

# EDUCATION AND EXAMINATION REGULATIONS FOR MASTER'S PROGRAMMES

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**2018-2019**

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**The Dean of the Faculty,**

**Behavioural, Management and Social Sciences**

*in view of* Articles 9.5, 9.15, first paragraph under a, 7.13, first and second paragraph, 9.38, under b, and 9.18, first paragraph under a, and 7.59 of the Higher Education and Research Act (WHW), as well as the consent by or advice of the Faculty Council, pertaining to the specific appendix of the programme in question, *in due consideration* of the consent or advice of the programme committees of the programmes referred to below:

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

- ***Master of Science Business Administration (BA)***
- ***Master of Science Communication Studies (MSc-COM)***
- ***Master of Science Educatie en Communicatie in de Bètawetenschappen (M-ECB)***
- ***Master of Science Educatie in de Mens- en Maatschappijwetenschappen (EMM)***
- ***Master of Science Educational Science and Technology (EST)***
- ***Master of Science European Studies (ES)***
- ***Master of Science Industrial Engineering and Management (MSc-IEM)***
- ***Master of Science Leraar VHO in de Mens- en Maatschappijwetenschappen (LMM)***
- ***Master of Science of Environmental and Energy Management (MEEM)***
- ***Master of Science Risk Management (MRM)***
- ***Master of Science Philosophy of Science, Technology and Society (PSTS)***
- ***Master of Science Psychology (MPS)***
- ***Master of Science Public Administration (PA)***

And the PHO Master's programme:

***Master Public Management (MPM)***

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## SECTION 1 - GENERAL PROVISIONS

### 1.1 Applicability of these regulations

- 1) The Education and Examination Regulations apply to all students enrolled in the programme concerned.
- 2) For students who enroll in a course offered by another programme then the programme where the student is registered, the regulations of the offering programme (EER and R&R Examination Board, Programme specific appendix, assessment scheme or Pass-fail regulation) will apply. For decisions for special facilities, based on art. 4.5.4, the examination board of the offering programme is authorized to decide on request.
- 3) Each programme has its own programme specific appendix.
- 4) For each programme, the common elements and the programme specific appendix together form the Education and Examination Regulations for the Master's programme concerned.
- 5) The general provisions and the specific programme appendix of the Education and Examination Regulations are approved by the Dean.
- 6) In the Student charter is defined what the UT considers to be fraud. The examination board sets down further rules about what measures will be executed in case of fraud in their Rules and Regulations (Article 7.12b of the WHW).
- 7) Rules on calamities during exams or tests are stated in the Rules and Regulations of the examination Board..
- 8) The programme specific appendices are specified in the language of the programmes.
- 9) Requests for exceptions to what has been stated in the Education and Examination Regulations can be addressed to the examination board or the programme board.
- 10) References in these regulations to 'he', 'him' or 'his' should also be read as, 'she', or 'her'.

### 1.2 Definitions

For the purposes of these regulations, the following definitions shall apply:

4TU	The 4 Universities of Technology of the Netherlands (Twente, Delft, Eindhoven) and Wageningen University & Research,
Academic year:	The term that starts on 1 September and ends on 31 August of the following year;
Act:	The Dutch Higher Education and Research Act, published in the Bulletin of Acts, Orders and Decrees 1992, number 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 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 piece of evidence that is signed by an examiner to make publication of the examination results in the Student Information System possible or a document containing the results of a student from the SIS,
BA	The Master of Science programme Business Administration,
BMS:	The Faculty of Behavioural, Management & Social Sciences,
BOZ:	Educational Affairs Office (Bureau Onderwijszaken) of the Faculty BMS,
Bridging programme:	A unit of study or combination of units of study, to be determined by the programme director of a Master's programme, which students can follow as a bridging minor (during their studies at a HBO or WO institution) or as a pre-Master's programme (after having completed their HBO or WO programme),
Cohort:	Generation or group of students who started the same academic programme in the same year,
CPO:	A committee (in Dutch Commissie Persoonlijke Omstandigheden) established by the executive board that advises programme boards in individual cases with regard to the legitimacy, the expected duration and the severity of personal circumstances of the student,
CS:	The Master of Science programme Communication Studies,
Curriculum:	The compulsory and optional units of study belonging to the programme, as set down in the specific programme appendix,
Dean:	<a href="#">also faculty management team: h</a> Head of the faculty (WHW art. 9.12),
EC(TS):	European Credits, a unit of 28 hours of study workload, in accordance with the European Credit Transfer System (ECTS) a full academic year consisting of 60 EC or 1680 hours (Article 7.4 WHW),
ECB:	The Master of Science programme Educatie en Communicatie in de Bètawetenschappen,
EER:	The Education and Examination Regulations (Onderwijs- en Examen Regeling (OER),
ELE:	Electronic Learning Environment of the University of Twente,
EMM:	The Master of Science programme Educatie en Communicatie in de Mens- en Maatschappijwetenschappen,
ES:	The Master of Science programme European Studies,
EST:	The Master of Science programme Educational Science and Technology,

Exam:	An evaluation of the knowledge, understanding and skills of the student, as well as the assessment of the results of this evaluation (Article 7.10 of the WHW); an exam may consist of a number of tests,
Examination:	A degree programme concludes with a final examination. A final examination is deemed successfully completed if the units of study belonging to a programme have been completed successfully. The examination may also include an additional assessment by the examination board,
Examination Board:	The examination board is the body that establishes objectively and expertly whether a student meets the criteria set in the Education and Examination Regulations regarding knowledge, understanding and skills required 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,
Executive Board:	Executive board of the University of Twente,
HBO	University of Applied Sciences,
Honours Programme:	Institution-wide Master's Honours programme,
IEM:	The Master of Science programme Industrial Engineering & Management,
Institution:	The University of Twente,
Institutional administration:	The Executive Board, unless otherwise provided for,
Invigilator:	An examiner or by the programme appointed person to supervise during written or practical exams or test,
LMM:	The Master of Science programme Leraar VHO in de Mens- en Maatschappijwetenschappen,
MEEM:	The Master of Science programme Environmental and Energy Management (MEEM),
MPM:	The PHO Master programme Public Management MPM,
MPS:	The Master of Science programme Psychology,
MRM:	The Master of Science programme Risk Management (MRM),
OER:	See EER; Abbreviation of Onderwijs en Examen Regeling,
OLC:	See Programme Committee: Abbreviation of the Dutch word Opleidingscommissie
PA:	The Master of Science programme Public Administration,
PHO/PLD:	Abbreviation of the Dutch denomination of postgraduate continuing education (Post-Hoger Onderwijs); Professional Learning and Development,
Programme board:	The board appointed by the Dean with managing the programme. If the programme board consists of only one person this person is called the programme director.
Programme Committee:	The programme committee as referred to in article 9.18 WHW

Practical exercise:	A practical exercise as referred to in article 7.13, paragraph 2d of the WHW, is a unit of study or part thereof, where the emphasis lies on the activity of the student, such as: <ol style="list-style-type: none"><li>1. performing a literary study, performing an assignment, creating a test design, writing a thesis, article or position paper of conducting a public presentation,</li><li>2. completing a design or research project, performing tests and experiments, participating in practical's, practicing skills,</li><li>3. performing an internship, participating in field work or an excursion,</li><li>4. participating in other educational activities that are deemed necessary, focused on achieving the intended skills,</li></ol>
PSTS:	The Master of Science programme Philosophy of Science, Technology and Society
R&R:	the Rules and Regulations of the Examination Board (WHW, Article 7.12, paragraph 4),
<u>Resit:</u>	<u>A scheduled opportunity to redo a test or exam within the course (or same academic year) open for participation to all students and offered as opportunity for missing the original test or exam because of (personal) circumstances or choice as well as opportunity to improve previous performance<sup>1</sup>.</u>
SIS:	See Student Information System: Abbreviation of Student Informatie Systeem
Student:	Anyone registered with a programme in accordance with Article 7.34 and 7.37 of the WHW,
Student Information System (SIS, Osiris):	The system designated by the institutional administration for the registration of and information relating to the relevant student and study data, as stipulated in the WHW,
Study adviser:	Person appointed by the Dean of the Faculty who acts as contact between the student and the programme, and in this role represents the interests of the students, as well as fulfilling an advisory role,
Study Rate:	Number of EC achieved in a certain period divided by the number of EC that can nominally be achieved in this period,
Test:	part of an exam. If a unit of study has only one test, this coincides with the exam for the unit in question,
Test plan:	A plan indicating how the testing of a unit of study is organized,
Test result:	A partial result that contributes to the final result for the unit of study,
Unit of study:	A component of the programme as described in Article 7.3, paragraphs 2 and 3 of the WHW. A unit of study concludes with an exam,

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<sup>1</sup> See programme specific appendices (COM, EST, MEEM, MPS, PSTS) for specific regulations for improvement of previous performance.

# UNIVERSITEIT TWENTE.

UT:	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.

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



## SECTION 2 - ADMISSION

### 2.1 Prerequisites

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

### 2.2 Language requirement Master's programme for bearers of foreign diplomas

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

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

The programme board may set language specific requirements to meet the specific language competences of the student. These requirements are set down in the programme specific appendix.

### 2.3 Bridging programmes (Pre-Master and transfer minor)

1. The programme board or an admission committee on behalf of him may decide positively about the admission to the Master's programme, on the condition that the applicant successfully completes a bridging programme.
2. The bridging programme has a study load that depends on the outcome of the decision of the programme director or an admission committee on behalf of him. More information on the bridging programme is specified in the programme specific appendix.
3. The bridging programme can be taken as a separate pre-Master's programme, or as a special bridging minor ("doorstroomminor"), agreed upon with a Dutch university of applied sciences (HBO).
4. The term in which the bridging programme has to be completely finished is set down in the programme specific appendix.
5. If the student did not complete the complete bridging programme successfully within the specified time, he will not be admitted in the master programme.
6. Per unit of study of the bridging programme no more than two attempts are permitted to sit the corresponding exam. If the student fails to successfully complete a unit of study within these two attempts, he will not be admitted to the Master's programme.
7. Additional information on bridging programmes is included in the programme-specific appendix of the relevant programme.

## SECTION 3 – CONTENT AND STRUCTURE OF THE PROGRAMME

### 3.1 Aim of the programme

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

The final attainment targets of the Master's programme either fit the internationally recognized level descriptions of the so-called Dublin Descriptors, or are in accordance with the equivalent Criteria for Academic Bachelor and Master programmes agreed upon by the 4TU.

The Dublin Descriptors are:

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

The 4TU Criteria for Academic Bachelor and Master programmes are:

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

### 3.2 Structure of the degree programme

- 1) The following degree programmes have a standard study load of 60 EC: BA, M-COM, ES, EST, LMM, MEEM, MPS, PA and SEC.
- 2) The degree programmes ECB, EMM, IEM and PSTS have a study load of 120 EC. The study load of the degree programme MRM and the PHO Master's programme MPM is in the range of 60 - 71 EC.
- 3) The programme is described in the programme-specific appendix to these Regulations, in accordance with Article 7.13, paragraph 2 a till e, h, i, l, s, t, v and x of the WHW. The items described include:
  - a. the content of the programme and its examination (WHW, Article 7.13, paragraph 2a)
  - b. content of the specializations (WHW, Article 7.13 paragraph 2b)
  - c. the qualifications as for the knowledge, insight and skills that a student must have acquired after having finished the programme (Article 7.13, paragraph 2c of the WHW)
  - d. content of practical exercises (Article 7.13, paragraph 2d of the WHW)

- e. study load of the programme and of all study units that comprise the programme (article 7.13 paragraph 2e of the WHW)
- h. number and sequence of the exams, as well as the moments they can be taken (Article 7.13 paragraph 2h of the WHW)
- i. programme format: full-time, part-time, sandwich, according to the CROHO registration (Central Register of Higher Education Study Programmes) (Article 7.13 paragraph 2i of the WHW)
- l. format of the exams: oral, written, individual, group etc., barring the examination board's authority to decide on a different format in special circumstances (Article 7.13, paragraph 2l of the WHW)
- s. required sequence of exams: whether or not passing certain exams is a condition for admission to participation in teaching activities or other exams; (Article 7.13 paragraph 2s of the WHW)
- t. admission standards and participation requirements for practical exercises (Article 7.13 paragraph 2t of the WHW)
- v. if applicable: the manner of selection of students for a special trajectory (honours) within the programme, as meant in WHW art. 7.9b.
- x. organization of the programme (Article 7.13 paragraph 2x of the WHW).

Additional items included in the programme-specific appendix are:

- 1. requirements related to electives and students' individual choices
- 2. transitional arrangements, as referred to in Article 8.4 of the EER
- 3. language to be used for teaching and examinations (Article 7.2 of the WHW and Article 3.3 of the EER).
- 4. validity of test results (art. 4.8.3 of the EER)

### **3.3 Language of instruction for the programme**

- 1) The language of instruction for the Master's programmes BA, M-COM, ES, EST, IEM, MPS, MEEM, PA and PSTS is English. Deviations of this rule in parts of the programme may be in place, if approved by the programme board authorized to this end. For the final thesis of these programmes the following applies:
  - a. The final thesis is written and defended in English. Students are free to make a translation or summary in Dutch once this is necessary for the dissemination of the research results, but the final grade will be based on the original version in English, unless stated otherwise in the programme specific part
  - b. In exceptional circumstances the examination board may allow a deviation of this rule.
- 2) The language of instruction in the master's programs ECV, EMM, LMM, MPM and MRM is Dutch. Deviations of this rule in parts of the programme may be in place, if approved by the programme board authorized to this end.
- 3) If in parts of the programme there is a deviation of the language of instruction it will be according to the Code of Conduct Languages of Instruction of the University of Twente and art. 7.2 WHW.

- 4) If the language of a course's study and exam differs from the standard language of the programme as described in section 1 of this article, the examiner of the unit of study has to publish this via the SIS.

## 3.4 Exemption

- 1) The examination board can grant the student exemption from one or more complete units of study at his or her request. To this end, the student will demonstrate that he has completed a component of a similar content, size and level of a different programme or university or higher professional education programme or has, as a result of work and/or professional experience, sufficient knowledge and skills regarding the unit of study concerned.<sup>2</sup>
- 2) Students may be exempted from the obligation to participate in practical exercises if they can demonstrate that they expect to be placed in a moral dilemma as a result of the need to meet one of the requirements for this component. In such cases, the examination board decides whether the component can be carried out in another manner to be determined by the examination board.
- 3) This article does not apply to transfer programmes as referred to in article 2.3.

## 3.5 Flexible degree programme:

The examination board of the programme decides whether a student may take part in a flexible degree programme as stipulated in Article 7.3d of the WHW. The examination board assesses whether the programme is appropriate and consistent within the domain of the programme and whether the level is appropriate in the light of the final attainment targets of the programme.

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<sup>2</sup> In the Rules and Regulations of the examination board more information on how to handle in case of exemptions has been stated.

## SECTION 4 - TEACHING AND ASSESSMENT

### 4.1 General

- 1) The executive board is responsible for the practical organization of tests and exams (WHW art. 7.10 paragraph 3).
- 2) A unit of study is completed with an exam. An exam can be of the following types:
  - a) a written or oral test,
  - b) an assignment in any possible format,
  - c) a series of tests,
  - d) the evaluation of practical exercises as referred to in Article 1.2 of the WHW,
  - e) or any combination of the types just mentioned.
- 3) The thesis is a public document that will be published in the repository of the library of the University.
  - a. The examination board can under specific circumstances deviate from this rule. Students can submit a motivated request on this subject at the examination board.
- 4) The ownership/copyright of (the content of) exams/tests belongs to the examiner/department/University of Twente<sup>3</sup>
- 5) Exam results are expressed in a whole mark from 1 to 10<sup>4,5</sup>.
- 6) An exam result will be determined by the responsible examiner.
- 7) The questions, tasks and assignments of each (interim) examination will not exceed the sources of the learning objectives and the information from the classes of the unit of study. This also may refer to the content of those units of study which embody obligatory prior knowledge to a specific unit of study. An outline of the learning objectives will be presented before the start or at the first meeting of each unit of study.
- 8) Before the start of the course or during the first lecture the examiner will disclose the following aspects of the exam:
  - a. design of the education (teaching methods) and testing (incl. mandatory and recommended study materials);
  - b. further information about the exam (incl. exam format);
  - c. In case of a series of exams or a combinations of testing, formats as referred to in paragraph 2, the weighting of them to determine the final grade.
- 9) The in section 2 mentioned information will be published on the electronic learning environment of the unit of study.
- 10) The student has the right to either view model exam questions or practice exams or representative past exams including the corresponding model answers and assessment standard.
- 11) Pass grades of the exam are 6 and higher. An exam is passed if all requirements<sup>6</sup> are met, as published conform paragraph 7 of this article.

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<sup>3</sup> In the light of the General Data Protection Regulation (AVG) all exams or tests should be marked with a general text of ownership or copyright.

<sup>4</sup> For the educational programmes M-COM, EST, MEEM, MPS and PSTS the following applies. If an unit of study has been completed (passed with 5.5 or more) this grade is final. If a student likes to upgrade his grade (due to exceptional circumstances) he must have a written confirmation of the examination board.

<sup>5</sup> For the educational programmes M-COM and MPS applies that if the quality of a unit of study (assignment) is not sufficient (5.49 or less) the student cannot score a higher grade than 6 at the second attempt. This also applies if the student did not hand in an assignment at the first deadline.

<sup>6</sup> Further details can be found in the Pass-fail regulation of the course.

- 12) If a student receives more than one authorized result for the same unit of study, the highest result will apply<sup>7</sup>.

## 4.2 Modules

(This article is not applicable for the master education)

## 4.3 Registering for a unit of study and the tests

- 1) To participate in a unit of study, registration via the SIS prior to the start of the unit of study is required.
- 2) By registering for the unit of study the student is automatically also registered for the regular exam periods that go with this unit of study.
  - a. By registering for the unit of study the student is automatically also registered for the first regular exam that goes with this unit of study;
  - b. The student must register him/herself via the SIS separately for any other exam than the first regular exam that goes with this unit of study and his/her study programme, within the time frame that the registration is open (between 40 days and 14 days prior to the exam);
  - 2c. The student is responsible for (checking) his/her registration for any exam.
- 3) The student can deregister for a written exam/test via the SIS no later than the day prior to the test in question.<sup>8</sup>
- 4) Students of the PHO Master programme are not obliged to register via the SIS to take part in the unit of study or the exams/tests.
- 5) To take part in some units of study prerequisites can be stated. Information about these prerequisites can be found in the programme specific appendixes. In specific circumstances the examination board, of the programme who offers the unit of study, has the authority to deviate from these requirements.
- 6) Information about re-sits and the terms and conditions attached to these, and the manner of registering for these, are made known in the test plan prior to the start of the unit of study.

## 4.4 Assessment scheme

(This article is not applicable to the master programme)

## 4.5 Tests

- 1) Each year, two separate opportunities are offered for taking a written or oral exam associated with a specific unit of study.

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<sup>7</sup> See programme specific appendixes (COM, EST, MEEM, MPS, PSTS) for specific regulations for improvement of previous performance

<sup>8</sup> i.e., until midnight (24:00) of the day before the day of the test

- a. Units of study and their exams can be offered more than once per academic year. In these cases students may participate in the exams at a maximum of two occasions, unless otherwise stated in the programme specific appendix.
  - b. There is in any case at least one opportunity to sit an exam in the period in which the applicable unit of study had been taught.
- 2) Practical exercises can be completed at least once per year.
  - 3) In contradiction with that determined in paragraph 1 of this article, an opportunity to take an exam for a unit of study that is part of the curriculum, but which was not taught during that particular academic year, shall be offered at least once per academic year.
  - 4) In exceptional individual cases, the examination board can deviate from the number of times and the manner in which exams can be taken.

## 4.6 Oral tests

Oral tests will be conducted in public, unless the examination board has determined otherwise in a particular case

- a) If the student or examiner actually wishes third parties to be present during an oral test, a request should be submitted at least 15 working days prior to the oral test at the programme board. The decision on this request should be made known ultimately 5 working days before the oral test to the student and examiner. The programme board needs to inform the examination board of this decision at the next meeting of the examination board. Graduation symposia, presentations and group testing are excluded from this provision.
- b) If the examination board has decided that members of the examination board or an observer on behalf of the examination board is to be present during the administration of an oral examination, then the examination board is to make this known to the examiner and the student at least one day prior to the oral examination.

## 4.7 Assessment Deadline

- 1) Within 15 working days of the completion of a unit of study, the exam result will be published via SIS.
- 2) The examiner is to inform the student of the result of an oral test or exam within one (1) working day.
- 3) The provisions of paragraph 2 do not apply if the oral test is part of a series of oral tests of the same unit of study, which takes place on more than one working day. In that case, the examiner determines the result within one working day after the conclusion of the series of oral tests.
- 4) If the result of a test is based on the completion of one or more assignments, a paper or a thesis, the deadline for submission of the final part will count as the test date.
- 5) Should an examiner not be able to meet the deadline as described in paragraph 1 due to special circumstances, he or she will report this with reasons to the examination board. The students involved will be informed of the delay as soon as possible while stating the new deadline by which the result will be announced as yet. If the

examination board feels that the examiner is in default, they can upon request of the programme board order a different examiner to determine the mark.

- 6) If a second test opportunity is planned shortly after the first, the results of the first test will be published at a time that provides the student with at least 5 working days to prepare for the second opportunity.
- 7) The publication of the results made known by the SIS is official.

## 4.8 Term of validity

- 1) The validity of a result of a Unit of Study has no limitation. <sup>9</sup>
- 2) Test results are only valid in the academic year in which they were obtained. At the request of the student, the examination board can extend this period in individual cases.
- 3) Exceptions on paragraph 1 and 2 are specified in the programme specific appendix.

## 4.9 Right of clarification and inspection

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

## 4.10 Retention period for tests

- 1) The questions, elaborations and the assessed work of written tests will be retained for a period of two year *in the administration of the relevant chair or department*.
- 2) The retention period of theses of the Master programme is seven years. Theses' are filed digitally at a central location by the executive board of the University of Twente.

## 4.11 Evaluation of education

- 1) The programme board applies annual Plan Do Check Act cycles for the programme and for units of study.
- 2) At the end of the educational period the student experience is probed with a written survey.
- 3) The programme board writes an annual improvement plan which is subject to advice by the programme committee.
- 4) The programme board engages in panel meetings with students to discuss the current experience for immediate corrections in units of study.

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<sup>9</sup> In case the examined knowledge, understanding or skills are demonstrable out of date, the programme board can set restrictions on the period of validity of the said unit of study.



- 5) At the finish of the Master thesis the programme board probes the student experience in the MSc programme.
- 6) The results on scaled items in student opinion surveys are made available for students and staff.
- 7) Improvement points for the programme and for units of study are made available for students and staff.

## SECTION 5 - EXAMINATION

### 5.1 Examination Board

- 1) The Dean:
  - a) appoints the members of the examination board based on their expertise in the domain of the relevant programme or group of programmes (WHW, Article 7.12a, paragraph 1);
  - b) consults the members of the relevant examination board before proceeding to appoint a member (WHW Article 7.12a, paragraph 4);
  - c) ensures that the independent and expert operation of the examination board is sufficiently guaranteed (WHW Article 7.12a, paragraph 2).
- 2) When appointing members of the examination board, the Dean ensures that:
  - a) at least one member is affiliated as a teacher in the relevant programme or in one of the degree programmes that is part of the group of programmes (WHW Article 7.12a, paragraph 3);
  - b) at least one member is not in any way affiliated with the relevant programme or with one of the degree programmes that is part of the group of programmes;
  - c) members of the institutional administration or persons who otherwise bear financial responsibility within the institute are not appointed.
- 3) In addition to the tasks and qualifications as referred to in articles 7.11 and 7.12, paragraph of the WHW, the examination board has the following tasks and qualifications:
  - a) safeguarding the quality of the interim exams and final exams (WHW article 7.12c);
  - b) determining the guidelines and instructions within the framework of the Education and Examination Regulations as referred to in article 7.13 of the WHW, in order to assess and determine the results of interim exams and final exams. These are set down in a separate document entitled Rules and Regulations of the examination board;
  - b)c) The statutory authority of the examination board applies to all units of study comprising the student's degree programme. Information on the units of study belonging to the degree programme are described in the programme specific appendices.<sup>10</sup>
  - c)d) the granting of permission to the student by the most suitable examination board to follow a programme composed by that student as referred to in article 7.3h of the WHW, of which the examination leads to the attainment of a degree, in which the examination board also indicates to which degree programme of the institution that programme is required to belong for the application of this law;
  - e) granting exemptions for taking one or multiple exams.

<sup>10</sup> If programmes offer electives belonging to other faculties or programmes the rules and regulations of tests and exams of the offering programme apply. Decisions in case of specific facilities or extra tests or exams do also lie within the authority of the examination board of the offering programme.

e)f) the examination board draws up a report of its activities each year. The examination board submits the report to the Dean (WHW Article 7.12b, paragraph 5).

e)g) warrants the quality of the organization and the procedures regarding tests and exams.

- 4) If a student files a request or complaint with the examination board involving an examiner who is a member of that examination board, that examiner will not take part in the handling of the request or complaint.

## 5.2 Examination

- 1) In accordance with Article 7.10, paragraph 2 of the WHW, the Master's examination is deemed successfully completed if the exams of the units of study of the Master's programme have been taken successfully.
- 2) In evidence of the fact that the examination has been completed successfully, the examination board awards a certificate, after the institutional administration has declared that the procedural requirements for delivery have been met. The date recorded on the certificate, the examination date, is the date on which the student successfully completed the last remaining unit of study. The examination board adds a supplement to a certificate.
- 3) If so desired, the student has the right to submit a substantiated request in writing to the examination board to postpone declaring the examination as 'successfully completed' and consequently postpone the presentation of the certificate as well. The student must indicate at least the duration of the postponement he desires in his request. The duration of postponement is limited for a maximum of 12 months<sup>11</sup>.
- 4) The details of the provision in paragraph 3 will be included by the examination board in the Rules and Regulations of the examination board.
- 5) If the student has requested postponement on the basis of paragraph 3, the examination date will be the date following postponement on which the examination board has decided to declare the student to have successfully completed the examination.

## 5.3 Degree

- 1) Students who have successfully met all requirements for the Master's examination are awarded a Master of Science degree.

The awarded degree will be stated on the certificate. The diploma supplement will also state the average grade.

## 5.4 Certificate and supplement

- 1) The examination board grants a certificate as proof that the student has successfully passed his or her examination. The certificate will be signed by the chair of the examination board. In his absence, it can also be signed by one of the members of the examination board.
  - a) If a student satisfactorily completed all study units of the Master's programme, a

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<sup>11</sup> The UT executive board has determined this limitation

degree certificate may be extended upon passing the Master's project. In this case, the degree certificate may be signed also by the two examiners of the thesis committee.

- 2) The certificate will state the following (WHW, Article 7.11):
  - a) the student's name and date of birth;
  - b) the name of the institution and the programme as referred to in the register, referred to in Article 6.3 of the WHW, it concerns;
  - c) if the student has successfully completed an honour's programme during the master's programme, this will be recorded on the diploma supplement as an extracurricular programme;
  - d) the date on which the examination was set;
  - e) the degree awarded (WHW Article 7.10a);
  - f) in appropriate cases what qualification was attached thereto (taking into account Article 7.6, paragraph 1, of the WHW);
  - g) the date on which the programme was most recently accredited or passed the initial accreditation assessment as referred to in Article 5a.11, second paragraph WHW.
- 3) The International Diploma Supplement will be appended to the certificate for the successfully completed examination (WHW, Article 7.11, paragraph 4). The purpose of the supplement is to provide information on the nature and content of the completed programme, partly with a view to the international recognition of programmes. This supplement will always contain the following information:
  - a) the name of the programme and the name of the University;
  - b) the fact that it is a programme in academic education;
  - c) a description of the content of the programme; where applicable also stating the specialization taken;
  - d) the study load of the programme;
  - e) the components of the examination and their assessment;
  - f) exams that were passed by the student, which are not part of the examination.
- 4) If the examination board has granted the student a *judicium* this will be stated on the certificate.
- 5) Students who have passed more than one exam and to whom no certificate as referred to in paragraph 1 of this Article can be issued, will be provided on request with a written statement from the examination board stating in any event the exams they have passed (WHW, Article 7.11, paragraph 5).

## 5.5 Graduation with distinction (*cum laude*)

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

## SECTION 6 - STUDENT GUIDANCE

### 6.1 Study progress overview

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

### 6.2 Student guidance

- 1) The Dean is responsible for student counselling, which includes informing the student of study opportunities in or outside the programme. The Dean has given a mandate to the programme director of the programme to execute the tasks of student guidance.
- 2) Each student is appointed a study adviser.
- 3) The study adviser offers advice on study-related matters and advice related to personal problems that may affect his studies, if the student so desires.
- 4) If a student wishes to exercise his right to specific counselling or special facilities, he is required to contact the study adviser. The study adviser will record any agreements made with the student, of which the student and the programme board can derive rights.
- 5) The following applies to the entitlement to special facilities:
  - a) demonstrable force majeure or personal circumstances;
  - b) if necessary and possible, dispensation for participation of exams or tests and/or the availability of special facilities with regards to examination. Such dispensation and additional testing opportunities can only be granted by the examination board.

## SECTION 7 - STUDYING WITH A DISABILITY

### 7.1 Studying with a disability

- 1) A disability is a physical, sensory or other impairment that might limit the student's academic progress.
- 2) It is explored in consultation with the student and on the basis of an interview with the study adviser what adjustments as referred to in Article 2 of the Equal Treatment Act on the basis of a Handicap/Chronic Illness (WGB h/cz) are considered most effective for this student.
- 3) Adjustments are intended to remove specific obstructions when following the degree programme and/or sitting examinations. Where necessary, these may concern facilities pertaining to the accessibility of infrastructure (buildings, classrooms and teaching facilities) and study material, changes to examinations, alternative courses or a custom study plan. Realizing the attainment targets must be guaranteed when implementing changes.
- 4) On the basis of the interview described in paragraph 2, the student submits a written application for the facilities in consultation with the study adviser. The application is submitted to the Dean of the faculty, preferably three months before the student is to participate in classes, exams and tests for which the facilities are required.
- 5) The application is supported by documents that can reasonably be requested to assess the application (such as a doctor's or psychologist's letter or, in case of dyslexia for example, a report by a testing bureau registered with BIF, NIB or NVO).
- 6) The Dean of the faculty makes a decision, within twenty working days of receipt of the application or earlier if the urgency of the application necessitates it, on the validity of the application as described in paragraph 4, and informs the student and the study adviser of his decision.
- 7) The study adviser ensures that the relevant parties involved are informed in due time of the facilities granted to the student with a disability.
- 8) Should the Dean of the faculty turn down the application in full or in part, the Dean will inform the student of the reason at the basis of this rejection and the possibilities for lodging an objection or an appeal. Objections must be submitted in writing within six weeks, of the decision being announced to the relevant party, at the Complaints Desk at Student Services.
- 9) Should extra facilities be granted, it will be stated for what term this grant will apply. The applicant and the study adviser will evaluate the facilities before the end of this term. During this evaluation, the parties will discuss the effectiveness of the facilities provided and whether they should be continued.
- 10) In the case of dyslexia, an additional period of 15 minutes for every hour is granted in the event additional time for a test is granted.
- 11) The dean has charged the processing of the applications referred to in paragraphs 4 to 8 to the programme board.

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

### **8.1 Conflicts with the regulations**

If other additional regulations and/or provisions pertaining to teaching and/or examinations conflict with these Education and Examination Regulations, the present Education and Examination Regulations take precedence. *For the purposes of international cooperation with higher education institutions abroad, the arrangements made between the faculty of Behavioural, Management and Social Sciences and foreign institutions may differ from the regulations of this EER. Such arrangements will be announced as quickly as possible and set out in the programme-specific appendix.*

### **8.2 Administrative errors**

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

### **8.3 Amendments to the regulations**

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

### **8.4 Transitional arrangement**

- 1) In the case of amendments to the Education and Examination Regulations, the Dean has to approve on a transitional arrangement.
- 2) The transitional arrangement will be published on the website of the programme and in the programme-specific appendix.
- 3) Basic starting points for a transitional arrangement if a degree programme is changed:
  - a) Changes to a degree programme are published before the start of the academic year in which they are to apply.
  - b) No guarantee can be given that all the units of study of a degree programme, as they existed at the time of a student's enrolment in a programme, will continue to be part of his degree programme. The degree programme as most recently approved by the Dean serves as the basis for establishing the results of the Master's examination.
- 4) The transitional arrangement will always include:

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

## **8.5 Review of the Education and Examination Regulations**

- 1) The Dean is responsible for the regular review of the Education and Examination Regulations and takes into account the resultant study load for the students to enable this to be monitored and adjusted if necessary.
- 2) In accordance with Article 9.18 of the WHW, the programme committee has partly the right of consent and the right of giving advice on the Education and Examination Regulations.
- 3) It is a task of the programme committee to annually assess the manner in which the Education and Examination Regulations are implemented.

## **8.6 Appeals and objections**

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

## **8.7 Hardship clause**

In the event of demonstrable, considerable unreasonableness and unfairness, the examination board or the programme board can permit deviation from the provisions of these regulations. Leading is, which board, according to this regulation, has the competence to make an exception or a decision on the matter.

## **8.8 Publication**

The Education and Examination Regulations and the Rules and Regulations of the examination board are published via the website of the programme in question.

## **8.9 Commencement**



These regulations take effect on 1 September 2018 and supersede the regulations of 1 September 2017.

## APPENDIX: REGULATIONS REGARDING ORDER, CALAMITIES AND ACADEMIC OFFENCES (FRAUD)

### *Order regulations*

To prevent fraud during exams and tests the following rules apply:

- Students are required to be present before the start of the exam (test). Students arriving no more than half an hour late can sit the exam (test), to be determined by the examiner/invigilator (*in Dutch: surveillant*). This time period can be shortened in case an exam (test) lasts only up to one hour, to be determined by the examiner/supervisor.
- Students are required to place their bags with all their personal belongings, including coat and mobile phone, in the designated area in front of the exam room before the start of the exam (test).
- At the start of the exam (test), students have to fill out name and student number on the cover sheet and on all other exam (test) forms present. Students sign the cover sheet.
- Students may not leave the exam room during the first 30 minutes of the exam (test).
- Students who leave the exam room without permission of the examiner/invigilator will not gain access to the exam room again.
- Students must remain sufficiently calm and quiet during the exam (test) in order not to hinder their fellow students in any way.
- 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 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 an academic offence (tort).
- Students have to legitimize themselves during the exam (test) with their student card at the request of the examiner/invigilator. Students may not impersonate someone else. Students who cannot identify themselves can be excluded from the exam (test). The examiner/invigilator will decide in this matter.
- Students are allowed to have those items on their table deemed necessary for completion of the exam (test). The examiner/invigilator will decide in this matter.
- Study materials (for example a graphic calculator, dictionary, law book) may only be used if explicitly permitted by the examiner/invigilator.
- Mobile phones, PDA's and similar communication devices must be switched off during exams (tests) and must be placed in the student's bag or coat in front of the exam room.
- The use of electronic devices, such as calculators, tablets, notebooks, laptops, mobile phones and wearables, is forbidden during an exam (test), unless explicitly permitted by the examiner/supervisor.
- The use of books and other sources of information is forbidden during an exam (test), unless explicitly permitted by the examiner/invigilator.
- At electronic exams (tests) the student is not allowed to use any computer or software programme, website, application and/or other resources than the one(s) approved by the examiner/invigilator. The examiner/invigilator has the right to check this. It is not allowed to share or spread in any form the exam (test) questions and/or answers if this would be possible with the approved software or application or in any other way.

- Cheating and/or giving someone else the opportunity to cheat is forbidden and is considered an academic offence. Being in the possession of cheating papers and crib sheets – even if these have not been used – suffices to be considered an academic offence.
- Students are forbidden to have any direct or indirect contact or communication with one another, inside or outside of the exam room, during the exam (test) time, without permission of the examiner/invigator. Such contact can be considered an academic offence.
- Students may not ask any question about the content during the exam (test) time. After the exam (test) is finished these questions can be asked to the examiner of the exam (test).
- In principle it is possible to take a brief bathroom break. This facility can only take place upon explicit permission of the examiner/invigator and according to the examiner's/invigator's rules. If feasible, one of the examiners or invigilators will escort the student to the bathroom. This facility can only be offered to one person (of the specific exam/test) at a time per exam room. All devices must stay in the exam room.
- When students hand in their work to the examiner/invigator, they can be asked to sign the attendance list and the exam (test) work handed in, before leaving the exam room.

## ***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 examination (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 examination (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 examination room immediately upon their order.
  - c. Students leave their exam (test) and all other papers on the table in the exam 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.

## **Regulations in case of an academic offence (fraud)\***

**\* Additions of the faculty BMS to the text stated in the Students' Charter are shown in italics**

1. *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 (her) own and original work. If this is not the case, this will be considered fraud.*
2. Fraud is defined as follows:
  - a. Using (electronic and/or technological) devices and/or other resources during an exam (test), which use the examiner has forbidden during a unit of study and/or prior to the start of the exam (test), or which use the student knows or should know is not permitted.
  - b. Behaviour during an exam (test), that is indicated by the examiner during a unit of study and/or prior to the start of the exam (test) as being considered fraudulent, or that the student knows or should know is not permitted. This includes, but is not limited to:
    - i. Procuring copies of an exam (test) before that exam (test) has taken place.
    - ii. Cheating, with or without crib sheets.
    - iii. Being in the possession of crib sheets.
    - iv. Copying from other students during an exam (test).
    - v. Consciously allowing other students to copy responses during an exam (test).
    - vi. Receiving and/or sending (text) messages.
    - vii. Talking to or any other form of communication with others, before completing the exam (test) and while the exam (test) is still going on, other than communication with the examiner/invigilator.
  - c. Copying and/or using someone else's work without mentioning the source (plagiarism). This includes, but is not limited to:
    - i. Literally copying and/or using (parts of) someone else's work, such as original terms, ideas, results, conclusions and illustrations, and presenting this as one's own work.
    - ii. Copying parts of a text without complete and correct references, also when minor changes to the text have been made.
    - iii. Using visual or audio material, test results, designs, software, program codes and the like without complete and correct reference, and presenting this as one's own work.
  - d. Incorrect or incomplete use of quotation marks and references. This includes, but is not limited to:
    - i. Marking literally used quotes not explicitly (e.g., not using quotation marks, indentation or blank lines), so the quoted text is wrongly presented as one's own work.

- ii. Referring to sources which the student did not read or study him/herself but has become aware of, for example, while reading other sources of information.
  - iii. Handing in an assignment or any other piece of work that is written in co-operation with others, without mentioning this explicitly.
- e. Free riding, that is not contributing equally in a group assignment or in any other piece of group work.
  - f. Manipulating research data in assignments or any other piece of work, and/or counterfeit or fake research data (for example filling in one's own questionnaire).
  - g. *Forgery*, including claiming to be another person during an exam (test), or vice versa.
  - h. *Tort/unlawful act*.
  - i. *All other forms of academic offences than those mentioned in par. 2a to 2h, to be determined by the Examination Board.*
3. *If an examiner or invigilator has a motivated suspicion of fraud during or after an exam (test), the examiner/invigilator makes a note of this on the student's exam (test). The examiner/invigilator has the right to confiscate devices and other resources whose use is not permitted. The student has the right to finish the exam (test). The examiner reports the suspicion of fraud in written to the student and 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.*
  4. *Subsequently, the examination board will proceed as follows. The examination board will hear the examiner as well as the student(s) involved. The examination board will determine whether fraud has occurred and which measures will possibly have to be taken. The examination board will inform the student(s) involved of its decision in writing. The examination board may bar a student who commits an academic offence from sitting the exam, test or other part of a unit of study involved, up to a maximum of one (1) year. In extreme cases, the examination board may bar 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.*
  5. *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 was perceived.*
  6. *Procedures described in article 8.6 BSc and MSc EER also apply to objections and appeals against decisions taken within the framework of the articles 3, 4 and 5 of this regulation.*