

RULES & GUIDELINES (R&G) OF THE EXAMINATION BOARDS

OF THE FACULTY OF BEHAVIOURAL, MANAGEMENT AND SOCIAL SCIENCES (BMS) **2019-2020**

The four examination boards of the Faculty of Behavioural, Management and Social Sciences (BMS) establish these Rules & Guidelines (R&G). They serve as a regulatory framework for the examination boards and the individual examiners in all educational programmes of the Faculty BMS.

These R&G have been drawn up using the masculine personal pronouns 'he' and 'him' and 'his'. In these cases, 'she' 'her' and 'hers' may be substituted.

The date of enactment of these Rules & Guidelines is 01-09-2019.

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Section 1: Scope and authority of the examination boards

1.01 General

These Rules & Guidelines (R&G) are set within the framework of the Dutch Higher Education and Research Act ([WHW](#)) and the Education and Examination Regulations ([EER](#)) for the relevant programmes of the faculty of BMS.

The tasks and jurisdiction of the examination boards are defined in Chapter 7 of the Act. The Act states that the examination board is the body that objectively and professionally assesses whether a student meets the conditions laid down in the EER with regard to the knowledge, insight and skills required to obtain a degree (see art. 7.12 par. 2 WHW).

According to the Act, the tasks and jurisdiction of [the examination boards](#) include:

1. To assess individual student requests for exceptions to the EER (art. 7.12b WHW);
2. To grant a degree certificate and supplement (art. 7.11 WHW);
3. To grant permission to a student to take a flexible programme (art. 7.3h WHW);
4. To appoint examiners (art. 7.12c WHW);
5. To set regulations and directions for assessment, within the framework of the EER (art. 7.12b, par. 1b WHW);
6. To safeguard the quality of the organization and the procedures of assessment (art. 7.12b, par. 1, sub e WHW);
7. To assess cases in which there is a suspicion of fraud, and to determine the consequences if fraud has occurred (art. 7.12b, par.2 WHW);
8. To provide advice to the Dean concerning the adoption, amendment or periodic assessment of the EER (art. 7.12b, par. 1 WHW);
9. To prepare an annual report about the Examination Board's activities to the Dean (Art. 7.12b, par.5 WHW).

The Examination Boards execute their tasks and responsibilities on the basis of:

- Assessment expertise and disciplinary expertise;
- Independent judgment;
- Interaction with the programme board and programme management, CES, programme committees, screening committee, faculty quality team and faculty council;
- Reasonableness and fairness.

The examination boards execute their tasks and responsibilities with the utmost confidentiality.

1.02 Boards and programmes

The four examination boards in the Faculty BMS are listed below, including the study programmes that fall under their jurisdiction:

Examination Board Behavioural Sciences (EB BS):

- Bachelor Communication Science (B-COM)
- Bachelor Onderwijskunde (B-OWK)
- Bachelor Psychologie (B-PSY)
- Master Communication Studies (M-COM)
- Master Psychology (M-PSY)
- Master Educational Science and Technology (M-EST)

Examination Board Governance Sciences (EB GS):

- Bachelor Management, Society & Technology (B-MS&T)
- Master Environmental and Energy Management (M-EEM)
- Master European Studies (M-ES)
- Master Public Administration (M-PA)
- Master Risk Management (M-RM)
- Master Public Management (M-PM)

Examination Board Interdisciplinary Sciences (EB IS):

- Master Leraar VHO in de Mens- en Maatschappijwetenschappen (M-LMM)
- Master Philosophy, Science, Technology and Society (M-PSTS)
- Master Educatie en Communicatie in de Bètawetenschappen (M-ECB) ¹
- Master Educatie in de Mens- en Maatschappijwetenschappen (M-EMM)

Examination Board Management Sciences (EB MS):

- Bachelor International Business Administration (B-IBA)
- Bachelor Industrial Engineering & Management sciences (B-IEMs)
- Master Business Administration (M-BA)
- Master Industrial Engineering & Management (M-IEM)

1.03 Specific terms of these R&G

The examination boards want to paraphrase other legal and regulatory documents as little as possible. Where relevant, direct references to these documents are made in the text. Appendix 1 includes the terms as used in the guideline EER 2019-2020.

Terms used specifically in these R&G include the following:

Chamber of Chairs: Regular meeting of the chairs of the examination boards. The Chamber of Chairs has no formal juridical authority.

(Office of) Registrars: A registrar supports each examination board. Together with the executive secretary, the registrars form the Office of Registrars.

Executive Secretary: The executive secretary is a (legal) advisor to the examination boards. The executive secretary is not a member of the examination boards.

Where definitions or terms used in these R&G lead to conflict with either the Act (WHW) or the EER, the Act and EER are leading.

Section 2: General

2.01 Composition of the Boards

1. The Dean appoints members of the examination boards for a term of two years. They can be reappointed twice (art. 7 paragraph 6 BMS [Faculty Regulation](#)).
2. Each study programme is represented by at least one examiner active in this (group of) study programme(s).
3. Per board, one external member is appointed.
4. Per board, the Dean appoints a chair.

¹ former master SEC (joint degree programme). The examination board IS operates by mandate from the formal M-ECB examination board for students in units of study offered under authority of the UT.

2.02 Meetings

1. The examination boards publish a yearly calendar of meetings on their website.
2. The registrars prepare the meetings with the chair.
3. The meetings and documents of the examination boards are confidential.

2.03 Decisions

1. Decisions are taken in a meeting of the examination board or via e-mail correspondence.
2. The registrars prepare the files for individual student requests with relevant documentation, the registrar's advice regarding the case and set up a draft decision.
3. Decisions are taken by the board members present or when votes are even, the chair takes the final decision.
4. When a student submits a request where the examiner involved is a member of the examination board, this member will have no vote in the decision.
5. All decisions are filed in accordance with the [Regulation Record Management University of Twente 2015](#), accessible to all board members via JOIN.
6. The examination board can ask advice from staff or external experts, either before the meeting or by inviting them to the meeting.
7. The examination board only handles complete requests. If the request has been received by the individual examination board and is complete, the examination board will pass on its decision via (UT-student) e-mail on time, but in principle no later than eight weeks after receipt of the request. If the decision cannot be taken within eight weeks, the examination board will inform the applicant and will specify a reasonable period within which the decision can be met.
8. In case of an incomplete or inadequate request, which, for example, makes it impossible to carefully decide on the request, a recovery period can be set. If this period is exceeded, the request will possibly be withdrawn from consideration. The decision period shall be suspended from the day the applicant is invited to restore the request until the day on which the request is restored or if the recovery period has expired unused.

2.04 Mandates

1. If a commission, working group or any other body can take decisions on behalf of an examination board, this mandate shall be clearly defined in writing to members of this commission / working group / other body. All such mandates are listed in appendix 2 to this R&G.
2. The examination boards will be informed of all decisions taken regarding these mandates by these bodies in writing.

2.05 Chamber of Chairs

1. The chairs of the examination boards meet regularly in the Chamber of Chairs.
2. The Chamber of Chairs has no juridical authority. Its goal is to exchange best practices and draft policies aimed at maintaining and increasing the overall quality of the work of the individual examination boards.
3. The Chamber of Chairs will publish a yearly calendar of meetings on the website.
4. The meetings and documents of the Chamber of Chairs are confidential.

2.06 Annual report

1. The examination boards publish an annual report to the Dean.
2. The annual report consists of at least:
 - a. An overview of activities taken to safeguard the quality of exams;
 - b. A quantitative and qualitative evaluation of the activities and results, in line with art. 1.01 of these R&G;
 - c. A critical self-assessment and preview.

Section 3: Certificates and transcripts

3.01 Dutch grading system

The Dutch grading system, used in university education, consists of grades on a 1 to 10 scale, as given in the following table, in which 10 is the highest grade, 6 the minimum pass and 1 the lowest grade.

<u>Mark</u>	<u>Definition</u>
10	Excellent
9	Very good
8	Good
7	Satisfactory
6	Sufficient
5-1	Fail

In some instances special marks are registered in the Student Information System. These include the following:

Special marks

C4	Compensated 4
C5	Compensated 5
NV	Absent (<i>in Dutch: Niet Verschenen</i>)
NVD	Not accomplished (<i>in Dutch: Niet Voldaan</i>)
O	Insufficient (<i>in Dutch: Onvoldoende</i>)
V	Sufficient (<i>in Dutch: Voldoende</i>)
VR	Exemption (<i>in Dutch: Vrijstelling</i>)

3.02 Degree certificates

1. The examination board is the body that safeguards that a student meets all conditions of knowledge, insight and skills (EER 5.2) before issuing a degree certificate.
2. Degree certificates and supplements are signed by the (vice-)chair of the examination board or, if absent, by one of the (other) members of this examination board.
3. The thesis examiner (supervisor) or a representative appointed from the list of examiners by the programme director can co-sign the degree certificate.
4. If mandated by the examination board, the examiner of the graduation project can also sign the certificate.

3.03 Graduation with distinction (cum laude)

1. Requirements for a graduation with distinction on the degree certificate, are defined in the programme specific appendices to the EER.
2. The examination board safeguards that the student meets these requirements (EER art. 5.4.4).
3. A motivated request for graduation with distinction can be submitted to the examination board for if the requirements are not met.
4. The examination board advises the programme director on the requirements for graduation with distinction.

Section 4: Examiners

4.01 Appointment of examiners

1. The examination board appoints examiners per unit of study upon recommendation by the programme director, before the start of the academic year. The programme director is responsible for delivering relevant information about the examiners to be appointed timely.
2. In case of an urgent appointment during the academic year, the programme director delivers a short letter to motivate:
 - a) the necessity of the appointment;
 - b) the examiner's expertise.
3. The examination board can terminate the appointment of examiners during the academic year. The examination board motivates the decision to the programme director.
4. For each module in a bachelor programme, a module examiner is appointed. If there are more examiners in a module, the module examiner is responsible for all examiners grading and administering in accordance with comparable standards and for determining the final module result.
5. For each course in a master programme, an examiner is appointed. If there are more examiners in a course, the main responsible examiner is responsible for all examiners grading and administering in accordance with comparable standards and for determining the final course result.

4.02 Criteria

1. The examiner is a member of the academic staff of the University of Twente (UT) (in Dutch: *Wetenschappelijk Personeel* or *WP*)
2. The examiner must have a UTQ certificate (or equivalent), or is dispensed or exempted from it or is in the process of acquiring it, in which case the timeline of finalizing the UTQ must be indicated.
3. In case the exam is taken in English, the examiner must meet the conditions for English language proficiency as set in the [UT language policy](#) (C1/C2), or is in a language programme towards this goal, in which case the timeline must be indicated; or is presently exempted.
4. The examiner for units of study in MSc programmes has a PhD degree in a Master programme. Additional requirements for examiners of MSc theses are mentioned in art. 5.02.
5. The examiner for units of study in BSc programmes holds at least a MSc or MA degree and holds preferably a PhD degree or is conducting PhD research. Additional requirements for examiners of BSc theses are mentioned in art. 5.02.
6. The examination board has the authority to make exceptions to these requirements.

Section 5: Assessment

5.01 General guidelines

The following general guidelines apply to assessment:

1. Each unit of study must have explicit learning goals.
2. The format of assessment of each unit of study is described in the Programme Specific Appendix to the EER.
3. A substantial part of the assessment of each unit of study shall be based on individual student work.
4. Detailed information about the assessment in a unit of study, including schedules, the way in which the finale grade is calculated, and the options for re-sits (if any) is described in an assessment schedule which is communicated to students two weeks before the start of the unit of study (EER 4.4).

5. For each written test the default cover sheet must be used. The cover sheet can be found at the website of the examination boards: <https://www.utwente.nl/en/bms/examboard/for-examiners/information/cover-sheet/>.
6. Assessment results are only shared with the examinee, relevant bodies in the university organization and the accreditation authorities, unless explicitly allowed by the examinee. The assessment results can be published individually on the Electrical Learning Environment (Canvas) sites of the unit of study where the assessment took place.

5.02 Bachelor and Master theses

1. To judge and grade a thesis, the programme director composes a thesis committee.
2. The thesis committee consists of at least two examiners, of whom at least one, holds a PhD.²
3. Third parties can be advisors to the thesis committee.
4. To judge and grade a thesis, examiners must use the assessment form, provided by the educational programme involved.

Section 6: Student requests and regulations regarding order, calamities and academic misconduct (fraud)

6.01 General

1. Students seeking an exception to the EER have to send in a written request, using the [application form](#) on the [website of the Examination Boards](#). Preferably a request is written in English.
2. Requests are only handled if submitted in time and accompanied by all required and relevant documentation. Requests have to be motivated, including the reference to the rule from the EER that applies to the subject of the student's request. Information on conditions, as well as sample letters are published on the website of the examination boards.
3. A complete and detailed study progress overview (SVO/SPO) from Osiris has to be added by the student in all cases.
4. Students are strongly advised to consult their study advisor before submitting a request.
5. If a request is submitted because of personal or medical circumstances, the study advisor must document these circumstances. The study advisor has to acknowledge these circumstances to the board (in writing).

6.02 Specific requests

Regarding specific requests, the decision of the examination board is taken within the following framework:

1. [Change the public nature of an oral exam or test](#)

The request to change the public nature of an oral exam or test has to be discussed beforehand with the examiner of the unit of study. The examiner has to confirm the necessity and possibility of the requested change to the examination board. If the request is made because of personal circumstances, the study advisor has to be informed about these circumstances and has to confirm them to the examination board.

2. [Change the format of an exam or test](#)

The request to change the format of an exam or test has to be discussed beforehand with the examiner of the unit of study. The examiner has to confirm the necessity and possibility of the requested change. If the request is made because of personal circumstances, the study advisor has to be informed about these circumstances and has to confirm them to the examination board.

² In case of a master thesis of Psychology, the first examiner, who supervises the student and is directly involved in the thesis' research topic, has to be affiliated to (the department of) the master specialisation concerned. This may only be derogated from upon prior approval by the theme coordinator or the master specialisation concerned. When this first examiner does not hold a PhD, (s)he is at least a PhD candidate.

3. Graduation with distinction (cum laude)

If a student does not fulfil the requirements for a graduation with distinction as defined in the Programme Specific Appendices to the EER, the examination board may nevertheless decide, upon request, to grant graduation with distinction on the basis of specific and exceptional abilities and circumstances of the student's achievement.

4. Elective programme (free/individual degree programme)

A request for an elective (free/individual) study programme (article 7.3h WHW , article 3.5 EER) has to be discussed beforehand with the programme management (programme coordinator and/or study advisor) of the study programme involved. The outcome of the discussion should be mentioned in the motivation letter/request of the student. The examination board decides on the request, taking into account the cohesiveness of the elective study programme, the relevance of the elective/free study programme for the student, and the way in which final attainment targets of the study programme are fulfilled by the elective programme.

5. Exemption for (components of) a unit of study

Exemption for (components of) a unit of study is granted if the examination board is convinced the student possesses the knowledge, insight and/or skills covered by the unit of study concerned. A request for an exemption has to be accompanied by formal evidence (e.g., diplomas and literature studied) and has to be acknowledged beforehand by the examiner(s) of the unit of study or module component. The exemption must be submitted by using an exemption form (see procedure). In case the exemption is granted, the credits of the exempted (component of the) unit of study will be registered in Osiris.

6. Extend validity of exam or test result

In case an exam or test result has a limited validity, the examination board can extend its validity on an individual basis. A request has to be submitted latest 10 weeks before the start of the study unit, must be extensively motivated and has to include the proposed period of extension and a study plan.

7. Extra exam or test opportunity

The examination board distinguishes two situations when it comes to requests for an extra exam or test opportunity:

- 1) a student fails to pass (part of) a unit of study because of personal circumstances. In cases like this the examination board may grant in exceptional cases an extra exam or test opportunity, in addition to the regular opportunities scheduled in any academic year, all depending on the specific situation of the student;
- 2) a student has finished his/her studies except for one exam or test. In cases like this the Examination Board may also grant an extra exam or test opportunity. The examination board decides on the request taking into account:
 - a) whether the student meets the fail-pass rules of the unit of study;
 - b) whether the next regular exam or test opportunity is within six months after obtaining the last but one exam;
 - c) whether the student sat the exam or test at least (if possible) two times and attained a score of at least 4.0;
 - d) in case specific personal circumstances are involved that caused the student not to pass the exam or test, the study advisor has to be informed by the student about these circumstances beforehand and has to confirm them to the examination board.

An extra exam or test opportunity is only given once for one specific exam or test per academic year.

When granted an extra exam or test opportunity, this extra opportunity is only valid until the next regular exam or test opportunity.

8. Language of the thesis

The examination board may allow deviation from the requirements within the EER regarding the language of the thesis. A request has to include explicit permission of the thesis first examiner and/or the graduating organization.

9. Minor, electives and prerequisites

The examination board can give mandates to specific commissions, working groups or any other body (see article 2.04). This body can take decisions on behalf of an Examination Board.

In appendix 2 of these Rules & Guidelines the various mandates regarding these subjects for the examination boards are described.

10. Postpone degree certificate

The request to postpone (the final degree audit and) the presentation of the certificate has to include the reason(s) for postponement, the preferred duration of postponement, and if applicable in case of extra-curricular courses, a written consent by the degree programme. The maximum duration of postponement is 12 months.

11. Public nature of the thesis (confidentiality)

Theses' are public and published in the university repository. Confidential data can be added in annexes open only to selected bodies in the university and to the accreditation authorities The Examination Board involved can deviate under specific circumstances from this rule. Students have to send in a detailed motivation if they think their thesis should be archived confidentially.

6.03 Regulations regarding order, calamities and academic misconduct (Fraud)

Regulations and procedure regarding academic misconduct (fraud)

The examination boards of BMS and programmes of BMS decided to use the fraud regulations, stated in the Students' Charter. They complemented these general regulations with specific faculty regulations. The complemented text is stated in Italic.

Students of all levels are *expected to be* familiar with the University's policy on plagiarism, cheating and other forms of academic misconduct. PhD students receive instruction in relation to standards of scientific integrity and are expected to apply these standards in their work. Exams are assessments of the knowledge, insight and/or aptitude of the participating candidates, including an evaluation of the results of that assessment (article 7.10 of the WHW). A test or exam may consist of several parts. Cheating, plagiarism and fraud are actions or omissions on the part of a student that preclude an accurate assessment of his or her knowledge, understanding and aptitude.

Regulations

An exam is an investigation into the knowledge, the insight and the skills of a student, as well as the assessment of the results of that investigation (art. 7.10 WHW). An exam can consist of multiple tests. In any format of testing, the student has to submit his own and original work. If this is not the case, this will be considered fraud.

Cheating includes:

- a. The use during a test or exam of (any form of) resource or device (electronic or technological) which, before the start of the study unit and/or exam or test, the examiner has prohibited, or which the student knew or should have known were prohibited;
- b. Conduct on the part of students which, before the start of the unit of study and/or exam or test, the examiner has deemed to be academic misconduct, or which the student knew or should have known to be prohibited. Specifically, this includes (but is not limited to):
 - Procuring copies of a test or exam before that test or exam has taken place. Also:
 - Using cheat sheets or crib sheets
 - Being in the possession of crib sheets
 - Copying the work of others during the test or exam
 - Letting others copy your work during the test or exam
 - Sending or receiving (text) messages
 - Communicating about the content of the exam with any party other than the examiners/invigilators during the test or exam while that test or exam is underway (including by means of electronic devices)

- Claiming to be another person during a test or exam, or having someone else impersonate you;
- c. **Plagiarism** (using someone else's work without a proper citation) includes, but is not limited to:
 - Using (parts of) other people's work (original terms, ideas, results or conclusions, illustrations, prototypes) and presenting this as one's own work; if parts of another text (printed or digital) are used without attribution (and even if small changes are made), plagiarism has occurred
 - Using visual or audio material, test results, designs, software and program codes without attribution and thereby presenting this as one's own original work
 - Using verbatim citations without attribution or a clear indication (by, for example, omitting quotation marks, indentation, leaving white space) and thereby creating the false impression that (part of) these citations are one's own original work
 - Citing literature that one has not read oneself (for example, using references taken from somebody else's work)
 - Using texts that have been written in collaboration with others without explicitly mentioning this
 - 'Free-riding'; i.e. not contributing equally to a group assignment;
- d. **Fraud** includes but is not limited to:
 - Submitting work that has already been published in whole or in part elsewhere (e.g. work from other courses or educational programmes), without reference to the original work
 - Manipulating research data in (group) assignments
 - Falsifying data (for example, by filling in questionnaires or answering interview questions oneself);
- e. *Tort/unlawful act;*
- f. *Forgery;*
- g. *All other forms of academic offences than those mentioned in par. 2a to 2e, to be determined by the examination board.*

The examination board of each educational programme drafts its own rules on academic misconduct, which may include additional provisions. It will also set out what action will be taken in cases of (suspected) academic misconduct. In all cases, the examination board will decide whether academic misconduct has occurred.

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 Notification of fraud. This notification is submitted to (the registry) of the Examination Board BMS.*

The examiner/invigilator has the right to confiscate devices and other resources whose use 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 by a written report (Notification of Fraud) to the examination board. This rule also applies in case of a suspicion of fraud in a (part of a) unit of study, 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(s) involved.
2. The examination board will determine whether fraud has occurred and if measures or sanctions will be taken.
3. The examination board will inform the student(s) and staff involved of this decision in writing.

Measures or sanctions

The examination board decides about the sanction 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 serious cases of fraud the student can be excluded from the exam up to a maximum of one (1) year.

In extreme cases, the examination board may exclude a student from sitting all 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 sanction is in force.

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

6.04 Regulations in case of calamities

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 authorized 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 shortly before 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 during an exam (test), the following actions, if possible, have to be taken:
 - a. All exam (test) papers (coversheet 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.

6.05 Rules of order for written tests

This article describes the rules and procedures to be followed for written tests³ taken at the University of Twente. It applies to tests in study programmes of which the Examination Board has adopted these rules as part of their Rules & Guidelines.

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

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.

Rules

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 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. 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.
8. 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.
9. 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.
10. In case of attempted fraud (e.g., point 7 - 9) the student may finish the exam and the Examination Board will be informed after.
11. 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.

³ Written tests include those that are taken digitally

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 as well as 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.

⁶ ³ Accompanying students to the bathroom may not be necessary, as in Thern 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.

12. All examination papers (e.g., questions, answer sheets and scrap paper) must be provided with student name and number and handed in by the students at the end of the examination. The examiner can make an explicit exception to this rule.
13. Students should follow any additional rules and procedures announced by the invigilator. Any failure to do so will be reported to the Examination Board.

The examiner/invigilator **must** report any potential case of fraud and/or any violation of the rules to the Examination Board per Notification of fraud form.

Handing in of the exam

- 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.

Section 7: Safeguarding Assessment Quality

7.01 Procedure

1. In safeguarding assessment quality, the Examination Boards focus on 4 levels:
 - programme assessment plan (incl. final attainment targets);
 - exams, based on test schemes, module descriptions, student evaluations and reports of the test-committee (incl. link between learning goals and final attainment targets);
 - theses, based on reports on reassessments of theses;
 - qualifications of examiners (appointment based on requirements as determined in R&G art. 4.02).
2. The Examination Boards have (if applicable) at least two yearly meetings with the programme management to discuss assessment quality, and reports the outcomes of these meetings to the programme director. For this purpose a SAQ-protocol has been made.

Section 8: Derogation, appeal and changes

8.01 Procedure

1. In cases of demonstrably compelling unreasonableness or unfairness, the Examination Boards may allow derogation from the provisions of these R&G.
2. In case of a clear and apparent mistake in the publication of a test or exam result, all parties, including the student, have the obligation to report the mistake as soon as possible to one another and to cooperate in finding a solution for any consequences that are to the disadvantage of the student.
3. The Examination Boards will decide in cases, which are not mentioned in these R&G.
4. Students can submit an appeal against the decision of the examiner and/or an Examination Board in writing to the Student Services' [Complaints Desk](#) at the university's Centre for Educational Support within 6 weeks of notice of the decision.
5. The Examination Boards will evaluate these R&G on a yearly basis. Changes in these R&G are published on the website of the Examination Boards. Changes of these R&G during the study year cannot be to the disadvantage of students.

Appendix 1: Glossary of terms and definitions

4TU:	<i>The 4 Universities of Technology of the Netherlands (Twente, Delft, Eindhoven) and Wageningen University & Research.</i>
Academic Year:	The period beginning on 1 September and ending on 31 August of the following year.
Act:	<i>The Dutch Higher Education and Research Act, published in the Bulletin of Acts, Orders and Decrees 1992, number 593, and as amended since (WHW).</i>
Assessment:	<i>Assessment is 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.</i>
Assessment criteria:	For an assessment task, the assessment criteria describe the specific elements of the student's performance in the task that align to the learning objectives and specify how achievement of the learning objectives and the level of achievement will be demonstrated,
Assessment task:	An assessment task refers to a specific activity relating to any method of assessment that requires students to demonstrate their learning towards learning objectives,
Authorized Proof of Result:	A list or other written document initialled by or on behalf of an examiner, or a result published via the Student Information System (SIS).
Binding Recommendation:	Continuation of studies (BSA): Student progress evaluation as referred to in Article 7.8 (b), paragraphs 1 and 2 WHW involving expulsion from the programme in accordance with Article 7.8 (b), paragraph 3 WHW. The programme board on behalf of the institutional administration issues a BSA.
BK:	<i>The Dutch language variant of the former Bachelor's programme Bedrijfskunde (Business Administration).</i>
Electronic learning environment (Canvas):	<i>The electronic learning environment of the University of Twente.</i>
BMS:	<i>The Faculty of Behavioural, Management & Social Sciences.</i>
BOZ:	<i>Bureau Onderwijszaken (Educational Affairs Office) of the Faculty BMS;</i>
BSK:	<i>Bestuurskunde, the Dutch-language variant of the former Bachelor of Science programme Bestuurskunde (Public Administration).</i>
Cohort:	<i>Generation or group of students who started the same academic programme in the same year.</i>
Colloquium doctum:	<i>Entrance exam for those prospective students who are not directly admissible to the Bachelor's programmes of the University of Twente.</i>
Curriculum:	The aggregate of compulsory and elective units of study constituting a degree programme as laid down in the programme-specific appendix.
Compulsory holiday:	Required day off work.
CW:	<i>The Bachelor of Science programme Communicatiewetenschap (Communication Science).</i>
Dean:	Head of the faculty, also Faculty Management Team (Article 9.12 WHW).
Degree programme:	Bachelor's degree programme as referred to in the programme-specific appendix to these Education and Examination Regulations.
EB:	Examination Board(s) (in these Rules & Guidelines).
EER:	Education and Examination Regulations (in Dutch OER)
ECTS (Credit):	A unit of 28 hours of study workload, in accordance with the European Credit Transfer System, a full academic year consisting of 60 ECTS or 1680 hours of study (Article 7.4 WHW);

ES:	<i>The Bachelor of Science programme European Studies, the English-language variant of the former Bachelor of Science programme Bestuurskunde (Public Administration).</i>
Exam:	An investigation into the knowledge, insight, or skills of the student, as well as the assessment of the results of that investigation (Article 7.10 WHW); an exam may consist of a number of tests.
Examination Board:	The Examination Board is 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.
Examiner:	The individual appointed by the Examination Board to administer exams and tests and to determine the results, in accordance with article 7.12c WHW.
Final degree audit:	A degree programme is concluded with a final degree audit. If the units of study in the degree programme have been completed successfully, then the final degree audit will be deemed to have been completed. The Examination Board may require a supplementary exam.
Honours Programme:	Institution-wide Bachelor's Honours programme.
IBA:	<i>The Bachelor of Science programme International Business Administration.</i>
Institution:	University of Twente.
Institutional administration:	Executive Board, except as otherwise specified.
Module:	A unit of study worth 15 credits,
Module coordinator:	The individual responsible for the module, as appointed by the programme board.
Module examiner	The individual appointed by the Examination Board to determine the results of the unit of study.
OER:	<i>Onderwijs- en Examenregeling; this is the Dutch name of the Education and Examination Regulations (EER).</i>
OLC:	<i>Opleidingscommissie (programme committee, see below).</i>
Osiris:	<i>The Student Information System of the University of Twente.</i>
OWK:	<i>The Bachelor of Science programme Onderwijskunde (Educational Science).</i>
PCC (CPO):	Personal Circumstances Committee. A committee convened by the institutional administration to advise the institutional administration in individual cases regarding the validity, duration and severity of a specific student's extenuating personal circumstances.
Practical exercise:	A practical exercise as referred to in Article 7.13, paragraph 2 (d) WHW is a unit of study or a unit of study component emphasizing an activity that the student engages in, such as: <ol style="list-style-type: none"> 1. Carrying out literature research, completing an assignment or preparing a preliminary design, writing a thesis, article or position paper, or giving a presentation in public; 2. Carrying out a design or research assignment, doing tests and experiments, participating in practicals, practising skills; 3. Work placement, fieldwork or excursions; 4. Participating in other educational activities deemed necessary and aimed at achieving the required skills, such as targeted practice of clinical skills in a specifically equipped skills lab.
Programme Board:	The body appointed by the Dean to administer the degree programme.
Programme Committee:	Programme Committee as referred to in art. 9.18 WHW.
PSY:	<i>The Bachelor of Science programme Psychologie (Psychology).</i>
R&G:	<i>The Rules & Guidelines of the Examination Boards (art. 7.12b, paragraph 3 WHW).</i>

Student:	Anyone enrolled in a programme in accordance with art. 7.34 and 7.37 WHW.
Student Information System: (SIS)	System designated by the institutional administration for registration and for providing information on all relevant data related to the students and the university, as described in the WHW.
Study adviser:	Person appointed by the Dean of the faculty who acts as contact between the student and the university, and in this role represents the interests of the students, as well as fulfilling an advisory role.
Study progress:	Number of credits achieved in a certain period divided by the number of credits that can nominally be achieved in this period.
Unit of study:	A programme component as defined in Article 7.3, paragraphs 2 and 3 WHW. Each unit of study is concluded with an exam.
Test:	Part of an exam. If the exam for a unit of study consists of a single test, then the result of that test will count as the result of the exam. A test can be split into (test) components and administered during multiple sessions.
Test component:	A test can be split into components and administered during multiple sessions. These components may be of a written or oral character. A test component may also consist of completing one or more assignments or writing a paper or thesis.
Test result:	A result that is part of the final result for a unit of study.
Test schedule:	A schedule showing the method of assessment for a unit of study.
Tutor:	<i>Faculty member charged with coaching a number of students assigned to him.</i>
UT:	The University of Twente.
WHW:	See Act: Abbreviation of Wet op het Hoger onderwijs en Wetenschappelijk onderzoek.
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.

The definition of all other terms used in these regulations is in accordance with the definition accorded by statute.

Appendix 2: List of mandates per examination board

Behavioural Sciences

Mandates to the programme directors of the programmes under the jurisdiction of the Examination Board
Behavioural Sciences:

- 1) The mandate in decision making regarding individual students' qualifications that allow them to start their BSc or MSc thesis, within programmes under the programme director's responsibility
- 2) The mandate in decision making regarding individual students' request for the BSc minor projects, within programmes under the programme director's responsibility.
- 3) The mandate in decision-making regarding BSc and MSc electives, within programmes under the programme director's responsibility.

Governance Sciences

Mandates to the programme director of the programmes under the jurisdiction of the Examination Board
Governance Sciences:

- 1) Decisions on the student's minor programme.
- 2) Decisions to deviate from the prerequisites to start with the bachelor or master theses.

Interdisciplinary Sciences

Mandates to the programme director of the programmes under the jurisdiction of the Examination Board
Interdisciplinary Sciences:

- 1) The mandate in decision-making regarding MSc electives, within programmes, under the programme director's responsibility.

Management Sciences

Mandates to the programme directors of the programmes within the jurisdiction of the Examination Board
Management Sciences:

For the BSc International Business Administration:

- 1) The mandate in decision making regarding individual students' qualifications that allow them to start their BSc theses
- 2) The mandate in decision making regarding BSc individual minor study units.
- 3) The mandate in decision making regarding BSc electives (as stated in the PSA IBA).
- 4) The mandate in decision making regarding the Study Abroad.

For the MSc Business Administration:

- 1) The mandate in decision making regarding individual students' qualifications that allow them to start their MSc theses Part I (course code 201500101).
- 2) The mandate in decision making regarding individual students' qualifications that allow them to start their MSc theses Part II (course code 201500102).
- 3) The mandate in decision making regarding individual students' qualifications that allow them to start their MSc theses in the Double Degree programme (course code 194100040)
- 4) The mandate in decision making regarding MSc electives.

For the BSc Industrial Engineering Management and Sciences

- 1) The mandate in decision making regarding individual students' qualifications that allow them to start their BSc theses.

- 2) The mandate in decision making regarding the BSc individual minor study units.
- 3) The mandate in decision making regarding BSc electives.
- 4) The mandate in decision making regarding the individual programmes for elective semesters*.
- 5) The mandate in decision making regarding appointment of examiners for mathematical study units within the IEM bachelor programme to the Examination Board of the EEMCS faculty. ("Introduction to Mathematics + Calculus 1A" (Q1), "Calculus 1B" (Q2), "Linear Algebra" (Q3) and "Calculus 2" (Q4)).

For the MSc Industrial Engineering Management:

- 1) The mandate in decision making regarding individual students' qualifications that allow them to start their MSc theses.
- 2) The mandate in decision making regarding MSc electives*.
- 3) The mandate in decision making regarding the individual programmes for elective semesters.

**In safeguarding quality of testing the Examination Board Management Sciences will monitor the link between learning goals of these units of study and the final attainment targets of the study programmes.*

The mandate to the examiners for theses to sign certificates for the bachelor IEMs and Master IEM studies, as well as the Master BA study.

If the Examination Board appoints examiners for the entire programme, the programme director is responsible for the allocation of examiners per unit of study on the basis of their expertise.