. In addition, you must be entitled to study finance during the year in which you incur the study delay (Graduation Fund Regulations art. 4.1).

### Procedure

- The study advisor and the student counsellor will digitally record your report of extraordinary circumstances. You must confirm that you have read the report by checking the 'gezien' [seen] box. You must comply with the advice and agreements stated in the report.
- You must submit a digital request for financial support between 1 September and 1 February of the academic year following the year in which the delay occurred.  
You must send the documentary evidence within 7 days of the digital application (Graduation Fund Regulations art 4.2, art.6, art. 7).

For more information, confirming reports and submitting digital requests see [www.rug.nl/studievertraging](http://www.rug.nl/studievertraging). This website also includes tips on how to limit your study delay.

You will receive the Board of the University's decision within 8 weeks of submitting your request and the documentary evidence. A number of principles that the Board uses to determine the amount of your study delay and the amount of support to be granted can be found in the Graduation Fund Regulations art. 5.

For more information see [www.rug.nl/hoezithet](http://www.rug.nl/hoezithet).

## Committee membership and top-level sport

**[5.2]**

The University offers financial support to students who work hard for the university community or who participate in top level sport. This includes:

- Membership of a Degree Programme Advisory Committee ([Graduation Fund Regulations, Chapter 4](#)).
- Membership of a consultative body, for students ([Graduation Fund Regulations, Chapter 6](#)) or for PhD students ([Graduation Fund Regulations, Chapter 7](#)).  
The relevant consultative bodies are listed in [Appendix 2 of the Graduation Fund Regulations](#).
- Committee membership for a recognized student society or student organization.  
Recognized student societies and organizations are listed in [Appendix 2 of the Graduation Fund Regulations](#).  
Please refer to [Articles 26 and 27 of the Regulations](#) for more information about the conditions for support and how to apply.
- Exceptional, incidental activities performed by a recognized organization ([art. 28 of the Graduation Fund Regulations](#)).
- Top-level sports activities.  
The University's top sport scheme ([Chapter 3 of the Graduation Fund Regulations](#)) defines who are considered top level athletes, the amount of financial support and the application procedure.

As the conditions, amount, application and other procedures vary for each of these situations, you should always consult the above-mentioned chapters and appendices of the Graduation Fund Regulations for more information. The left-hand menu on [www.rug.nl/studievertraging](http://www.rug.nl/studievertraging) contains links to specific information, explanations and instructions for each of these groups. See also the [CUOS Regulations](#).

## Other financial provisions

[5.3]

### Fund for the financial support of foreign students

Foreign students who incur study delay as a result of extraordinary circumstances due to force majeure may apply to the University of Groningen [Rules of procedure for the financial support of foreign students](#). You must make an appointment with the study advisor immediately if your study delay amounts to more than 5 ECTS credit points in order to qualify for financial support.

### Emergency Fund

The Emergency Fund enables students to cover unforeseen costs that they cannot afford and which they could not be expected to be insured against. More information and the application form can be found on the University of Groningen website:

[www.rug.nl/studenten/studiebegeleiding/geld/noodfonds](http://www.rug.nl/studenten/studiebegeleiding/geld/noodfonds).

See also [Emergency Fund Regulations](#).

### Master's degree programme in Human Movement Sciences

The Master's degree programme in Human Movement Sciences is a two-year programme. However, your performance-related grant will only cover the first year – the only way to receive study finance for the second year is in the form of a loan. The University of Groningen has established a financial provision for Master's students of Human Movement Sciences to compensate for this. The provision is set out in the [appendices to the Student Charter](#). More information, explanations and the application procedure can be found on [www.rug.nl/studenten/studiebegeleiding/studievertraging/bewegingswetenschappen](http://www.rug.nl/studenten/studiebegeleiding/studievertraging/bewegingswetenschappen).

### Other provisions

Are you having trouble financing your study period or placement abroad? Are you facing circumstances that significantly increase your study costs or costs of living? Are the allocated study finance period or the graduation period too short for you to finish your degree? The University of Groningen website contains an overview of financial possibilities:

[www.rug.nl/studenten/studiebegeleiding/geld](http://www.rug.nl/studenten/studiebegeleiding/geld).

The [student counsellors](#) will be able to tell you in which situations you may turn to the University, the IBG, private funds, your municipality or other bodies for assistance. You can make an appointment with a student counsellor via the [Student Service Desk](#).



## Consultative participation

[6.0]

Every student is eligible for election and has the right to vote.

Eligibility for election means that a student can sign up as a candidate for membership of a consultative body, and the right to vote means that a student can vote for a candidate for such a body in elections.

Student elections are held annually.

The University of Groningen has an extensive system of consultative participation for students. Consultative participation is linked to three levels of management bodies. Each level has a board or a director, and each board or director consults with a consultative body.

Unit	Management body	Consultative body
University	Board of the University	University Council
Faculty	Faculty Board	Faculty Council
Degree programme	Programme director	Degree Programme Advisory Committee

Consultative participation at the University of Groningen is based on the principle of joint consultation, which means that both students and staff are represented in the same consultative body and that both groups together consult with the board or director.

Elections are held for the University Council and the Faculty Councils; the members of Degree Programme Advisory Committees are appointed.

Student members of consultative bodies are eligible for certain provisions, such as financial support (committee grant and/or attendance fees).

The situation may arise where a student member of a consultative body is unable to take an examination or attend a compulsory module because they coincide with meetings of his or her council or Degree Programme Advisory Committee. The faculty will try to enable such a student to take the exam and to attend the modules at a suitable time or arrange a substitute assignment.

WHW art. 9.31 - 9.36, Electoral Regulations, Regulations concerning attendance fees/committee grants.

## University Council

**[6.1]**

The University Council is the University of Groningen's representative body consisting of both students and staff members. The Council is the Board of the University's consultative partner. The Chair and Vice Chair of the Council attend the meetings of the Board of the University (Board of the University Rules of Procedure).

The University Council has 24 members representing staff and students, elected from amongst their ranks: 12 from the student ranks elected by students, and 12 from the staff ranks elected by University staff.

Students members are elected for one year, staff for two ([WHW 9.31 - 9.36](#)).

### Powers and competences

The University Council has the right to give its assent when the following are established or changed:

- university policies
- a system of quality control
- the Student Charter
- the governance and management regulations
- health and safety regulations
- choice of decision-making systems
- regulations relating to financial aid for students.

In addition, the Council has the right of advice concerning various topics and discusses other university matters with the Board of the University.

The matters for which the University Council has rights of approval and advice are set out in the [Regulations of the Board of the University](#).

The University Council has its own [portal](#) on the University of Groningen website, which also lists the parties represented on the Council and how to contact them.

You can also [subscribe](#) to a digital newsletter.

## Faculty Council

**[6.2]**

Each faculty has its own Faculty Council which functions as its representative body and the Faculty Board's consultative partner. Each Faculty Board includes a student who functions as an advisory member.

Half of the Faculty Council consists of student members elected by students and half of staff elected by staff. While the number of council members varies per faculty, a maximum of 24 has been set.

Student members are elected for one year, staff members for two.

### Powers and competences

The Faculty Board provides the Faculty Council with the opportunity to discuss the general affairs of the Faculty at least twice a year.

The Council has the authority to make suggestions to the Faculty Board and to voice its opinions on all Faculty-related matters.

The Faculty Council has the right to give its assent when the following are established or changed:

- the Faculty regulations
- part of the Teaching and Examination Regulations (OER).

(WHW art. 9.37 and 9.38)

The Faculty of Medical Sciences is part of the UMCG (University Medical Center Groningen) and has no Faculty Council. Students from the Faculty of Medical Sciences have the right to vote for and be elected to the O&O (Teaching and Research) Council. The O&O Council's powers are comparable to those of a Faculty Council.

## Degree Programme Advisory Committees

**[6.3]**

Each degree programme has its own Degree Programme Advisory Committee, which consults with the Programme Director.

Half of the members of the Degree Programme Advisory Committee are students and the other half are staff members. The committee members are not elected; they are appointed by the Faculty Board on the basis of nomination by the student party in the Faculty Council and/or the study associations within the Faculty.

### Powers and competences

The Degree Programme Advisory Committee has the following duties:

- to issue advice to the Faculty Board about the Teaching and Examination Regulations (OER)
- annually to assess the implementation of the OER
- to issue advice to the Programme Director and the Faculty Council with regard to all matters concerning teaching and the degree programme.

(WHW 9.18)

## Rules of behaviour

[7.0]

The Board of the University has established rules of behaviour with regard to:

- day-to-day matters in the University buildings and grounds
- the use of computer and network facilities
- working conditions
- prevention of sexual harassment, aggression, violence and discrimination
- personal data protection

These regulations can be consulted via the following links: [Code of conduct with regard to sexual harassment, aggression, violence and discrimination](#), [University of Groningen House Rules and General Code of Conduct](#), [Regulations concerning the protection of personal data](#), [User Regulations for University Computer Systems](#)

## House rules

**[7.1]**

The Board of the University has established a set of rules and regulations with regard to day-to-day matters in the University buildings and grounds: the University of Groningen House Rules and General Code of Conduct.

Every student present in the buildings or on the grounds of the University or using the University facilities must comply with these rules and with the instructions provided by the Board of the University or the Faculty Board.

Disregarding these house rules and/or the general code of conduct may lead to denial of access to university buildings and grounds for a maximum of one year (see WHW art. 7.57 h).

## Personal data protection

**[7.2]**

The Board of the University is responsible for processing the personal data of students and *extraneous* students, for example for purposes of teaching, tutoring and collection of tuition fees. The Personal Data Protection Act (Wbp) applies to the processing of personal data.

The Board of the University has set out its own privacy regulations based on the Wbp: the Regulations concerning the Protection of Personal Data.

Students have the right to view their personal and academic records held by the University's administrative office and to submit a request that they be altered. Your records may otherwise only be accessed by University staff entitled to do so. Information may be edited by staff members to the extent that this is consistent with the aim for which the information was collected (for example to provide student information per e-mail).

The University may only make the information available to third parties if you agree to this, if the Personal Data Protection Act permits it, or if it is required by law.

## Prevention of sexual harassment, aggression, violence and discrimination

**[7.3]**

The Board of the University is responsible for maintaining a good, stimulating work and study climate at the University. In order to protect its students and staff, the Board has established a code of conduct and regulations with regard to sexual harassment, bullying, aggression, violence and discrimination.

You can report cases of sexual harassment, aggression, violence, discrimination and other undesirable behaviour to the University of Groningen's Confidential Advisor. The Confidential Advisor has an independent position within the University and all consultations are treated confidentially.

If you feel you are the victim of unwanted behaviour, you can submit a written complaint to the Board of the University. All documents related to such complaints are treated strictly confidentially.

For more information see the Regulations with regard to the University of Groningen Confidential Advisor, the Code of Conduct with regard to sexual harassment, aggression, violence and discrimination and the Complaints procedure for cases of sexual harassment, aggression, violence and discrimination.



## Working conditions

**[7.4]**

The Board of the University is responsible for the safety, health and wellbeing of both ordinary and *extraneus* students at the university. This also means that student workstations must meet the relevant requirements. The rules with regard to these matters are based on the Working Conditions Act (Stb. 1993, 757) and the resulting Working Conditions Decree (Stb. 1997, 60). The Board of the University is responsible for publishing these regulations within the University.

Students have the right to the following work and study-related provisions:

- a. information and training in the field of possible dangers
- b. information about safety facilities and protective equipment
- c. to discuss health and safety risks with lecturers or supervisors
- d. to interrupt work or study activities in the event of acute danger
- e. to report problems to lecturers, supervisors or the Health, Safety and Environment Service (the Faculty health, safety and environment coordinator).

Students have the following work and study-related obligations:

- a. to work accurately and carefully
- b. to familiarize themselves with the relevant safety regulations
- c. to use safety facilities and compulsory protective equipment in the appropriate way
- d. to report unsafe and unhealthy situations to the responsible person or institution
- e. to comply with instructions provided by the responsible officials.

Because of the great amount of computer work, RSI is one of the highest working risks. Information about how to prevent RSI can be found on the website of the Health, Safety and Environment Service.

## The use of University computer and network facilities

**[7.5]**

Access to the university computer systems is granted to individual persons. All users of the system are members of a community. Users may not damage the system or hinder other users. Sending unsolicited e-mail or obtaining or secretly using other users' access details is therefore not permitted.

Using the university computer systems, including hardware, software and network facilities, is only permitted in accordance with the account assigned to you. Such use is always limited to teaching or research purposes. All commercial use of the University computer systems is forbidden, unless written permission has been explicitly granted by a competent body or official.

All users must comply with the regulations stated in the [User Regulations for University Computer Systems](#). [WHW art. 7.57 h](#).

## Legal rights

**[8.0]**

The Student Charter and the associated regulations and codes of conduct set out the rights and obligations of University of Groningen staff and students. The protection of the legal position of students of public universities is also regulated by law. If you disagree with a decision, you can lodge a complaint, objection or appeal. The appropriate procedure depends on the type of decision and the University body that has taken this decision.

### **Lodging an objection or appeal**

You have the right to object or appeal against decisions made on the basis of the regulations. The following are the appropriate official channels:

- The Board of the University of Groningen (CvB)
- the national Higher Education Appeals Tribunal (CBHO)
- the Board of Appeal for Examinations (CBE) of the University

### **Lodging an objection with the Board of the University**

If you disagree with a decision taken by or on behalf of the Board of the University, you can lodge an objection with the Board of the University. The term for lodging an objection is within six weeks of the date of publication of the decision in question.

You can subsequently lodge an appeal against the decision taken by the Board of the University with regard to your objection to the national Higher Education Appeals Tribunal. The term for lodging an appeal is within six weeks of the date of announcement of the decision on the objection.

### **Lodging an appeal with the Board of Appeals for Examinations**

If you disagree with a decision taken by an examiner or Board of Examiners with regard to, for example, the assessment of an exam or resit, you can lodge an appeal with the Board of Appeals for Examinations. CBE decisions may in certain cases be appealed against to a district court and subsequently to the Administrative Law section of the Council of State ([General Administrative Law Act, Chapters 7 and 8](#)).

An overview of the objections and appeals procedures is available from the Student Service Desk. You can also contact the CSB for general questions concerning this matter.

Please contact the University of Groningen's Department of [Administrative and Legal Affairs](#) for more information about the types of legal protection available for appealing against decisions made by University bodies. This department can also examine the possibilities and conditions for lodging objections or appeals in concrete cases.

## Right of complaint

[8.1]

Situations can sometimes occur where a formal objection or appeal procedure would not be the appropriate course of action, but which are very unsatisfactory. You can lodge a complaint in such situations.

You should always first try to come to an agreement with the person or body who has taken the decision or who has treated you in an undesirable fashion.

### Individual complaints

Every student has the right to lodge a complaint with the Board of the University with regard to the way in which someone working under the responsibility of the Board has behaved towards him/her or someone else in a given situation.

For more information please refer to the [University of Groningen General Complaints Procedure](#).

If you have a complaint relating to your own situation, your first port of call should be your study advisor. If necessary, you will then be referred on, possibly to someone who is specialized in dealing with that type of complaint. Most faculties and degree programmes have complaints procedures of their own.

You can report complaints concerning wellbeing, health and the environment to your faculty's health, safety and environment coordinator.

If your complaint is such that it is not appropriate to use your faculty or degree programme's complaint facilities, you should consult one of the student counsellors of the Student Service Centre.

### Complaints concerning sexual harassment, aggression, violence and discrimination

Complaints concerning, for example, sexual harassment, aggression, violence or discrimination should be reported to the University of Groningen [Confidential Advisor](#). The Confidential Advisor is available to both students and staff members. The Confidential Advisor has an independent position within the University and all consultations are treated confidentially.

In addition, if you feel you are the victim of undesirable behaviour, you can submit a written complaint to the Board of the University. All documents related to such complaints are treated strictly confidentially.

For more information see the [Regulations concerning the University of Groningen Confidential Advisor](#), the [Code of Conduct concerning sexual harassment, aggression, violence and discrimination](#) and the [Complaints procedure for cases of sexual harassment, aggression, violence and discrimination](#).

### Collective complaints

The collective complaints regulations are for complaints that a group of students have concerning a regulation or the consequences of a regulation, for example for teaching in general or for a certain category of students. You can collect a copy of the collective complaints regulations from the Faculty providing your degree programme. See [WHW art. 9.28](#).

More information can be found on [www.rug.nl/studenten/studiebegeleiding/conflicten](http://www.rug.nl/studenten/studiebegeleiding/conflicten).

# The Board of Appeal for Examinations

**[8.2]**

## Subjects

If you disagree with a written decision taken by an examiner, Board of Examiners or Admissions Board, you can lodge an appeal with the Board of Appeal for Examinations (CBE). This includes the following matters (WHW art. 7.61):

- decisions by Boards of Examiners and individual examiners (assessment of examinations and final assessments)
- determining the number of ECTS credit points earned (in relation to study progress)
- admission to examinations
- admission to degree programmes (decisions by Colloquium Doctum Committees).

## Procedure

Appeals against decisions must be submitted in writing within four weeks of the date on which the decision was announced. Your appeal will be deemed inadmissible if you submit it after this period without a proper reason for the delay.

The CBE will not immediately process your appeal – it will first be forwarded to the body (the board or commission) that took or refused to take the decision. This body must first try to reach a settlement (compromise) with the student in question and subsequently notify the CBE of the results of this process within three weeks. Only if it turns out to be impossible to reach a settlement will the CBE process the appeal and schedule a hearing.

The CBE must reach a decision on the appeal within ten weeks of receipt. The following decisions are possible:

- The appeal is inadmissible: The CBE will not rule on the content of the appeal, for example because the submission term was exceeded.
- The appeal is unfounded: the decision or the refusal to take a decision remain intact.
- The appeal is valid: the decision will be annulled. The body involved may be asked to make a decision or make a new decision, with due observance of the CBE's decision. The CBE may define a term for this in its decision. It may also decide that an examination, final assessment, entrance examination or supplementary investigation must be repeated under the conditions set by the CBE.

## Provisional ruling

In cases requiring swift action, a student may request a provisional ruling pending a decision in the main case. This is, however, only possible if there is an immediate demonstrable interest for the student involved. The student must submit a written, well-argued request to the Chair of the CBE, who will take a decision having heard the Board, the committee and the person involved.

## Appeals

CBE decisions may in certain cases be appealed against with the Administrative Law section of your local court (General Administrative Law Act, Chapters 7 and 8). A court registration fee will be charged and you may be liable for the court costs (if this is stated in the decision).

You can appeal against this decision to the Administrative Law section of the Council of State.

See [www.rug.nl/Bureau/expertisecentra/abjz/producten/cbe](http://www.rug.nl/Bureau/expertisecentra/abjz/producten/cbe).

## Lodging an objection with the Board of the University

**[8.3]**

### Subjects

If you disagree with a decision taken by or on behalf of the Board of the University, you can lodge an objection with the Board of the University.

Objections are directed against a written decision, or the refusal to take a decision, by the Board of the University. This covers the following matters:

- registration as an ordinary student or *extraneus*
- deregistration on the basis of illness, family circumstances, educational force majeure or in the first year of the propaedeutic phase
- payment, exemption, reduction or reimbursement of tuition fees
- financial support of students
- the issuing of the declaration (administrative check) stating that a degree certificate can be awarded
- denial of access to the University premises and grounds.

Lodging an objection with the Board of the University means that you ask the Board to reconsider its decision.

### Procedure

You must submit your objection to the Board of the University within six weeks of the date of announcement of the decision in question. Objections submitted after this term may be deemed inadmissible.

The Board of the University will then ask the Advisory Committee for Appeals of the University of Groningen to issue an advice with regard to the objection.

The Committee will decide whether the objection is admissible. If the Committee decides to admit the objection, it will schedule a hearing at which both the student and the Board of the University will be heard. The Committee will then issue an advice for the Board of the University. The Board of the University will decide on the basis of the advice whether the objection is valid, unfounded or inadmissible (General Administrative Law Act art. 7.3).

### Appeal

You can lodge an appeal against the decision with regard to your objection with the Higher Education Appeals Tribunal (CBHO). The term for lodging an appeal is within six weeks of the date of publication of the decision.

For more information see [www.rug.nl/Bureau/expertisecentra/abjz/producten/awb](http://www.rug.nl/Bureau/expertisecentra/abjz/producten/awb).

## The Higher Education Appeals Tribunal

**[8.4]**

You can lodge an appeal against a decision taken by the Board of the University with regard to your objection with the national Higher Education Appeals Tribunal (CBHO) in The Hague. The CBHO is a judicial authority for students in higher education (WHW art. 7.64 - 7.67). You must submit your appeal in written form within six weeks of the date on which the decision with regard to your objection was announced.

The CBHO's decision can be one of the following (General Administrative Law Act, section 8.2.6).

- The appeal is inadmissible: this means that the appeal cannot be processed and that the CBHO will not be able to evaluate it.
- The appeal is valid: the decision will be fully or partially annulled. Damages may be awarded if a claim has been submitted.  
The CBHO may also make arrangements for the consequences of an annulment. It may require the Board of the University to take a new decision with due observance of the CBHO's decision. A term may be defined for this in the decision. In addition, a default fine may be imposed. The CBHO can also decide to make its own arrangements
- The appeal is unfounded: the disputed decision stands.

### **Provisional ruling**

In cases requiring swift action, a student who has lodged an appeal may submit a request for a provisional ruling to the Chair of the CBHO. Such a request must be submitted in writing and be well argued. The Chair will decide on the matter after consultation with the board in question, and determine in his/her decision when the provisional ruling will lapse.

The costs of lodging an appeal or requesting a provisional ruling with the CBHO are € 41 (court fees). These costs will be reimbursed if you win the case. You can, however, also be found liable for the costs of the case if it appears that you have made unreasonable use of the CBHO appeals procedure.

## Definitions

[9.1]

**Student:** a person who has paid tuition fees at the University of Groningen and is registered as a full-time, part-time or dual student for an officially recognized degree programme.

**Statutory tuition fees:** the statutory tuition fees are set out in the Higher Education and Research Act (WHW).

**University tuition fees:** the university tuition fees are set by the Board of the University. These fees apply to students who do not – or no longer – qualify for the statutory tuition fees.

**Extraneus (external student):** a person who has paid all the exam fees required by the University of Groningen and is registered as an external student in an officially recognized programme.

**Decision:** a written decision by an administrative body with regard to a juristic act under public law (General Administrative Law Act art. 1:3).

**Teaching and Examination Regulations (OER):** a set of degree programme-specific regulations, containing the entry requirements and the content of the programme. Each degree programme has its own OER. The Faculty Board approves the OER and the Faculty Council has rights of approval with regard to some components of the OER.

**Student card:** a card issued by the University of Groningen that serves as proof of registration with the University.

**Academic year:** a period of time that starts on 1 September and ends on 31 August of the following year. The academic year usually starts on the first Monday of September, which is also the first day of teaching.

**Studielink:** the online registration application ([www.studielink.nl](http://www.studielink.nl)) for all higher education institutions in the Netherlands. All registrations and reregistrations for a new academic year, changes of address and requests for deregistration must be submitted via Studielink.

**ECTS credit points:** a unit to express the study load of a module or degree programme. Universities in the Netherlands use the European Credit Transfer and Accumulation System or ECTS, a European system to express the study load. This system makes international evaluation of programmes easier. One ECTS credit point is the equivalent of 28 hours of study, and a whole academic year amounts to 60 ECTS (i.e. 1680 hours).



## List of Abbreviations

[9.2]

ABJZ	<i>Algemeen Bestuurlijke en Juridische Zaken</i> : Department of Legal Affairs
Awb	<i>Algemene wet bestuursrecht</i> : General Administrative Law Act
CBE	<i>College van Beroep voor de Examens</i> : Board of Appeal for Examinations
CBHO	<i>College van Beroep voor het Hoger Onderwijs</i> : Higher Education Appeals Tribunal
CSB	<i>Centrale Studenten Balie</i> : Student Service Desk
CUOS	<i>Centraal Uitvoeringsorgaan voor de Studentenorganisaties</i> : Central Implementation Body for Students' Organizations
CvB	<i>College van Bestuur</i> : Board of the University
ECTS	European Credit Transfer and Accumulation System
GSb	<i>Groninger Studentenbond</i> : a student union at the University of Groningen
HBO	<i>Hoger Beroeps Onderwijs</i> : Higher Professional Education
HO	<i>Hoger Onderwijs</i> : Higher Education
IBG	<i>Informatie Beheer Groep</i> : the national student records office
ISD	International Service Desk
OER	<i>Onderwijs- en Examenregeling</i> : Teaching and Examination Regulations
ROB	<i>Regeling financiële ondersteuning studenten in bèta-opleidingen</i> : regulations concerning financial assistance for students of the sciences
RUG	<i>Rijksuniversiteit Groningen</i> : University of Groningen
SIAGD	<i>(Seksuele) intimidatie, agressie, geweld en discriminatie</i> : harassment, sexual harassment and aggressive, violent or discriminatory behaviour
SO	<i>Studie Ondersteuning</i> : Centre for Study Support and Academic Skills
SOG	<i>Studenten Organisatie Groningen</i> : a student union at the University of Groningen
SSC	<i>Studenten Service Centrum</i> : Student Service Centre
UAF	<i>Stichting voor Vluchteling-Studenten UAF</i> : University Assistance Fund for refugee students
UFC	<i>Universitaire Fondsen Commissie</i> : a committee which assesses applications for financial assistance
UOCCG	<i>Universitair Onderwijs Centrum Groningen</i> : University Centre for Learning and Teaching
UK	<i>Universiteitskrant</i> : the University newspaper
U-raad or UR	<i>Universiteitsraad</i> : University Council
VWO	<i>Vorbereidend Wetenschappelijk Onderwijs</i> : pre-university education
Wbp	<i>Wet bescherming persoonsgegevens</i> : Personal Data Protection Act
WHW	<i>Wet op het hoger onderwijs en wetenschappelijk onderzoek</i> : Higher Education and Research Act
WO	<i>Wetenschappelijk Onderwijs</i> : university education
WSF	<i>Wet studiefinanciering 2000</i> : Student Finance Act 2000

## Addresses of central bodies

[9.3]

### General addresses

#### Board of the University (CvB)

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands  
Telephone: (050) 363 5285

#### University Council (U-raad)

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands  
Telephone: (050) 363 8535  
E-mail: [uraad@rug.nl](mailto:uraad@rug.nl)  
Internet: [www.rug.nl/uraad](http://www.rug.nl/uraad)

#### Legal Affairs Office (ABJZ)

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands  
Telephone: (050) 363 5440  
E-mail: [abjz@rug.nl](mailto:abjz@rug.nl)  
Internet: [www.rug.nl/bureau/expertisecentra/abjz](http://www.rug.nl/bureau/expertisecentra/abjz)

#### Donald Smits Center for Information Technology (CIT)

Visiting address: Zernikeborg, Nettelbosje 1  
Postal address: P.O. Box 11044, 9700 CA Groningen, the Netherlands  
Telephone: (050) 363 9200  
E-mail: [secretariaat-cit@rug.nl](mailto:secretariaat-cit@rug.nl)  
Internet: [www.rug.nl/cit](http://www.rug.nl/cit)  
CIT Helpdesk:  
Telephone: (050) 363 3232  
E-mail: [servicedesk-centraal@rug.nl](mailto:servicedesk-centraal@rug.nl)

#### Health, Safety and Environment Service (AMD)

Visiting address and postal address: Visserstraat 49, 9712 CT Groningen, the Netherlands  
Telephone: (050) 363 5551  
E-mail: [amd@rug.nl](mailto:amd@rug.nl)  
Internet: [www.rug.nl/amd](http://www.rug.nl/amd)

#### Office of the Confidential Advisor

Marijke Dam, Confidential Advisor  
Visiting address and postal address: Visserstraat 47, 9712 CT Groningen, the Netherlands  
Telephone: (050) 363 5435  
E-mail: [j.m.dam@rug.nl](mailto:j.m.dam@rug.nl)  
Internet: [www.rug.nl/vertrouwenspersoon](http://www.rug.nl/vertrouwenspersoon)

#### Complaints Committee for harassment, sexual harassment and aggressive, violent or discriminatory behaviour

Postal address: Antwoordnummer 172, 9700 AB Groningen

### Addresses for students

#### Student Service Desk, a department of the Student Service Centre (SSC)

Visiting address: Uurwerkersgang 10  
Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands  
Telephone: (050) 363 8004  
Internet/e-mail: [www.rug.nl/hoezithet](http://www.rug.nl/hoezithet), [www.rug.nl/insandouts](http://www.rug.nl/insandouts)

#### International Service Desk (ISD)

Visiting address: Broerstraat 5  
Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands  
Telephone: (050) 363 8181  
E-mail: [isd@rug.nl](mailto:isd@rug.nl)  
Internet: [www.rug.nl/isd](http://www.rug.nl/isd)

**Student Counsellors, a department of the SSC**

Visiting address: Uurwerkersgang 10  
Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands  
Telephone: (050) 363 8004  
Internet/e-mail: [www.rug.nl/ssc](http://www.rug.nl/ssc)

**Psychological Counselling Service, a department of the SSC**

Visiting address: Oude Kijk in 't Jatstraat 41/41A  
*[will relocate during academic year 2009-2010]*  
Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands  
Telephone: (050) 363 5544  
E-mail: [studentenpsychologen@rug.nl](mailto:studentenpsychologen@rug.nl)  
Internet: [www.rug.nl/ssc](http://www.rug.nl/ssc)

**Centre for Study Support and Academic Skills (SO), a department of the SSC**

Visiting address: Broerstraat 5, Academiegebouw Tower (second floor).  
*[will relocate during academic year 2009-2010]*  
Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands  
Telephone: (050) 363 5548  
E-mail: [y.m.robert@rug.nl](mailto:y.m.robert@rug.nl)  
Internet: [www.rug.nl/ssc](http://www.rug.nl/ssc)

**Talent and Career Center (T&CC)**

Visiting address: Munnekeholm 2, 9711 JA Groningen  
Postal address: P.O. Box 7117, 9701 JC Groningen, the Netherlands  
Telephone: (050) 311 1589  
E-mail: [info@talentcareercenter.nl](mailto:info@talentcareercenter.nl)  
Internet: [www.talentcareercenter.nl](http://www.talentcareercenter.nl)

**Board of Appeal for Examinations (CBE)**

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands  
Telephone: (050) 363 5439

**University Funds Committee (UFC)**

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands  
E-mail: [ufc@rug.nl](mailto:ufc@rug.nl)

## Appendices

**[9.4]**

### Graduation Fund Regulations

Information relating to financial support in the event of study delay due to, for example, illness or committee membership.

### General Complaints Procedure

Information relating to the submission and handling of complaints other than harassment, sexual harassment, aggression, violence and discrimination.

### Governance and Management Regulations

Information relating to the governance, administration and organization of the University of Groningen.

### Acceptable Use Policy

Rules relating to the use of University computers.

### Code of Conduct: Languages used in Teaching and Examinations

Rules relating to the languages to be used for teaching and examination purposes at the University of Groningen.

### House Rules and General Code of Conduct

Rules relating to proper behaviour and measures for maintaining order within the university.

### Electoral Regulations

Provisions relating to elections within the university.

### Regulations concerning complaints about harassment, sexual harassment and aggressive, violent or discriminatory behaviour (SIAGD)

Procedure for complaints relating to harassment, sexual harassment and aggressive, violent or discriminatory behaviour.

### Regulations concerning the Protection of Personal Data

Rules relating to the protection of privacy within the University of Groningen.

### Pricing Policy on Study Costs

Average study costs per educational phase.

### Fees and Remuneration for Committee Work

Financial support for students involved in university committee work.

### University of Groningen Confidential Advisor

Rules relating to the responsibilities and powers of the University of Groningen Confidential Advisor.

### CUOS Regulations

The regulations concerning the Central Implementation Body for Students' Organizations.

### Emergency Fund Regulations

Loans and/or gifts awarded to students in special circumstances.

### Rules of Procedure for the financial support of foreign students

Provisions relating to financial assistance for students from abroad (Dutch version).

### ROB regulation

Regulations concerning financial assistance for students of the sciences.

### 'Tempo' Grant Fund Regulations

Rules relating to financial support for students with a 'Tempo' grant.

### Implementation Regulations

Rules relating to the setting of tuition fees, and to the University of Groningen procedures for registration and deregistration.

Registration and Reregistration Guide

Everything you need to know about registering at the University of Groningen.