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

OF THE FACULTY OF BEHAVIOURAL, MANAGEMENT AND SOCIAL SCIENCES (BMS) 2020-2021

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.

The date of enactment of these Rules & Guidelines is 01-09-2020.

Contents

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 (Wet Hoger Onderwijs en Wetenschappelijk Onderzoek (WHW), referred to as "the Act") and the Education and Examination Regulations (EER) for the relevant programmes of the faculty of BMS.

The duties 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 duties and jurisdiction of the examination boards include:
1. to grant permission to a student to take a flexible programme (art. 7.3h WHW);
2. to grant a certificate and supplement (art. 7.11 WHW);
3. to provide advice to the Faculty Board concerning the adoption, amendment or periodic assessment of the EER (art. 7.12b, par. 1 WHW);
4. to set regulations and directions for assessment, within the framework of the EER (art. 7.12b, par. 1b WHW);
5. to safeguard the quality of the organisation and the procedures of assessment (art. 7.12b, par. 1e WHW);
6. to assess individual student requests for exceptions to the EER (art. 7.12b 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 prepare an annual report about the examination board's activities to the Faculty Board (Art. 7.12b, par. 5 WHW);
9. to appoint examiners (art. 7.12c WHW).

The examination boards execute their duties and responsibilities on the basis of:
- assessment expertise and disciplinary expertise;
- independent judgement;
- reasonableness and fairness;
- interaction with the programme board and programme management, Centre for Educational Support, programme committees, screening committee, faculty quality team and faculty council.

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

1.02 Boards and programmes

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

Examination Board Behavioural Sciences (EB BS):
- Bachelor Communication Science (B-COM)
- Bachelor Psychology (B-PSY)
- Master Communication Science (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 Philosophy, Science, Technology and Society (M-PSTS)
- Master Educatie en Communicatie in de Bètawetenschappen (M-ECB)
- Master Educatie in de Mens- en Maatschappijwetenschappen (M-EMM)
- Master Leraar VHO in de Mens- en Maatschappijwetenschappen (M-LMM)

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 2020-2021.

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 are in conflict with either the Act or the EER, the Act and EER prevail.

Section 2: General

2.01 Composition of the boards

1. The Faculty Board appoints members of the examination boards for a term of two years. The Faculty Board consults and asks the examination board for its advice. They can be reappointed twice (art. 7 paragraph 6 BMS Faculty Regulation).
2. Each programme is represented by at least one board member, who is active as an examiner in this (group of) programme(s). Board members may represent more than one programme.
3. Per board, one external member is appointed.
4. Per board, the Faculty Board appoints a chair.
5. The chairs and/or members of the examination boards preferably have successfully completed the SKE.

2.02 Meetings

1. The examination boards publish a yearly calendar of meetings on their website. Deviations thereof are possible and additional meetings can be held.
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 registrars' advice regarding the case and set up a draft decision.
3. Decisions are taken by the board members present by a majority of the votes cast. If votes are even, the chair has the decisive vote.
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. Examination board members with any (private or other) connection with a student submitting a request or involved in any case of fraud, will not have any 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 seek 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. The examination board will pass on its decision on a complete request 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 specifying a reasonable period within which the decision can be made.
8. In case of an incomplete or inadequate request a recovery period can be set. If this period is exceeded, the request will be withdrawn from consideration. The decision period shall be suspended from the day the applicant is invited to complete the request until the day on which the request is complete or 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 once every six to eight weeks 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 planned meetings on the Examination Boards BMS 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 Faculty Board.
2. The annual report contains at least:
    a. An overview of activities taken to safeguard the quality of exams;
    b. A quantitative and qualitative evaluation of the activities and decisions, 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.

Mark	Definition
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
F/NVD	Fail *(in Dutch: Niet Voldaan)*
P/V	Pass *(in Dutch: Voldoende)*
EX/VR	Exemption *(in Dutch: Vrijstelling)*

NVD, V and VR are no longer entered, but are still mentioned in supplements for study units completed before 1 September 2019.

3.02 Certificates

1. As proof that the final examination has been completed successfully, the examination board issues a certificate, after the institutional board has declared that the procedural requirements have been met (EER art. 5.2).
2. Certificates and supplements are signed by the (vice-)chair of the examination board or, if absent, by one of the (other) members of the 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 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. Students can submit a motivated request for graduation with distinction to the examination board 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 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 fills in the related form 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 coordinating 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 Personee*l or *WP*)
2. The examiner must have a UTQ certificate from the UT or another university (or equivalent, e.g. DUIT), is exempted from it or is in the process of acquiring it, in which case the timeline of finalising the UTQ must be indicated.
3. Some academic staff members are exempted from the obligation to obtain a UTQ based on UT-wide policy, i.e.:
   - Staff with a contract of fewer than 8 hours per week;
   - Staff with more than 20 years of teaching experience as of January 1st, 2011;
   - Staff members who are in the process of fulfilling English language requirements.
4. The examiner must meet the conditions for English language proficiency as set in the UT language policy (C1/C2), or must be in a language programme towards this goal, in which case the timeline must be indicated; or is presently exempted.
5. The examiner for study units in MSc programmes has a PhD degree in a field relevant to the programme.
6. The examiner for study units in BSc programmes holds at least a MSc or MA degree and holds preferably a PhD degree or is conducting PhD research.
7. 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 study unit must have explicit learning goals.
2. The format of assessment of each study unit is described in the Programme-Specific Appendix to the EER.
3. A substantial part of the assessment of each study unit shall be based on individual student work.
4. Detailed information about the assessment in a study unit, including schedules, the way in which the final grade is calculated, and the options for re-sits (if any) is described in an assessment plan which is communicated to students two weeks before the start of the study unit (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 organisation and the accreditation authorities, unless explicitly allowed by the examinee. The assessment results can be published individually on the Electronical Learning Environment (Canvas) sites of the related study unit.

5.02 Bachelor and Master theses

1. To judge and grade a thesis, the programme director composes a thesis committee.
2. In deviation from articles 4.02.5 and 6, all thesis committees consist of at least two examiners, one of whom at least holds a PhD.[1]
3. In deviation from article 4.02 sub 1, examiners whose employment with the UT ends (e.g. due to retirement or job switch) while sitting on (a) thesis committee(s), may continue to sit on these committees as examiner until the students concerned have graduated, with the prior written approval of the corresponding examination board.
4. Third parties can be advisors to the thesis committee.
5. To judge and grade a thesis, examiners must use the assessment form(s) provided by the programme involved.

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[1] In case of a master thesis of Psychology, the first examiner, who supervises the student and is directly involved in the thesis's 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. A first examiner not not holding a PhD, must at least be a PhD candidate.

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. To all requests applies that, if they are submitted because of personal circumstances, the student must notify the study advisor as soon as possible of the circumstances. The study advisor has to acknowledge these circumstances to the board (in writing).

6.02 Specific requests

Regarding specific requests, the examination board decides 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 study unit. The examiner has to confirm the necessity and possibility of the requested change 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 study unit. The examiner has to confirm the necessity and possibility of the requested change.

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 programme)
   A request for an elective (free/individual) 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 programme, the relevance of the elective/free programme for the student, and the way in which intended learning outcomes of the programme are met by the elective programme.

5. Exemption from (components of) a study unit
   An exemption from (components of) a study unit is granted if the examination board is convinced that the student possesses the knowledge, insight and/or skills covered by the study unit 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 study unit or module component.

The exemption request must be submitted using an exemption form (see procedure) at the latest 6 weeks before the start of the study unit in order to receive a decision before that start of that study unit. If the exemption is granted, the credits of the exempted (component of the) study unit will be registered in Osiris.

If a request for an exemption is received by the Examination Board within six weeks before the start of or during the study unit, the decision will be postponed until after completion of the unit of study.[2] The student is strongly advised to participate in the unit of study and must in principle take part in the (next) regular scheduled exam/test pending the decision.

6. Extend validity of test result

In case a test result has a limited validity, the examination board can extend its validity on an individual basis. A request must be extensively motivated, has to include the proposed period of extension and a study plan. The request has to be submitted latest 6 weeks before the start of the unit of study in order to receive a decision before the start of the unit of study.

If a request for extended validity is received by the examination board within six weeks before the start of or during the study unit, the decision will be postponed until after completion of the study unit.

The student is strongly advised to participate in the study unit and must in principle take part in the (next) regular scheduled exam/test pending the decision.

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 study unit due to personal circumstances. The examination board may then 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. For students whose completion of their studies depends on one single exam or test, 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 study unit;
   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) if 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. Extra exam or test opportunities are valid only 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 organisation.

9. Minor, electives and prerequisites

The examination board can mandate specific commissions, working groups or any other body (see article 2.04) to take decisions on its behalf.

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

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[2] The 6-week period is set because of the response time for the examination board and to prevent unnecessary disturbance of study units such as the falling apart of working groups during a study unit (in several parts of the study unit) due to the withdrawal of a student.

10. Postpone certificate
    The request to postpone (the final examination 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 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)

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

This written report should at least contain the following information (mail to examination board BMS):
  a) Name student involved including student number
  b) Module/course name and course code. If necessary mention the specific component/part of the module or course in which the fraud was detected.
  c) Written information on the suspected fraud detected and/or what conduct or misconduct occurred during the exam
  d) Additional information (evidence from plagiarism software)

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

Subsequently, the examination board will proceed as follows:
1. The examination board will investigate the notification and will hear the examiner as well as the student involved.
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 involved of its 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 <u>all</u> programme exams and tests up to a maximum of one (1) year. A student is not allowed to replace the unit of study in which the academic offence occurred with another unit of study while the 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.

Information to third parties

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

6.04 Rules of order for testing

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

Terminology

A test is the actual set of questions and assignments that students have to answer and perform. The examination refers to the process in which they do so.
An examiner is the person responsible for setting the test and (afterwards) for assessing the results. In contrast, an invigilator is a person supervising the examination. They may be one and the same person.

General rules applicable to testing

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

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

Additional rules applicable to written (on-campus) testing

1. Students may enter the room 15 minutes prior to the start[3] 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 card[4] 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,[5] 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.

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[3] 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.

[4] 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.

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

Handing in 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.

Additional rules for digital remote testing

1. Electronic remote examination starts and ends automatically.

2. In case of the suspicion of fraud, teachers may decide to invite the student for an oral exam or additional tasks. The examiner must inform the Examination Board per Notification of Fraud Form if the suspicion of fraud has not been removed.

Handing in the exam

Before closing, students must take a selfie-screenshot of the final screen of their exam and store it. In case of calamities, this is the proof of having taken the exam.

6.05 Regulations in case of calamities during written tests

Autorisations and responsibilities

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

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

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

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

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

Rules of order in the event of calamities on campus

1. If a calamity occurs or is about to occur shortly before the start of an exam (test) or during an exam (test), both examiner and invigilator are authorised to act as specified in these regulations. All students have to follow the instructions of the examiner/invigilator.

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

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

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

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

A problem is detected
↓
Notification to (e-)invigilator
↓
e-invigilator checks problem, seeks cause and possible solution
↓
(e-)invigilator contacts exam coordinator (for digital key) or examiner
↓
examiner decides what to do with progress exam
↓
examiner comunicates decision with (e-)invigilator
↓
(e-)invigilator ensures execution of decision
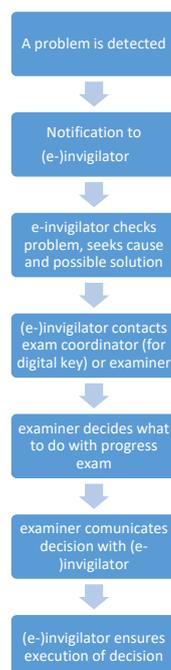
Possible solutions or alternatives for malfunctions during a digital test

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

Section 7: Safeguarding Assessment Quality

7.01 Procedure

1. In safeguarding assessment quality, the examination boards focus on 5 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);
   - test organisation (R&G art. 6.03, 6.04, 6.05)
2. The examination boards have (if applicable) at least two meetings a year 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: The 4 Universities of Technology of the Netherlands (Twente, Delft, Eindhoven) and Wageningen University & Research.

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

Act: The Dutch Higher Education and Research Act, published in the Bulletin of Acts, Orders and Decrees 1992, no. 593, and as amended since.

Assessment: 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.

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 plan: A plan indicating how the testing of a module is organised. At first, it states the grading of the study units of the module, and secondly, the conditions for passing the entire module (including possible compensation rules within the module and compensation rules for study units or parts of study units of different modules).

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.

Authorised 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 on continuation of studies (Bindend studieadvies, BSA): Recommendation on continuation of studies in accordance with Article 7.8b, paragraphs 1 and 2 of the WHW to which a rejection in accordance with Article 7.8b, paragraph 3 of the WHW is attached, issued by the programme board on behalf of the institutional board.

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

BOZ: Bureau Onderwijszaken (Educational Affairs Offices) of the Faculty BMS.

Canvas The digital learning management system of the University of Twente.

Cohort: Generation or group of students who started the same academic programme in the same year.

Colloquium Doctum: Admission test for those prospective students who are not directly admissible to the Bachelors' programmes of the University of Twente.

Compulsory holiday: Compulsory day free of work.

CPO: Personal Circumstances Committee. A committee formed by the institutional board that issues advice to the programme board in individual cases concerning the validity, term and seriousness of the personal circumstances of the student involved.

Crisis: a sudden and unexpected development of the circumstances during test-taking that makes digital test-taking impossible for a substantial part of the group or the entire group. The duration of this situation is expected to be such (longer than 30 minutes) that testing is not possible on the agreed day and time. A crisis includes general power outages, network failures or a failure in the used test programme.

Curriculum: The entirety of compulsory and optional study units belonging to the programme, as set down in the programme-specific appendix.

Department: An entity comprising teaching staff of one specific discipline.

Digital test: a test that the candidate takes entirely on a computer. A digital test can be web-based or software-based.

<u>web-based (digital) test</u>: a test where students use Chromebooks issued by the UT. The tests, which are in a secure environment, are approached by the key system (in the cloud). The test questions are stored in the test system and the answers to the test are saved. Multiple choice and open question tests are suitable for web-based testing.

<u>software-based (digital) test</u>: a test that, using a Chromebook issued by the UT in a secure environment, can be approached using a remote desktop to a virtual computer containing the software with which the test can be made. A virtual computer is assigned per student. The questions and answers to the test can be processed either via an assigned network drive (per student) or via the test system.

Digital test programme: a programme or other tool to administer a digital test, e.g. for web-based digital tests the Remindo programme or AnsDelft and MylapsPlus. For software-based test, software applications are used indicated by the courses/teachers, e.g. Matlab, SPSS, Excel, Python, etc.

EC: A unit of 28 hours of study workload, in accordance with the European Credit Transfer System, a full academic year consisting of 60 EC or 1680 hours (Article 7.4 WHW).

Education period: The period in which the study unit is offered. This period starts in the first week in which the study unit has any educational activity and ends in the last week in which the study unit has an educational activity and/or a test. Resits are not part of the education period. This period is not always the same as a quartile.

Exam: An evaluation with a study unit of the knowledge, understanding and skills of the student, as well as the assessment of the results of this evaluation (Article 7.10 of the WHW); an exam may consist of a number of tests.

Examination board: The body that establishes objectively and expertly whether a student meets the criteria set in the education and examination regulations regarding knowledge, insight and skills needed for obtaining a degree.

Examiner: The individual who has been appointed by the examination board in accordance with Article 7.12c of the WHW to hold exams and tests and determine their results.

Exemption: Establishing by the examination board that a student has acquired competences, i.e. on account of exams or final examinations in the higher education domain passed earlier, or knowledge or skills acquired outside the higher education domain, that are comparable in content, size and level to one or more study units or parts thereof.

Faculty Board: Head of the faculty (Article 9.12, paragraph 2 WHW).

Final examination: A programme concludes with a final examination. A final examination is deemed successfully completed if the study units belonging to a programme have been completed successfully.

Hardware: all equipment necessary to take a test, e.g. Chromebooks, mice, headphones, etc.

Honours programme: Institution-wide Bachelor's Honours programme.

Institution: The University of Twente.

Institutional board: The Executive Board of the University of Twente.

Malfunction: an annoying interruption in the digital testing process, which entails that testing is temporarily impossible. Depending on the duration and extent of the malfunction, the key must be canceled, or not.

Module: A total of 15 EC of one or more study units in which disciplinary knowledge, skills and attitude are developed and assessed in an as integrated and/or coherent way as possible.

Module coordinator: The individual charged by the programme board with organising the module.

Module examiner: In case the module consists of one study unit, the individual designated by the examination board to determine the result of the module.

OER: Onderwijs- en Examen Regeling; this is the Dutch name of the Education and Examination Regulations (EER).

OLC: Opleidingscommissie (programme committee, see below).

Osiris: System designated by the institutional board for registration and for providing information on all relevant data related to students and the university, as described in WHW.

Part of study unit: A part of a study unit (also referred to as "component" in the programme-specific appendix).

Practical exercise: A practical exercise as referred to in Article 7.13, paragraph 2d of the WHW, is a study unit or part thereof, where the emphasis lies on the personal activity of the student, as described in the programme-specific appendix.

Programme: The bachelor's programme referred to in the programme-specific appendix of these education and examination regulations.

Programme board: The committee charged by the faculty board with managing the programme. This may also be an individual person. In which case the term programme director is used.

Programme committee (PC): The committee as referred to in Article 9.18 of the WHW.

R&G: The Rules and Guidelines of the Examination Boards BMS (WHW, Article 7.12, paragraph 4).

Server: the place where the test data (questions and metadata) are located and with which there is continuous connection during a test. Servers can be located inside or outside the UT.

Student: Anyone registered with a programme in accordance with Article 7.34 and 7.37 of the WHW.

Study adviser: Person appointed by the faculty board who acts as contact between the student and the programme, and as such represents the interests of the students, as well as fulfilling an advisory role.

Study load: The amount of time an average student needs to capture the learning material. The study load comprises for instance project work, self-study, lectures and writing papers. The study load is expressed in credit points in accordance with the European Credit Transfer System.

Study unit: A component of the programme as described in Article 7.3, paragraphs 2 and 3 of the WHW. Every study unit concludes with an exam.

Test: An evaluation of the knowledge, understanding and skills of the student, as well as the assessment of the results of this evaluation. A test is a part of an exam. If a study unit has only one test, this coincides with the exam for the unit in question.

Tutor: Faculty member charged with coaching a number of designated students.

UT: University of Twente.

WHW: The Higher Education and Research Act (WHW), in the Dutch Bulletin of Acts and Decrees 1992, number 593, and as amended since.

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

Yet to be included.

Governance Sciences

Mandates to the programme director of the programmes under the jurisdiction of the Examination Board Governance Sciences:
1) The mandate in decision-making regarding the student's minor programme.
2) The mandate in decision-making regarding decisions to deviate from the prerequisites to start with the bachelor or master theses.

Interdisciplinary Sciences

Mandates to the programme director of the programmes within the jurisdiction of the Examination Board Interdisciplinary Sciences:
1) The mandate in decision-making to let a supervisor be part of the thesis committee of a current thesis project, for a maximum period of one year, even though this supervisor is no longer appointed by the University of Twente
2) The mandate to allocate teachers to the courses
3) The mandate in decision-making regarding individual students' qualifications for a combined master thesis project
4) The mandate in decision making regarding prerequisites, under the programme director's responsibility
5) 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 study unit on the basis of their expertise.