EDUCATION AND EXAMINATION REGULATIONS FOR MASTERS' PROGRAMMES 2022-2023

The faculty board Behavioural, Management and Social Sciences

in view of articles 9.5, 9.15, paragraph 1 under a., 7.13, paragraphs 1 and 2, 9.38, under b, 9.18, paragraph 1 under a, and 7.59 of the Higher Education and Research Act (WHW), as well as the consent or advice by the faculty council pertaining to the specific appendix of the programme in question, and in due consideration of the consent or advice by the programme committees of the programmes referred to helow:

decides to adopt the Education and Examination Regulations of the masters' programmes referred to below.

Business Administration (M-BA)

Communication Science (M-COM)

Educatie en Communicatie in de Bètawetenschappen (MSc ECB)

Educatie in de Mens- en Maatschappijwetenschappen (MSc EMM)

Educational Science and Technology (MSc EST)

Environmental and Energy Management (M-EEM)

European Studies (MSc ES)

Industrial Engineering and Management (MSc IEM)

Leraar VHO in de Mens- en Maatschappijwetenschappen (MSc LMM)

Philosophy of Science, Technology and Society (MSc PSTS)

Psychology (MPS)

Public Administration (MSc PA)

Risk Management (M-RM)

And the PHO master programme:

Master Public Management (MPM)

Enschede, 01-09-2022

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Section 1 General provisions

Article 1.1 Applicability of these Regulations

- 1. This general section of the education and examination regulations (EER) applies to all students enrolled in a master's programme of the faculty Behavioural Management and Social sciences. The programme-specific appendices of the programmes concerned contain specific regulations for pre-master students. In case of notifications of suspected fraud pre-master students will fall under the jurisdiction of this master's EER and the examination board involved will handle the case.
- 2. Students attending study units that are not part of the student's core programme, are subject to the assessment rules of the offering programme (EER and rules & guidelines of the examination boards BMS, programme-specific appendix). The decision on special facilities in accordance with Article 5.2 may only be taken by the examination board of the programme for which the student is enrolled.
- 3. Each programme has its own programme-specific appendix (PSA).
- 4. This general section and the programme-specific appendix together form the EER for each master's programme concerned.
- 5. The general provisions of and the programme-specific appendix to the EER are determined by the faculty board.
- 6. The institute section of the <u>student charter</u> includes a definition of what the University of Twente considers to be academic misconduct (fraud). The rules and guidelines of the examination board for the master's programme in question include additional rules about academic misconduct (fraud), such as which measures the examination board may take if it establishes misconduct (fraud).
- 7. The rules and guidelines of the examination board of the master's programme in question include provisions about the rules of order during tests and rules in case of emergencies. See appendix to these EER.
- 8. The programme-specific appendices to these Regulations are written in the language of tuition of the programme.
- 9. Requests for exemptions in respect of provisions laid down in the EER should be submitted to the examination board or the programme director of the student's own programme, as laid down in the relevant articles of these Regulations.

Article 1.2 Definitions

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

4TU The 4 Universities of Technology of the Netherlands (Twente, Delft, Eindhoven and Wageningen University & Research).

Academic year: The term that starts on 1 September and ends on 31 August of the following year.

Assessment: A systematic process of fostering, evaluating and certifying student learning. The process includes the design, development and implementation of assessment tasks, and the judgement and reporting of student learning performance and student's achievement of specified learning outcomes.

BA The Master of Science programme Business Administration.

BMS: The Faculty of Behavioural, Management & Social Sciences.

Bridging 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 bridging minor (during their studies at a HBO or WO institution) or as a pre-master programme (after having completed their HBO or WO programme).

Credit: A unit of 28 study load hours, in accordance with the European Credit Transfer System (ECTS). A full-time academic year consists of 60 credits, equal to 1,680 hours of study (Article 7.4 WHW).

Curriculum: The aggregate of required and elective study units constituting a degree programme as laid down in the programme-specific appendix.

ECB: The Master of Science programme Educatie en Communicatie in de Bètawetenschappen.

EMM: The Master of Science programme Educatie en Communicatie in de Mens- en Maatschappijwetenschappen.

ES: The Master of Science programme European Studies.

EST: The Master of Science programme Educational Science and Technology.

Examination: An evaluation, performed to conclude a study unit, of the student's knowledge, understanding and skills as well as

an assessment of the outcomes of that evaluation (Article 7.10 WHW); an examination may consist of a number of

tests.

Examination board: The body that objectively and professionally assesses whether a student meets the conditions laid down in the

education and examination regulations regarding the knowledge, understanding and skills required to obtain a degree

(Article 7.12 WHW).

Examiner: The individual appointed by the examination board to administer examinations and tests and to determine the

results, in accordance with Article 7.12c WHW.

Executive board: The executive board of the University of Twente.

Faculty board: The head of the faculty (Article 9.12, paragraph 2 WHW).

Faculty council: The faculty participating body as referred to in art. 9.37 WHW, also referred to as "FC". In Dutch faculteitsraad (FR).

Final examination: A degree programme is concluded with a final examination. If the study units in the degree programme have been completed successfully, then the examination will be deemed to have been completed (Article 7.10 WHW);

Abbreviation of Hoger Beroeps Onderwijs, University of Applied Sciences.

Honours programme: Institution-wide master's honours programme.

IEM: The Master of Science programme Industrial Engineering & Management.

Institution: The University of Twente.

HBO

LMM: The Master of Science programme Leraar VHO in de Mens- en Maatschappijwetenschappen.

M-COM: The Master of Science programme Communication Science.

MEEM: The Master of Science programme Environmental and Energy Management.

MPM: The PHO Master programme Public Management.

MPS: The Master of Science programme Psychology.

MRM: The Master of Science programme Risk Management.

Osiris: System designated by the institutional administration for registration and for providing information on all relevant

data related to students and the degree programme, as referred to in the WHW. Information on MPM students is not

included in Osiris.

PA: The Master of Science programme Public Administration.

PHO/PLD: Abbreviation of *Post-Hoger Onderwijs*/Professional Learning and Development: postgraduate continuing education.

Programme director: The person appointed by the faculty board to manage a programme (Article 9.17 WHW).

Programme committee (PC): The committee as referred to in article 9.18 WHW, also referred to in Dutch as "OLC", opleidingscommissie.

Practical exercise: A practical exercise as referred to in article 7.13, paragraph 2d WHW, is a study unit or study unit component emphasising an activity that the student engages in, as described in the programme-specific appendix.

PSTS: The Master of Science programme Philosophy of Science, Technology and Society.

Re-sit: A scheduled opportunity to redo a test or examination within the course (or same academic year) open for

participation to all students and offered as an opportunity for missing the original test or examination because of

(personal) circumstances or choice as well as an opportunity to improve previous performance.

Student: Anyone enrolled in a programme in accordance with Article 7.34 and 7.37 WHW.

Study advisor: Person appointed by the faculty board who acts as contact between the student and the programme, and in this role

represents the interests of the students, at the same time fulfilling an advisory role.

Study unit: A programme component as defined in Article 7.3, paragraph 2 and 3 WHW. Each study unit is concluded with an

examination.

Test: An evaluation of the student's knowledge, understanding and skills as well as an assessment of the outcomes of that

evaluation. A test is part of an examination. If the examination for a study unit consists of a single test then the result

of that test will count as the result of the examination.

Assessment schedule: A plan indicating how the testing of a study unit is organised.

Test result: A partial result that contributes to the final result for the study unit.

UT: University of Twente.

WHW: Abbreviation of Wet op het Hoger onderwijs en Wetenschappelijk onderzoek. The Dutch Higher Education and

Scientific Research Act.

WO Abbreviation of 'Wetenschappelijk Onderwijs', Academic Education.

Working day: Any day from Monday to Friday with the exception of official holidays and the prearranged compulsory holidays

(brugdagen) on which the staff are free.

Any terms not defined here have the meaning assigned to them by the WHW.

Article 1.3 Bridging programmes (pre-master and bridging minor)

- 1. The programme director or an admission committee on behalf of it may decide positively about the admission of an applicant to the master's programme, on the condition that the applicant successfully completes a bridging programme.
- 2. The bridging programme has a study load to be decided by the programme director or an admission committee. More information on the bridging programme is specified in the programme-specific appendix.
- 3. The bridging programme can be taken as a separate pre-master programme, or as a special bridging minor ("doorstroomminor"), agreed upon with a Dutch university of applied sciences or a Dutch research university.
- 4. The term in which the bridging programme has to be completed is set down in the programme-specific appendix.
- 5. Students who fail to complete the entire bridging programme successfully within the specified time-frame will not be admitted to the master's programme.
- 6. Students are allowed no more than two attempts to sit the corresponding examination/test per study unit of the bridging programme. Students who fail to successfully complete a study unit within these two attempts will not be admitted to the master's programme.
- 7. Additional information on bridging programmes is included in the programme-specific appendix to the relevant programme.

Section 2 Contents and structure of the programme

Article 2.1 Final attainment levels and structure of the programme

Explanatory notes: article 7.13 WHW

1. The qualities relating to the knowledge, understanding and skills that the student should have acquired upon completing the programme (aims and attainment levels) are set out in the programme-specific appendix of the programme concerned. The final attainment levels of the master's programme either fit the internationally recognised level descriptions of the so-called Dublin Descriptors, or are in accordance with the equivalent Criteria for academic bachelors' and masters' programmes agreed upon by the 4TU.

The Dublin Descriptors are:

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

The 4TU Criteria for academic bachelors' and masters' 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
- 2. The following programmes have a standard study load of 60 credits: BA, M-COM, ES, EST, LMM, MEEM, MPS and PA.The programmes ECB, EMM, IEM and PSTS have a study load of 120 credits. The study load of the programme MRM and the PHO master programme MPM is in the range of 60-71 credits.
- 3. Before the start of a study unit, the student must meet the prior knowledge prerequisites for that study unit as described in the Osiris Course Catalogue.
- 4. In its programme-specific appendix, the programme board can set requirements as to which and/or the number of study units the student must have completed in order to be admitted to the graduation phase.
- 5. The examination board is authorised in individual cases to deviate from paragraphs 3 and 4 above, if strict adherence to those provisions would result in an unacceptable delay in study progress. In consultation with the study adviser, the student may submit a proposal to the examination board.
- 6. The programme-specific appendix describes the degree programme in accordance with Article 7.13, paragraph 2, a to e, i, l, s, t and v WHW.

Article 2.2 The programme's language of tuition

- The official language of tuition is the language in which education is given, in which teaching material is provided and in which tests and examinations are held. Masters' programmes taught in Dutch will generally use study materials in English or Dutch.
- 2. The choice of the official language for an educational programme or components of an educational programme lies with the programme director, subject to the right of consent of the programme committee. The educational programme's language of tuition is specified in the programme-specific appendix.
- 3. The language of tuition for the masters' programmes BA, M-COM, ES, EST, IEM, MPS, MEEM, PA and PSTS is English.

 Deviations from this rule in parts of the programme may be in place, if approved by the programme director authorised 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, unless the programme-specific appendix provides otherwise.
 - b. In exceptional circumstances the examination board may allow a deviation from this rule.
- 4. The language of tuition in the masters' programmes ECB, EMM, LMM, MPM and MRM is Dutch. Deviations from this rule in parts of the programme may be in place, if approved by the programme director authorised to this end.

- 5. If programme components deviate from the language of tuition, then this is to take place in accordance with the Code of Conduct Languages of the University of Twente and Article 7.2 WHW.
- 6. For masters' programmes taught in Dutch, components of study units may be taught and assessed in English, if:
 - a. a lecturer or tutor in the study unit is not a native speaker of Dutch, or
 - b. students from the relevant master's programme take the module together with students from an English-taught master's programme, or
 - c. the programme director considers it necessary in order to fulfil one of the attainment targets or objectives of the educational programme in question in the area of English language communication skills.
- 7. If the language of a study unit and/or examination differs from the standard language of the programme as described in sections 3 and 4 of this article, the examiner of the study unit has to publish this via Osiris.

Article 2.3 Exemption

- 1. The examination board may grant an exemption to students at their request from one or more examinations or tests. To that end, the student should demonstrate to have sufficient knowledge and skills in relation to the examination concerned or the test in question.¹
- 1.a Masters' students cannot receive an exemption from an examination or test that the student passed during the bachelor's phase and that is part of the core master's programme.
- 2. An exemption granted by the examination board will be registered in Osiris under the study unit or study units or (a) part(s) thereof by means of an EX (exemption).
- 3. Students cannot be compelled to take additional study units or part(s) of study units in their curriculum instead of an exemption that has been granted.
- 4. Students may also be exempted from practical exercises if they can demonstrate that a required practical exercise will likely give rise to a personal moral dilemma. In such cases, the examination board decides whether the component can be completed in another manner.
- 5. This article does not apply to bridging programmes as referred to in article 1.3.

Article 2.4 Flexible programme (Free master's programme)

The examination board decides on requests for permission to take a flexible programme as provided in article 7.3j WHW. The examination board assesses whether the programme is appropriate and consistent within the domain of the educational programme and whether the level is high enough in light of the final attainment levels of the programme.

¹ The Rules and Guidelines of the examination boards provide more information on how to proceed in case of exemptions.

Section 3 **Teaching and assessment**

Article 3.1 General

- 1. Each study unit concludes with an examination.
- 2. The examination consists of one or more tests.
- 3. A test or examination may take the following forms: a written test, an assignment, an oral test, practical exercises or a combination of the above. Tests and examinations can be administered online.
- 4. The programme director publishes the following details of the study units in Osiris not less than four (4) weeks in advance: scope, learning objectives and content, language of tuition and assessment, prerequisites, required and recommended study materials, design of teaching methods and assessment.
- 5. The thesis is a public document that will be published in the repository of the library of the University of Twente. Upon the student's motivated request, the examination board may deviate from this rule under exceptional circumstances.
- 6. The UT is the copyright holder of tests made by lecturers or researchers at the UT in the performance of the work for which they have been appointed, unless otherwise agreed between the parties or unless the Dutch Copyright Act (Auteurswet) provides otherwise.
- 7. Study units and their examinations or tests can be offered more than once per academic year. If that is the case students may participate in the examinations/tests at a maximum of two occasions, unless otherwise stated in the programme-specific appendix.
- 8. In deviation from the provision in paragraph 1 of this article, an opportunity to take a test for a study unit that is part of the curriculum, but that was not taught during that particular academic year, shall be offered at least once per academic year.
- 9. In exceptional individual cases, the examination board may deviate from the number of times and the manner in which examinations or tests can be taken.

Article 3.2 Online assessment

- 1. If an examination or test is administered using *online surveillance*² or *online proctoring*³, the examination board may set further rules and conditions for online (proctored) assessment.
- 2. Further information and detailed rules on online assessment can be found on the university's website.

Article 3.3 Results

- 1. Results of examinations, tests or components of tests must be announced to students. Osiris is used for the registration of grades (in any event of examinations and in certain cases of tests also).
- 2. The student has the right to inspect recent model test questions, model tests or past tests as well as their keys and the norm for assessment.
- 3. The time allotted to administering a test may not exceed three hours. Exceptions in this regard are listed in section 5. If the examiner wishes to use a form of assessment that requires more than three hours, the examiner must, with due regard for article 3.1.3 ask the examination board for approval to deviate from the above.
- 4. Test results are expressed in a grade from 1 to 10, with a single decimal, or as 'pass / fail'.
- 5. The examination result of a study unit, as determined by the examiner, is expressed in half grades from 1.0 to 5.0 and from 6.0 to 10.0, with grades only being rounded in the final phase of the assessment of a study unit and in accordance with the schedule below:

If figure before the decimal (n) ≠ 5:			
Grade≥ n.00 and <n.25< td=""><td>⇒ n.0</td></n.25<>	⇒ n.0		
Grade ≥n.25 and <n.75< td=""><td>⇒ n.5</td></n.75<>	⇒ n.5		
Grade ≥n.75 and <(n+1).00	⇒ (n+1).0		
If figure before the decimal = 5:			
Grade ≥ 5.00 and < 5.50	⇒ 5.0		
Grade ≥ 5.50 and <6.00	⇒ 6.0		

² Camera surveillance of the student or students during an unrecorded test, using for example Canvas, Teams, etc.

³ Surveillance of the student or students using special proctoring software, such as Proctorio.

- 6. Examination results of 6.0 or higher are a pass.
- 7. Examination results, if a pass, obtained at foreign universities will be registered as a P (Pass). Examination results obtained at Dutch universities will be adopted one-to-one with due regard for the provisions in paragraph 5.
- 8. Credits may only be issued for a study unit, if the study unit has been completed with a pass mark.
- 9. If more than one examination or test result has been recorded in Osiris for one and the same study unit, the highest grade will apply.

Article 3.4 Modules

(This article is not applicable to masters' programmes.)

Article 3.5 Registration

- 1. Registration in Osiris is required prior to participating in a study unit.
- 2. By registering for the study unit the student is automatically also registered for the first examination/test associated with the study unit. Students must register via Osiris separately for any examination/test other than the first regular examination/test that goes with this study unit and their study programme, within the time frame that the registration is open (between 40 and 14 calendar days prior to the examination/test);
- 3. Students of the PHO master programme are not obliged to register via Osiris to take part in the study unit or the examinations/tests.

Article 3.6 Assessment schedule

(This article is not applicable to masters' programmes)

Article 3.7 Oral examinations and tests

- 1. If the student or examiner wishes a third party to be present during an oral examination or test, a request to that effect should be submitted to the programme director at least 15 working days prior to the oral examination or test. The student and the examiner will be notified of the programme director's decision not less than five working days in advance. The programme director must inform the examination board of the decision. Public graduation symposia, public presentations and group tests are excluded from this provision.
- 2. If the examination board has decided that members of the examination board or an observer on behalf of the examination board is to be present during the administration of an oral examination or test, then the examination board is to make this known to the examiner and the student at least one working day before the oral examination or test.

Article 3.8 Assessment deadline, examination and test date

- 1. The examiner is to inform the student of the result of an oral examination or test within one working day, unless, for the examiner, the oral test is part of a series of oral tests of the same study unit which are administered on more than one working day. In that case, the examiner is to determine and announce the result within one working day following the conclusion of the series of oral tests.
- 2. The result of a test is to be disclosed to the student within fifteen (15) working days after the test date, with due regard for paragraph 8 below.
- 3. The examination result of a study unit is to be disclosed to the student within fifteen (15) working days after the conclusion of the teaching period during which the study unit is offered.
- 4. The examination date is the date on which the examination or test is taken with which the student definitively passes the
- 5. The test date is the date on which a written or oral test is taken.
- 6. If a test assessment is dependent on completing one or more assignments or writing a paper or thesis, then the test date will be the deadline of submission of the final component.
- 7. If a test resit is planned shortly after the first test, the results of the first test will be published at least five working days before the resit to give the student time to prepare.

8. Should the examiner not be able to meet the deadline referred to in paragraphs 1, 2, 3 and 7 due to exceptional circumstances, then the examiner is to notify the examination board, providing reasons for the delay. The student concerned is to be informed of the delay immediately, and a new deadline for publication of the results will be set and notified to them. If the examination board is of the opinion that the examiner has not met their obligations, it may appoint another examiner to ascertain the result of the examination or test and determine the grade.

Article 3.9 Period of validity

- 1. The results of an examination that has been passed remain valid indefinitely. The period of validity of an examination that was passed may only be limited if the tested knowledge or understanding is demonstrably outdated or the tested skills are demonstrably outdated.
- 2. Results of tests of a study unit that was failed expire after the academic year. The study unit must be repeated in its entirety in the next academic year.
- 3. Exceptions to sub 1 and 2 are specified in the programme-specific appendix.

Article 3.10 Right of inspection and discussion

- 1. Students are entitled to inspect and discuss their test together with the examiner, and the examiner is to explain the assessment.
- 2. If the examiner holds a group discussion of the assessment, the student must use that opportunity to exercise the right to discussion referred to in paragraph 1. If a student cannot attend the group discussion for a valid, substantiated reason or if the student is not given the opportunity at the group discussion to discuss the reasons for the examiner's assessment of the test with the examiner, the student may submit a request for individual discussion with the examiner within five working days after the group discussion. The individual discussion is to take place no later than three working days prior to the next test opportunity.
- 3. If there is no group discussion of the test, then a student may submit a request to the examiner for an individual discussion within ten days after publication of the results. The individual discussion is to take place no later than three working days prior to the next test opportunity.
- 4. Individual and group discussions must take place no later than five weeks after the publication of the test results, but at least three working days prior to the next test opportunity, in the presence of the examiner or a substitute designated for that purpose.
- 5. Students are to be given the opportunity to inspect their assessed work for a period of two years following the assessment.
- 6. The student may not make duplicates or copies of the test materials in any way during the inspection of his work, unless specified otherwise by the responsible examiner.

Article 3.11 Retention period for tests

- 1. The retention period for test assignments, keys, papers and the assessments of written tests is two years.
- 2. The retention period for final masters' projects is a minimum of seven years.

Article 3.12 Teaching evaluation

- 1. The programme director is responsible for monitoring the quality of the educational programme and does so by applying annual Plan-Do-Check-Act cycles for the programme and for study units (https://www.utwente.nl/en/bms/education/quality-assurance/pdca-cycle-degree-programme/).
- 2. The programme director is responsible for evaluating the programme.
- 3. The programme director writes an annual improvement plan which is subject to advice by the programme committee.
- 4. The programme director engages in panel meetings with students to discuss the current experience for immediate corrections in study units.
- 5. At the end of the master's thesis the programme director probes the student experience in the MSc/MPM programme.
- 6. The results on scaled items in student opinion surveys are made available to students and staff.
- 7. Improvement points for the programme and for study units are made available to students and staff.

Article 3.13 Programme committee

- 1. The faculty board establishes a programme committee according to the BMS Faculty Regulations articles 8.1 to 8.16.
- 2. It is the duty of the programme committee to advise on the promotion and safeguarding of the quality of the programme. The programme committee sends its advice and proposals for information to the faculty council according to art. 9.18 sub 1 WHW.
- 3. The programme committee has the right of consent as to the method of evaluation of the education in the programme, according to art. 7.13 sub 2.a1 WHW.
- 4. The duties and rights and procedures of the programme committee are stated in BMS Faculty Regulations art. 8.3 to 8.16 (BMS Faculty Regulations, BMS2018.345, May 15, 2018. https://www.utwente.nl/en/bms/intranet/regulationscommittees/faculty-council/regulations/

Section 4 Examinations

Article 4.1 Examination board

- 1. In line with articles 7.12a and 7.12b WHW:
 - a. The faculty board appoints the examination board for each educational programme or group of programmes;
 - b. Examination boards determine the rules and guidelines for the examiners, examinations and final examinations without further consultation.

Article 4.2 Final examination and degree

- 1. The master's final examination is considered to be complete when the student has passed all examinations in the master's programme.
- 2. The date of the final examination is the date on which the student completes the final study unit of the degree programme.
- 3. A student may submit a written request, giving reasons, to the examination board to postpone the final examination, and thus to postpone the awarding of the diploma. The maximum duration of any postponement that can be granted is twelve months, in principle.
- 4. If the student has requested postponement based on the provisions of paragraph 3, then the date of the final examination will be the date on which the examination board decides that the student has passed the final examination subsequent to the postponement.
- 5. Students who have successfully met all requirements for the master's final examination will be awarded a Master of Science (MSc) degree, except for students completing the PHO master's programme Public Management, they will be awarded a Master of Public Management (MPM) degree.
- 6. The degree conferred is stated on the diploma.

Article 4.3 Diploma

- 1. The examination board will award a diploma as proof that the student has satisfied all the requirements of the final examination once the institutional administration has confirmed that the procedural requirements for awarding the diploma have been met. The date indicated on the diploma (i.e. the date of the final examination) is the date on which the student completed the final study unit of the degree programme.
- 2. The diploma will be signed by the Chair of the examination board. If the Chair is absent, one of the members of the examination board may also sign the diploma.
- 3. The following information is to be stated on the diploma:
 - a. the student's name and date of birth;
 - b. the name of the institution and the degree programme as stated in the register referred to in Article 6.13 WHW;
 - c. the date of the final examination;
 - d. the study units of the master's final examination;
 - e. the degree conferred (in accordance with Article 7.10a WHW);
 - f. where appropriate, the specific qualifications associated with the degree (with due consideration for Article 7.6, paragraph 1 WHW);
 - g. the date on which the programme passed the initial accreditation, or was last accredited as referred to in article 5.16 WHW).
- 4. An International Diploma Supplement is to be appended to the diploma. This supplement is intended to provide insight into the nature and content of the degree programme to promote the international recognition of the programme, among other aspects. The supplement is to include the following information at a minimum:
 - a. the name of the programme and the name of the university;
 - b. that the programme was offered at an institution for academic education;
 - c. a description of the programme content; an indication of any specialisation and/or minor, if applicable;
 - d. the study load of the programme;
 - e. the examination components and results, based on the registration of grades in Osiris;
 - f. examinations passed by the student that are not part of the final examination;
 - g. if the student has successfully completed an honours programme while on master's programme, then this will be stated on the diploma supplement as an extracurricular programme;
 - h. the student's average grade (Grade Point Average, GPA). The diploma supplement indicates how the GPA is calculated.

- 5. If the examination board has awarded a specific distinction (e.g. cum laude) to the student, then this is to be mentioned on the diploma.
- 6. Students who have successfully completed more than one examination but cannot be awarded a diploma as referred to in paragraph 1, will receive, at their own request, from the Student Services Desk a statement prepared by or on behalf of the examination board which in any case will state the results of the examinations the student in question has passed.

Article 4.4 Graduation with distinction (cum laude)

Information about graduating with distinction can be found in the relevant programme-specific appendix.

Section 5 **Student guidance**

Article 5.1 Student guidance

- 1. The faculty board is responsible for student guidance.
- 2. The chain of student support and guidance includes 'decentralised' guidance, as provided within study programmes and 'central' guidance, as provided by the Centre for Educational Support.
- 3. Student guidance includes help with questions or problems with regard to career orientation and career choices and guidance with problems that affect study progress. Students are offered personal and professional student (career) guidance for optimal study progress. Where possible, needs for specific guidance are met.
- 4. Each student is assigned a study adviser. The study adviser keeps an overview of the study process of all students.
- 5. The study adviser monitors the student and advises them on all aspects of the studies as well as personal issues that may be affecting the student's studies.
- 6. A systematic method of monitoring students in respect of study progress is documented by the programme (e.g. in a policy plan or annual cycle).
- 7. Information about the guidance facilities of the study programme is in any cases available on the website of the study programme.

Article 5.2 Special facilities

- 1. A student wishing to exercise the right to specific supervision or special facilities should contact the study adviser. The study adviser will record the agreements made with the student in Osiris.
- 2. A student is entitled to special facilities in case of demonstrable circumstances beyond the student's control or extenuating personal circumstances. The facility may provide for dispensation from, or an additional opportunity to sit interim exams or tests to be granted and/or for specific facilities to be made available. Such dispensation and additional resits may only be granted by the examination board.

Section 6	Student progress evaluation (BSA)
	applicable to masters' programmes.
This section is not	applicable to masters programmes.

Section 7 Studying with a functional impairment

Explanatory notes: Article 7.13 paragraph 2m WHW and Article 2 Equal Treatment of Disabled and Chronically III People Act (WGBH/CZ)

Article 7.1 Studying with a functional impairment

- 1. A functional impairment is defined as having an illness, condition, impairment or handicap that might impede or otherwise constitute a barrier to the student's academic progress.
- 2. Facilities are to be aimed at removing individual barriers in the teaching programme and/or when it comes to taking interim exams and tests. These facilities may be related to access to infrastructure (buildings, classrooms and teaching facilities) and study materials, adjustments to the form of assessment, alternative learning pathways or a customised study plan.

Article 7.2 Request for facilities

- 1. The study adviser and the student will discuss the most effective facilities that can be provided for the student.
- 2. Based on the discussion referred to in paragraph 1, the student is to submit a request for facilities. This request should be submitted to the study adviser, who has been mandated by the faculty board, preferably three months before the student is to participate in classes, exams and tests for which the facilities are required.
- 3. The request should be supported by documents that are needed to enable an assessment to be made.
- 4. The study adviser will decide on the admissibility of the request and will inform the student of the decision within twenty working days after receipt of the request, or sooner if the urgency of the request dictates.
 - a. Should the request be granted, the period of validity will also be indicated.
 - b. If the request is not granted, or only partly granted, the study adviser will inform the student of the justification for not granting the request as well as the possibilities for filing an objection and an appeal with the Complaints Desk.
 - Students who are dyslexic, will be granted a maximum of 15 extra minutes for each hour that a test or examination
 is officially scheduled.
- 5. The study adviser shall inform the relevant parties in good time about the facilities that have been granted.
- 6. The applicant and the study adviser will evaluate the facilities before the end of the period for which they have been granted. During this evaluation, the parties discuss the effectiveness of the facilities provided and whether they should be continued.

Section 8 Amendments, transitional arrangements, appeals and objections

Article 8.1 Conflicts with the regulations

If other additional regulations and/or provisions pertaining to education and/or examinations conflict with these education and examination regulations, the provisions in these education and examination regulations will prevail.

Article 8.2 Administrative errors

If, following the publication of a result, a marks sheet, or a student's progress report a manifest 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 in rectifying the error.

Article 8.3 Amendments to the regulations

- 1. Substantive amendments to these Regulations are enacted by the faculty board in a separate decision.
- 2. In principle, substantive amendments to these Regulations do not apply to the current academic year. Amendments to these Regulations 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 by the examination board.

Article 8.4 Transitional arrangements

- 1. In the case of amendment of these education and examination regulations, the faculty board will adopt a transitional arrangement, as necessary.
- 2. The transitional arrangement is to be published on the degree programme's website.
- 3. Changes to the curriculum are to be announced prior to the academic year in which the changes take effect. No guarantee can be made that all programme study units that were part of the curriculum when students enrolled in a programme will continue to be part of the curriculum. The final master's examination is to be based on the curriculum most recently adopted by the faculty board.
- 4. The transitional arrangement will always include:
 - a. the study units that have been dropped, that are equivalent to study units from the current curriculum as indicated in the programme-specific appendix;
 - an indication that if a study unit that does not involve a practical exercise is dropped from the curriculum, then students are to have at least two opportunities in the following academic year to take a written or oral examination/test or to undergo another form of assessment;
 - c. an indication that if a study unit with practical exercises is dropped from the curriculum and there is no opportunity in the subsequent academic year to complete the practical exercises concerned, then at least one study unit will be designated that may be completed as a substitute for the study unit that has been dropped;
 - d. the period of validity of the transitional arrangement.
- 5. The transitional arrangement must be approved by the examination board.
- 6. In exceptional cases and to the student's benefit, the examination board may deviate from the prescribed number of opportunities to sit tests related to study units that have been dropped from the curriculum.

Article 8.5 Assessment of the education and examination regulations

- 1. The faculty board is responsible for the regular assessment of the education and examination regulations, with specific emphasis on the study workload.
- 2. Based on Article 9.18 WHW, the programme committee has a partial right of consent of and a partial right to be consulted on parts of the education and examination regulations.
- 3. The programme committee is responsible for the annual assessment of the manner in which the education and examination regulations are implemented.

Article 8.6 Appeal and objections

An appeal and objections must be submitted in writing to the <u>University of Twente Complaints Desk</u> within six weeks after notification of a decision to the student.

Article 8.7 Hardship clause

In cases of demonstrable unreasonableness and unfairness of a predominant nature, the examination board or the programme director may allow the provisions in these Regulations to be deviated from. This depends on which body is authorised or has the duty according to these Regulations to take a decision on or make an exception to a provision in these Regulations.

Article 8.8 Publication

The education and examination regulations and the examination board's rules and guidelines are to be published on the degree programme's website.

Article 8.9 Entry into force

These Regulations enter into force on 1 September 2022 and replace the regulations dated 1 September 2021.

Adopted on 14-06-2022 by the faculty board, having regard to Article 9.5, 9.15 paragraph 1a, 7.13 paragraph 1 and 2, 9.38b, 9.18 paragraph 1a and 7.59 WHW, and after approval by the faculty council.

APPENDIX: REGULATIONS REGARDING ORDER, CALAMITIES AND FRAUD AND PLAGIARISM BMS 2022-2023

Regulations and procedure regarding fraud and plagiarism

Scientific integrity is one of the key values for academic professionals and students. Violation of this scientific integrity (scientific misconduct) detracts from the contribution of science to society. As a member of the scientific community, students have to embrace and respect these important values. Scientific misconduct includes actions or negligence that detracts from the scientific integrity of the university, but also of the individual student and teacher.

A test or exam is intended to assess the knowledge, insight or skills of students (Article 7.10 WHW).

The examination board of each educational programme drafts its own rules on cheating/fraud, which may include additional provisions. In these rules is specified what action will be taken in cases of (suspected) cheating/fraud and that the examination board will decide whether cheating/fraud has occurred.

Cheating/fraud refers to any action or negligence on the part of a student that precludes an accurate assessment of the student's knowledge, understanding and skills.

In any event, the following situations are concerned cases of cheating/fraud:

- 1. During a test or exam, the student uses (any form of) assistance, resources or devices (electronic or technological) other than the ones whose use the examiner or supervisor has permitted prior to the start of the study unit and/or exam or test, or whose use the student knew or ought to have known was not permitted;
- 2. The student behaves in a manner that before the start of the study unit and/or exam or test was indicated by the examiner or supervisor to be fraudulent, or that the student knew or ought to have known was not permitted. This includes, but is not limited to, situations in which the student:
 - a. procures or receives copies of a test or exam before the test or exam takes place;
 - b. cheats, whether or not by:
 - using cheat sheets;
 - copying the work of others during the test or exam;
 - allowing others to copy work during the test or exam;
 - sending or receiving (text) messages or photographs;
 - c. communicates (in person or with the aid of electronic or other devices) with someone other than the examiner or supervisor during the test or exam before the work is handed in
 - d. has sources at their disposal that are not allowed during the test or exam, e.g. a mobile phone or a smartphone, with which access can be gained to unpermitted resources;
 - e. uses writing paper other than that provided by the UT for a test or exam, unless this has been expressly permitted;
 - f. visits the bathroom without permission;
 - g. engages in identity fraud, such as pretending to be someone else or being represented by someone else, or allowing someone else to impersonate them during a test or examination
- 3. The student engages in other kinds of cheating/fraud, such as:
 - a. manipulating research data in (group) assignments;
 - b. falsifying data (for example, by filling in questionnaires or answering interview questions oneself);
 - c. 'free-riding': i.e. not or hardly contributing to a group assignment.
- 4. **Plagiarism** is a particular kind of cheating/fraud, which occurs when the student uses someone else's work or previous work of their own, without correct referencing. This includes, but is not limited to:
 - a. copying or using (parts of) other people's work (original terms, ideas, results or conclusions, illustrations, prototypes) and presenting it as one's own work; in addition using parts of another text (printed or digital) without referencing (also if minor changes have been made), is considered to be plagiarism;
 - b. using visual and/or audio materials, test results, designs, software and program codes without referencing, and presenting that as one's own original work;

- c. using verbatim citations without clear referencing or without a clear indication of quotation (e.g., by omitting quotation marks, indentation, empty lines, etc.) and thereby creating the false impression that (part of) these citations is/are one's own original work;
- d. referring to literature that one has not read oneself (e.g. using references taken from someone else's work);
- e. using texts that have been written in collaboration with others without explicitly mentioning this to be the case;
- f. submitting work that has already been published in whole or in part elsewhere (e.g. work from other courses or educational programmes), without references to the original work.
- Tort/unlawful act;
- 6. Forgery;
- 7. All other forms of academic misconduct than those mentioned in par. 2a to 2e, to be determined by the examination board.

Procedure

If an examiner or invigilator has a motivated suspicion of fraud *before*, during or after an exam (test), the examiner/ invigilator makes a note of this on the student's exam (test). The examiner also notes the circumstances surrounding the irregularity and fills out the <u>Notification of fraud</u> form.

The examiner/invigilator has the right to confiscate devices and other resources the use of which is not permitted during an exam (test).

The student has the right to finish the exam (test).

The examiner/invigilator reports the suspicion of fraud/plagiarism in writing (per Notification of fraud/plagiarism) to the student and to the examination board. This rule also applies in case of a suspicion of fraud/plagiarism in a (part of a) study unit, such as an assignment, presentation or essay.

This written report should at least contain the following information (mail to examination board BMS):

- a) Name student involved including student number
- b) Module/course name and course code. If necessary mention the specific component/part of the module or course in which the fraud was detected.
- c) Written information on the suspected fraud detected and/or what conduct or misconduct occurred during the exam
- d) Additional information (evidence from plagiarism software)

The examiner should notify the student involved of the suspected fraud. The assessment of the assignment/exam needs to be put on hold.

Subsequently, the examination board will proceed as follows:

- 1. The examination board will investigate the notification and will hear the examiner as well as the student involved: students will be given the opportunity to share information and are obliged to answer any question from or supply requested information to the examination board, to enable the examination board to come to a well-informed decision.
- 2. The examination board will determine whether fraud has occurred and if measures or penalties will be taken/imposed.
- 3. The examination board will inform the student involved of its decision in writing.

Measures or penalties

The examination board decides about the penalties the student will receive if fraud is actually determined.

The examination board may give the student a warning or exclude a student who commits an academic offence from sitting the exam, test or other part of a unit of study involved. In extreme cases or repeated fraud the student can be excluded from the exam up to a maximum of one (1) year.

If a student commits fraud repeatedly, the examination board may exclude a student from sitting <u>all</u> programme exams and tests up to a maximum of one (1) year. A student is not allowed to replace the unit of study in which the academic offence occurred with another unit of study while the penalty is in force.

If a student commits serious (repeated) fraud, the examination board may lodge a request with the Executive Board to end the student's enrolment in the programme at the University, with effect from the month following the month the final judgement was made known to the student.

For the right to appeal against a decision taken, based on these regulations, art. 8.6 BSc and MSc EER will apply.

In the event that the examiner has objective grounds to seriously question the reliability of an (off-campus) test, the examiner may invalidate the test as a whole, or the test results for all or a group of students, after consulting the responsible examination board. In the event that the examination board has objective grounds to question the reliability of a test, it may request the examiner to invalidate the test as a whole, or the test results for all or a group of students.

Information to third parties

In principle all information regarding penalties imposed on students for fraud remains with the examination board and is shared only with the programme where the student is enrolled. There is, however, an exception: In the event that an examination board penalises a student that is not enrolled in the relevant programme, or in the faculty BMS, the examination board will notify the examination board of the programme or faculty where the student is enrolled of the penalty imposed and the reasons to do so. The student will be informed of such notification.

Rules of order for testing

This article describes the rules and procedures to be followed for tests. It applies to tests in study programmes of which the examination board has adopted these rules as part of their Rules & Guidelines. The article starts with general rules of order, followed by any specific rules applicable to digital on-campus or remote testing. Depending on the nature of a test, additional rules may be set. These will be stated on the cover sheet of the test in question.

Terminology

A test is the actual set of questions and assignments that students have to answer and perform. The examination refers to the process in which they do so.

An examiner is the person responsible for setting the test and (afterwards) for assessing the results. In contrast, an invigilator is a person supervising the examination. They may be one and the same person.

General rules applicable to testing

All students are expected to be familiar with specific behaviour related to academic standards and values, scientific integrity and other specific rules that have been explained to them prior to a study unit or exam (test). If students behave inappropriately compared to these behavioural rules during the course of a study unit or during an exam (test), this will be considered attempted fraud and will be reported to the examination board.

- 1. During the examination students may only have access to resources (e.g., books, notes, devices, websites, hard/software) that are explicitly approved by the examiner. Possessing or accessing unapproved resources is considered attempted fraud.
- 2. During the examination students are not allowed to communicate (e.g., verbal, non-verbal, digital) with others aside from the examiner/invigilator. Any violation of this will be considered attempted fraud.
- 3. During the examination students are not allowed to copy, share and/or spread the exam questions, answers or related information in any form. The examiner/invigilator has the right to check this. Any violation of this will be considered attempted fraud.
- 4. In case of attempted fraud (e.g. points 1-3) the student may finish the exam and the Examination Board will be informed afterwards.
- 5. The examination officially starts and ends at the instigation of the examiner/invigilator. When the end is announced, all students should stop writing. Students should follow the procedure for handing in their results as announced by the examiner/invigilator.
- 6. Students should follow any additional rules and procedures announced by the invigilator. Any failure to do so will be reported to the Examination Board.

Additional rules applicable to written (on-campus) testing

- 1. Students may enter the room 15 minutes prior to the start⁴ of the examination, and will be admitted until 30 minutes after the start.
- 2. Students may not leave during the first 30 minutes and the last 15 minutes of the official period of examination.
- 3. Students who did not enrol may only take part if there are enough seats and test copies available. Enrolled students have precedence. To make sure enough copies/seats for enrolled students are available the examiner/invigilator may ask unenrolled students to wait for 30 minutes after the start before they receive an exam/seat.
- 4. The student ID card⁵ should be placed visibly on the table throughout the exam and presented to the examiner/invigilator upon a request for identification.
- 5. Restroom visits are not permitted during the first 60 minutes and last 30 minutes of the examination. Outside of this timeframe, restroom visits can only take place after consultation with the

⁴ In general start time and end time refer to the official start time and end time of the examination as listed on the cover sheet. All rules apply to both electronic and non-electronic exams.

⁵ Failing that, a certified ID is also allowed. This applies to students who forgot their student card or (in rare cases) do not yet have one. A certified ID is a passport, driver's license, or any other official proof of identity that bears both the student's name and a photograph.

- examiner/invigilator. Only one person at a time can be allowed to visit the restroom. Where necessary and feasible, ⁶ an examiner/invigilator will accompany the student to the restroom.
- 6. Before the start of the examination students should place bags and/or coats in the designated area. Whenever possible, unapproved resources (e.g., mobile phones, smart watches, wearables, notes) must be placed in the bags and switched off.
- 7. Students must hand in their exam form personally to the examiner/invigilator and sign off on the attendance list, if indicated. If the ID has not been checked during the exam, the student must show it to the examiner/invigilator before leaving the exam room.

Additional rules for digital remote testing

- 1. Electronic remote examination starts and ends automatically.
- 2. Remote exams are subject to the guidelines issued by the examination boards.
- 3. Online proctored exams are subject to the <u>UT General Guidelines and Privacy Statement</u>.
- 4. In case of a suspicion of fraud, teachers may decide to invite the student for an oral exam or additional tasks. The examiner must inform the examination board per Notification of Fraud form if the suspicion of fraud has not been removed.
- 5. Before closing, students must take a selfie-screenshot of the final screen of their exam and store it. In case of calamities, this is the proof of having taken the exam.

⁶ Accompanying students to the bathroom may not be necessary, as in Therm where restrooms are not accessible from anywhere but the examination room, and it may not be feasible, as in cases where there is only a single examiner/invigilator.

Regulations in case of calamities during written tests

Authorisations and responsibilities

Several people are involved in digital tests and responsible in the event of a calamity. Their role and responsibility are set out below:

Examiner: the examiner is responsible for the procedure of testing, the content of the test, the interpretation of test results and the publication and archiving of test results. The examiner is therefore responsible at all times for the content and course of the test. The examiner is therefore present during (the start of) the test-taking and decides on any changes to the test-taking, such as postponement, termination of the test and alternative test-taking.

E-invigilator: a student-assistant who ensures (under the responsibility of the exam coordinator) that the facilities are present at the test location and are cleaned up afterwards. This involves placing Chromebooks in the room and storing them again after the test. During the test they are the first-line assistance for log-in and technical problems.

Supervisor: responsible for the orderly conduct of the test and for preventing fraud. The supervisor gives the start signal for the test in the room and also the signal for the end of the test. The supervisor is responsible for the implementation of the student seating plan as specified by the examination office. The examiner can appoint one or more invigilators who can take over this task from him. The exam office can supply invigilators on request. During the test students must be able to identify themselves with their student card with the invigilator.

Exam coordinator: responsible for the smooth running of the digital test. The exam coordinator is responsible for ensuring that the keys are ready on the computers, that the key's home screen is visible and that the key has started in secure mode. The exam coordinator is supported by technical and functional management. In the event of technical malfunctions and calamities, the exam coordinator is the first point of contact and Is in contact with the examiner.

Rules of order in the event of calamities on campus

- 1. If a calamity occurs or is about to occur shortly before the start of an exam (test) or during an exam (test), both examiner and invigilator are authorised to act as specified in these regulations. All students have to follow the instructions of the examiner/invigilator.
- 2. If a calamity occurs or is about to occur <u>shortly before</u> the start of an exam (test), the following procedure applies. The exam (test) will be postponed immediately. The examiner will set a new exam (test) date, in consultation with the programme director.
- 3. This new exam (test) date is binding. The new exam (test) has to take place within one month of the initial exam (test) (excluding holidays). The new exam (test) date will be published within three working days after the calamity and in accordance with the regular procedures.
- 4. If a calamity occurs or is about to occur <u>during</u> an exam (test), the following actions, if possible, have to be taken:
 - a. All exam (test) papers (cover sheet and such) are filled out completely at the start of the exam (test), with the student's name, student number and signature.
 - b. All those present follow the instructions of the responsible authority, and/or of the examiner/invigilator and leave the exam room immediately upon their order.
 - c. Students leave their exam (test) and all other papers on the table in the examination room.
 - d. If students already started making their exam (test), the examiner determines, if this is reasonably possible, the result based on the partly made exam (test).
- 5. If the examiner cannot determine the result as specified in article 4d, the examiner will set a new exam (test) date, in consultation with the programme director. The new exam (test) has to take place within one month of the initial exam (test) (excluding holidays) and is open for all students who registered for the initial exam (test).
- 6. Regulations in case of a calamity apply in case of any official alarm signal.

Rules of order in the event of remote testing (off campus)

In case of malfunctioning equipment, connections or other sudden changes in circumstances which prevent the student from proceeding with the exam, the student must notify the examiner immediately by e-mail or regular phone. The student must take pictures or screenshots as proof of the failure. If this is not possible, the student must record the details of what happened and notify the examiner as soon as possible.

Decision-making process during calamities during digital tests (on campus, or remote)



Possible solutions or alternatives for malfunctions during a digital test

Problem	Prerequisite for action	Who takes action?	Who decides?	Solution/alternative
Hardware problem of	Hardware out of order	E-invigilator	E-invigilator	Provide a spare
individual student				
Network malfunction	Close exam programme	E-invigilator	E-invigilator	Provide backup copy if
individual student	and restart			necessary
Network failure/power		E-invigilator contacts	Examiner decides	Offer students a digital
outage for multiple		exam coordinator.	and informs exam	re-sit within 2 weeks of
students and solution not		Exam coordinator	coordinator and	original test date, unless
available within 30 minutes		contacts examiner.	invigilator about	examination board
after notification of Exam			discontinuation	decides otherwise.
Coordinator				

Notification of fraud or plagiarism during exams

Notifica	(1/2)			
Faculty	BMS Room			
_				
Date				
Exam time				
Course / component code				
Course / component name				
1) Remarks / irregularities (point in	time of irregularity)			
Evidence (cheating papers, pictures	s. wearebles)			
	,			
2) Remarks / calamities (fire drill, al	arm, power outage, evacuations)			
Name and initials invigilator (1)				
Name and initials invigilator (2)				
Name and initials invigilator (3)				
Name and initials invigilator (4)				
Name and initials invigilator (5)	Name and initials invigilator (5)			

			2/2
Name / surname student			
Student number			
Name / sure name student			
Student number			
Name / surname student			
Student number			
Name / surname student			
Student number			
Remarks from student			
Signature invigilator/examiner		Signature student	
Signature invigilator/examiner		Signature student	
Signature invigilator/examiner		Signature student	
Signature invigilator/examiner		Signature student	
		0	
Remarks teacher, invigilator and/o	or examiner		

Notification of Plagiarism

Fac	ulty						
Pro	gramme name						
Mo	dule name						
Mo	dule coordinator						
Course code							
Cou	rse name						
Nan	ne exam						
Dat	e exam						
Stu	dentsinvolved						
	Student nr.	Surname Student	First name Student	Remarks: similarity score Turnitin report, substantiation of suspicion and remarks			
1							
2							
	lence (ple ase attach						
Assi (ple	ignment instruction: ase attach)	s					
Exa	miner name						
Dat	e						
Sign	nature						