

Handbook for the Programme Committee

(for the BSc programme ... and the MSc programme ...)

NB.: In this example handbook suggestions (for among others task performance) are italic

This handbook serves as a basis for the Programme Committee's performance of its tasks. It sets out the procedures laid down by the Programme Committee for the implementation of the rights and duties assigned to the committee by law and describes, for existing and future members of the Programme Committee, a number of aspects relating to the performance of their duties. The handbook covers the following subjects:

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The structure of the handbook

The Dean has adopted rules governing the size and composition of the Programme Committee in the Faculty Regulations (see annex 1).

In this handbook the Programme Committee sets out how the committee will implement the rights and responsibilities delegated to it by law. The aspects covered are:

- A) the Programme Committee as a consultative participation body,
- B) the duties of the Programme Committee and the performance of its duties,
- C) practical matters.

A: The Programme Committee as a supervisory and consultative body

Pursuant to Art. 9.38c of the Higher Education and Research Act (WHW), the Programme Committee is a statutory consultative participation body. This section elaborates on the following aspects:

- 1) the Rules of Procedure,
- 2) Archiving
- 3) communication with students and teachers,
- 4) the annual report,
- 5) training.

1. Rules of procedure

Pursuant to Art. 9.18(4) and Art. 9.31(7) WHW, a Programme Committee is required to draw up Rules of Procedure. The current version of the Rules of Procedure adopted by the Programme Committee can be found in annex 2.

2. Archiving

A co-decision body has a legal obligation to keep certain documents. *To do this in an adequate manner, the UT document management system JOIN is used.*

3. Annual report

Every year the Programme Committee publishes an annual report (Faculty Regulations, Art. 18(16), see annex 1). *In the annual report the Programme Committee reflects on how the committee has carried out its duties in the preceding year. On the basis of these reflections, the Programme Committee also formulates plans or key issues to be addressed in the coming year (in relation to training or improving quality, for example) and incorporates them in the annual report. The annual report is published on the Programme Committee's web page (as feedback to students and teachers).*

4. Communication with students and teachers

In light of the Programme Committee's role as a supervisory and consultative body, communication with the students and teachers it represents is very important. The Programme Committee wishes to

- *know what the students and teachers regard as important*
- *keep the students and teachers properly informed about the committee's work. To that end, the Programme Committee publishes on its intranet website the advice it has given and decisions taken on individual topics, meeting minutes and relevant public documents, and an annual report. It publishes there as well the annual schedule of meetings, notices and updates.*

5. Training

The Programme Committee is entitled to facilities and training (Art. 9.48(4) WHW). The faculty has reserved funds for training.

Because the composition of the Programme Committee changes annually (the term of office for student members is one year), in principle the Programme Committee will arrange at least one half-day training session every year at the beginning of the term of office. The theme of the training sessions can vary, but it is a useful way of becoming acquainted with new members (and inducting them into the committee). Possible themes are what the Programme Committee can do to promote the quality culture or how it can best encourage a process of self-feedback by students in the curriculum. Training activities and plans for training activities must be mentioned in the Programme Committee's annual report.

B: The duties of the Programme Committee and the performance of its duties

Pursuant to Art. 9.18 WHW, the main task of the Programme Committee is

1) to provide advice on how to promote and guarantee the quality of the programme.

In addition, the PC has the legal duties

2) to give its consent to parts of the Education and Examination Regulations,

3) to provide advice on parts of the Education and Examination Regulations,

4) to evaluate how the Education and Examination Regulations have been implemented each year

5) to provide solicited and unsolicited advice or make proposals on all matters relating to the teaching in the programme.

The dean has also taken over these tasks in the faculty regulations (see Annex 1). In this section, the PC shows how the committee wants to implement these legal duties.

1 Advice on promoting and safeguarding the quality of the programme

Providing advice on measures to promote the quality of the programme is closely connected with the university and the faculty's internal quality assurance systems. Internal quality assurance encompasses

a) a culture of quality and b) the internal quality assurance system (NVAO framework). The advice provided to safeguard quality is closely connected with the external quality assurance system in the form of c) the programme's accreditation.

a. Quality culture

A culture of quality refers to a clearly stated and nurtured vision, a common focus on improvement, leadership, accountability and "soft controls", cooperation and self-management, (academic) professionalism, student involvement and external orientation.

The Programme Committee discusses the quality culture within the programme (and measures to promote it) with the Programme Director at least twice a year, for example on the basis of "Opportunities for strengthening the quality culture of degree programmes" (ref. JOIN: QA 1413).

b. Internal quality assurance system

BMS's internal quality assurance system consists of three elements: comprehensive PDCA cycles at programme level and at the level of study units, special attention to topics set out in the Quality Assurance policy plan, and special attention for assessment (see annex 3).

1. By virtue of Art. 9.37 and Art. 9.33(1b) WHW, the structure of the faculty's system of quality assurance is subject to the approval of the Faculty Council. It has been agreed with the BMS Faculty Council that the Faculty Council will always consider the advice of the Programme Committees in any decisions on this subject.

PDCA cycles

2. The faculty's system of quality assurance is based on comprehensive PDCA cycles, both at programme level and the level of study units. The Faculty Council monitors these processes at arm's length (by verifying that points for improvement for programmes and study units are published)¹.

¹ Decision of the Faculty Council, March 2017

3. The Programme Committee provides advice to the Programme Director with regard to proposed improvements by programmes and study units (with a copy of its recommendations being sent to the Faculty Council):
 - i every year, advice on points for improvement at programme level
 - ii every quarter, advice on points for improvement by study units
 - iii every year, advice on the programme's annual plan (including financial aspects)
 The faculty has drafted written procedures to ensure that these processes run smoothly. JOIN QA 1586/5; see annex 3). The Programme Directors and the Faculty Council have both approved the procedures.
4. The Programme Committee monitors the implementation of the points for improvement referred to in B1b3 by requesting regular progress reports from the Programme Director.

Policy Plan on Quality Assurance Education BMS

5. In accordance with the University of Twente's quality assurance framework, BMS has drafted a Policy Plan on Quality Assurance Education (ref. JOIN QA 776). It has been agreed with the Faculty Council that it will be kept informed on an annual basis of the implementation of the policy and of any new plans. The Faculty Council will consider the advice from the Programme Committees in its evaluation of the policy.

Special attention for assessment

6. In accordance with the University of Twente's assessment framework, BMS has drafted a policy plan for assessment (ref. JOIN QA 1657). The policy plan sets out the programmes' ambitions with regard to assessment for the coming years. The Programme Director requests the advice of the Programme Committee with respect to the proposed goals.
7. The Programme Committee monitors the implementation of the proposed ambitions referred to in point 6 by requesting regular progress reports from the Programme Director.

c. *Involvement in the accreditation of programmes*

1. the Programme Committee provides advice on the self-evaluation report.
2. the student members of the Programme Committee have a coordinating role in drafting the chapter on students in the self-evaluation by the programmes.
3. the Programme Committee advises the programme's management on the consequences to be published by the institution in response to the discussions with the panel about developments in the programme.
4. the Programme Committee monitors the implementation of any action points arising from the accreditation procedure by requesting regular progress reports from the Programme Director.
5. the Programme Committee discusses the NVAO's recommendations.

2. *Right of consent with respect to the Education and Examination Regulations*

The Programme Committee has a right of consent with respect to some parts of the Education and Examination Regulations (see annex 5)

- a. the content of the specializations offered by the programme.
- b. The method of evaluation
- c. the levels of knowledge, insight and skills that the student is expected to have achieved upon completion of the programme.

In other words, approval of the Intended Learning Outcomes (ILOs), which must tie in with the level and orientation of the programme and be geared to the expectations of the professional field, the discipline and international requirements. The ILOs are very important for the accreditation of programmes (standard 1 unsatisfactory = accreditation negative), but also for the programme's plan for assessment.

- d. the structure of practical exercises, if applicable.
- e. the study load of the programme and each of the teaching units making up the programme.
- f. to which Master's programmes Art. 7.4a(8) WHW has been applied (the article reads: The institutional administration may decide that the study load of a programme as referred to in the second paragraph is greater than 60 credits.).

- g. where applicable, the method by which students are selected for a particular specialization track within a programme, as referred to in Art. 7.9b WHW (the article relates to 'students attaining a higher level of knowledge').

3. Right to advise on the Education and Examination Regulations (e.g., method by which the education is evaluated)

The Programme Committee has a right to advise with respect to every aspect of the Education and Examination Regulations on which it does not have a right of consent (see annex 5).

Because "providing advice about ... the quality of the programme" is the Programme Committee's most important duty, the advice on how the education is evaluated in relation to the Education and Examination Regulations is discussed further here (Art. 7.13 (2a1) WHW). The purpose of evaluating the teaching is to continually improve the quality of the education. The education can be reviewed at two levels: the programme level and the level of a study unit (BSc module or MSc course).

- a. At programme level, it is the task of the Programme Director to evaluate the curriculum and make improvements to it. He or she does so by analysing and weighing up information about the programme from various sources (including information gathered personally through conversations with the Programme Committee or the results of an accreditation procedure). On the grounds of this review, the Programme Director makes a decision on potential improvements.

In other words, a Programme Director evaluates the teaching (at programme level) by analysing information that he or she has received in the programme's QA (Quality Assurance) fact sheet. The fact sheet is compiled by the faculty's Quality Support Team and contains information such as data on pass rates, the opinions of students (from the National Student Survey) and the opinions of alumni (from the National Alumni Survey).

The Programme Committee provides advice on the completeness (and relevance) of the information provided (for example, whether to seek information from teachers (the opinions of those represented by the teacher members of the Programme Committee) and whether this should be done with a questionnaire or otherwise, and whether or not to consider the opinions of employers, and if so how).

- b. At the level of a study unit, the Course Coordinator is responsible for evaluating the course together with the team of teachers. The teachers analyse and compare information about the course (such as pass rates, grade distributions, the opinions of students (questionnaires and/or panel discussions) and personal experiences). On the basis of this review, the team makes decisions on potential improvements.

The Programme Committee provides advice on the information that is used, but also on the effectiveness and efficiency of the method of evaluation (for example, in the Master's programme it is better to ask the students' opinions by track or by quarter).

4. Annual evaluation of the implementation of the Education and Examination Regulations

The Programme Committee will further investigate any reports it receives from students and teachers that particular rules in the Education and Examination Regulations are not working properly. The Programme Committee will also monitor the practical feasibility of new rules or rules that have changed compared with the preceding year (in consultation with the Examination Board in the case of rules on assessment) and, for example, investigate whether the information in the Education and Examination Regulations is adequate and transparent.

5. Right to provide solicited and unsolicited advice or make proposals on all matters relating to the education in the programme

The Programme Committee may provide advice on its own initiative on all matters relating to education, ranging from making proposals for changes in the vision of education or the use of digital assessment for feedback purposes to recommendations on a diploma supplement, for example.

C Practical matters

In order to perform its duties as efficiently and effectively as possible, the Programme Committee has arranged a number of other practical matters. These concern:

- 1) an annual schedule,
- 2) the formulation of recommendations
- 3) the division of tasks within the Programme Committee,
- 4) meetings,
- 5) reporting and
- 6) consultation with other parties.

1. Annual schedule and agenda

The BMS Faculty Regulations (Art. 18(3), see annex 1) provide that the Programme Committee will meet at least eight times a year and that the schedule of meetings will be geared to the meetings of the Faculty Council. The Rules of Procedure (Art. 5, see annex 2) state that at the start of each academic year the Programme Committee will draw up an annual schedule of meetings in consultation with the Programme Director, together with an indication of the subjects that will be discussed at each meeting. In view of the approval of the educational processes by the Programme Directors and the Faculty Council (annex 3), some topics on which the Programme Committee has to provide advice can already be specified in a standard annual schedule (see annex 4).

The Programme Committee gears the details of the annual schedule (the weeks in which meetings will be held) and agenda (when each particular topic is to be discussed) to the annual schedule and agenda of the Faculty Council. The annual schedule and agenda are discussed with the Programme Director. Agreement is also reached on the meetings that the Programme Director will attend for the purposes of consultation (before the committee issues advice, Faculty Regulations, Art. 8(12), see annex 1).

2. Formulation of recommendations

The recommendations made by the Programme Committee must be sent to the Faculty Council for its information (Art. 9.18 WHW). However, the advice the committee provides is also an important source of information for the students and teachers.

The Programme Committee therefore adopts a standard format for the presentation of its advice, in which it clearly explains the background, the information it has used, the parties it has consulted and its considerations (see annex 5). The Programme Committee keeps the students and teachers informed by publishing the recommendations on its web page.

3. Division of tasks within the Programme Committee

In the interests of efficiency, the Programme Committee will assign a number of its duties to particular members, for example by forming working groups to study specific subjects in more depth and/or to prepare recommendations for the Programme Committee (see also Rules of Procedure, Art. 13).

Details of the allocation of tasks (key issues per member) and the working groups that have been formed are published annually on the Programme Committee's website (to keep the students and teachers properly informed).

Examples of working groups (each consisting of at least one staff member and one student member) are:

- *a working group to prepare advice on the Education and Examination Regulations*
- *a working group for the annual report*
- *a PR working group, in which the student member will focus mainly on the students and the staff member on the teachers*
- *a working group for updates to the handbook (including the Rules of Procedure).*

4. Meetings

Meetings of the Programme Committee can be divided into three parts:

- 1) a preliminary discussion of a request for advice (with the working group that prepared the advice, for example) and if necessary, the formulation of requests for further information (only members)*
- 2) discussion of the request for advice: seeking further information for the purposes of formulating the advice (members + the party that requested the advice)*
- 3) formulation of the advice (only members)*

If necessary, it is for the Chairperson to make a proposal for dividing up the meeting.

5. Reporting

Reports of the meetings will be written by the executive secretary or a student-assistant who has been trained for that purpose (see Rules of Procedure, Art. 12).

The reports of the meetings will not be verbatim, but will provide a summary of the decision taken and the actions that have been agreed for each item on the agenda, if necessary including the most important considerations. If a recommendation has been made, the report will include a reference (with the reference number) to the document containing the recommendation. A list of action points will be drawn up. An example of a report is included in annex 6.

6. Consultation with other parties

The Programme Committee will endeavour to meet regularly with the Faculty Council, the Examination Board and the BMS Quality Support Team. The purpose of these meetings is to optimize the coordination of their respective duties and to reaffirm agreements that have been made. To ensure the consultation process proceeds smoothly, the Programme Committee (or a delegation from the committee) will:

- meet once a year with the Chairperson and a student member of the Faculty Council. The intention is that these meetings will be attended by all of the BMS Programme Committees (the Chairperson of the Programme Committee and another member (student or teacher)). The purpose is to optimize coordination of respective duties.*
- meet once a year with the Chairperson (or a member) of the Examination Board. The intention is that these meetings will be attended by all of the Programme Committees (the Chairperson of the committee and another member (student or teacher)) of the programmes that have the same Examination Board. The purpose is to optimize coordination of respective duties (particularly in terms of the quality of assessment).*
- meet twice a year with the Quality Support Team (QST) by inviting it to attend meetings. Agenda items: the quality assurance policy (together with the Dean) + the faculty's quality assurance system and the information that is provided to Programme Committees and (teams of) teachers for the evaluation of the education.*

ANNEX 1: Faculty Regulations as adopted by the Faculty Board on 2017.

Article 18 Programme Committee

Explanatory note: the text is based on the text of Articles 9.18 and 9.38c WHW that will enter into force on 1 September 2017.

1. The faculty board shall establish a Programme Committee for every initial programme or group of programmes, half of whose members shall be students of the programme and half shall be teachers involved with the programme.
2. The following committees have been established for the BMS faculty:
 - Programme committee IBA/BA: for the BSc programme IBA and the MSc programme BA (8 members)
 - Programme committee CW/CS: for the BSc programme CW and the MSc programme CS (.. members)
 - Programme committee MEEM: for the MSc programme MEEM (.. members)
 - Programme committee EPA/PA/ES: for the BSc programme EPA and the MSc programmes PA and ES (..members)
 - Programme committee PSTS (6 ? members)
 - Programme committee PSY: for the BSc programme PSY and the MSc programme PSY (10 members)
 - Programme committee OWK/EST: for the BSc programme OWK and the MSc programme EST (.. members)
 - Programme committee TBK/IEM: for the BSc programme TBK and the MSc programme IEM (6 members)
 - Programme committee LVHOM/SEC: for the MSc programmes LVHOM and SEC (.. members)
3. Student members shall be appointed by the Dean on the nomination of the student association of the relevant programme (or cluster of programmes). The students should preferably come from different years of the programme.
4. Staff members shall be appointed by the Dean on the nomination of the current staff members. Staff members should preferably be appointed from different departments in the programme.
5. The term of office of the members of the Programme Committee is one year for students and two years for staff members. They may be reappointed. The Faculty Council shall be notified of the appointments.
6. The method of appointing the members of the Programme Committee shall be discussed in the Faculty Council every year. Every year the Dean and the Faculty Council shall decide whether that method of selecting the members of the committee should be maintained.
7. The Programme Committee shall choose its own Chairperson.
8. A Programme Committee shall meet at least eight times a year. The schedule of meetings shall be adopted at the start of each academic year and will be geared to the schedule of meetings of the Faculty Council. Additional meetings may be scheduled at the request of the Programme Director or the Programme Committee, and should be accompanied by a statement of the reasons involved. The meeting shall take place within three weeks of the submission of a written request for a meeting to the Chairperson of the Programme Committee.
9. The duties of the Programme Committee are:
 - a. To advise on how to promote and guarantee the quality of the programme.
 - b. Right of consent with respect to the Education and Examination Regulations, within the meaning of Article 7.13 WHW with the exception of the subjects specified in the second paragraph under a, f, h to u and x, and with the exception of the requirements referred to in Articles 7.28(4) and (5) and 7.30b WHW.
 - d. Right to advise with respect to the Education and Examination Regulations, as referred to in Article 7.13 WHW, with the exception of the topics with respect to which the Programme Committee has right of consent on the basis of subsection b.
 - c. Annually assessing how the Education and Examination Regulations are implemented.
 - e. On request or at its own initiative, to provide advice or submit proposals to the board of the programme and the Dean regarding any matter relating to the teaching within the relevant programme.
10. The Programme Committee is a consultative participation body (Art. 9.38c WHW), by virtue of which it has the rights laid down in Art. 9.39 WHW (disputes committee)
11. The Programme Committee is entitled to facilities and training (Art. 9.48 WHW). Physical locations for meetings and administrative support shall be facilitated by the faculty. The remuneration for the members shall be fixed annually and stated in the letter of appointment of the members. There is a budget for training to which the Programme Committee can resort on the grounds of the annual report.
12. The Programme Committee shall be given an opportunity to consult the Programme Director or the Dean before it issues advice.
13. The Programme Committee shall be informed in writing as soon as possible by the Programme Director or by the Dean of how the advice will be acted upon.
14. The Programme Committee shall send the advice and proposals referred to in the seventh paragraph to the Faculty Council for its information.
15. At least twice a year, the Programme Committee shall be authorized to invite the Programme Director or the Dean to a meeting to discuss the proposed policy in relation to quality assurance. At least once a year, the meeting will be attended by the Dean in person.
16. The Programme Committee shall publish an annual report every year.

ANNEX 2: RULES OF PROCEDURE of the PROGRAMME COMMITTEE

Adopted by the Programme Committee on.....

Article 1 Definitions

The terms in this regulation have the meaning given to them in the Higher Education and Research Act (WHW) and in the Faculty Regulations of the BMS Faculty.

Article 2 Size and composition of the Programme Committee

1. In accordance with Art. 9.14(3) WHW, the Dean has stipulated in the Faculty Regulations which Programme Committee has been appointed for which programme(s) and how many members each Programme Committee shall have (Faculty Regulations BMS, Art. 8(2), see annex 1). Half of the total number of members of the committee shall be chosen from among the students enrolled in the relevant programmes.
2. The Faculty Regulations (Art. 8(3), (4) and (5)) also prescribe the method by which the members of the Programme Committee will be appointed (by election or by an alternative procedure) and the term of office of the members.
3. The composition of the Programme Committee and the names of the members will be published on the web page of the faculty/**Programme Committee** [www](#). ...

Article 3 Duties and rights of the Programme Committee

The duties and rights of the Programme Committee are laid down in Art. 9.18, Art. 9.38c and Art. 9.48 WHW. The duties and rights are also laid down in the Faculty Regulations BMS, Art. 18 (see annex 1).

Article 4 Chair, Deputy Chair and executive secretary

1. *The Programme Committee elects a Chair from among its members for a prescribed period. The Chair is immediately eligible for reappointment on expiry of his or her term of office.*
2. *The tasks of the Chair are to convene, Chair and close the meetings, manage the activities of the Programme Committee and maintain order during meetings. The Chair is also responsible for coordinating the committee's activities.*
3. *The Programme Committee elects a Deputy Chair from among either the staff members or the student members, whichever delegation the Chair does not belong to. The Deputy Chair replaces the Chair in his or her absence.*
4. *The Chair will be assisted in the performance of his or her tasks by an executive secretary (Faculty Regulations BMS, Art 18(11), see annex 1).*

Article 5 Schedule of meetings / annual plan

1. *The Programme Committee meets at least **eight times** a year (Faculty Regulations BMS, Art. 18(8), see annex 1).*
2. *The Programme Committee draws up a schedule of meetings at its first meeting in the academic year.*
3. *The schedule of meetings is published on the Programme Committee's web page.*
4. *At the start of each academic year, the Programme Committee, in consultation with the Programme Director, also draws up an annual schedule of meetings with an indication of what subjects will be discussed at which meeting and at which meeting there will be consultation with the Programme Director.*

Article 6 Agenda

1. *Members may submit subjects for discussion at a meeting up to seven working days before the date of that meeting via PC [\[redacted\]](#)@utwente.nl. In urgent cases, the Chair may grant dispensation from this deadline.*
2. *The Chair draws up an agenda not later than six working days before a meeting, with the assistance of the executive secretary.*

3. *The documents for the meeting, the agenda, the report of the previous meeting, the list of decisions/recommendations and a revised list of action points are made available at least five working days prior to the meeting.*
4. *The Programme Committee adopts the agenda at the start of the meeting on a proposal by the Chair.*
5. *The Programme Committee deliberates and decides only on subjects that are included in the agenda.*

Article 7 Additional meetings

1. *Additional meetings may be scheduled at the request of the Programme Director or the Programme Committee, and should be accompanied by a statement of the reasons involved. The meeting takes place within three weeks of the submission of a written request to the Chair of the Programme Committee (Faculty Regulations BMS, Art. 8.3, see annex 1).*
2. *In urgent cases, the Chair of the Programme Committee may grant dispensation from the deadline referred to in the first paragraph.*
3. *The meeting is held at such a time that every member of the Programme Committee is reasonably able to attend.*
4. *The Chair determines the time and venue of the meeting.*

Article 8 Attendance

1. *The meetings of the Programme Committee are in principle held in public, unless the committee decides otherwise. Guests may submit a request to attend a meeting to the executive secretary (PC_....@utwente.nl).*
2. *The Programme Committee may decide to invite other persons to participate in the deliberations (i) as auditors, (ii) as speakers or (iii) to provide advice.*
3. *The education secretary of the student association is always invited to attend as an auditor.*

Article 9 Deliberations

1. *The Chair allows the members to speak in the discussion of each agenda item in the order in which they requested to do so.*
2. *The Chair may decide that no member, with the exception of the Chair and the persons who submitted a proposal, may speak more than twice on the same subject.*
3. *The Chair may stipulate a maximum speaking time for each member in the discussion of a subject, having regard to the number of persons wishing to speak on that subject.*
4. *A member may raise a point of order during the meeting. A point of order may relate to the suspension or adjournment of the discussion of an item on the agenda or a request to deal with it differently. The proposal may involve adopting a limit to the time that each member may speak. A point of order is discussed immediately.*
5. *Auditors do not have access to the room during a suspension of the deliberations of the Programme Committee for the purposes of private consultation. Following the suspension, the Chair or a spokesperson appointed by the Chair from among the members of the Programme Committee announces the outcome of the consultations during the suspension.*

Article 10 Voting

1. *The Programme Committee makes decisions on advice and proposals by a simple majority (a decision is adopted if there are more votes for than against). For a decision to be valid, the participation of at least half of the staff members and half of the student members is required.*
2. *Members who are unable to attend may notify the Chair in writing of their vote prior to the meeting.*
3. *Before a vote is taken, the Chair formulates the advice or the decision to be made.*
4. *The Chair may decide that the members may make a brief statement to explain their vote before the vote is taken.*
5. *The Chair may decide that the Programme Committee will decide by acclamation if no member demands a vote.*

6. *In a vote, every member declares whether they are for or against.*
7. *In principle, voting is by a show of hands. Votes are cast in writing if the Programme Committee so decides.*
8. *When the decision has been made, the Chair declares what has been decided.*

Article 11 Order during meetings

1. *The Programme Committee may issue instructions to members and other persons for the purpose of maintaining order at meetings. Any member or other person who fails to follow the instructions of the Chair may be barred from speaking during the remainder of the meeting by the Chair.*
2. *The Chair may exclude members and other persons who are generally considered to be behaving in an unacceptable manner from further attendance at the meeting.*
3. *The Programme Committee may decide to deny access to its meetings to other persons, as referred to in the second paragraph, for a maximum of one session.*

Article 12 Reporting

1. *The executive secretary writes the report of the meetings, in consultation with the Chair.*
2. *The report contains at least the names of the members who attended and the results of the discussion of each item on the agenda, where applicable with reference to the document containing the decision.*
3. *A report is adopted by the Programme Committee at its following meeting.*

Article 13 Temporary committees and working groups

1. *The Programme Committee may establish temporary working groups or sub-committees, for example to prepare for discussions of specific subjects. A temporary working group or sub-committee must be composed of at least one delegate from both the student and the staff members.*
2. *Non-members may also be appointed to a temporary working group or sub-committee as advisors.*

Article 14 Amendment and adoption of standing orders

1. *The Programme Committee is authorized to amend the standing orders and adopt the revised version at any time.*
2. *The Programme Committee may not make any changes that are in conflict with the Higher Education and Research Act or the Faculty Regulations.*

Article 15 Entry into force

These Rules of Procedure will enter into force on 1 September 2017 and replace earlier regulations.

Article 16 Notification

1. *The Chair will send these Rules of Procedure to the Dean for his information.*
2. *The Rules of Procedure will be published on the web page of the Programme Committee at [www...](#)*

ANNEX 3: Short Description (A) and outline (B) of BMS's Quality Assurance System

A: JOIN 1590/1 (version approved by Faculty Council in March 2017)

A: The purpose of the Quality Assurance System is to continuously improve (increase in quality) the programmes and units of study². The BMS Faculty's Quality Assurance System includes the following three aspects:

- interlinked PDCA cycles at faculty-level, per degree programme and per study unit (BSc module or MSc course).
- special focus on topics in assessment
- special focus on topics specified in the QA Policy

a. PDCA cycles per programme and per study unit

The Programme Director (PD) has responsibility for the quality of the programme (accountable to the Dean), while the coordinating teacher/teaching team has responsibility for the quality of a study unit (accountable to the Programme Director).

Decisions on areas where quality can be (or needs to be) improved are based on relevant information.

- Every October, the Programme Directors are sent a copy of a QA fact sheet containing most of the relevant information about the programme (incl. the views of students). Based on the information contained in the factsheets and from other sources, the PD identifies various aspects for improvement during the upcoming year³. The PD then consults the Programme Committee for advice. The Programme Committee then monitors the areas scheduled for improvement.
N.B.: when formulating points for improvement (such as those identified in the recommendations made by a peer review team during a programme's external review and accreditation) the Programme Directors can, of course, access information from other sources.
- The coordinating teacher/teaching team of a study unit also has access to information (incl. the views of students) about the study unit in question. The results of the student survey⁴ are sent to the coordinating teacher/teaching team. When analysing the information (pass rate, grade average, grade frequency, the views of students (questionnaire and panels) and their personal experience of the situation), the team focuses on those improvements which will have the most impact.

Both Programme Directors and coordinating teachers are expected to make brief written notes of their action plans for improvement. This is both for purposes of justification and in order to provide feedback to students (and other stakeholders).

N.B.: With regard to the improvement plan, the Dean may request the Programme Directors to focus on specific topics (e.g. internationalization). The Programme Directors, in turn, may make the same request of the coordinating teachers (e.g. concerning the use of IT).

b. Special focus on specific topics during assessments

In addition to the processes associated with the PDCA cycles (at programme level and at study unit level), the BMS-QAS includes a range of other activities, especially in the field of assessment. Some tests in each degree programme are reviewed annually (in order to improve assessment and to enhance teachers' assessment qualifications). The final theses are reviewed regularly (in order to calibrate inter-examiner grading and to safeguard the quality and level involved). The areas scheduled for improvement are monitored by the Examination Board.

c. Special focus on topics identified in the context of the QA policy

See the 2015-2018 BMS policy plan on Quality Assurance in education (ref. QA 776) and the Progress Report(s) (ref. QA 1396/3). Implementation is monitored by the Faculty Council, by means of progress reports.

² In order to operate as efficiently as possible with the limited resources available, BMS uses the same quality assurance system for all degree programmes (in line with the University of Twente's system).

³ The information contained in a degree programme's QA fact sheet includes details about completion rates, dropout rate, the entry profile of incoming students (previous education and nationality), the teaching qualifications of the teaching team, stakeholders' (e.g. students, alumni) opinions about the programme, pass rate and frequency of grades, final project, grade average and the frequency of grades within study units.

⁴ A pilot project on the use of QA factsheets for BSc modules will commence in the second semester of 2016-17.

B: BMS Quality Assurance

Purpose: continuous improvement.

Faculty council: agree to BMS's internal quality assurance system

Programme Director (and Dean): responsibility for the quality assurance of degree programmes

Programme Committee: advises the programme director on Quality Assurance.

-
- A. PDCA cycles :
 1. Programme level (points for improvement in Oct.)
 2. Level of module/course (points for improvement at end of quarter)

 - B. 2015-2018 quality assurance policy (seven special focus areas)
 1. Quality culture
 2. Optimizing the conclusion of PDCA cycles
 3. Develop assessment policy (see C)
 4. Professionalization (related to C4)
 5. Links with professional practitioners in the field
 6. Management information
 7. Internationalization

 - C. 2017-2019 assessment policy (seven specific aspirations)
 1. Up-to-date assessment plan for all degree programmes
 2. Review at least two exams per programme per year
 3. Calibrate thesis grading at least once every three years
 4. Continuous professionalization of teachers' assessment qualifications
 5. Better use of feedback, peer feedback and self-feedback
 6. Sharp distinction between formative and summative assessment
 7. Assessment of integrated learning
- ← Assessment safeguarded by Examination Board

Support by the Quality Support Team:

- Promote Quality Assurance
- Policy development
- Factsheets per programme and per module/course
- Organise panel meetings
- Support for the views of students (from surveys) in the programme/ module/course in question
- All relevant information archived in JOIN_BMS-QA, which is accessible to all members of staff.
- Sharing information on intranet pages QA
- Support during external panel visitations (Riet Martens is an NVAO-certified panel secretary)

ANNEX 4: Description of Educational Processes in the BMS faculty⁵

(with the consent of both Programme Directors and the Faculty Council)

JOIN BMS QA 1586/5, 5 April 2017

In the “educational processes calendar”, educational processes are defined as the actions taken by certain individuals or bodies in the context of a calendar, i.e. per week number. This document gives a separate description for each process, including the successive actions involved:

- A. Concluding the PDCA cycle at the level of a degree programme: Programme Improvement points (PIP)
- B. Concluding the PDCA cycle at the level of a study unit: Course Improvement Points (CIP)
- C. Annual plan: plans
- D. Safeguarding assessment quality (by the Examination Boards)
- E. Education and Examination Regulation (EER/OER): general part for the BSc and MSc
- F. Education and Examination Regulation (EER/OER): programme-specific part

A. Concluding the PDCA cycle at degree-programme level: Programme Improvement Points (PIP)

1. Every October, the Quality Support Team sends the Programme Director a QA fact sheet (quality assurance) for the programme in question (containing information about pass rates, the views of students etc.).
2. The Programme Director analyses this information (together with other details, such as the advice received regarding accreditation) and draws up points for improvement for the programme (in the context of long-range planning, if necessary)
3. The Programme Director requests the advice of the Programme Committee (Programme Committee) with regard to the planned points for improvement (Nov)
4. The Programme Committee advises the Programme Director in Nov/Dec (cc Faculty Council)
5. The Programme Director plans the implementation of the points for improvement and sends details of the most important points to the QST (quality support team), so that these can be passed on to the students (Dec)
6. The Programme Director reports details of programme improvements to the Dean (Dec)
7. The Dean informs the Faculty Council (by means of a tabular overview) concerning the publication of a PIP.
8. The QST communicates details of the points for improvement on the QA Intranet (Dec)
<https://www.utwente.nl/en/bms/education/quality-assurance-map>
9. The Programme Committee monitors implementation, and the Programme Director reports on progress, throughout the year.

B. Concluding the PDCA cycle at study unit level: Course Improvement Points (CIP)

BSc modules:

1. In the last week of a quarter, the Quality Support Team (supported by QUEST) conducts a student survey (SEQ: Student Experience Questionnaire) about the module’s learning activities.
2. Two weeks after the end of the quarter, the QST sends the results of the SEQ to the module coordinator (N.B.: personal information is sent only to the individual in question, with a cc. to the Programme Director/P-coordinator). Reports on the views of students are sent to 2a. The Programme Director and 2b. the Module Coordinator.
3. The module coordinator (and the teachers’ team) analyses the information (including the results of the modules and details of the team’s experiences). The team then formulates points for improvement for next year’s module.
4. The module coordinator reports details of the points for improvement to the Programme Director and, if applicable, proposes changes to the learning objectives or to the test format. Details of the main point for improvement are sent to the QST.
 - 4a. The Module coordinator sends details of the point for improvement to the Programme Director.
5. The QST communicates details of the points for improvement on the QA intranet.
6. The Programme Director seeks advice from the Programme Committee on points for improvement and on changes in learning formats.
7. The Programme Committee advises the Programme Director on points for improvement in all modules. (cc Faculty Council).
8. The QST submits annual reports to the Dean and Faculty Council (by means of a tabular overview) concerning published improvement plans for the BSc programme (whether or not any such plans have indeed been published).
9. The Programme Director reports on the implementation of advisory work involving the Programme Committee, and the Programme Committee monitors the implementation of plans throughout the year.

N.B.: a pilot project involving a module factsheet for step 3 will take place in Jan 2017

⁵ If you have any suggestions about improvements, please contact Jan van Diepen or Riet Martens

MSc courses:

A note about the point for improvement with regard to the MSc course will be discussed during the January meeting of Programme Directors.

C. BMS Annual plan (for upcoming year - estimate)

1. The QST prepares a 1st semester programme fact sheet for the Programme Director (May)
2. The Programme Director analyses the situation and proposes an improvement plan for the programme for the upcoming year. This plan will then be included in the Dean's annual educational projects plan for BMS in the upcoming year (May-June)
3. The Programme Director seeks advice from the Programme committee (June)
4. The Programme Committee advises the Programme Director about the plan (June)
5. The Programme Director submits the plan to the Dean (June)
6. The Dean includes details of the programme plans in his annual BMS project plan for the upcoming year. The Dean seeks the advice of the Faculty Council (Sept)
7. The Dean submits the annual BMS project plan to the Executive Board. (Sept)

D. Safeguarding assessment quality by the Examination Boards (Examination Boards)

The Examination Board safeguards assessment quality at four levels:

- a. An assessment of quality at programme level (mainly based on the programme assessment plan)
- b. An assessment of the quality of individual exams (incl. harmonization with the ILOs (the programme's Intended Learning Outcomes) and the contribution of course-based learning objectives to these outcomes.
- c. An assessment of the quality of final examinations (BSc and MSc theses)
- d. The qualifications of examiners (together with the appointment of examiners for the new academic year)

D a.: Safeguarding assessment quality at programme level

1. In May (or two weeks before the June meeting with the Examination Board), the Programme Director submits the revised Programme Assessment Plan to the Examination Board, together with various points for improvement with regard to assessment.
2. In June, the Examination Board and the Programme Director discuss changes to the Programme Assessment Plan and details of the planned points for improvement.
3. The Examination Board records details of the agreements and findings (which are also included in the annual report to the Dean)

N.B.: If required, a Programme Director can request support with the Programme Assessment Plan.

D b&c: Safeguarding assessment quality of individual exams and final examinations

1. In September, the Programme Director submits an assessment of the quality results for semester 2 (of the previous academic year) to the Examination Board, together with an assessment of the points for improvement.
2. In October, the Examination Board and the Programme Director discuss the results for semester 2, together with the planned points for improvement.
3. The Examination Board records details of the agreements and findings (which are also included in the annual report to the Dean).
4. In March, the Programme Director submits an assessment of the quality results for semester 1 to the Examination Board, together with an assessment of the points for improvement.
5. In April, the Examination Board and the Programme Director discuss the results for semester 1, together with the planned points for improvement.
6. The Examination Board records details of the agreements and findings (which are also included in the annual report to the Dean).

N.B.1: If required, a Programme Director can receive support with screening/reviewing tests (b) and/or the calibration of thesis assessment (c).

N.B.2: In urgent cases, the Programme Director or Examination Board can request that a test be subjected to extra screening/review.

D d: Safeguarding the qualifications of examiners

1. In the third week of July, the QST submits a list of teachers and their qualifications (based on the information in OSIRIS) to the Programme Director (via the coordinator).

N.B.: OSIRIS course information must be completed before 1 July.

2. Before the end of July, the Programme Director submits a list of examiners per course (together with their names and qualifications) to the Examination Board.

3. In **August**, the Examination Board appoints examiners for the upcoming academic year.

E. Education and Examination Regulation (EER/OER): general part for the BSc and MSc

Phase 1 Guideline BSc EER.

1. In **January**, the University of Twente's Executive Board submits the *draft* Guideline BSc EER to the Dean (Directives from the Executive Board) in **January**.
2. The Dean requests advice from the Programme Director and from the Examination Board (Programme Directors' meeting in **January**),
3. In **January**, the Programme Director requests advice from the Programme Committee.
4. The **Programme Committee** advises the Programme Director about the EERdraft directives.
5. The Programme Director receives advice on the Guideline BSc EER, and advises the Dean accordingly.
6. The **Examination Board advises the Dean** about the Guideline BSc EER.
7. The **Dean** advises the Executive Board, submitting a proposal for changes (if applicable).
8. The **Executive Board** provides the faculty with the *final* Guideline BSc EER for the upcoming year (**March**).

Phase 2 General parts of EER for BSc and MSc

9. The **OSC** prepares a general EER for BSc (in accordance with the guideline) and MSc EER for programmes in BMS (**March**).
10. The OSC submits the general part of BMS's BSc and MSc EER to the PD and the EB.
11. The PD seeks advice of the PC concerning the general part of the EER for the BSc and MSc.
12. The **PC** advises the PD about the general part of the BMS BSc and MSc EER (cc to the Faculty Council) (**April**).
13. The EB advises the Dean (via the OSC) about assessment in the general BSc EER and MSc (**April**).
14. The PD sends advice to the Dean (via the OSC) on the general part of the BMS EERs (**April**).
15. The OSC prepares BMS's BSc and MSc EERs (general and programme-specific parts) for the Dean and the Faculty Council (**April**).
16. The Dean asks the **Faculty Council** to agree and/or give advice on the EER BMS (general and programme-specific parts) for the BSc and MSc (**May**).

F. Education and Examination Regulation (EER) BSc and MSc: programme-specific parts

1. The Programme Director requests advice from the Programme Committee concerning the proposed curriculum changes for the upcoming academic year (**January**).
2. The Programme Committee advises the Programme Director about the curriculum changes for the upcoming year (**January**).
3. The Programme Director defines the programme for the upcoming year and starts the preparation programmes for specific parts of the EER.
4. In **March**, the OSC asks the Programme Director (via the programme coordinator) to submit the programme-specific part.
5. In **April**, the Programme Director seeks advice on the programme-specific part from the **Programme Committee and Examination Board**.
6. Advice from the Programme Committee, also submitted to the Faculty Council.
7. The Examination Board advises the Programme Director on the programme-specific part in **April**. Advice from the Examination Board, also submitted to the Faculty Council.
8. The Programme Director sends the programme-specific part to the OSC (one week before the meeting of the Faculty Council).
9. The OSC prepares BMS BSc and MSc EERs (general and programme-specific parts) for the Dean and the Faculty Council (**April**) (Step 9 is merged with step 15 of the process described above.)
10. The Dean asks the **Faculty Council** to approve and/or give advice on the EER BMS (general and programme-specific parts) (**May**). (Step 10 is merged with step 16 of the process described above.)

ANNEX 5: Yearly Calendar Programme Committee

<i>Meeting</i>	<i>Agenda item</i>	<i>Available documents</i>	<i>Notes</i>
September	Advice on points for improvement courses 4th quarter	Grade frequency, Pass-rate, The views of students Points for improvement teachers team incl. approval PD	<i>Programme Director invited</i>
October	Advice about implementation of issues from policy plan Quality Assurance		<i>Dean invited</i> <i>QST invited</i>
	Annual Report	Draft annual report	
November	Advice on Programme Improvement Points	Factsheets Quality Assurance Points for improvement Programme Director	<i>Programme Director invited</i>
December			
January	Advice points for improvement courses 1 st quarter	Grade frequency, Pass-rate, The views of students Points for improvement teachers team incl. approval PD	<i>Programme Director invited</i>
February			
March			
April	Approval on programme-specific part(s) of EER Advice on programme-specific part(s) of EER	Programme-specific part of EER	<i>Programme Director invited</i>
	Advice points for improvement courses 2nd quarter	Grade frequency, Pass-rate, The views of students Points for improvement teachers team incl. approval PD	<i>Programme Director invited</i>
May			
June	Advice points for improvement courses 3th quarter	Grade frequency, Pass-rate, The views of students Points for improvement teachers team incl. approval PD	<i>Programme Director invited</i>
	Advice annual plan education (for upcoming year - estimate)	Annual plan education	
July	-----	---	---
August	-----	---	---

Other standard agenda items:

- Monitoring points for improvement: programme (incl. accreditation), courses
- Monitoring implementation of aspirations concerning assessment
- Discussion with Programme Director about boosting the Quality Culture (twice a year)
- Evaluation Rules of Procedure Programme Committee and Handbook
- Quality Culture

Annex 6 Higher Education and Research Act, Art. 7.13 Education and Examination Regulations (version applicable from September 2017)

Article 7.13 Education and Examination Regulations

- 1 The board of the institution shall adopt Education and Examination Regulations for each programme or group of programmes offered by the institution. The Education and Examination Regulations shall contain clear and adequate information about the programme or group of programmes.
- 2 Without prejudice to the other provisions of this law, the Education and Examination Regulations shall lay down the applicable procedures and rights and obligations relating to the education and the examinations for each programme or group of programmes. The provisions shall at least include:
 - a. the content of the programme and the associated examinations,
 - a1 the method by which the teaching in the relevant programme will be evaluated
 - b. the content of the specializations offered by the programme;
 - c. the levels of knowledge, insight and skills that the student is expected to have achieved upon completion of the programme;
 - d. the structure of practical exercises, if applicable;
 - e. the study load of the programme and of each of the programme's units of study;
 - f. the additional regulations as referred to in [Articles 7.8b, sixth paragraph](#), and [7.9, fifth paragraph](#),
 - g. to which Master's programmes [Article 7.4a, eighth paragraph](#) has been applied,
 - h. the number and sequence of examinations, as well as the times at which they can be taken,
 - i. the nature of the programme (full-time, part-time or work-study),
 - j. where applicable, the sequence, the periods during which and the number of times in each year of the course that the opportunity will be offered to take the examinations and exams,
 - k. the further regulations as referred to in [Article 7.10, fourth paragraph](#)
 - l. the manner in which examinations can be taken (oral, written or otherwise), subject to the examination board's authority to determine otherwise in exceptional circumstances,
 - m. the manner in which students with a handicap or chronic illness will be given a reasonable opportunity to take the examinations,
 - n. the public nature of oral examinations, subject to the Examination Board's authority to determine otherwise in exceptional cases,
 - o. the period within which the results of an examination will be announced, and whether, and if so how, this deadline can be departed from,
 - p. the manner in which and the period during which the individual who has taken a written examination is entitled to inspect the marked work,
 - q. the manner in which and the period during which the questions and tasks set within the framework of a written examination may be inspected, as well as the standards for assessment,
 - r. the grounds on which the Examination Board may grant exemption from sitting one or more examinations on the basis of previously passed examinations in higher education or in view of knowledge and skills attained outside higher education,
 - s. where applicable, whether or not passing certain exams is a condition for being permitted to take other examinations,
 - t. where applicable, the obligation to participate in practical exercises with a view to being permitted to take the relevant examinations, subject to the authority of the Examination Board to grant an exemption from that obligation, subjective to the imposition of alternative requirements or otherwise,
 - u. the monitoring of study progress and the supervision of the individual's study,
 - v. where applicable, the method by which students are selected for a specialization track within a programme, within the meaning of [Article 7.9b](#), and
 - x. the actual structure of the teaching.
- 3 The Education and Examination Regulations shall indicate how a person can effectuate the right to further his Bachelor's programme in higher vocational education, as referred to in [Article 7.8a, fifth paragraph](#), and what requirements he has to meet.

Grey = right of consent

ANNEX 7: Format for recommendation

Example A:

*To: Programme Director X
Cc. Faculty Council, Programme Coordinator
From: Programme Committee Y
Date: DD-MM-JJ
Ref. JOIN: PC_Y 017*

Subject: advice on a mandatory internship

The Programme Committee Y

Has examined:

- *The proposal to introduce a mandatory internship (ref. PC-Y 016)*

Has listened to:

- *A presentation by the Programme Director during the PC meeting of 20 November 2017:
A mandatory internship experience does not mean that we should actually include an internship in the core curriculum. There are other ways in which the learning goals of an internship (i.e. spending some time in a professional environment) can be reached. Students can choose from a range of options.*

In view of the fact that:

- *The core curriculum of programme X is already quite compact, so reserving a full quarter for an internship would result in excessive cuts in the time needed to achieve the learning goals to be met by other modules.*
- *Students would benefit greatly from an internship experience.*
- *Various potential options need to be explored at greater depth.*

Recommendation:

The Programme Committee Y advises against making the internship mandatory at this point in time. It should, instead, commence with the intake of next year's cohort. The PC recommends that an immediate start be made on the gradual implementation of greater opportunities for students to spend time in a professional environment.

Example B:

*To: Programme Director X
Cc. Faculty Council, Programme Coordinator
From: Programme Committee Y
Date: DD-MM-JJ
Ref. JOIN: PC_Y 017*

Subject: advice on a module's point for improvement in the 1st quarter 17-18

The Programme Committee Y

Has examined:

- *The module factsheets for the first quarter X-modules 17-18 (QA 2002 and 2003)*
- *The point for improvement formulated by the module coordinators and the teachers' teams (PC_Y 023 and 024)*
- *The programme management's remarks on the improvements in question (PC_Y 025)*

Has listened to:

- *A presentation by the Programme Director during the PC-meeting of 20 January 2018*

Recommendation:

- *module 1.1
The Programme Committee Y recommends that the point for improvement put forward by the teachers' team (to add a lecture on academic problem solving) be followed.*
- *Mod 2.1.
The current pass rate is very high. The Programme Committee recommends that consideration be given to the option of making the exam more challenging.*

ANNEX 8: Example for the minutes of a Programme Committee Meeting

The minutes reflect the structure of the agenda. For each agenda item, the minutes report the results of the associated deliberations (recommendations formulated, agreements made/actions taken etc.). If the committee concluded by making a recommendation or taking a decision, then a reference is made to the document in which the recommendation or decision in question was formulated. The minutes also summarize any action points that were agreed in the meeting. Action points continue to appear in the current list until such time as a decision is taken to delete them.

Example

Programme Committee Y

Date: DD_MM_YY

Reference: PC_Y 127

Subject: Minutes of the PC_Y meeting on [date]

Members present:

Members absent:

Guests:

1) Agenda

The agenda is set in accordance with the proposal (PC_Y 106)

2) Announcements

*Student member X has been offered an internship in Taiwan and must now terminate his membership as per 1 March. The other student members will ask Stress to nominate a new member (**action**).*

3) Agenda item: advice on module improvement plans for the first quarter

Following a discussion of this item, the Chair formulates the recommendation (PC_Y 0125)

4) Agenda item: first draft of the PC's Annual Report (PC_Y 123)

The draft version of the report prepared by J. An and D. Oedel is briefly discussed.

*It is agreed that J. An and D. Oedel will prepare a new version for the next meeting (**action**)*