

# TEACHING AND EXAMINATION REGULATIONS MASTER'S PROGRAMMES 2014-2015

---

## *Faculty of Behavioural, Management and Social Sciences (BMS)*

---

### **The Dean of the faculty,**

*In view of the Articles 9.5, 9.15, paragraph 1, under a, 7.13, first and second paragraph, 9.38, under b, and 9.18, paragraph 1, under a, and 7.59 of the Higher Education and Research Act (WHW), and,*

*in due consideration of the recommendations of the Board of Studies, as well as the approval by, or advice of, the Faculty Council, pertaining to the specific appendix of the programme in question,<sup>1</sup>*

*hereby authorizes the Teaching and Examination Regulations of the following Master's programmes:*

- ***Business Administration (BA)***
- ***Communication Studies (CS)***
- ***Educational Science and Technology (EST)***
- ***European Studies (ES)***
- ***Health Sciences (HS)***
- ***Industrial Engineering & Management (IEM)***
- ***Leraar VHO Maatschappij- en Maatschappijwetenschappen (LVHOM)***
- ***Philosophy of Science and Technology and Society (PSTS)***
- ***Psychology (MPS)***
- ***Public Administration (PA)***

and the PHO<sup>2</sup> Master's programmes:

- ***Master of Environmental and Energy Management (MEEM)***
- ***Master Public Management (MPM)***
- ***Master Risico Management (MRM)***

---

<sup>1</sup> The right of recommendation relates to Article 7.13 paragraph 2 of the Higher Education and Research Act, items a through g. The right of approval relates to the remaining parts of Article 7.13

<sup>2</sup> Post-Hoger Onderwijs, i.e. postgraduate continuing education

## **Foreword**

This document represents the teaching and examination regulations, as set forth in the Dutch Higher Education and Research Act (section 7.13), of the Master's programmes of the Faculty of Behavioural, Management and Social Sciences. These regulations have been authorized by the Dean of the Faculty and hold for the 2014/2015 academic year. They are divided in three parts.

1. The first part contains the elements that are common to all Master's programmes of the faculty. It corresponds to a high degree with the common elements of the teaching and examination regulations for the faculty's Bachelor programmes, both in structure and in content. In this way comparable stipulations apply as much as possible to comparable issues/themes. Of these common elements for the Master's programmes both an English-language version and a Dutch language version exist.
2. The second part of these regulations contains the programme-specific annexes of the Master's programmes of the former School of Management & Governance. These are:
  - Business Administration (BA)
  - European Studies (ES)
  - Health Sciences (HS)
  - Industrial Engineering and Management (IEM)
  - Public Administration (PA)
  - Master of Environmental and Energy Management (MEEM)
  - Master Public Management (MPM; annex in Dutch)
  - Master Risico Management (MRM: annex in Dutch)
3. The third part of these regulations contains the programme-specific annexes of the Master's programmes of the former Faculty of Behavioural Sciences. These are:
  - Communication Studies (CS)
  - Educational Science and Technology (EST)
  - Leraar VHO Maatschappijleer en Maatschappijwetenschappen (LVHOM)
  - Philosophy of Science and Technology and Society (PSTS)
  - Psychology.

Part 1 (English version) and part 2 of these teaching and examination regulations or "TER" are available at the "Education" pages of the English-language website of the former School of Management and Governance, under "Regulations and Exam. Board". They can also be found at the "Onderwijs" pages of the Dutch-language website of the School, under "Reglementen en Examencie".

Part 1 (Dutch version and English version) and part 3 of these regulations are available at the "Education" pages of the English-language website of the former Faculty of Behavioural Sciences, under "Regulations and committees". They can also be found at the "Onderwijs" pages of this former Faculty's Dutch-language website, under "Reglementen en commissies".

Finally: references in these teaching and examination regulations to the male gender should also be understood to include the female gender.

### Please notice:

The passages in *italic* pertain exclusively to the Master's programmes of the former Faculty of Behavioural Sciences (FBS), the passages in **bold** pertain exclusively to the Master's programmes of the former School of Management & Governance (SMG).

# TABLE OF CONTENTS

---

## 1 COMMON ELEMENTS

Section 1 - GENERAL PROVISIONS	7
Art 1.1 - Applicability of these Regulations	7
Art 1.2 - Definitions	7
Section 2 – ADMISSION	11
Art 2.1 - Prior educational requirements	11
Art 2.2 - Language requirement for Master's Programme for holders of foreign diplomas	11
art 2.3 - Transfer programmes (Pre-master and transfer minor)	11
Section 3 - CONTENT AND STRUCTURE OF THE PROGRAMME	12
Art 3.1 - Aim of the programme	12
Art 3.2 - Structure of the Programme	12
art 3.3 - Language of instruction for the programme	13
art 3.4 - Exemption	13
art 3.5 - Flexible programme	14
Section 4 - TEACHING AND TESTING	15
art 4.1 - General	15
art 4.2 - Modules	15
art 4.3 - Registering for a unit of study and the tests	15
art 4.4 - Test Plan	16
art 4.5 - (Additional) test opportunities	17
art 4.6 - Oral tests	17
art 4.7 - Confirmation and publication of results	17
art 4.8 - Period of validity	18
art 4.9 - Right of justification and inspection	19
art 4.10 - Filing period for tests	19
Section 5 - EXAMINATION	20
art 5.1 - Examination Board	20
art 5.2 - examination	20
art 5.3 - Degree	21
art 5.4 - Certificate	21
art. 5.5 - Graduating with distinction	22
Section 6 - STUDENT GUIDANCE	23
art 6.1 - Study progress overview	23
art 6.2 - Student Guidance	23

section 7 - STUDYING WITH A DISABILITY	24
art 7.1 - Studying with a disability	24
section 8 - AMENDMENTS, TRANSITIONAL ARRANGEMENTS, APPEALS AND OBJECTIONS	25
art 8.1 - Conflicts with the regulations	25
art 8.2 - Administrative errors	25
art 8.3 - Amendments to the regulations	25
art 8.4 - Transitional arrangement	25
art 8.5 - Review of the Teaching and Examination Regulations	26
art 8.6 - Appeals and objections	26
art 8.7 - Hardship clause	26
art 8.8 - Publication	26
art 8.9 - Date of commencement	27
APPENDIX 1 REGULATIONS PERTAINING TO THE MASTER'S PROGRAMMES OF THE FORMER SCHOOL OF MANAGEMENT AND GOVERNMENT	28

## 2 PROGRAMME-SPECIFIC APPENDICES MASTER'S PROGRAMMES OF THE FORMER SCHOOL OF MANAGEMENT & GOVERNANCE

- 2a. Business Administration (BA)
- 2b. European Studies (ES)
- 2c. Health Sciences (HS)
- 2d. Industrial Engineering and Management (IEM)
- 2e. Public Administration (PA)
- 2f. Master of Environmental and Energy Management (MEEM)
- 2g. Master Public Management (MPM; annex in Dutch)
- 2h. Master Risico Management (MRM: annex in Dutch)

## 3 PROGRAMME-SPECIFIC APPENDICES MASTER'S PROGRAMMES OF THE FORMER FACULTY OF BEHAVIOURAL SCIENCES

- 3a. Communication Studies (CS)
- 3b. Educational Science and Technology (EST)
- 3c. Leraar VHO Maatschappijleer en Maatschappijwetenschappen (LVHOM)
- 3d. Philosophy of Science and Technology and Society (PSTS)
- 3e. Psychology

# 1 Common Elements



## SECTION 1 - GENERAL PROVISIONS

### Art 1.1 - APPLICABILITY OF THESE REGULATIONS

- 1) The Teaching and Examination Regulations apply to all students enrolled in the programme concerned.
- 2) Each programme has its own programme-specific appendix.
- 3) For each programme, the common elements and the programme-specific appendix together form the Teaching and Examination Regulations for the Master's programme concerned.
- 4) The common elements and the programme-specific appendix of the Teaching and Examination Regulations are authorized by the Dean.
- 5) A programme's Examination Board sets down regulations for the execution of its tasks and powers in accordance with Article 7.12b of the WHW.
- 6) The jurisdiction of the Examination Board of a programme extends to all units of study that are part of a student's programme.
- 7) Both Dutch and English versions of the common elements of these Education and Examination Regulations and the Rules and Regulations of the Examination Board are available. In conflicting situations the Dutch text takes precedence over the English text.
- 8) Any requests for special provisions or exceptions from that stipulated here should be addressed to the secretary of the Examination Board.
- 9) References to 'the student', 'the teacher', 'he', 'him', 'his' should also be understood to include the female gender.

### Art 1.2 - DEFINITIONS

The terms used in these Regulations should be interpreted as follows:

3TU	The three Technical Universities of the Netherlands (Twente, Delft, Eindhoven)
Academic year:	The term that starts on 1 September and ends on 31 August of the following year;
Act:	The Dutch Higher Education and Research Act, published in the Bulletin of Acts, Orders and Decrees 1992, number 593, and as amended since.
Authorized Proof of Result:	A list or other written document initialled by or on behalf of an examiner, or a result published via the Student Information System (SIS);
BA:	The Master's programme Business Administration;
Blackboard:	The electronic learning environment of the University of Twente;
BMS:	The Faculty of Behavioural, Management & Social Sciences; this faculty is the merger of the former School of Management & Governance and the former Faculty of Behavioural Sciences;
BOZ:	Bureau Onderwijszaken (Educational Affairs Office) of the Faculty BMS;

Cohort:	Generation or group of students who started the same academic programme in the same year;
CPO-committee:	A committee (in Dutch: Commissie Persoonlijke Omstandigheden) established by the Executive Board that advises programme boards in individual cases with regard to the legitimacy, the expected duration and the severity of the personal circumstances of the student;
CS:	The Master's programme Communication Studies;
Curriculum:	The entirety of compulsory and optional units of study belonging to the programme, as set down in the programme-specific appendix;
Dean:	Head of the Faculty;
EC:	A unit of 28 hours of study workload, in accordance with the European Credit Transfer System, a full academic year consisting of 60 EC or 1680 hours (Article 7.4 of the WHW);
(Educational) programme:	The Master's programme as described in the programme-specific appendix to these Teaching and Examination Regulations;
ES:	The Master's programme European Studies;
EST:	The Master's programme Educational Science and Technology;
Exam:	An evaluation of the knowledge, understanding and skills of the student, as well as the assessment of the results of this evaluation (Article 7.10 of the WHW); an exam may consist of a number of tests;
Examination:	A programme concludes with a final examination. A final examination is deemed successfully completed if the units of study belonging to a programme have been completed successfully. The examination may also include an additional assessment by the Examination Board;
Examination Board:	The Examination Board is the body which determines in an objective and expert way whether a student satisfies the conditions that the Teaching and Examination Regulations set on the knowledge, understanding and skills needed to obtain a degree;
Examiner:	The individual who has been appointed by the Examination Board in accordance with Article 7.12c of the WHW to hold exams and tests and determine their results;
Executive Board:	Executive Board of the University of Twente;
FBS:	The former Faculty of Behavioural Sciences
Higher Education and Research Act (WHW):	The Higher Education and Research Act (WHW), in the Dutch Bulletin of Acts, Orders and Decrees 1992, number 593, and as amended since.
HBO:	Dutch abbreviation for Higher Professional Education ('Hoger BeroepsOnderwijs')
HS:	The Master's programme Health Sciences;
IEM:	The Master's programme Industrial Engineering & Management;
Institution:	University of Twente;



LVHOM:	The Master's programme Leraar VHO Maatschappij en Maatschappijwetenschappen;
MEEM:	The PHO Master's programme Environmental and Energy Management;
MPM:	The PHO Master's programme Public Management;
MPS:	The Master's programme Psychology
MRM:	The PHO Master's programme Risico Management;
OER	Onderwijs- en Examenregeling; this is the Dutch name of the Teaching and Examination Regulations (TER)
OLC:	Opleidingscommissie (programme committee, see below);
OSIRIS	The Student Information System of the University of Twente
PA:	The Master's programme Public Administration;
PHO:	Abbreviation of the Dutch denomination of postgraduate continuing education ("Post-Hoger Onderwijs");
PSTS:	The Master's programme Philosophy of Science and Technology and Society;
Practical exercise:	<p>A practical exercise, as described in Article 7.13, paragraph 2d of the WHW is a unit of study or part of a unit of study, whereby the emphasis is placed on the student's activities, such as:</p> <ol style="list-style-type: none"> <li>1. carrying out literature research, an assignment or a preliminary design, writing a thesis, article or 'position paper', or giving a presentation in public;</li> <li>2. carrying out a design or research assignment, participating in practicals, practicing skills;</li> <li>3. following an internship, taking part in fieldwork or an excursion;</li> <li>4. participating in other educational activities deemed as necessary and aimed at achieving the required skills</li> </ol>
Programme board:	The body charged by the Dean to manage the degree programme. It may also be an individual person, in which case the term 'programme director' is used;
Programme committee:	Programme committee as referred to in Article 9.18 of the WHW; the programme committee (opleidingscommissie or OLC in Dutch) is composed of both teacher and student members and advises a programme board on the OER and all academic matters (Article 9.18, WHW, and article 13, faculty regulations);
Programme director:	person appointed by the Dean to manage the degree programme in case the programme board consists of one individual person
R&R:	the Rules and Regulations of the Examination Board (WHW, Article 7.12, paragraph 4)
SMG	The former School of Management and Governance
Student:	Anyone registered with a programme in accordance with Article 7.34 and 7.37 of the WHW;

Student Information System (SIS):	The system designated by the board of the institution for the registration of and information relating to the relevant student and study data, as stipulated in the WHW;
Study Adviser:	Person appointed by the Dean of the Faculty who acts as contact between the student and the programme, and in this role represents the interests of the students, as well as fulfilling an advisory role;
Study Rate:	Number of ECs achieved in a certain period divided by the number of ECs that can nominally be achieved in this period;
Teacher/ lecturer:	Faculty member charged with giving lectures in a unit of study;
TER	Teaching and Examination Regulations
Test:	Part of an exam. If a unit of study has only one test, this coincides with the exam for the unit in question;
Test plan:	A plan indicating how the testing of a unit of study is organized;
Test result:	A result that contributes to the final result for the unit of study;
Transfer programme:	A study unit or combination of study units, to be determined by the programme director of a Master's programme, which students can follow as a transfer minor (during their studies at a HBO or WO institution) or as a pre-Master's programme (after having completed their HBO or WO programme),
Twente Educational Model:	The educational model introduced in the University of Twente's Bachelor's degree programmes with effect from 2013;
Unit of study:	A component of the programme as described in Article 7.3, paragraphs 2 and 3 of the WHW. A unit of study concludes with an exam;
UT:	University of Twente;
Working Day:	Any day from Monday to Friday with the exception of official holidays and the prearranged 'bridging days' (brugdagen) on which the staff are free;
WHW	The Higher Education and Research Act (in Dutch: Wet op het Hoger onderwijs en Wetenschappelijk onderzoek), Bulletin of Acts, Orders and Decrees 1992, number 593, and as amended since,
WO:	Dutch abbreviation for Scientific Education ('Wetenschappelijk Onderwijs')

Any terms not defined here have the significance assigned to them by the Act.

## SECTION 2 – ADMISSION

### ART 2.1 - PRIOR EDUCATIONAL REQUIREMENTS

- 1) Admission to the programme is obtained if the prerequisites with regard to prior education for enrolment in university education, in accordance with Article 7.30 b of the Dutch Higher Education and Research Act (WHW), have been met.
- 2) Programme-specific admission requirements for the Master's programme are set out in the programme-specific appendices.
- 3) The programme director, or an admission committee on behalf of the programme director, assesses the admissibility of applicants and issues certificates of admission on behalf of the Dean.

### ART 2.2 - LANGUAGE REQUIREMENT FOR MASTER'S PROGRAMME FOR HOLDERS OF FOREIGN DIPLOMAS

Holders of diplomas from outside the Netherlands are permitted to enrol if they meet the language requirements specified at the university's webpage on admission requirements for applicants with an international degree:

<http://www.utwente.nl/en/education/master/admission-requirements/international-degree/>.

### ART 2.3 - TRANSFER PROGRAMMES (PRE-MASTER AND TRANSFER MINOR)

- 1) The programme director or an admission committee on behalf of him may decide positively about the admission to the Master's programme, on the condition that the applicant successfully completes a transfer programme.
- 2) The transfer programme has a study load of 15 or 30 ECs. The transfer programme of the Master Psychology has a study load of 45 EC.
- 3) The transfer programme can be taken as a separate pre-Master's programme, or as a special transfer minor ("doorstroomminor") agreed upon with a Dutch university of applied sciences (HBO).
- 4) The entire transfer programme must be successfully completed within a period of twice the nominal duration, i.e. a period of 6 months for a 15 EC programme, a period of 12 months for a 30 EC programme and a period of 18 months for a 45 EC programme.
- 5) Per course of the transfer programme no more than two attempts are permitted to sit the corresponding exam. For the pre-Master's programme of Psychology, CS and EST a student is permitted to sit no more than three attempts per corresponding exam.
- 6) If the student fails to successfully complete his pre-Master's or transfer minor on time, he will not be admitted to the Master's programme.
- 7) Additional information on transfer programmes is included in the programme-specific appendix of the relevant programme.

## SECTION 3 - CONTENT AND STRUCTURE OF THE PROGRAMME

### ART 3.1 - AIM OF THE PROGRAMME

The aims and final attainment targets (Article 7.13, paragraph 2c of the WHW) are described in the programme-specific appendices.

The final attainment targets of the Master's programmes of the Faculty of Behavioural, Management and Social Sciences either fit the internationally recognized level descriptions of the so-called Dublin Descriptors, or are in accordance with the equivalent Criteria for Academic Bachelor and Master Programmes agreed upon by the 3TU.

The Dublin Descriptors are:

- a. Knowledge and insight
- b. Application of knowledge and comprehension
- c. Critical thinking
- d. Communications
- e. Learning skills

The 3TU Criteria for Academic Bachelor and Master Programmes are:

1. Expertise in one or more academic disciplines
2. Research competence
3. Design competence
4. A scientific approach
5. Basic intellectual skills
6. Competence in cooperation and communication
7. Awareness of temporal and social context

### ART 3.2 - STRUCTURE OF THE PROGRAMME

- 1) The following degree programmes have a standard study load of 60 EC: BA, CS, PA, ES, EST, HS, LVHOM and MPS.

The degree programmes IEM and PSTS have a study load of 120 EC.

The study load of the PHO Master's programmes is in the range of 60 - 70 EC.

- 2) The programme is described in the programme-specific appendix to these Regulations, in accordance with Article 7.13, paragraph 2 a to e, h, i, l, s, and t of the WHW. The items described include:

- a. the content of the programme and its examination (WHW, Article 7.13, paragraph 2a)
- b. content of the specializations (WHW, Article 7.13 paragraph 2b)
- c. the qualifications as for the knowledge, insight and skills that a student must have acquired after having finished the programme (Article 7.13, paragraph 2c of the WHW)
- d. content of practical exercises (Article 7.13, paragraph 2d of the WHW)
- e. study load of the programme and of all study units that comprise the programme (article 7.13 paragraph 2e of the WHW)
- f. number and sequence of the exams, as well as the moments they can be taken (Article 7.13 paragraph 2h of the WHW)
- g. programme format: full-time, part-time, sandwich, according to the CROHO registration (Central Register of Higher Education Study Programmes) (Article 7.13 paragraph 2i of the WHW)

- h. format of the exams: oral, written, individual, group etc., barring the Examination Board's authority to decide on a different format in special circumstances (Article 7.13, paragraph 2l of the WHW)
- i. required sequence of exams: whether or not passing certain exams is a condition for admission to participation in teaching activities or other exams; admission standards and participation requirements for practical exercises (Article 7.13 paragraph 2s, t of the WHW)

Additional items included in the programme-specific appendix are:

- j. requirements related to electives and students' individual choices
- k. transitional arrangements, as referred to in Article 8.4 of the TER
- l. language to be used for teaching and exams (Article 7.2 of the WHW and Article 8.4 of the TER)
- m. organization of the programme (Wet versterking kwaliteitswaarborgen hoger onderwijs)

## ART 3.3 - LANGUAGE OF INSTRUCTION FOR THE PROGRAMME

- 1) The language of instruction for the Master's programmes BA, CS, ES, EST, HS, IEM, PA, PSTS and MEEM is English. Deviations of this rule in parts of the programme may be in place, if approved by the programme board authorized to this end. For the final thesis of these programmes the following applies:
  - a. The final thesis is written and defended in English. Students are free to make a translation or summary in Dutch once this is necessary for the dissemination of the research results, but the final grade will be based on the original version in English.
  - b. In case writing the final thesis in English is infeasible or impracticable considering the research subject or the organization under research, the examination board may allow for a deviation of this rule. Permission to write the thesis in Dutch will only be granted on the condition that the student also writes a short version of the report in English of 4500-5500 words, based on the thesis and the thesis work. To establish the final grade, both the thesis and the short version in English will be subject to assessment.
- 2) The language of instruction in the master's programs LVHOM and MPS,MPM and MRM is Dutch. Deviations of this rule in parts of the programme may be in place, if approved by the programme board authorized to this end.
- 3) If in parts of the programme there is a deviation of the language of instruction it will be according to the Code of Conduct Languages of Instruction of the University of Twente and art. 7.2 WHW.
- 4) Programme-specific additions to this article are described in the programme-specific appendix.

## ART 3.4 - EXEMPTION

- 1) The Examination Board can grant the student exemption from one or more complete units of study at his request. To this end, the student will demonstrate that he has completed a component of a similar content, size and level of a university or higher professional education programme or has, as a result of work and/or professional experience, sufficient knowledge and skills regarding the unit of study concerned.

- 1a) In dealing with requests for exemption, the Examination Board will obtain advice from the examiner involved<sup>3</sup>.
- 2) Students may be exempted from the obligation to participate in practical exercises if they can demonstrate that they expect to be placed before a moral dilemma as a result of the need to meet one of the requirements for this component. In such a case, the Examination Board decides whether the component can be carried out in another manner to be determined by the Board.

## ART 3.5 - FLEXIBLE PROGRAMME

The Examination Board of the programme decides on requests for permission to take a flexible programme as stipulated in Article 7.3d of the WHW. The Examination Board assesses whether the programme is appropriate and consistent within the domain of the programme and whether the level is high enough in the light of the final attainment targets of the programme.

---

<sup>3</sup> The Examination Board of the Master's programmes of the former School of Management and Governance set out its rules for granting exemptions in article 11 of the Rules and Regulations of the Examination Board.

## SECTION 4 - TEACHING AND TESTING

### ART 4.1 - GENERAL

- 1) A unit of study is completed with an exam.
  - 1a) The questions, tasks and assignments of each exam will not exceed the learning objectives of the unit of study.
  - 1b) An outline of the learning objectives will be presented before the start or at the first meeting of each unit of study.
- 2) The exam may consist of a number of tests.
  - 2a) A test can be of the following types: a written test, an assignment in any possible form, an oral test, a series of tests, the evaluation of practical exercises as referred to in Article 1.2 of the WHW, or any combination of the types just mentioned.
- 3) **(former SMG programmes only)**  
**The last unit for all Master's programmes is the Master's thesis (or 'Master's assignment' or 'Master's project'). For all programmes (with the exception of MEEM) a colloquium is part of the final exam.**  
*(former FBS programmes only)*  
*The Examination Board can in specific individual cases deviate from this rule in favour of the student.*
- 4) A test can be taken in several parts, spread over time. Results of these parts will not be included in the SIS, but can be shared with students via Blackboard.
  - 4a) The student has the right to view model exam questions or practice exams or representative past exams including the corresponding model answers and assessment standard.
  - 4b) The maximum duration of a test is 3 hours on the clock.
- 5) Test results are expressed in a mark from 1 to 10, rounded to one decimal place.
- 6) The exam result will be expressed in a whole mark from 1 to 10.
- 7) An exam result of 5.5 or higher is a pass.
- 8) EC will only be awarded for the unit of study if an exam has been completed with a pass. No ECs will be awarded for parts of units of study and/or individual tests passed.
- 9) If a student receives more than one authorized result for the same unit of study, the highest result will apply.

### ART 4.2 - MODULES

(not applicable)

### ART 4.3 - REGISTERING FOR A UNIT OF STUDY AND THE TESTS<sup>4</sup>

- 1) It is only possible to take part in a unit of study if

---

<sup>4</sup> More information on registering for units of study and tests, including the registration periods, can be found on the Student Services website: <http://www.utwente.nl/ces/studentervices/en/osiris/Osiris/>

- a) the student has registered via the SIS for the unit of study in question before the start.
- b) the student meets the requirements set for prior knowledge for the unit of study in the programme-specific appendix.

The prerequisite under a) does not apply if the student only participates in the final test or the resit thereof.

- 2) Registering for units of study also involves registration for the first opportunity of all of the tests in the units of study.
- 2a) The student may register for the final written test of a unit of study and the resit thereof without previously having registered for the unit of study itself.
- 3) Students of the postgraduate Master's programmes are not obliged to register via the SIS for the units of study or the written tests of their programme.
- 4) In case the student is not registered for a written test before the close of registration, he will lose the right to take that particular test.
- 5) The student can deregister for a written test via the SIS no later than the day prior to the test in question<sup>5</sup>.
- 6) Should a student fail to attend a test for which he registered but did not deregister in time via the SIS, this will count as a fail. This will be registered in SIS as NV = Niet verschenen (Not Attended).

## ART 4.4 - TEST PLAN

- 1) The way in which the tests lead to the exam result is laid down in a test plan for each unit of study.
- 2) The test plan will be determined by the examiner.
- 3) The test plan must have been published on Blackboard no later than two weeks before the start of the unit of study.
- 4) The test plan must at least include the following:
  - a) when tests will be sat and in what format
  - b) the weighting of the various tests
  - c) any minimum mark requirements for each test
  - d) the deadline for determining and publication of the result of a test.
- 5) The programme board is entitled to make changes to the test plan during a unit of study in progress.
- 5a) Changes to the test plan can only be made in consultation with the responsible examiner and after advice of the Examination Board. The students will be informed of these changes as soon as possible.
- 5b) In case a change to a test plan only implies the rescheduling of tests or parts thereof, consultation with the responsible examiner will suffice, to begin with. Next, the programme board will inform the Examination Board of its decision at the Board's forthcoming meeting.
- 5c) Changes to the test plan may, according to reasonable expectations, not be detrimental to the students

---

<sup>5</sup> i.e., until midnight (24:00) of the day before the day of the test



- 6) In exceptional cases, the Examination Board can allow individual students to take a test in another format than determined in the test plan of the unit of study in question.

## ART 4.5 - (ADDITIONAL) TEST OPPORTUNITIES

- 1) Each year, two opportunities are offered to sit written and oral tests.
- 2) If units of study consist solely of a practical exercise, tests can be taken at least once each year.
  - 2a) (former SMG programmes only)**  
**Study units may be offered more than once per academic year. In this case the student is authorized to sit a maximum of two tests per year.**
  - 2b) There is at least one opportunity to take a test at the end of the period in which the applicable unit of study has been taught.
  - 3) Contrary to that stipulated in paragraph 1 of this Article, an opportunity to take a test for a unit of study that is part of the curriculum, but which was not taught during that particular academic year, will be offered at least once per academic year.
  - 4) In exceptional cases, the Examination Board can deviate from the number of times and the manner in which tests can be taken.
    - 4a) (former SMG programmes only)**  
**In individual cases, the Examination Board will always consult the involved examiner/ study adviser on this decision.**

## ART 4.6 - ORAL TESTS

- 1) Oral tests will be conducted in public, unless the Examination Board has specified otherwise in a particular case, possibly at the request of the examiner or the student.
  - 1a) A student or examiner who wishes third parties to be present during an oral test must inform the Examination Board at least ten working days prior to the test concerned.
  - 1b) Third parties will not be allowed to be present during an oral test if the Examination Board was not informed, or was not informed on time, by the student or the examiner in question.
  - 1c) Paragraph 1a) and 1 b) do not apply for graduation colloquia.
- 2) If the Examination Board has determined that members of the Examination Board (or an observer representing the Examination Board) are to be present during the oral test, it will notify the examiner and the student at least one working day prior to the test.

## ART 4.7 - CONFIRMATION AND PUBLICATION OF RESULTS

- 1) The examiner notifies the student within one working day of the result of an oral test.
  - 1a) This provision does not apply if the oral test is part of a series of oral tests of the same unit of study, which take place on more than one working day. In that case, the examiner determines the result within one working day after the conclusion of the series of oral tests.
  - 2) Within 15 working days of the completion of a unit of study, the exam result will be published via the SIS.
    - 2a) On request of the responsible examiner the programme board may decide to extend this period with a maximum of 5 working days, in case the complexity and/or the work load of the

work to be assessed give reason to do so. The students will be informed of this extension as soon as possible.

- 3) No rights can be derived from exam results that have been published via Blackboard or any other medium not being the SIS.
- 4) The deadline for determination and publication of the result of a test is published in the test schedule of the unit of study.
- 5) The result of the last unit of study, the Master's thesis, will not be published until all units of study have been completed successfully.
- 5a) *(former FBS programmes only)*  
*The Examination Board can, in individual cases, deviate from this rule. In that case the student will receive the diploma after finishing the last unit of study successfully.*
- 6) If the result of a test is based on the completion of one or more assignments, a paper or a thesis, the deadline for submission of the final part will count as the exam date.
- 7) Should the examiner not be able to meet the deadline as described in paragraphs 1 and 2 due to exceptional circumstances, he will report this with reasons to the programme management. The student will be informed of the delay as soon as possible by the Examination Board and given the new deadline by which the result will be made known. If the Examination Board is of the opinion that the examiner has not met his obligations, it may appoint another examiner to ascertain the result.
- 8) If a second test opportunity is planned shortly after the first, the results of the first test will be published at a time that provides the student with at least ten working days to prepare for the second opportunity.
- 9) *(former FBS programmes only)*  
*If an assignment or exam is graded with a mark 5.5 or higher (pass), the grade is final. If a student would like to upgrade his grade (due to exceptional circumstances) he must obtain written confirmation from the Examination Board. Resitting a study unit means that graduating "Cum Laude" will not be possible anymore (for PSTS consult the programme-specific appendix).*
- 10) *(former FBS programmes only)*  
*If the quality of an assignment is not sufficient (mark 5.49 or lower), the student may hand in a second version of the assignment. Students from CW and PSY cannot score a higher grade than 6 at the second attempt (even if the student did not hand in work the first time).*

## ART 4.8 - PERIOD OF VALIDITY

- 1) The validity of an exam result for the educational programmes of CS, EST, LVHOM and PSTS is five years. The exam result for the educational programmes of BA, HS, IEM, PA, MEEM, MPM and MRM is valid for a period of four years. The validity of an exam result of the educational programme of MPS is two years. At the request of the student, the Examination Board can extend this period in individual cases.
  - 2) Test results are only valid in the academic year in which they are obtained. At the request of the student, the Examination Board can extend this period in individual cases.
- 2a) **(former SMG programmes only)**

**The examiner of the unit of study may determine an alternative arrangement. In this case the examiner will inform the Examination Board. The alternative arrangement must be made known via the electronic learning environment (the Blackboard site) of the unit of study in question.**

*2b) (former FBS programmes only)*

*In case a unit of study consists of elements that are graded separately, each sub-grade is valid until the end of the next academic year, counted from the start of the unit of study. This validity also applies to the assessment of project work or assignments.*

## ART 4.9 - RIGHT OF JUSTIFICATION AND INSPECTION

- 1) The student has the right to hear a justification of the results of a test from the examiner at a post-hoc discussion. If no collective discussion of the results is held, the student may submit a request for an individual discussion of the results to the examiner within ten working days of publication of the test results. The discussion must take place at the latest five weeks after the publication of the results of the test, in the presence of the examiner or an authorized replacement.
- 2) The student has the right of access to his work for a period of two years after the assessment.
- 3) The student may not make duplicates or copies of the test materials in any way during the inspection of the student's work, unless specified differently by the responsible examiner.

## ART 4.10 - FILING PERIOD FOR TESTS

- 1) The test papers, answers and marked work for written tests will be filed away for a period of two years after marking in the administration of the relevant chair or department.
- 2) The filing period for Master's theses is seven years. Master's theses are filed digitally at a central location by the Executive Board of the University of Twente.

## SECTION 5 - EXAMINATION

### ART 5.1 - EXAMINATION BOARD

- 1) The Dean institutes an Examination Board (WHW, Articles 7.12 and 7.12a).
- 2) The Dean
  - a) appoints the members of the Examination Board on the basis of their expertise in the domain of the relevant programme or group of programmes (WHW, Article 7.12a par. 1);
  - b) consults the members of the relevant Examination Board before proceeding to appoint a member (WHW, Article 7.12a par 4) ;
  - c) ensures that the independent and professional functioning of the Examination Board is sufficiently warranted (WHW, Article 7.12a par 2).
- 3) In appointing the members of the Examination Board, the Dean ensures that:
  - a) at least one member is involved as a teacher in the relevant programme or in one of the programmes belonging to the relevant group of programmes
  - b) members of the Executive Board of the Institution or persons responsible in any other way for the financial situation of the Institution are excluded.
- 4) Examination Boards are themselves responsible, without further consultation, for setting the regulations and guidelines for examiners, exams and examinations (WHW, Article 7.12b). These are set down in a separate document entitled Rules and Regulations of the Examination Board.
- 5) The Examination Board will draft an annual report of its activities. The Examination Board will issue the report to the Dean (WHW, Article 7.12b par. 5)

### ART 5.2 - EXAMINATION

- 1) In accordance with Article 7.10, paragraph 2 of the WHW, the Master's examination is deemed to have been successfully completed if the exams of the units of study and the graduation phase of the Master's programme have been taken successfully.
- 2) The Examination Board declares the student to have successfully completed the Master's examination if he meets the examination requirements, and invites the student to accept the relevant certificate and marks sheet or supplement. The date recorded on the certificate – the examination date – is the date on which the student successfully completed the last remaining unit of study.
- 3) The student may submit a motivated request in writing to the Examination Board to postpone declaring the examination as 'successfully completed' and also to postpone the presentation of the certificate. The student must indicate the length of postponement he desires in this request.
- 4) The details of the stipulation in paragraph 3 will be included by the Examination Board in the Rules and Regulations of the Examination Board .
- 5) If the student has requested postponement on the basis of paragraph 3, the examination date will be the date following postponement on which the Examination Board has decided to declare the student to have successfully completed the examination.

## ART 5.3 - DEGREE

- 1) Participants who have successfully met all requirements for the Master's examination of one of the degree programmes or the PHO Master's programmes MEEM and MRM are awarded a "Master of Science" degree.
- 2) The awarded degree will be stated on the degree certificate.

## ART 5.4 - CERTIFICATE

- 1) The Examination Board issues a degree certificate as proof that the student has successfully passed his examination. The certificate will be signed by the chairman of the Examination Board. In his absence, it can also be signed by one of the members of the Examination Board.
  - 1a) If a student satisfactorily completed all study units of the Master's programme, a degree certificate may be extended upon passing the Master's project. In this case, the degree certificate will be signed by the two supervisors with authority to conduct the examination. For the PHO Master's programmes MEEM, MPM and MRM, the diploma will be signed by an examiner and the PHO programme director.
- 2) The certificate will state the following (WHW, Article 7.11):
  - a) the student's name and date of birth;
  - b) the name of the institution and the name of the programme concerned, as recorded in the register referred to in WHW, Art. 6.13;
  - c) the various components that comprised the examination;
  - d) the date on which the examination was completed;
  - e) the degree awarded (WHW, Article 7.10a);
  - f) where applicable, the powers/authorities associated with the degree (taking account of WHW, Article 7.6, paragraph 1);
  - g) the date on which the programme was most recently accredited or passed the initial accreditation assessment as referred to in WHW, Article 5a.11, paragraph 2.
- 3) The International Diploma Supplement will be appended to the certificate for the successfully completed examination (WHW, Article 7.11, paragraph 4). The purpose of the supplement is to provide information on the nature and content of the completed programme, partly with a view to the international recognition of programmes. This supplement will always contain the following information:
  - a) the name of the programme and the name of the University;
  - b) the fact that it is a programme in academic education;
  - c) a description of the content of the programme; where applicable also stating the specialization and/or minor taken;
  - d) the study load of the programme;
  - e) the components comprised in the examination and the marks awarded for these components;
  - f) exams passed successfully by the student that are not included in the examination.
- 4) If the Examination Board has awarded the student a classification (*judicium*), this will be stated on the certificate.
- 5) Students who have successfully completed more than one exam and to whom no degree certificate as referred to in paragraph 1 of this Article can be issued will on request be provided with a written statement from the Examination Board listing in any event the exams they have passed (WHW, Article 7.11, paragraph 5).

ART. 5.5 - GRADUATING WITH DISTINCTION

Information about graduating with distinction can be found in article 5.a of the Rules and Regulations of the Examination Boards for the Master's programmes of the former Faculty of Behavioural Sciences (CS, EST, LVHOM, PSTS. MPY) and in Appendix 1 of this TER for the MSc programmes of the former School of Management and Governance (PA, BA, HS, IEM, MEEM and MRM).

## SECTION 6 - STUDENT GUIDANCE

### ART 6.1 - STUDY PROGRESS OVERVIEW

The student may request a certified study progress overview from the Student Services Desk if required.

### ART 6.2 - STUDENT GUIDANCE

- 1) The Dean is responsible for student guidance, which includes informing the student of study opportunities in or outside the programme. The Dean has given a mandate to the Programme Director of the programme to execute the tasks of student guidance.
- 2) Each student is appointed a study adviser.
- 3) The study adviser supervises the student and offers advice on study-related matters, as well as personal problems that may influence his study progress, if the student so desires.
- 4) If a student wishes to make use of his right to specific guidance or facilities, he must contact the study adviser. The study adviser records any agreements made with the student. The student, the programme management and the Examination Board may derive rights from these.
- 5) The following applies to the entitlement to special facilities:
  - Students who fall behind in their studies through demonstrable circumstances beyond their control or personal circumstances have the right to additional individual agreements on student guidance.
  - The right to the aforementioned agreements concerns dispensation of taking exams or tests and/or the availability of special assessment facilities, if necessary and possible. Dispensation of taking exams or tests and extra opportunities to take a test can only be granted by the Examination Board.

## SECTION 7 - STUDYING WITH A DISABILITY

### ART 7.1 - STUDYING WITH A DISABILITY

- 1) A disability is a physical, sensory or other impairment that might limit the student's academic progress.
- 2) An evaluation is made, in consultation with the student and on the basis of an interview with the Study Advisor, of what special facilities as referred to in Article 2 of the Equal Treatment Act on the basis of a Handicap/Chronic Illness (WGB h/cz) are to be considered most effective for this student.
- 3) Special facilities are intended to remove specific hindrances when participating in the programme's educational activities and/or sitting exams. Where necessary, these may concern facilities pertaining to the accessibility of educational infrastructure (buildings, rooms and facilities) and study material, changes to examinations, alternative study paths or a custom-made study plan. Realizing the attainment targets must be guaranteed when implementing special facilities.
- 4) On the basis of the interview described in paragraph 2, the student submits a written application for the facilities in consultation with the study adviser. The application is submitted to the Dean of the Faculty, preferably three months before the student is to participate in classes, exams and tests for which the facilities are required.
- 5) The application is supported by documents that can reasonably be requested to assess the application (such as a certificate from a physician or psychologist listed in the register under the Individual Professions Act (BIG), or, in case of dyslexia, from a BIG-registered health care psychologist or remedial educationalist.
- 6) The Dean of the Faculty makes a decision, within twenty working days of receipt of the application or earlier if the urgency of the application necessitates it, on the validity of the application as described in paragraph 4, and informs the student and the study adviser of his decision.
- 7) The study adviser ensures that the relevant parties involved are informed in due time of the facilities granted to the student with a disability.
- 8) Should the Dean of the Faculty turn down the application in full or in part, the Dean will inform the student of the justification for this rejection and the possibilities for lodging an objection or an appeal. Objections must be submitted in writing within six weeks of the decision being announced to the relevant party, at the Complaints Desk at Student Services.
- 9) Should extra facilities be granted, it will be stated for what term this grant will apply. The applicant and the study adviser will evaluate the facilities before the end of this term. During this evaluation, the parties will discuss the effectiveness of the facilities provided and whether they should be continued.
- 10) In the case of dyslexia, additional time for a test may be granted, with a maximum of 15 minutes for every hour on the clock.
- 11) The dean has charged the processing of the applications referred to in paragraphs 4 to 8 to the programme board.



## SECTION 8 - AMENDMENTS, TRANSITIONAL ARRANGEMENTS, APPEALS AND OBJECTIONS

### ART 8.1 - CONFLICTS WITH THE REGULATIONS

If other additional regulations and/or provisions pertaining to teaching and/or examinations conflict with these Teaching and Examination Regulations, the present Teaching and Examination Regulations take precedence.

For the purposes of international cooperation with higher education institutions abroad, the arrangements made between the Faculty of Behavioural, Management and Social Sciences and foreign institutions may differ from the regulations of this TER. Such arrangements will be announced as quickly as possible and set out in the relevant programme-specific appendix.

### ART 8.2 - ADMINISTRATIVE ERRORS

If, following the publication of an exam result, a list of marks, or an overview of a student's progress, an apparent error is discovered, the discoverer, be it the university or the student, is required to make this known to the other party immediately upon finding the error and to cooperate with rectification of the error.

### ART 8.3 - AMENDMENTS TO THE REGULATIONS

- 1) Amendments to these Teaching and Examination Regulations with respect to content are determined by the Dean in a separate decision.
- 2) In principle, amendments to these Regulations with respect to content do not apply to the current academic year. Amendments to these Regulations with respect to content may apply to the current academic year if the interests of the students are not prejudiced within reasonable bounds, or in situations of force majeure.
- 3) Amendments to these Regulations have no effect on earlier decisions of the Examination Board.

### ART 8.4 - TRANSITIONAL ARRANGEMENT

- 1) In the case of amendments to the Teaching and Examination Regulations, the Dean may decide on a transitional arrangement.
- 2) The transitional arrangement will be published on the programme's website.
- 3) Points of departure for a transitional arrangement if a curriculum is changed:
  - a) Changes to a curriculum are published before the start of the academic year in which they are to apply.
  - b) No guarantee can be given that all the units of study of a programme, as they existed at the time of a student's enrolment in a programme, will continue to be part of the curriculum. The curriculum as most recently approved by the Dean is taken as the basis for establishing the results of the Bachelor's examination.
- 4) The transitional arrangement shall always include:
  - a) which lapsed units of study are equivalent to units of study or parts thereof in the current curriculum included in the programme-specific appendix;

- b) that if a unit of study without practical exercises is removed from the curriculum, there will be at least two opportunities in the subsequent academic year to take a written or oral exam or to obtain an assessment by some other means;
  - c) that if a unit of study that involves practical exercises is removed from the curriculum, and during the subsequent academic year no opportunities are offered to carry out these practical exercises, at least one unit of study is designated as a suitable replacement for the lapsed unit of study;
  - d) the term of validity of the transitional arrangement.
- 5) The transitional arrangement requires the Examination Board's approval of the provisions referred to in paragraph 4.
  - 6) In exceptional cases, and if this is to the student's advantage, the Examination Board may allow a deviation from the number of times and the way in which exams may be taken for lapsed units of study .
  - 7) Programme-specific transitional arrangements will be included in the programme-specific appendix.

## ART 8.5 - REVIEW OF THE TEACHING AND EXAMINATION REGULATIONS

- 1) The Dean is responsible for the regular review of the Teaching and Examination Regulations and takes into account the resultant study load for the students to enable this to be monitored and adjusted if necessary.
- 2) In accordance with Article 9.18 of the WHW, the Programme Committee is responsible for issuing advice on the Teaching and Examination Regulations as well as the annual assessment of the manner in which the Teaching and Examination Regulations are implemented.

## ART 8.6 - APPEALS AND OBJECTIONS

An appeal against a decision made by the Examination Board or an examiner, and objections to decisions made by the Dean on the basis of these Regulations, must be submitted in writing to the Complaints Desk at Student Services within six weeks after notice of the decision.

## ART 8.7 - HARDSHIP CLAUSE

- 1) In the event of demonstrable, considerable unreasonableness and unfairness, the Examination Board can permit departures from the provisions of these Regulations.
  - 1a) Should the hardship clause be invoked in connection with admission to a master's programme while a bachelor's programme has not been fully completed yet due to an exceptional and harrowing situation, decision-making is delegated to the Personal Circumstances Committee.

## ART 8.8 - PUBLICATION

The Teaching and Examination Regulations and the Rules and Regulations of the Examination Board are published via the website of the programme in question.

ART 8.9 - DATE OF COMMENCEMENT

These Regulations take effect on 1 September 2014 and supersede the Regulations of 1 September 2013.

APPENDIX 1 REGULATIONS PERTAINING TO THE MASTER'S PROGRAMMES OF THE FORMER SCHOOL OF MANAGEMENT AND GOVERNMENT

This appendix is only valid for students of the following Master's programmes: BA, ES, HS, IEM, PA, MEEM, MPM and MRM.

**1. THE MASTER'S PROJECT**

- 1) The Master's project (or thesis) constitutes a special form of practical exercise as meant in art. 1 (Glossary). Its duration is formally limited by the number of ECs reserved for the project in the respective Master's programme, translated into a corresponding number of weeks (1 EC= 28 hours). At the end of the period thus established, the project is evaluated using a special Master's thesis evaluation form. The project is concluded by a colloquium, where the student presents and defends the results.
- 2) At the start of the project the student draws up a time schedule for his individual project, based on the maximum duration as indicated in par. 1. This schedule has to be approved by the primary supervisor (and examiner) of the project. The start of the project is indicated on the registration form of the project in the university's Student Mobility System (SMS).
- 3) In case of major problems or unsatisfactory performance by the student or the supervisors during the project, the programme director will decide on the continuation of the project. The student can contest the programme director's decision by lodging an objection with the Examination Board.
- 4) Should the student, in spite of a demonstrably adequate level and quality of the supervision received, not succeed in completing the final thesis within the agreed period of time, he will be granted extra time to do so. The extra time to be granted will be bound by a limit of 50% of the maximum duration of the project as indicated in par.1. The project's supervisors will give clear indications of the elements of the student's work that need to be remediated and the lines along which this may be done.
- 5) The programme director will terminate the Master's project if, after the extra time conceded, the student has not yet successfully completed the final thesis or no 'green light' has been given by the supervisors for the colloquium that rounds off the project.
- 6) After termination of the project as meant in par. 5, the student must file a motivated request to the Examination Board if he wants to start a new Master's project.
- 7) Additional stipulations concerning the Master's project are included in the Rules & Regulations of the Examination Board. Programme-specific rules and arrangements may be included in the programme-specific appendix.

**2. GRADUATING WITH DISTINCTION (CUM LAUDE)**

- 1) If upon sitting the Master's examination, the student has given evidence of exceptional capability, 'cum laude' (with distinction") will be recorded on the degree certificate.

- 2) A student is considered to have exceptional capability if each of the following conditions is met:
- a. the average mark awarded for the study units of the Master's examination is at least 8.0;
  - b. in the determination of this average, the units that were not evaluated with a numerical mark or for which an exemption was granted are not considered
  - c. no study unit was evaluated as not passing, and no more than one unit was evaluated with a mark of 6;
  - d. the mark for the final unit (Master's project or Master's thesis) is at least a 9
  - e. for the MSc degree programmes, a one-year Master's programme must have been completed within 15 months and a two-year Master's programme must have been completed within 30 months. For the PHO Master's programmes MEEM and MRM, all study units must have been completed within a period of time which does not exceed the nominal duration of the respective programme by more than 25%. In special cases, the Examination Board may, at its discretion, permit an excess of this time period. Special cases explicitly include (but are not limited to) the circumstances recognized for the allocation of graduation support
- 3) In exceptional cases the Examination Board may grant the designation of 'cum laude' if the conditions mentioned in paragraph 2 above have not been fully met. The rules applied by the Examination Board can be found in the Rules & Regulations of the Examination Board.