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The Student Charter

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The Student Charter

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

At the start of the academic year, all students will be sent an e-mail by the Board of the University drawing attention to the Student Charter, where it can be found on the website, and where they can view a hard copy of the Student Charter.

Applicability

The Student Charter applies to academic year 2011-2012. 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 precedence.



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Using the Student Charter

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 University Student Desk and read the Student Charter and the associated regulations carefully!

If you would like to know more, please consult the Student Charter and/or other approved information sources.

If you come across any inaccuracies, or have a complaint, please consider one of the following options:

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

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



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Information sources

All students will be notified when the definitive Student Charter becomes available. You can obtain a copy of the Student Charter from the University Student Desk or access it via the University of Groningen website: 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 UK (the University newspaper) or on the University website (rules that apply to the University as a whole such as the Student Charter or the Graduation Fund Regulations), or through your faculty (rules that apply to your degree programme or faculty in particular, such as the Teaching and Examination Regulations (OER)).

You are expected to take note of all rules and regulations that apply to the University, your programme and 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)
- the student portal (www.rug.nl/studenten)
- your own faculty's portal.

These portals also contain a News tab and an Agenda tab.

You can navigate the website via the menu structure (the horizontal menu bar or 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 at the top right of the page. Click on 'accessible version' to view the website in a simple layout suitable for the visually handicapped.

Universiteitskrant: 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.

University Student Desk

The University Student Desk (USD) is located in the Academy Building. It provides information about registration and deregistration, graduation, payment of tuition fees, study delay – and associated financial and other matters – and alternative study options. The USD also has information about possibilities for students with a performance disability. In addition, it can help you if you wish to follow course units or particular subjects abroad or elsewhere in the Netherlands.

You will receive a student card within a few weeks of registering and paying your fees. Contact the USD immediately if you have not yet received your student card!

If your studies are not going as well as you would like, you can discuss your problems with the study advisor for your degree programme. You can also make an appointment via the USD with a student counsellor from the Student Service Centre (SSC).



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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 adaptations to your 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 via the University Service Desk 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 healthcare 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

Your degree programme's annual course catalogue is a good source of information. You will receive a copy of the course catalogue and/or it can 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. All students have access to the parts of Nestor that are relevant to them. In addition to specific information with regard to a certain course unit, Nestor also contains general faculty-related 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 course units 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



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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, registration of exam results and ECTS credit points, requirements relating to procedural order, timetables and student records.

The programme directors and curriculum coordinators

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 study guide for further information.



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Admission

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 assessment. 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, International Relations and International Organization (IRIO), Business Administration, Psychology, and Life Science and Technology is subject to quotas. You will only be admitted if you can show proof of having been allotted a place by the DUO (*Dienst Uitvoering Onderwijs*; the Education Executive Agency). There is a central selection procedure (ballot system) and, for Medicine and Dentistry, a decentral selection procedure as well.

Please consult the [DUO](#) website for further information about quotas and ballot procedures.

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



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Admission to Bachelor's degree programmes

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 a HBO propaedeutic certificate
- 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 Arts. 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 even 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 may apply if you have an 'old-style' VWO diploma without a profile. Consult the relevant OER and [DUO's website](#).

Language proficiency

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 Dutch. 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.



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Admission to Master's degree programmes

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 what is known as a 'follow-on Master's programme'. In all other cases written proof of admission from the Faculty Board is required.

You may already start following Master's course units before finishing your Bachelor's degree subject to 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 in detail in the relevant Teaching and Examination Regulations (OER). Please contact the study advisor of the faculty in question for more information, or consult the University student information website www.rug.nl/hoezithet for the procedures with regard to provisional admission. See [WHW Arts. 7.30a - 7.31](#) for more information about entry requirements for Master's degree programmes.

N.B. A bill entitled 'Ruim baan voor talent' [make way for talent] is currently under discussion in the Dutch Parliament. This bill proposes stricter entry requirements for follow-on Master's degree programmes, including the rule that students must complete their Bachelor's degree before they can start a Master's degree programme. This rule, also known as the 'harde knip' in Dutch, will probably be introduced on 1 September 2012. The University of Groningen will provide further information about this in good time.

Bridging programmes

Many Master's degree programmes offer graduates of related HBO programmes a special bridging programme to remedy deficiencies in their knowledge. Standard bridging programmes have been designed for a number of popular HBO-to-Master's transfer processes, and degree programmes can be asked to set up special bridging programmes for those who want to make less common combinations.

A bridging programme usually has a student workload of 60 ECTS credit points and results 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 of the bridging programme in advance. If you succeed in earning these extra credit points, you will sometimes be granted immediate admission to the Master's degree programme, whereas other programmes may require you to follow a shortened bridging 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.



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Registration and deregistration

Registration

In order to follow a degree programme, you must be registered with the University. You can register as a student or as an external student (*extraneus*). 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 course units 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 student finance, an OV student travel pass and other facilities.

If you are ill or are facing other circumstances that might affect 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 University Student Desk (USD) if you have not received your student card within three weeks of registering.

For registration see the [USD website](#), [WHW Arts. 7.32 and 7.33](#) or the [University of Groningen Regulations for Registration and Tuition Fees 2011-2012](#)

Deregistration

Registration for a degree programme is for the entire academic year. At a student's request, registration will be terminated as of the first of the next month. A request for deregistration can be done via [Studielink](#).

For deregistration see [WHW Art. 7.42](#) or the [University of Groningen Regulations for Registration and Tuition Fees](#)

Reimbursement of tuition fees

Once registration has been terminated, you can submit a request for reimbursement of tuition fees. This request must be submitted via [Studielink](#). Upon deregistration, one-twelfth of the tuition fees that apply to the registration in question will be reimbursed for each remaining month in the academic year. If registration is terminated as of July or August, there will be no reimbursement for those months.

External students (*extraneus*) are not entitled to reimbursement of examination fees.

See also [University of Groningen Regulations for Registration and Tuition Fees](#)



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BSA System

After 1 September 2010, all students who start a degree programme in the propaedeutic phase will be subject to a study advice system, the BSA System. Students who have not earned enough ECTS credit points by the end of the first year will be issued a binding (negative) study advice (BSA) and not be allowed to continue with their degree programme. The threshold that students must pass is 40 ECTS credit points in the first year (a threshold of 38 ECTS credit points applies to Medicine and Dentistry for the time being) and the propaedeutic certificate in two years.

At the University of Groningen, the BSA System is linked to an intensification of study progress supervision. Every student will be allocated a contact person at the degree programme and will be given regular feedback on study progress in the form of study progress reports and a preliminary study advice after both the first and the second blocks of the first semester. If you suffer study delay due to extraordinary circumstances, please report this as soon as possible to your study advisor. If you do not pass the BSA threshold and have not reported extraordinary circumstances contributing to your study delay, you will be issued a binding (negative) study advice (BSA). A student who is issued a BSA may not reregister for the same degree programme for a period of two years from 1 September of the next academic year.

If a student deregisters from the University of Groningen before 1 February, no BSA will be issued and the student can in principle start the same degree programme again the next year. What is important here is the date that the student actually deregistered from the University of Groningen and not the date on which the student submitted the request. A request for deregistration must therefore be submitted to Studielink in January at the latest.

For further information see the OER of the relevant degree programme, the Faculty Regulations or the University of Groningen website:
www.rug.nl/studenten/studiebegeleiding/eerstejaars/bsa/bsaInHetKort.

www.rug.nl/medewerkers/werkenStudenten/bsa/Handboek/BSAhandboeksite.pdf

Education ban (*judicium abeundi*)

In exceptional cases, registration for a degree programme can be refused or a student can be permanently banned from a degree programme. This is the case if your behaviour or comments demonstrate unsuitability for the practice of one or more of the professions for which the degree programme is training you. (WHW Art. 7.42a)

For further information: [link J.A.](#)



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Rights and obligations of students

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

Rights

Students of the University of Groningen 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 counsellors, 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](#) and WHW Art. 7.34.

Students with a performance disability have the right to:

- expert (individual) study career supervision, directed towards the removal of obstacles that may be faced by a student with a disability
- adaptations to the curriculum and placement
- adaptations to examination types and examination time
- a tailored BSA threshold, to be assessed by the Faculty Board of your degree programme.

See your degree programme course catalogue and www.rug.nl/hoehetanderskan

Obligations

Students at the University of Groningen 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 course units 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.



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Rights and obligations of external students (*extraneus*)

Rights

External students (*extraneus*) at the University of Groningen have the right to:

- take examinations within your degree programme. You do not have the right to follow course units
- 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, external students are not entitled to student finance under the 2000 Student Finance Act (WSF).

External students are not entitled to reimbursement of examination fees.

Obligations

External students (*extraneus*) at the University of Groningen 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.



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Tuition fees and examination fees

Students pay either statutory tuition fees or university tuition fees. External students (*extraneus*) pay examination fees.

The tuition fees and examination fees for academic year 2011-2012 are listed in the University of Groningen Regulations for Registration and Tuition Fees 2011-2012. These regulations also state which type of tuition fees applies to you, the rules that apply to payment and instalments, the conditions for reimbursement or reduction of tuition fees and the consequences of failure to pay tuition fees and examination fees.

See the Student Portal of the University of Groningen website, 2000 Student Finance Act Art. 2.2, WHW Art. 7.43 and Art. 7.45 and the University of Groningen Regulations for Registration and Tuition Fees 2011-2012.

Tuition fees credit

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

Damages

Anyone who follows a degree programme without paying tuition fees (and is thus not registered) may be liable for payment of damages to the University (University of Groningen Regulations for Registration and Tuition Fees 2011-2012). All exam results will be annulled and the court may impose a fine. Needless to say, you are not eligible for student finance if you are not registered.

Increased tuition fees for long-term students

The *Wet verhoging collegegeld langstudeerders* [Increased tuition fees for long-term students Act] came into force on 1 September 2011 and applies to all students (both full-time and part-time) who will be registered in higher education in and after academic year 2012-2013. The Act states that as of 1 September 2012, students who need more than the regular programme duration plus one extra year to finish their Bachelor's degree programme, or more than the regular programme duration plus one extra year to finish their Master's degree programme, will be faced with an increase in their tuition fees of € 3000.

This regulation does not apply to students who have to pay the higher university tuition fees or who choose to follow a second degree programme in the fields of health care or education (upon completion of a first degree) for which they qualify for statutory tuition fees.

You will also be granted an additional extra year if DUO has granted you an extra year of student finance due to a performance disability. This extra year can be used for either the Bachelor's phase or the Master's phase.



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Teaching

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 and Master'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.



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Types of degree programmes

Full-time, part-time or dual degree programmes

University programmes are either full-time, part-time or dual (WHW Art 7.7). 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 (WHW Art 7.2).

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 a full-time or dual Bachelor's degree programme no later than by the end of the first year of registration for the propaedeutic phase. (WHW Art. 7.8b).

The University of Groningen has introduced a study advice system, the BSA System; the advice is binding if negative. Students who have not earned enough ECTS credit points by the end of the first year will be issued a binding (negative) study advice (BSA) and not be allowed to continue with their degree programme. The BSA threshold that students must pass is 40 ECTS credit points (38 ECTS for Medicine and dentistry) in the first year and the propaedeutic certificate within two years.

For further information see the Teaching and Examination Regulations (OER) of the relevant degree programme, the Faculty Regulations or the University of Groningen website.

Postpropaedeutic phase

Consult the OER for the specific regulations governing your degree programme relating to admission to the postpropaedeutic phase (the second year of the curriculum).

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 course units constituting a Minor. Minors are coherent sets of course units worth 30 ECTS, or one semester. You can follow these course units in your fifth semester. You must have at least passed the propaedeutic assessment 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.



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

See 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 the regular 180 ECTS Bachelor's degree programme. The programme starts after the first semester of the first year and comprises course units that both deepen and broaden knowledge. The in-depth parts are 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.

A **Master's Honours Programme** has been set up for Master's students. This programme, with a student workload of 15 ECTS credit points, can be followed alongside a regular 60 (or 90/120/180) ECTS Master's degree programme.

Information about application and selection can be found on 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 Research Master's degree programmes, focus specifically on conducting academic research, while others, known as Master's degree programmes in Education and Communication, 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.



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Rights of students

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 (WHW Art. 1.18). 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 student workloads of the various degree programmes in Europe. Each degree programme and each course unit within a degree programme is expressed by 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 student workload

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).

See also

the QANU website: www.qanu.nl
and the NVAO website: www.nvao.net

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 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 external students, examination fees) that you must pay, you will also have to spend some money on items such as readers, books and field trips. The Board of the University has established a 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 Student Finance Regulations. If the costs of study exceed the ceiling amount stated in the



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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).

The right to supervision

All students are entitled to supervision, 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.d), 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 DUO, etc. You can make an appointment with a student counsellor via the University Student 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.

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. This concerns adaptations that enable you to demonstrate your intellectual abilities without hindrance as far as possible. Examples include agreements about adapting examination types and adjusting examination time, or the physical accessibility of teaching facilities.

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.



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Examinations and final assessments

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 assessment
- the Bachelor's assessment
- the Master's assessment.

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

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

Exams

Each course unit is concluded by an examination (exam) ([WHW Art. 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, among other things, for the organization and coordination of examinations ([WHW Art. 7.12](#)).

The Board of Examiners appoints examiners who are responsible for setting a test for a certain course unit and for assessing whether students meet the relevant requirements.

It also draws 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 handbook.

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 in ProgRESS WWW and/or stated on an exam slip to be handed to the student.

Students are entitled to documentary evidence ([WHW Art. 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.

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



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Examiners (WHW Art. 7.11.5).

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 Central Portal for the Legal Protection of Student Rights (CLRS). Only this portal can arrange for the appeal to be passed on to the University of Groningen Board of Appeal for Examinations.

Acquiring a degree certificate

Acquiring a certificate for the propaedeutic assessment or the final assessment for the Bachelor's and Master's phases

The Board of Examiners shall determine the result of the final assessment as soon as you have passed all the relevant examinations. Once all approved course units have been successfully completed and the last examination result has been processed, the student will be notified by e-mail that the Board of Examiners has determined that the final assessment has been passed. The Board of Examiners will set the graduation date. By determining the result of the final assessment, the Board of Examiners also commits itself to a speedy processing of the issuing of the certificate.

Students may submit a request to change the course units in their study programme within 14 days of receipt of this message. The new study programme will then have to be reapproved by the Board of Examiners (WHW Art. 7.11.3).

If a student does not wish to make any changes, the Board of Examiners will definitively confirm that the final assessment has been passed once the last course unit has been completed.

Please consult your degree programme's website for more information.

Students must deregister from the degree programme via Studielink themselves. If you finish your last course unit 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.



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Individual provisions

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 handicap, 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 University Student Desk (USD) for more general questions and advice. Your degree programme's handbook and the website www.rug.nl/hoehetanderskan also contain information about this topic.



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Financial support

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: the Emergency Fund. More information about the Emergency Fund can be found on the University of Groningen website: www.rug.nl/studenten/studiebegeleiding/geld/noodfonds.

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



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Study delay due to force majeure

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 the extra study time when you no longer receive a performance-related grant from DUO (WHW Art. 7.51). To qualify for this type of financial support, you must satisfy the following conditions:

1. you incurred study delay due to special circumstances
2. you 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 qualify for a performance-related grant.

Calculated from the first year of registration in Higher Education, the period of support after the regular duration of the Bachelor's programme and the regular duration of the Master's programme is two extra years of study (Bachelor's + Master's + 2 years). (Graduation Fund Regulations Art. 4)

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. 2)

2: Reporting in good time

You must notify your study advisor of the extraordinary circumstance as soon as they have lasted a month or more or as soon as your study delay exceeds 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 (via the University Student Desk) 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. 5).

3 and 4: Registering as a student and applying for a performance-related grant



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You must be registered as a full-time University of Groningen student to qualify for financial support. In addition, you must be or have been entitled to a performance-related grant during the year in which you incur the study delay (Graduation Fund Regulations Art. 3).



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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 Articles 11 and 12).

For more information, confirming reports and submitting digital requests see 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 Graduation Fund Regulations Articles 9 and 10.

For more information see www.rug.nl/hoezithet.



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Committee membership and top-level sport

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 5) or for PhD students (Graduation Fund Regulations, Chapter 6).
The relevant consultative bodies are listed in Appendix 2 of the Graduation Fund Regulations.
- Committee membership for a recognized student organization.
Recognized student organizations are listed in Appendix 2 of the Graduation Fund Regulations.
Exceptional, incidental activities performed by a recognized organization (Articles 57-59 of the Graduation Fund Regulations).
- Top-level sports activities.
The University's top sport scheme (Chapter 3 of the Graduation Fund Regulations) defines who is considered a top-level athlete, 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 contains links to specific information, explanations and instructions for each of these groups.

See also the CUOS Regulations.



Other financial provisions

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 for support under the University of Groningen Financial Support of Foreign Students Regulations. You must make an appointment with your study advisor immediately if your study delay amounts to more than a month (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.

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 student finance for the second year is in the form of a loan. The University of Groningen makes financial provisions available for Master's students of Human Movement Sciences to compensate for this. The provision is defined 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.

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? Is the allocated student 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.

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



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Consultative participation

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	<u>University Council</u>
Faculty	Faculty Board	<u>Faculty Council</u>
		<u>Advisory body</u>
Degree programme	Programme director	<u>Degree Programme Advisory Committee</u>

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.

In addition to the University Council and the Faculty Council as consultative bodies, the University also has advisory bodies at degree programme level in the form of Degree Programme Advisory Committees.

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 and Degree Programme Advisory Committees 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 or Degree Programme Advisory Committee is unable to take an examination or attend a compulsory lecture because they coincide with meetings of his or her council or committee. The faculty will try to enable such a student to take the exam or attend the lecture at an alternative time or arrange a substitute assignment.

WHW Arts. 9.31-9.36, the Electoral Regulations, the Fees and Remuneration for Committee Work Regulations, the Graduation Fund Regulations.



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University Council

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 Arts. 9.31-9.36](#)).

Powers

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

- University policies
- the design of the quality-assurance system
- the Student Charter
- the Administrative Regulations (BBR; *Bestuurs- en Beheersreglement*)
- regulations concerning working conditions
- 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 [University Council Regulations](#).

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.



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Faculty Council

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

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 Arts. 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.



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Degree Programme Advisory Committee

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

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 Arts. 9.18)



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Rules of behaviour

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](#).



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House rules

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 partial or full denial of access to University buildings and grounds for a maximum of one year, or to your registration as a student being terminated for the same period.

For serious offences, the Board of the University may definitively deny you access or terminate your registration (WHW Art. 7.57h).



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Personal data protection

The Board of the University is responsible for processing the personal data of students and external 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 students with 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.



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Prevention of sexual harassment, aggression, violence and discrimination

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 Central Portal for the Legal Protection of Student Rights (CLRS). 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.



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Working conditions

The Board of the University is responsible for the safety, health and wellbeing of both ordinary and external 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:

1. to receive information and training in the field of possible dangers
2. to receive information about safety facilities and protective equipment
3. to discuss health and safety risks with lecturers or supervisors
4. to interrupt work or study activities in the event of acute danger
5. 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:

6. to work accurately and carefully
7. to familiarize themselves with the relevant safety regulations
8. to use safety facilities and compulsory protective equipment in the appropriate way
9. to report unsafe and unhealthy situations to the responsible person or institution
10. to comply with instructions provided by the responsible officials.

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



The use of University computer and network facilities

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. In the event of misuse, the Board of the University may deny you access to the University computer systems for a period of up to a year. For serious offences, the Board of the University may definitively deny you access or terminate your registration (see WHW Art. 7.57h).



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Legal rights

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. Complaints, objections and appeals can be submitted to the Central Portal for the Legal Protection of Student Rights (CLRS). The CLRS will submit the complaint, objection or appeal to the correct organ for processing, for example the Board of the University, or the Board of Appeal for Examinations (WHW Art. 7.59a).

Lodging an objection or appeal

You have the right to object or appeal against decisions made on the basis of the regulations. The term for lodging an objection or an appeal is within six weeks of the date of publication of the decision in question.

Once a decision has been taken about an objection or an appeal as set out above, you can usually submit an appeal to the national Higher Education Appeals Tribunal in The Hague. The term for lodging an appeal is within six weeks of the date of announcement of the decision on the objection or the appeal.

Please contact the CLRS if you have any questions about protection of rights related to decisions made by University bodies.

(WHW Art. 7.59a)



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Right of complaint

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 Central Portal for the Legal Protection of Student Rights (CLRS) 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 and the CLRS Regulations.

If you have a general or individual complaint about your degree programme, your first port of call should be your study advisor or a student counsellor from the Student Service Centre. If necessary, you will then be referred on, possibly to someone who is specialized in dealing with that type of complaint.

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.

If you feel you are the victim of unwanted behaviour, you can also submit a written complaint to the Central Portal for the Legal Protection of Student Rights (CLRS). 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.

More information can be found on www.rug.nl/studenten/studiebegeleiding/conflicten.



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The Board of Appeal for Examinations

Subjects

If you do not agree with a written decision made by an examiner, the Board of Examiners or an Admissions Board, you can submit an appeal to the Central Portal for the Legal Protection of Student Rights (CLRS). The CLRS will ensure that the appeal is passed on to 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)
- binding (negative) study advice at the end of the first or second year of registration.

Procedure

Appeals against decisions must be submitted in writing within six 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 committee) 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 shall decide on the appeal within ten weeks, calculated from the day after the term for submission of the appeal expired. 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 remains 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 address a written, well-argued request to the Chair of the CBE and submit it to the CLRS. The Chair will take a decision having heard the Board, the committee and the person involved.

Appeal

You may appeal against a decision by the CBE to the Higher Education Appeals Tribunal (CBHO) in The Hague. A court registration fee will be charged and you may be liable for the court costs (if this is stated



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in the decision). (WHW Art. 7.66)

See www.rug.nl/Bureau/expertisecentra/abjz/producten/cbe

Objection

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 via the Central Portal for the Legal Protection of Student Rights (CLRS).

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 external student (*extraneus*)
- termination of registration as a student
- 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 CLRS within six weeks of the date of announcement of the decision in question. The CLRS will ensure that it is dealt with by the Board of the University. Objections submitted after this term may be deemed inadmissible.

The Board of the University will request the University of Groningen Disputes Committee to issue an advice about the objection.

The Disputes Committee will advise the Board of the University on whether the objection is admissible or not. If the Disputes 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 Disputes Committee will then issue an advice for the Board of the University, which will decide on the basis of this advice whether the objection is valid, unfounded or inadmissible (WHW Arts.7.63a and 7.63b).

Appeal

You can lodge an appeal against the decision with regard to your objection with the Higher Education Appeals Tribunal (CBHO) in The Hague. 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



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The Higher Education Appeals Tribunal

Once the Board of the University or the Board of Appeal for Examinations has made a decision concerning an objection or an appeal, you can lodge an appeal against that decision to the Higher Education Appeals Tribunal (CBHO) in The Hague. The CBHO is a judicial authority for students in higher education (WHW Arts. 7.64 – 7.67). You must submit your appeal in writing within six weeks of the date on which the decision with regard to your objection or appeal 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 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.



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Definitions

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 tuition fees as referred to in Article 7.45 of the Higher Education and Research Act (WHW) for registration as a student, set by the Minister of Education.

University tuition fees: the tuition fees as referred to in Article 7.46 WHW for registration as a student, set by the Board of the University.

External student (*extraneus*): a person who has paid all the examination 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 legal 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) 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 student workload of a course unit or degree programme. Universities in the Netherlands use the European Credit Transfer and Accumulation System or ECTS, a European system to express student workload. 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).



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List of Abbreviations

ABJZ	<i>Algemeen Bestuurlijke en Juridische Zaken</i> : Department of Legal Affairs
Awb	<i>Algemene wet bestuursrecht</i> : General Administrative Law Act
BSA	binding (negative) study advice
BSA System	The Study Advice System
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
CLRS	<i>Centraal Loket Rechtsbescherming Studenten</i> : Central Portal for the Legal Protection of Student Rights
CUOS	<i>Centraal Uitvoeringsorgaan voor de Studentenorganisaties</i> : Central Executive Board for Student Organizations
CvB	<i>College van Bestuur</i> : Board of the University
DUO	<i>Dienst Uitvoering Onderwijs</i> : Education Executive Agency
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
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
SIAGD	<i>(Seksuele) intimidatie, agressie, geweld en discriminatie</i> : harassment, sexual harassment and aggressive, violent or discriminatory behaviour
SOG	<i>Studenten Organisatie Groningen</i> : a student union at the University of Groningen
SSC	Student Service Centre
UAF	University Assistance Fund for refugee students
UFC	<i>Universitaire Fondsen Commissie</i> : University Funds Committee
UOCG	<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
USD	University Student Desk
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
WSF	<i>Wet studiefinanciering 2000</i> : Student Finance Act 2000



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Addresses of central bodies

General addresses

Board of the University (CvB)

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

University Council (U-raad)

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

Legal Affairs Office (ABJZ)

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands
Tel.: (050) 363 5440
E-mail: abjz@rug.nl
Internet: 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
Tel.: (050) 363 9200
E-mail: secretariaat-cit@rug.nl
Internet: www.rug.nl/cit
CIT Helpdesk:
Tel.: (050) 363 3232
E-mail: servicedesk-centraal@rug.nl

Health, Safety and Environment Service (AMD)

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

Office of the Confidential Advisor



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Marijke Dam, Confidential Advisor

Visiting and postal address: Visserstraat 47, 9712 CT Groningen, the Netherlands

Tel.: (050) 363 5435

E-mail: j.m.dam@rug.nl

Internet: 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

Central Portal for the Legal Protection of Student Rights

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands

E-mail: CLRS@rug.nl

Internet: www.rug.nl/studenten

University Student Desk (USD)

Visiting address: Broerstraat 5

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands

Tel.: (050) 363 8004

Internet: www.rug.nl/studenten/voorzieningen/usd/index, www.rug.nl/hoezithet,
www.rug.nl/insandouts

International Service Desk (ISD)

Visiting address: Broerstraat 5

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands

Tel.: (050) 363 8181

E-mail: isd@rug.nl

Internet: www.rug.nl/isd

Student Service Centre (SSC)

Visiting address: Uurwerkersgang 10

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands

Tel.: (050) 363 8066

E-mail: ssc-secretariaat@rug.nl

Internet: www.rug.nl/ssc



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Talent and Career Center (T&CC)

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

University Funds Committee (UFC)

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



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Appendices

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 (in Dutch)

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.

University of Groningen Graduation Fund Regulations

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



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Fees and remuneration for committee work regulations

Financial support for students involved in university committee work.

CLRS Regulations

Regulations governing the submission of complaints, objections and appeals.

Rules of Procedure for the Financial Support of Foreign Students

Provisions relating to financial assistance for students from abroad.

University of Groningen Confidential Advisor

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

CUOS Regulations

Regulations concerning the Central Implementation Body for Student Societies.

University of Groningen Regulations for Registration and Tuition Fees

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

Emergency Fund Regulations

Regulations governing loans and/or gifts awarded to students in special circumstances.

ROB Regulations

Regulations concerning financial assistance for students of the sciences.

'Tempo' Grant Fund Regulations

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

Registration and Reregistration Guide

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



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