

EDUCATION AND EXAMINATION REGULATIONS FOR MASTER'S PROGRAMMES

**General section of the programme part of the student charter, including
the education and examination regulations
(EER) for the**

master's programmes

Business Administration (M-BA)

Communication Science (M-COM)

Educatie en Communicatie in de Bètwetenschappen (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 PLD master's programme:

Master Public Management (MPM)

(Article 7.13, 7.59, 9.5 WHW)

**Faculty Behavioural, Management and Social Sciences (BMS)
2023-2024**

Reference: BMS-EER-15
Date: 1 September 2023

Table of contents

Section 1	General provisions	3
Article 1.1	Applicability of these regulations	3
Article 1.2	Definitions	4
Article 1.3	Bridging programmes (pre-master's and bridging minor).....	5
Section 2	Contents and structure of the programme	6
Article 2.1	Final attainment levels and Structure of the programme	6
Article 2.2	The programme's language of tuition	6
Article 2.3	Exemption	6
Article 2.4	Flexible Programme (Free-Master's programme)	7
Section 3	Teaching and Assessment	8
Article 3.1	General	8
Article 3.2	Online assessment	8
Article 3.3	Results	8
Article 3.4	Modules	9
Article 3.5	Registration.....	9
Article 3.6	Description of modules and assessment schedule	9
Article 3.7	Oral examinations	9
Article 3.8	Assessment deadline, examination, and test date	9
Article 3.9	Period of validity	9
Article 3.10	Right of inspection and discussion	9
Article 3.11	Retention period for tests.....	10
Article 3.12	Teaching evaluation.....	10
Article 3.13	Programme Committee.....	10
Section 4	Examinations	11
Article 4.1	Examination Board	11
Article 4.2	Final examination and degree	11
Article 4.3	Diploma.....	11
Article 4.4	Graduation with distinction (cum laude)	11
Section 5	Student guidance	12
Article 5.1	Student guidance	12
Article 5.2	Special facilities	12
Section 6	Student progress evaluation (BSA)	12
Section 7	Studying with a functional impairment	13
Article 7.1	Studying with a functional impairment	13
Article 7.2	Request for facilities	13
Section 8	Amendments, transitional arrangements, appeals and objections	14
Article 8.1	Conflicts with the regulations	14
Article 8.2	Administrative errors.....	14
Article 8.3	Amendments to the Regulations	14
Article 8.4	Transitional arrangements	14
Article 8.5	Assessment of the education and examination regulations	14
Article 8.6	Appeal and objections	14
Article 8.7	Hardship clause	14
Article 8.8	Publication	14
Article 8.9	Entry into force.....	14

Section 1 General provisions

Article 1.1 Applicability of these regulations

1. This general section of the education and examination regulations applies to all students enrolled in a master's programme of the faculty BMS. The programme-specific parts 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 following education that is coordinated by or shared with another programme are subject to the assessment rules laid down in the assessment schedule of the relevant study unit. For more information, please refer to the programme-specific part of the programme with responsibility for the study unit. 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 part (PSP).
4. For each programme, this general section and the programme-specific part together form the education and examination regulations for the master's programme concerned.
5. The general section and the programme-specific part of the education and examination regulations are determined by the faculty board.
6. The institute section of the [student charter](#) includes a definition of what the University of Twente considers to be academic misconduct (fraud). [The Rules and Guidelines of the Examination Boards](#) of 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 Boards](#) of the master's programme in question include provisions about the rules of order during tests and rules in case of emergencies.
8. The programme-specific part of the EER is written in the language of tuition of the programme.
9. Requests for exemptions in respect of provisions laid down in the education and examination regulations should be submitted to the examination board or the programme director of the student's own master's 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:

- Academic year: The period beginning on 1 September and ending on 31 August of the following year.
- Assessment schedule: A schedule showing the method of assessment for a study unit.
- BA: The Master of Science programme Business Administration Science.
- BMS: The faculty of Behavioural, Management and 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 an HBO or WO institution), or as a pre-master programme (after having completed their HBO or WO programme).
- Canvas: University of Twente's digital learning environment.
- Core programme: The same study units from the curriculum that apply to all the students following a programme.
- Credit: A unit of 28 study workload hours, in accordance with the European Credit Transfer System. A full-time academic year consists of 60 credits, equal to 1680 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 part.
- Degree programme: Master's degree programme as referred to in the programme-specific part to these education and examination regulations.
- 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 7.12 paragraph c WHW.
- Exemption: The decision of the examination board that the student has knowledge and skills which are comparable in terms of content, scope, and level with one or more study units or components of study units. An exemption is granted on the basis of acquired competencies, i.e., previously passed examinations in higher education or in view of knowledge and skills attained outside higher education.
- Faculty Board: Head of the faculty (Article 9.12, paragraph 2 WHW).
- 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 final examination will be deemed to have been completed (Article 7.10 WHW).
- Higher Education and Research Act (abbreviated to 'WHW'): The Higher Education and Research Act, Bulletin of Acts and Decrees 1992, 593, and its subsequent amendments.
- HBO: 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: University of Twente (Universiteit Twente).
- Institutional administration: The Executive Board of the University of Twente (Article 1.1 WHW).
- 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 PLD 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 the students and the degree programme, as referred to in the WHW.
- PA: The Master of Science programme *Public Administration*.
- PLD: *Professional Learning and Development*: postgraduate continuing education.
- Practical exercise: A practical exercise as referred to in Article 7.13, paragraph 2d WHW is a study unit or a study unit component emphasising an activity that the student engages in, as described in the programme-specific part.
- Programme Committee (OLC): Committee referred to in Article 9.18 WHW.
- Programme Director: The person appointed by the faculty board to administer the programme (Article 9.17 WHW).
- PSTS: The Master of Science programme *Philosophy of Science, Technology and Society*.
- Student: Anyone enrolled in a programme in accordance with Article 7.34 and 7.37 WHW.
- Study advisor: A person appointed by the faculty board who acts as contact between the student and the university, and in this role represents the interests of the student, as well as 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.
- Study workload: The time an average student needs to learn the course material. The study workload comprises project work, independent study, lectures and writing assignments, for example. The study workload is expressed in ECTS credits according to the European Credit Transfer System.

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.
Teaching period:	The period in which a study unit is offered. This period starts in the first week in which an educational activity takes place for the study unit concerned and ends in the final week in which an educational activity takes place and/or a test is administered for the study unit concerned. Resits are not part of the teaching period. This period may sometimes not be the same as a quarter (a quarter of an academic year).
UT:	University of Twente.
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.
WO:	Abbreviation of 'Wetenschappelijk Onderwijs', Academic Education.

The definition of all other terms used in these Regulations is in accordance with the definition accorded by the main text of this document, the programme-specific part of the EER, the student charter or the WHW.

Article 1.3 Bridging programmes (pre-master's 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 part.
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 part.
5. Students who fail to complete the entire bridging programme successfully within the specified timeframe 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 part of 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 learning outcomes) are set out in the programme-specific part.
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 PLD 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 the programme-specific part, the programme director 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 part 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

1. 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. Master's 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 part.
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 part states 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 and need to be approved by the programme director.
5. If programme components deviate from the language of tuition, then this is to take place in accordance with the Code of Conduct for Languages of the University of Twente and Article 7.2 WHW.
6. For master's programmes taught in Dutch, components of study units may be taught and assessed in English, if:
 - a) a lecturer or tutor in the unit of study 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 for one or more examinations or tests. To this end, the student should demonstrate having sufficient knowledge and skills in relation to the examination concerned or the test in question.
2. An exemption granted by the examination board will be registered in Osiris under the study unit or study units, or components thereof, by means of an EX (exemption).
3. Students cannot be compelled to take additional study units or components 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 will determine whether the component can be completed in another manner and in what way.
5. Students who follow a course that belongs to the master's programme in which they want to enrol after their bachelor's programme, will be provided with an alternative course by the examination board of the relevant master's programme. If no alternative course can be provided, students have the opportunity to propose an alternative course for approval

by the master's examination board¹.

Article 2.4 Flexible Programme (Free-Master's programme)

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

¹ Please refer to the following webpage for further information <https://www.utwente.nl/en/education/electives/#follow-masters-courses-during-your-bachelors>

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 several forms, e.g., a written test, an assignment, an oral test, practical exercises or a combination of the aforementioned. Tests and examinations can be administered online.
4. The programme director publishes at least 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 possibility of unconditional access to at least one resit² must be offered for each study unit in the same academic year. An exception may be made for practical exercises (such as practical classes and projects).
6. 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 on a maximum of two occasions, unless otherwise stated in the programme-specific part.
7. 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.
8. 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.
9. When examinations or tests are made by lecturers or researchers in accordance with their appointment at the UT, the University of Twente is the copyright holder of these examinations and tests, unless otherwise agreed between the parties involved or unless the Netherlands Copyright Act states otherwise.
10. The thesis is a public document that will be published in the Repository of the Library of the UT. The examination board can under specific circumstances deviate from this rule. Students should submit a request in this regard to the examination board.

Article 3.2 Online assessment

1. If an examination or test is administered using *online surveillance*³ or *online proctoring*⁴, 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 for examinations and in some cases also for tests.
2. The student has the right to inspect model test questions, such as akin tests, past tests, or tutorial assignments that are representative of the test or examination, as well as their keys and the norm for assessment⁵.
3. The time allotted to administering a test may not exceed three hours. Exceptions in this regard are listed in section 7.2.
4. If the examiner wishes to use a form of assessment that requires more than three hours, the examiner must, with due regard for article 3.1.4, ask the examination board for approval to deviate from the above.
5. Test results are expressed in a grade from 1 to 10 with a single decimal, or as 'pass' / 'fail'.
6. 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 10.0⁶, with grades only being rounded in the final phase⁷ 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	⇒ n.0
Grade ≥n.25 and <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

7. Examination results of 6.0 or higher are a pass.
8. 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.
9. Credits may only be issued for a study unit if the study unit has been completed with a pass mark.

² This means the resits of all the tests within a study unit. Exceptions are stated in the programme-specific part.

³ Camera surveillance of the student or students during an unrecorded test, using for example Canvas, Teams, etc.

⁴ Surveillance of the student or students using special *proctoring* software, such as Proctorio.

⁵ Students are advised to contact the teacher or the study advisor in the first instance before contacting the University of Twente Complaints Desk, when they have concerns regarding the model tests.

⁶ In Osiris, a comma is used, based on the Dutch grading system (e.g., 7,0).

⁷ Final phase: when all grades are known.

10. If more than one examination or test result has been recorded in Osiris for the same unit of study, the highest grade will apply.

Article 3.4 Modules

This article is not applicable to master's programmes.

Article 3.5 Registration

1. Registration in Osiris is required prior to participating in a study unit⁸.
2. Upon registering for the study unit, the student will automatically be registered for the assessments associated with the teaching period of the study unit. Once a sufficient grade is obtained for the first test opportunity, the student is automatically de-registered from the resit opportunity.
3. Students of the PLD master programmes are not obliged to register via Osiris to take part in the study unit or the examinations/tests.

Article 3.6 Description of modules and assessment schedule

This article is not applicable to master's programmes.

Article 3.7 Oral examinations

1. If the student or the examiner wishes a third party to be present when administering an oral examination, then a request to this end must be submitted to the programme director at least fifteen working days prior to the oral examination. 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, then the examination board is to make this known to the examiner and the student at least one working day before the oral examination.

Article 3.8 Assessment deadline, examination, and test date

1. The examiner is to inform the student of the result of an oral examination within one working day, unless, for the examiner, the oral examination is part of a series of oral examinations 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 examinations.
2. The result of a test is to be disclosed to the student within 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 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 test is taken with which the student definitively passes the study unit.
5. The test date is the date on which a written or oral test is taken.
6. If a test assessment is (among other things) 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 (or the date of the last written or oral test).
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, 4 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 the obligations, it may appoint another examiner to ascertain the result of the exam 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 were failed expire after the academic year. The study unit must be repeated in its entirety in the next academic year.
3. Any exceptions to paragraphs 1 and 2 are listed in the programme-specific part.

Article 3.10 Right of inspection and discussion

1. Students are entitled to discuss and review 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 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 no later than on the first working day following the working day of the group discussion. Students are informed about the group discussions and the aforementioned deadline. The individual discussion is to take place no later than three working days prior to the next test opportunity.

⁸ The applicable registration deadlines are available on the webpage <https://www.utwente.nl/en/education/student-services/education/courses-and-modules/#masters-students>

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. For regulations regarding appeals and objections please refer to Article 8.6.
6. Students are not permitted to make duplicates or copies of the test materials in any way during the inspection of their work, unless authorised to do so 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 master's 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.
2. The programme director is responsible for evaluating the programme.
3. The programme director writes an annual programme development plan which is subject to advice from the programme committee.
4. The programme-specific part details how the education in the programme is evaluated.
5. Improvement points regarding the 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.
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 as laid down in WHW art.9.18 sub.1
3. The duties, rights and procedures of the programme committee are stated in the BMS Faculty 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 an examination board for each educational programme or group of programmes;
 - b) examination boards determine the rules and regulations for the examiners, examinations, and final examinations without further consultation.

Article 4.2 Final examination and degree

Explanatory notes: Article 7.10, paragraph 2, and Article 7.11 WHW

1. The master's final examination is considered to be complete when the student has passed all study unit exams 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 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 PLD 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

Explanatory notes: Article 7.11 WHW

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. The diploma may be co-signed by one or both of the two examiners with responsibility for examining the thesis.
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 6.3 WHW;
 - c) the date of the final examination;
 - d) the study unit components of the 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 was last accredited or the date on which the programme passed the new programme assessment (Article 5a.11 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 diploma 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 workload of the programme;
 - e) the final 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 the master's programme, then this fact will be stated on the diploma supplement as an extracurricular programme;
 - h) the student's average grade, weighted by credits (Grade Point Average, GPA). The diploma supplement indicates how the average grade 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 part.

Section 5 Student guidance

Explanatory notes: Article 7.13 paragraph 2u and Article 7.59 WHW

Article 5.1 Student guidance

1. The faculty board is responsible for student guidance.
2. 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 guidance 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.
5. The study adviser supervises students and advises them on all aspects of the studies, also on personal circumstances that may be affecting the student's studies.
6. A systematic method on how students are monitored and obstruction in study progress is signalled is documented by the programme (for example in a policy plan or an annual cycle).
7. Information about the guidance facilities of the study programme is in any case available on the website of the study programme.

Article 5.2 Special facilities

1. If students wish to exercise their right to specific supervision or special facilities, they should contact the study adviser. The study adviser will record the agreements made with the student in Osiris. For further information please refer to Section 7.
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 examinations 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)

This section is not applicable to master's programmes.

Section 7 Studying with a functional impairment

Explanatory notes: Article 7.13 paragraph 2m WHW and Article 2 of the Equal Treatment of Disabled and Chronically Ill 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 examinations 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 concerned 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.
 - c) Students who are dyslexic, will be granted a maximum of 15 extra minutes for each hour that a test or exam 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. No evaluation takes place of facilities granted to students because of the functional impairment dyslexia.

Section 8 Amendments, transitional arrangements, appeals and objections

Article 8.1 Conflicts with the regulations

1. 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.
2. For the purposes of international co-operation with higher education institutions outside of the Netherlands, the arrangements made between the Faculty of Behavioural, Management and Social Sciences and these institutions may differ from the provisions in this EER. Such arrangements will be announced as quickly as possible and will be set out in the programme-specific part.

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, which have been dropped, that are equivalent to study units from the current curriculum as indicated in the programme-specific part;
 - b) an indication that if a study unit that does not involve a practical 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 exam 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 exams and/or 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 [University of Twente Complaints Desk](#) 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 regulations are to be published on the degree programme's website.

Article 8.9 Entry into force

These Regulations enter into force on 1 September 2023 and replace the Regulations dated 1 September 2022.

Adopted on 20 June 2023 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.