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1. Introduction

Content of the charter

This charter and the procedures and regulations associated with it explain your rights as a student and the way in which we interact with each other at the university.

The Student Charter describes the **rights and obligations** of students on the one hand, and those of the University of Twente on the other. The charter consists of two sections:

- The university-wide section of the charter defines the rights and obligations that are, in principle, applicable to all students (the section that you are reading now). Exceptions are also explained, where applicable.
- The programme-specific section, which includes the Education and Examination Regulations (EER), relates to the programme-specific rights and obligations for each educational programme. This programme-specific section is available on the website of the programme in question.

This section of the Student Charter only includes aspects that apply to the university as a whole.

If any significant changes are made to the charter during your time at the university, you will be informed by means of the Student Portal or the information provided to you via your educational programme.

This is an official document, from which you, as a student, may derive certain rights. If there are issues relating to the charter about which you would like more information, you can contact Student Counselling. This includes accessing a copy of the Higher Education and Research Act, which includes all the original legal provisions.

Status and availability of the Student Charter

The university-wide section of the Student Charter was adopted by the Executive Board after being approved by the University Council. In the event of major amendments to the charter, the University Council is asked to advise on these amendments. This is often done per section.

The section of the Student Charter that covers the rights and obligations of students in relation to a particular educational programme (the programme-specific section) is subject to approval by the dean, following the approval and advice of the Faculty Council and the Programme Committee if the faculty regulations stipulate this.

Together, the programme-specific section, the university-wide section and the Rules and Regulations of the Examination Board include all the information that you need as a student. Students, teaching staff and other staff can all consult the charter online. All staff are expected to familiarize themselves with its contents.

The latest version of the Student Charter is always available on the university website:

<https://www.utwente.nl/en/ces/sacc/regulations/charter/>

Any amendments made to the charter will always be applied to the website immediately, so that the most up-to-date version of the charter is always available. A printed copy of the charter is also available from the Centre for Educational Support (CES) in the Vrijhof building (Student Counselling).

Applicability

In these regulations, wherever reference is made of 'the student', this includes both students of non-subsidized education and external students, unless explicitly stated otherwise.

Entry into force

These regulations enter into force on 1 September 2017 and replace the regulations dated 1 September 2016.

2. Definition of terms

- AWB:** Dutch Administrative Law Act (*Algemene Wet Bestuursrecht*).
- Personal Circumstances Committee:**... The Personal Circumstances Committee (CPO) is the body responsible for reviewing the personal circumstances of individual students as part of the student progress evaluation, the Modern Migration policy, and financial assistance for students in relation to the Profile Fund.
- Executive Board:** The Executive Board (EB) of the University of Twente.
- Faculty:** Management Unit as defined in article 3 of the Executive and Management Regulations.
- Higher Education:**..... University Education (*Wetenschappelijk Onderwijs*) and Higher Vocational Education (*Hoger Beroepsopleiding*).
- University:** University of Twente (UT).
- Education and Examination Regulations (EER):** The regulations defined in article 7.13 of the Higher Education and Research Act (WHW), which are adopted for each educational programme or group of educational programmes by the dean of the relevant faculty.
- Educational programme:** The programme of study to which the programme-specific section of the Teaching and Examination Regulations applies.
- Student:** Any person enrolled in an educational programme, as described in articles 7.34 and 7.37 of the Higher Education and Research Act.
- Student of non-subsidized education:** . Any person enrolled at the University of Twente as a participant in an educational programme provided by the University of Twente, but who is not enrolled as a student or external student at the University of Twente on the basis of article 7:32, paragraph 1 of the Higher Education and Research Act. Students of non-subsidized education are either enrolled for a number of courses or enrolled in a non-subsidized educational programme.
- Student Charter:** These regulations, the purpose of which is to explain the rights and obligations of students and which was adopted by the Executive Board after approval by the University Council (article 7.59 of the WHW), and as subsequently amended.
- Academic year:** The period of time that begins on 1 September and ends on 31 August of the subsequent year.
- Student Union:** The Student Union Foundation of the University of Twente, an umbrella organization for student activities

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at the University of Twente which is responsible for, among other things, the academic development of students.

University Council: The primary representative body of the University of Twente.

WHW: The Higher Education and Research Act (*Wet op het Hoger onderwijs en Wetenschappelijk onderzoek*), abbreviated as WHW.

3. Overview of regulations mentioned in the Student Charter

[Enrolment Regulations, 2016-2017 Academic Year](#)

[University of Twente Code of Conduct / Code of Ethics](#)

[University of Twente Code of Conduct for ICT and the Use of Internet by Students](#)

[Code of Conduct language of instruction](#)

[Code of Conduct on \(sexual\) harassment, intimidation, aggression, violence and discrimination](#)

[Code of Conduct for International Students in Higher Education](#)

[Procedure for the Election of the University Council \(Dutch\)](#)

[University of Twente Complaints Procedure](#)

[University of Twente Academic Integrity Complaints Procedure](#)

[Regulations for Binding Recommendation](#)

[Modern Migration Policy Regulations](#)

[Regulations concerning Financial Support for Students in Special Circumstances](#)

[Reimbursement Regulation for Participatory Bodies of the University of Twente](#)

[University Council Regulations \(Dutch\)](#)

[CCTV Monitoring Regulations University of Twente](#)

[Netherlands Code of Conduct for Academic Practice](#)

[Interest-free regime for students to purchase notebook](#)

[Data Protection Regulations \(Dutch\)](#)

[University of Twente Smoking Policy](#)

4. Enrolment and tuition fees

Enrolment procedure

In order to participate in educational programmes and to make use of the educational facilities, examination facilities or other facilities of the University of Twente, you must enrol as a student at the university and the faculty and/or the educational programme of your choice every year. The Enrolment Regulations stipulate the exact conditions for enrolment and tuition fees. Please see: <https://www.utwente.nl/ces/studenten/enrolment/inschrijvingsregeling-2016-2017-eng-def/>. For practical information on how to enrol, please refer to the Student Services website: <https://www.utwente.nl/ces/studenten/enrolment/>

Enrolment forms

It is generally assumed that in principle, all rights and facilities are applicable to all students at the University of Twente. Nevertheless, there may be good and valid reasons why this is not always the case. The WHW stipulates certain requirements with regard to enrolment forms for students and external students, and the relevant rights are defined in articles 7.34 and 7.36, respectively.

Enrolment as a student (article 7.34 of the Higher Education and Research Act)

Those enrolled as a student are entitled to the following:

- To participate in education in the relevant educational programme
- To participate in final degree audits and examinations within the relevant educational programme
- To access the library, etc.
- To use student facilities
- To receive study advice
- To stand for election in and to vote in elections to university bodies

Pre-Master's students are enrolled as students at the University of Twente. These students are required to follow a deficiency programme (***article 7.57i of the Higher Education and Research Act***) because they cannot be admitted to the Master's programme on the basis of the Bachelor's degree that they already hold. They pay tuition fees for this on the basis of the number of study credits they need.

Enrolment as an external student (article 7.36 of the Higher Education and Research Act)

Those enrolled as external students are entitled to the following:

- To participate in final degree audits and examinations within the relevant educational programme
- To access the facilities of the University of Twente

Enrolment of students of non-subsidized education

Students of non-subsidized education are those who are enrolled at the University of Twente as participants in an educational programme provided by the University of Twente, but who are not enrolled as a student or external student at the University of Twente on the basis of article 7:32, paragraph 1 of the Higher Education and Research Act. Students of non-subsidized education are either enrolled for a number of courses or enrolled in a non-subsidized educational programme at the ITC (see Chapter 5). For more information on students who are not fully enrolled, please see Chapter 4 of the Enrolment Regulations.

Payment of tuition fees

The tuition / examination fees due are set out in the Enrolment Regulations, under Chapter 3, Article 12. Information about tariffs and payment deadlines are published on the Student Services website: https://www.utwente.nl/ces/studenten/enrolment/money_matters/tuition_fee/

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The amounts payable and the terms and conditions of enrolment with the ITC Faculty can be found on their website: <http://www.itc.nl/Pub/study/Money-matters/Fees-and-costs>.

Reimbursement of tuition fees in the event of termination of enrolment (Article 7.48 of the WHW)

The student is entitled to reimbursement for a portion of the tuition fees in the event that his or her enrolment is terminated during the academic year, with the exception of de-enrolment during the months of July or August. All matters concerning de-enrolment and reimbursements are set out in the Enrolment Regulations arrangements, article 11. Practical guidance on de-enrolment and reimbursements can be found on the Student Services website: <https://www.utwente.nl/ces/student-services/en/de-enrolment/de-enrolment/>.

It is possible to submit a formal appeal regarding decisions related to enrolment and tuition fees if you believe that an incorrect decision has been made. For further details, please refer to Chapter 8 of this charter on legal protection.

Students of the Faculty of ICT cannot derive any rights from the above. The provisions of article 7.48 of the WHW do not apply to enrolments in the Faculty of ITC. Information about de-enrolment from this faculty can be found in Chapter 5 of the Enrolment Regulations 2016-2017.

5. Teaching and tuition

The University of Twente (UT) offers a wide range of Bachelor's and Master's degree programmes (including one university college). The Bachelor's programmes all lead to a BSc degree and the title of *Bachelor of Science*. The Master's programmes lead to an MSc degree and the title *Master of Science*.

All programmes are covered by the university's Executive and Administrative Regulations, article 4. These regulations can be found at the following web address: <https://www.utwente.nl/en/organization/structure/management/good-management>

According to the vision of the University of Twente, all its graduates will have developed in three professional roles: researcher, designer and organizer. These roles are complementary. During projects carried out as part of the Bachelor's programmes, students will develop an academic basis in each of these roles. The development of one or more roles plays a central role in each project. By completing a range of modules and by playing different roles with project groups, students are enabled to discover their strengths and preferences. Further specialization in one of the three roles is reserved for the Master's phase.

The University of Twente offers students the opportunity to pursue Excellence and Honours programmes in addition to their educational programme. This allows the university to offer an additional challenge to outstanding students - those who are talented, motivated and enterprising, who wish to explore their own boundaries, look beyond the boundaries of their own disciplines, and look for ways to ensure that their ideas make an impact in wider society. These programmes combine technology with social sciences. They encourage an entrepreneurial attitude and respect for society and nature.

Participation can enable students both to widen their horizons and acquire more specialist knowledge and skills. The Honours Programme at the Bachelor's level focuses mainly on broadening their knowledge, while at the Master's level it concentrates mainly on deepening their knowledge. The STER Programme, however, is an example of an in-depth programme during the Bachelor's phase.

For more information, please see: <https://www.utwente.nl/excellentie/en>

The tuition associated with every NVAO-accredited educational programme at the University of Twente is provided in accordance with the Teaching and Examination Regulations (TER) for that programme. The TER for each educational programme can be found on the website for that particular programme.

Bachelor's programmes

All Bachelor's programmes at the University of Twente start on 1 September, have a study load of 180 credits and are three years in length.

Since 2013, Bachelor's programmes have been designed according to the Twente Education Model (TOM). The TOM is characterized by the inclusion of project-based teaching and other forms of tuition by means of full-time thematic teaching units worth 15 credits; these units are known as modules. In each of these modules, students work (often together) on a project. The other modular components associated with these projects form a coherent educational programme. The learning needs of students are managed throughout the project and students can also apply what they have learned from other modules.

One module thus covers one quartile. In addition to a core programme of 120 credits, a Bachelor's programme consists of a minor that is worth at least 30 credits and a graduation phase worth a total of 30 credits. Students generally complete their minor courses in the first semester of their third year of study. In this semester, students can choose modules that either broaden or deepen their knowledge, but they can also choose, for example, to spend time in another country. For more information, please visit the following website: <https://www.utwente.nl/en/education/electives/minor/> Students also work on their final project, mainly in the last semester of their final year.

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This semester also consists of two modules, often one module that prepares them to work on their final project and one module during which they complete this final project.

For more information about the various Bachelor's programmes, please see: <https://www.utwente.nl/en/education/bachelor/>

Master's programmes

The University of Twente offers Master's programmes ranging from 60 to 180 credits. Generally, these programmes allow students to join on at least two occasions during the academic year: on 1 September and 1 February. Students joining a Master's programme from the University of Twente (having completed a Bachelor's programme) may be able to join at other points in the year. Consult the website for the relevant programme or contact your Study Advisor for more details. In some cases, if a student wishes to join during the course of academic year, the Study Advisor will need to assist him or her to ascertain whether there is a feasible educational programme. The Master's programmes enable students to continue to deepen their knowledge and specialize in a particular field. For more information about Master's programmes, please visit:

<http://www.utwente.nl/en/education/master/>

Pre-Master's programme

If a student holds a degree from a university of applied sciences or a Bachelor's degree that does not provide immediate access to the Master's programme in which he or she wishes to participate, it is possible in some cases to follow a pre-Master's programme in order to ensure that their knowledge is brought to the required level. In such cases, the student pays tuition fees that are proportional to the scope of the pre-Master's programme that they participate in. The precise scope and content of the pre-Master's programme depends on the prior education already completed by the student and the Master's programme they wish to join. Requirements relating to academic progress may also be applicable. This applies to both Dutch and international students. When the student has successfully completed the pre-Master's programme, he or she will be admitted to the relevant Master's programme. No Master's courses may be started before the pre-Master's programme has been completed. The pre-Master's programme does not result in a diploma. For more information about pre-Master's programmes, please see: <https://www.utwente.nl/en/education/master/pre-master/>.

Degree certificate, diploma supplement and University of Twente certificate

All educational programmes (Bachelor's and Master's) will be concluded with a final degree audit. If the programme has been successfully completed, the Examination Board will present the student with a certificate with an accompanying diploma supplement. The diploma supplement (which is EU approved) can be used by the graduate to demonstrate his or her qualifications internationally. See the TER for your educational programme for more details.

Timetabling and information on tuition

All tuition is timetabled on a quarterly basis in accordance with the university's annual circle (the annual timetable which is made up of four teaching periods).

Course catalogue: <https://osiris.utwente.nl/student/>

Timetables are available via the 'MyTimetable' application: <https://rooster.utwente.nl/schedule>.

More background information on timetabling, planning and the annual cycle can be found at <https://www.utwente.nl/en/ces/planning-schedules/>. Timetables for the Faculty of ITC are available at <http://www.itc.nl/Pub/study/Study-details/Course-calendars>

Relevant regulations and procedures

Education and Examination Regulations (EER)

The education associated with every NVAO-accredited educational programme at the University of Twente is provided in accordance with the Education and Examination Regulations (EER) for that programme. The EER provides a great deal of information about the education provided and how students are assessed within that programme. For example:

- The content and structure of the programme
- The entry requirements for the programme and for particular study units
- The method(s) of assessment used
- The right to inspection
- Remedial work and examination resits
- The period within which tests and examinations must be graded or assessed
- The period of validity of examination results
- The language in which the programme is taught
- Study advice

Linguistic code of conduct

The linguistic code of conduct applies to all educational programmes. The TER states the language in which tuition for the programme will be provided. The course catalogue provides further information for each teaching unit. For more information, please see: [/ https://www.utwente.nl/en/ces/sacc/regulations/languages/](https://www.utwente.nl/en/ces/sacc/regulations/languages/)

Binding recommendation on continuation of studies (BSA) in the first year of the Bachelor's programme

All undergraduate programmes are subject to the student progress evaluation. The TER (articles 6.3 and 6.4) provides more details about this. Individual programmes may also impose further additional requirements. It is therefore important to review the TER for your educational programme to find out which specific requirements apply.

The first year of the Bachelor's programme is structured in a way that enables this evaluation to take place and allows students to acquire a better understanding of the content of programme. At the end of this phase, referral and selection are possible (article 7.8 of the WHW, section 5). For more information, please see: <https://www.utwente.nl/en/ces/sacc/regulations/bsa/>

The standards and procedures for Technology and Liberal Arts & Sciences (ATLAS) differ from the information provided on the above website; ATLAS students should contact their Study Advisor if they have any questions. For more information, please see: <http://www.utwente.nl/atlas/>

Modern Migration Policy Act (MoMi)

International students who are not citizens of an EU/EEA country or Switzerland and hold a student residence permit for the Netherlands must achieve at least 50% of the nominally required academic progress every year. If they do not comply with this requirement, they will be deregistered with the Immigration and Naturalisation Service (IND). The IND may then decide to withdraw their residence permit.

It is possible to waive this process provided there is an acceptable circumstance, but any given circumstance may only apply once during the whole of a student's stay in the Netherlands. The Personal Circumstances Committee will decide whether a particular situation is a valid and acceptable reason for such a waiver (see below). For more information, please see: <http://www.utwente.nl/ces/sacc/en/regulations/momi/>

Personal Circumstances Committee

The Personal Circumstances Committee (CPO) is a body that issues advice to the Executive Board. It is responsible for implementing various financial programmes at the University of Twente, namely:

- FOBOS Programme - Force Majeure Compensation, including arrangements for international students

- FOBOS Programme - Activity grants
- ROSTOP - Support Scheme for Top-Level Athletes and Top-Level Cultural Activities

The committee is also responsible for advising on the assessment of personal circumstances in the context of the:

- Student Progress Evaluation (BSA)
- Modern Migration Policy (MoMi)

In the event of a student being subject to special circumstances, the student can apply to the PPC for an assessment of these circumstances. The PPC will determine whether the circumstances constitute a valid reason for special allowances being made and issue advice to the relevant programme director in relation to the Student Progress Evaluation or the Modern Migration Policy. The programme director will then consider whether the academic progress of the student in question has been adequate in light of their special circumstances.

The BSc-before-MSc rule

A student must have completed the full Bachelor's degree programme or pre-master's programme before he or she can start a Master's degree programme. This is known as 'the Bachelor's-before-Master's rule'. The Act (WHW) provides for no exceptions to this rule.

The University of Twente's Executive Board issues directives that detail the regulations that are to apply to all Bachelor's programmes. The EER therefore includes a general section that applies equally to all Bachelor's programmes, as well as a programme-specific section. For Master's programmes, the generally applicable section is not the same for all programmes. The EER can be found via the website for your educational programme.

Rules and Regulationsof Examination Boards

Each programme or group of programmes has its own Examination Board which is responsible for the following tasks. *The Examination Board determines whether the student has achieved the intended learning outcomes by examining whether that student has successfully completed all the examinations and assessed activities that are part of the final degree audit; the examination board will issue a degree certificate if this is the case. In order to guarantee this certificate, the Examination Board must be assured that the examinations completed are valid and reliable, and that, collectively, they demonstrate that the intended learning outcomes have been achieved. Additionally the Examination Board may issue exemptions, take action in the event of academic misconduct or cheating, and take action in the event of particular requests or complaints in relation to examinations.*

The Examination Board draws up Rules and Regulations to this end. These are published on the website of your educational programme, often in combination with the EER. These Rules and Regulations include information about the following:

- Examiners
- Steps taken in the event of academic misconduct and cheating
- Quality monitoring in relation to tests and examinations
-
- Conditions for determining whether the final degree audit has been successfully completed even if some exams have not been successfully completed
- Certificates and registration
- Indications of excellence on the certificate
- General rules concerning requests
- Approval of elective courses
- The issuing of exemptions
- Extensions to the period of validity of examination results
- Alternative methods of participating in examinations in individual cases
- Exceptions to the holding of oral examinations in public

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- The postponement of certificates
- The issuing of written statements
- Derogations from the provisions of EER on the grounds of unreasonableness and unfairness

The programme-specific section of the EER and the Rules and Regulations of the Examination Board are published on the websites of the individual programmes.

6. Student facilities

In addition to educational activities, the university provides a range of student services and facilities.

Specific information about the various facilities can be found at the students desks of:

- Student Affairs, Coaching & Counselling (<http://www.utwente.nl/ces/sacc/en/>)
- Student Services (www.utwente.nl/ces/student-services/en/)
- Student Union (<https://su.utwente.nl/en/>)

Student Affairs, Coaching & Counselling

The Student Counsellor may be consulted by students who need information about student finance, study delays, financial issues, switching programmes or personal problems. Student Counsellors provide information and guidance in relation to study delays, participating in top-level sports and cultural activities, the FOBOS scheme (Financial Support for Students with Special Circumstances), studying with a (mental) disability, dyslexia or a chronic illness, multicultural issues and the legal status of students. They also act as a confidential advisor for students and can assist students who wish to make an official complaint.

(<http://www.utwente.nl/ces/sacc/coaching-counselling/student-counsellor/>)

All students who are in need of psychological support - because, for example, they are experiencing problems relating to their studies or their choice of programme, problems with their relationship with their parents, partner or classmates or themselves - may make an appointment with a student psychologist free of charge. Any information disclosed will be handled in the strictest confidence. (<https://www.utwente.nl/en/ces/sacc/coaching-counselling/counsellors/student-psychologist/>)

There are special facilities for disabled students. Students with a disability or a chronic illness may be eligible for specific facilities if they are encountering difficulties. There are more details about this in the TER for Bachelor's programmes, paragraph 7. It is important that the student reports to the Student Counsellor or Study Advisor, or completes the notification form in a timely manner, in order to explore possible solutions for the problem that they are experiencing.

(<https://www.utwente.nl/en/ces/sacc/personal-circumstances/reportingform/>)

If a disability occurs while you are completing your studies, you should report this to the Student Counsellor or Study Advisor of your faculty as soon as possible. This also applies if no study delay has occurred. (<https://www.utwente.nl/en/ces/sacc/coaching-counselling/counsellors/study-adviser/>)

Other student facilities

There are also general student facilities that you can make use of which are not linked to your studies.

The Centre for Educational Support (CES) (<http://www.utwente.nl/en/ces/>) informs and advises students on matters such as admissions and applications, enrolment and tuition fees, money matters, student finance, university financial programmes, complaints procedures, accommodation and the activities of student organizations.

The International Office (www.utwente.nl/internationaloffice/) of the Centre for Educational Support (CES) provides support both for international students (incoming) and for University of Twente students who wish to go abroad to study or complete an internship (outgoing).

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The University Library (<https://www.utwente.nl/en/lisa/> and <http://www.itc.nl/Pub/Home/library>) ensures the availability of scientific information for staff members and students and provides assistance with locating and using this information. The majority of the library's collection is available in digital form through the digital library. You can find a link to the digital library on the B&A website. This website is accessible across the whole campus via the wireless network. The library's collection of printed works, which includes materials for almost all educational programmes, is located in the Studyscape student resource centre in the Vrijhof building.

Studium Generale organizes lectures and discussion programmes that are often free of charge. Scientists and experts are invited to speak about current themes relating to the world in which we live. Excursions and quizzes also form part of the programme (<http://www.utwente.nl/en/sg/>).

The **Sports Centre** provides an extensive range of sports activities for students who hold a UnionCard. There are sports associations ranging from athletics to swimming, fitness, group lessons, and so on. (<https://www.utwente.nl/sport/en/>).

The **Vrijhof Cultural Centre** hosts the university's cultural activities, including exhibitions, creative courses, shows and performances and over 20 cultural associations. There are also cultural spaces such as music studios available for students (<https://www.utwente.nl/en/campus/culture/>).

7. Administration and participation

The Modernization of University Organization Act (Bulletin of Acts and Decrees 1997, no. 117) has been in force since 28 February 1997. The University of Twente is directed by the Executive Board. The Supervisory Board is responsible for overseeing the administration of the university as a whole. Each educational programme has a programme director, who oversees the running of that particular programme.

The management structure of the UT is set out in the [Executive and Management Regulations \(Dutch\)](#). There are several levels of administration: university level, and below that, the level of the individual faculties, service departments and research institutes. The University Council is the university's central representative body, and as such meets with the Executive Board regularly. Consultation also takes place at lower levels through the Faculty Councils, Service Department Councils and Institute Councils, which involve, respectively, the relevant deans, directors and scientific directors. Members of the University Council and the Faculty and Service Department Councils are directly elected, while those of the Institute Councils are nominated by the scientific director on the joint recommendation of the Faculty Councils of the faculties involved with that particular institute. Staff representatives remain members of the boards for two years, and student representatives for one year. Please see the University Council regulations for more details: <https://www.utwente.nl/en/university-council/general/>

Students are able to influence university policy directly in the following ways:

- via the University Council, in relation to course that the Executive Board has set for the institution as a whole
- via the Faculty Councils and Programme Committees, in relation to the policy of a particular faculty or educational programme

In addition, students can also exert their influence via the Student Union (SU). The SU is responsible for policy regarding student facilities.

Student sports, cultural and social activities are organized chiefly by student associations, which are in turn indirectly administered by the SU.

The University Committee on Education advises the Executive Board on educational matters. The committee includes programme directors as well as student representatives. These members are appointed for one year on the recommendation of the University Council. For more information, please consult the University Committee on Education's website: <https://www.utwente.nl/uco/> (Dutch).

The Faculty Regulations set out the administrative structure of the faculty; please refer to the faculty website for more details. Representative participation within the faculty occurs through the Faculty Council. The Programme Committee also has an advisory role with regard to educational matters.

More information about representation and participation can be found at: <http://www.utwente.nl/medezeggenschap/en/>

8. Legal protection

Complaints, objections and appeals

Any student or external student (including former students or those who have yet to commence) may submit a formal written complaint, objection or appeal via the [University of Twente Complaints Desk](#). Before submitting a complaint, however, it is strongly advised to first seek informal advice from the Student Counsellor or Study Advisor. They can advise on the best approach and provide support during mediation efforts. The deadline by which an objection or appeal must be submitted remains unchanged, however.

The Complaints Desk will ensure that the complaint, objection or appeal is forwarded to the appropriate body within the University of Twente for further processing. These bodies are: the Complaints Committee, the Disputes Advice Committee or the Appeals Board for Examinations. The Complaints Desk is located at the desk of Student Services on the second floor of the Vrijhof building.

Visiting address: Vrijhof Building, Room 239 B

Telephone: +31 (0)53 489 2124

Postal address: Postbus 217, 7500 AE Enschede

For further information: https://www.utwente.nl/ces/studentervices/en/complaints_desk/

Complaints Committee

Approach: complaints may be submitted about the way in which the University of Twente, an employee or (administrative) body has behaved towards you on a particular occasion. It is not possible to file a complaint against a general procedure or regulation. Complaints are reviewed by the Complaints Committee (<https://www.utwente.nl/hr/en/terms-of-employment/confidential-advisors/complaints-procedure/>).

Inappropriate conduct: For complaints regarding inappropriate conduct, such as bullying or (sexual) harassment, a separate procedure is in place. If you have experienced inappropriate conduct on the part of others, you can seek help and advice from a confidential advisor. The student counsellors act as confidential advisors for students. Please see Chapter 9 for further details.

Disputes Advice Committee

If a (prospective) student disagrees with a decision taken by the Executive Board regarding enrolment, tuition fees or financial facilities (FOBOS), for example, it is possible to submit an objection to that decision. This must occur within six weeks of the decision in question. The Disputes Advice Committee advises the Executive Board on whether the decision should be reversed or upheld.

Appeals Board for Examinations

If a student disagrees with a written opinion given by an examiner or the Examination Board of his or her programme (for example, in relation to the sequencing, approval, grading or resits for subjects, practical sessions, examinations or written assignments), that student may submit an appeal to the Appeals Board for Examinations. The term within which an appeal must be submitted is six weeks.

Temporary facility

In urgent cases, a student may request a temporary facility pending a decision on the primary question. The student must be able to demonstrate a direct interest. The student's request must be submitted in writing, along with arguments to support their case, to the chair of the Appeals

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Board for Examinations via the University of Twente Complaints Desk. The chair of the board will make a decision on the case after the management, the board and the applicant have been interviewed.

Higher Education Appeals Tribunal

If an objection procedure or a procedure involving the Appeals Board for Examinations is unsuccessful, an appeal may be submitted to the Higher Education Appeals Tribunal. For more information, please see <http://www.cbho.nl/english>.

National Ombudsman

A student may submit a complaint to the National Ombudsman. The incident in question may not have taken place any more than one year ago, and the student must first contact the authority about which he or she wishes to complain. As a rule, the National Ombudsman will not accept cases before all other avenues have been explored.

For more information, please see <https://www.nationaleombudsman.nl/international>.

Protection of Personal Data

The University of Twente is committed to protecting the privacy of its staff members, students and any other individuals whose personal data are stored and processed.

The university's *responsible disclosure* policy applies to the reporting of any incidents involving privacy (such as a suspected data breach). Notifications can be submitted by e-mail to cert-ut@utwente.nl or via the IT Service Desk (tel: +31 (0)53 489 5577)

After a report has been submitted, a security manager of the LISA service will contact you in order to complete a questionnaire. A decision will then be made on which measures should be taken.

For more information, please see: <https://www.utwente.nl/en/lisa/ict/security/procedure-report-data-breaches-ut/>

The University of Twente has included a privacy statement on its website. For more information, please see: <https://www.utwente.nl/en/about-our-website/>

Students may submit a request to the Authority for Personal Data in order to initiate an investigation concerning compliance with the relevant legal requirements. The Authority for Personal Data monitors the correct and prudent use of personal data and compliance with the legal provisions that govern the use of such data, specifically the Data Protection Act.

For more information, please see: <https://autoriteitpersoonsgegevens.nl/en/>.

Student loans and grants

The Education Executive Agency (known as DUO) is the designated authority for any problems with student finance. The Student Counsellors can help you to draft an official letter of complaint.

For more information, please see: <https://duo.nl/particulier/footer-engels/objections-appeals-and-complaints/objections.jsp>.

International Students

The code of conduct for International Students in Higher Education is intended for international students who are completing all or part of their studies at the University of Twente. The code was collectively drawn up by all Dutch institutions of higher education and concerns how international students should be recruited and what kind of educational activities are offered to them.

Students who have a complaint about accuracy of the information that they received in advance of starting their studies or any other matters relating to the education provided must first submit a complaint to the university or institution where they are studying. The same rules apply as for

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Dutch students. If the complaint cannot be resolved by the institution in question, the student may apply to the National Code of Conduct Commission.

Code of conduct, for more information, please see: <http://www.internationalstudy.nl/?lang=en>

Legal requirements relating to equal treatment on the grounds of Disability or Chronic Illness Act

The legal requirements relating to the equal treatment of those living with a disability or chronic illness forbid any form of discrimination on these grounds. If a student feels that he or she has been discriminated against in the field of education, they can apply to the Board for the Protection of Human Rights. This board can investigate whether a situation of unjustified discrimination has arisen and provide a general assessment. If the discrimination results in legal proceedings, this assessment may be brought to the attention of the judge.

For more information, please see: <https://mensenrechten.nl/mission-and-ambition>

9. Rules concerning standards of conduct

House rules

Students must observe generally applicable rules and standards of decency when interacting with other members of the university community and using the university's facilities. Each student is expected to participate in educational activities in a manner that is respectful of fellow students, teaching staff and other staff.

Students are required to follow the directions and instructions of teaching staff and staff members responsible for the management and care of university facilities and buildings. Students must treat university property, such as computers, library and lecture halls, with an appropriate level of care. Rules applying to the use of university buildings, grounds and other facilities are set out in article 40 of the [Executive and Management Regulations \(Dutch\)](#).

Any student who causes a disturbance in a university building may be removed on the orders of the building administrator. If necessary, he or she may be denied access to university buildings and facilities, in whole or in part, for up to two months. In the event of serious misconduct or repeat offending, this period may be extended to up to one year by the Executive Board. In the event of severe disruption which continues even after a warning, the Executive Board may deny the student in question access to the institution on a permanent basis and/or terminate his or her enrolment (article 7:57 of the WHW).

Smoking policy

Smoking is not permitted in any University of Twente building. The smoking ban applies to both public areas and employees' own offices.

<https://www.utwente.nl/hr/en/health-safety-environment/health-welfare/smoking-policy/>

Code of Ethics

The University of Twente is subject to a Code of Ethics, which provides behavioural guidelines for everyone who is part of the university community. The code is not binding but provides the opportunity to hold one another to account for our conduct. It includes the basic principles for the conduct of any individual who, as an employee or student, is part of the University of Twente and/or represents the university. The document is an amalgamation of rules and guidelines that had already been established in relation to integrity and courtesy for employees and students.

<https://www.utwente.nl/hr/en/terms-of-employment/cao-regulations-codes-conduct/codes-conduct/code-of-ethics.pdf>

Inappropriate conduct

The university also has a policy to address inappropriate forms of behaviour. Collegiality, respect and consideration for others are all part of the norms of behaviour that are expected in a healthy study and work environment. Inappropriate conduct can disrupt relationships, prevent employees and students from enjoying their time at the university, undermine their safety, and prevent them from engaging in university life. Anyone who encounters a form of inappropriate conduct in the workplace or in an educational setting, but who would rather not address the individual perpetrator(s), can contact a confidential advisor for inappropriate conduct.

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Inappropriate conduct includes:

- Sexual harassment: unwelcome sexual advances in the form of invitations to engage in sexual activity and other verbal, non-verbal or physical forms of conduct (including the unsolicited sending of pornographic images, or the intentional viewing of pornographic images or texts while others are present, over the internet for example).
- Aggression and violence: bullying, psychological or physical harassment, threats or assault.
- Discrimination: statements of any kind about an individual, or actions or decisions relating to an individual, that are insulting to that individual because of their race, religion, gender, belief and/or sexual orientation, or any form of discrimination on the basis of these factors.

The confidential advisor for inappropriate conduct is independent and enjoys protection from their employer. He or she acts as a sounding board and intermediary. The role of the confidential advisor explicitly excludes acting as an arbitrator and they do not take any decisions themselves. However, he or she can, with or without the help of third parties, make recommendations or mediate between the parties involved. Anonymity is assured.

For students, the role of confidential advisor is fulfilled by the university's Student Counsellors:

<https://www.utwente.nl/en/ces/sacc/coaching-counselling/counsellors/student-counsellor/>

Use of computer facilities

In addition to the general rules of conduct, the university has specific codes of conduct relating to the use of ICT and internet facilities by students and staff. This code of conduct relates to the way in which the University of Twente expects ICT and internet facilities to be used. It sets out regulations on the responsible use of ICT and internet facilities and the way in which checks take place. It aims to achieve a balance between the responsible and safe use of ICT and internet facilities and the privacy of the user.

https://www.utwente.nl/sb/en/policy/information_management/Gedragscode%20e-mail%20studenten%2026%20mei%202011_EN.pdf

Requirements relating to health, safety and well-being

The Working Conditions Act is applicable to students, who therefore enjoy the protection that results from general Health and Safety Legislation.

Exceptions to this include:

- Those provisions of the Working Conditions Act that relate to well-being, to the extent that these relate to the particular nature of the work being carried out, are not applicable to students
- The provisions of the Working Conditions Act that relate to a Periodical Occupational Health Examination and a mandatory Occupational Health Inspection, are not applicable to students
- Students are excluded from certain rights - namely the hearing (provided for in section 4.1.2 of the General Administrative Law Act) and the request for the application of the law (provided for in Article 40 of the Working Conditions Act)
- Students, unlike staff members, may not be held criminally liable in the event of non-compliance with employees' obligations under the Working Conditions Act

Students must observe the applicable internal rules regarding safety, health and the environment.

In light of the above:

- There must be an awareness of any risks to which students are exposed
- Students must be informed about these risks

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These risks will be assessed by means of a targeted risk assessment and evaluation, after which the specific health and safety issues relating to students will be included as part of the overall set of occupational health and safety issues at the University of Twente.

Students who have questions relating to health and safety should, in the first instance, contact the Health, Safety and Environment Coordinator (AMC) of their faculty.

The website of the Directorate of Human Resources provides a number of guidelines regarding health and safety. The homepages of some faculties also provide further information for students regarding safety and health.

On the student portal (in the student affairs section), you can also find specific information regarding health problems that can occur due to with frequent or prolonged computer work (RSI), and the prevention thereof: <https://www.utwente.nl/hr/en/health-safety-environment/health-welfare/rsi/students/>

University of Twente CCTV Regulations

The University of Twente CCTV Regulations have been applicable since 1 December 2011. These regulations describe the use of CCTV in and around the buildings and grounds of the University of Twente. They aim to regulate the use of CCTV so that there is an appropriate balance between the safety of those on the premises of the University of Twente and their privacy. It specifies the manner in which camera surveillance is used in and around the University of Twente. This includes a code of conduct regarding the responsible use of CCTV and any personal information that may be collected in this manner.

The full text of the regulations can be found at the Security Department of the University of Twente and at <https://www.utwente.nl/hr/en/terms-of-employment/cao-regulations-codes-conduct/ut-regulations/cctv-monitoring-regulations.pdf>

Copyright

Students may come into contact with copyright rules, for example because they use publications (journals and streams) that are subject to copyright. The person who holds the copyright is usually indicated on the first page or in the publishing details. In some cases, it is permissible to make photocopies or otherwise copy existing texts and images without permission of the copyright holder. However, certain rules are applicable under the provisions of or pursuant to the Copyright Act. This includes:

- When making photocopies from books, magazines, newspapers and other written materials, only a small section may be copied. Short articles that have been published in daily or weekly newspapers and magazines may be copied in their entirety [Article 16b, paragraph 1 of the Copyright Act];
- It is permissible to cite directly from a publication in your own work, provided the original source and author are included. The maximum permitted size relates to the purpose of making the copy [article 15a of the Copyright Act].

Lectures are copyrighted work. The University of Twente holds the copyright to lectures and may decide whether a student may film them; this also applies to audio recordings. Permission from the member of teaching staff concerned is therefore required before a student may film or record a class or lecture. If the staff member gives his or her permission for a lecture to be recorded, the recording must remain for the personal use of the student; dissemination of the film is not permitted. Privacy legislation means that fellow students may not be filmed when recording a lecture. <https://www.utwente.nl/en/lisa/library/miscellaneous/docs-ad/compr-inf-copyright-en/>

Academic misconduct and fraud

Students of all levels are 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. Examinations 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 examination 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.

Cheating includes:

- a. The use during a test or examination of (any form of) resource or device (electronic or technological) which, before the start of the study unit and/or examination 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 study unit and/or examination 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 examination before that test or examination has taken place
 - Also:
 - Using cheat sheets or crib sheets
 - Copying the work of others during the test or examination
 - Letting others copy your work during the test or examination
 - Sending or receiving (text) messages
 - Communicating about the content of the exam with any party other than the invigilators during the test or examination while that test or examination is underway (including by means of electronic devices)
 - Claiming to be another person during a test or examination, or having someone else impersonate you
- c. **Plagiarism** (using someone else's work or your own 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
 - 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 (self-plagiarism)
 - 'Free-riding'; i.e. not contributing equally to a group assignment
- d. **Fraud** includes but is not limited to:
 - Manipulating research data in (group) assignments

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- falsifying data (for example, by filling in questionnaires or answering interview questions oneself)

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.

10. Financial assistance for students

Under certain circumstances, it is possible to receive additional or replacement financial assistance alongside the regular financial assistance for students. The following section describes the circumstances under which you are eligible for special financial assistance (specific financial arrangements). Please see: <https://www.utwente.nl/en/ces/sacc/regulations/fobos/fobos.pdf>

Specific Financial Arrangements:

The management of the university makes arrangements for financial support for specific groups of students. The terms and conditions set out in the regulations mentioned below determine whether a student is entitled to financial assistance:

- **Financial Support for Students in Special Circumstances** (known as FOBOS) for students who have an official study delay as a result of exceptional circumstances. An official study delay is defined in the Higher Education and Research Act as being caused by circumstances in which a student has been able to study less than usual or not at all for a temporary period of time. These circumstances include - in addition to carrying out administrative functions - illness, physical or mental impairment, exceptional family circumstances and the insufficient feasibility of (part of) an educational programme. Students who combine their studies at the university with participation in top-level sports or cultural activities may also be eligible for FOBOS. Further terms and conditions apply to FOBOS. Please see: <https://www.utwente.nl/en/ces/sacc/regulations/fobos/>
- **A Notebook Loan:**
The University of Twente offers the possibility of an interest-free loan in order to purchase a notebook provided by the Notebook Service Centre. Further terms and conditions apply. Please see: <https://www.utwente.nl/en/ces/sacc/regulations/notebook/>

Emergency Funds:

In addition to the above financial arrangements, there are a number of other schemes that are more general in nature. The Medical-Social Emergency Fund and the Student Counsellors Emergency Fund are funds on which specific groups of students may make a claim if they are in financial difficulty. Further terms and conditions apply. To be considered for this form of assistance, you will need to contact Student Affairs Coaching & Counselling.

- **Student Counsellors Emergency Fund**
For students who are experiencing acute financial problems, a short-term interest-free loan may be provided to tide them over. This emergency fund is managed by the Student Counsellors. Please see: <https://www.utwente.nl/en/ces/sacc/financial-matters/ut-schemes/emergency-fund/>
- **Medical-Social Emergency Fund**
There is a Medical-Social Emergency Fund from which sums can be provided to help with expenses that cannot be covered and for which insurance is not available. This emergency fund is managed by the Student Counsellors. Please see: <https://www.utwente.nl/en/ces/sacc/financial-matters/ut-schemes/medical-social-emergency-fund/>

University Fund

The University Fund is not an emergency fund, but provides funding to help organize events when this would not be possible without such assistance, including conferences, symposia or lectures as well as sports or cultural events. Applications should be addressed to the Director of the University Fund.

Please see: <https://www.utwente.nl/en/universityfoundation/>

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Scholarships & Grants

The University of Twente offers scholarship opportunities for outstanding students. These scholarships range from government subsidies to funding by organizations or individuals. Furthermore, the faculties and the University of Twente Scholarship Foundation also offer a limited number of scholarships for outstanding students: For more information, please see:

<http://www.utwente.nl/internationalstudents/scholarshipsandgrants/>

11. Addresses

Admission Office

Student Services Desk, Vrijhof Building, Second floor
Tel. +31 53 489 3087

Library

- **University Library**
The Vrijhof Building
Tel. +31 53 489 2777 (loans desk)
E-mail: infoUB@utwente.nl
<https://www.utwente.nl/en/lisa/library/>
- **ICT Library**
Hengelosestraat 99
Third floor, room 3-036
Tel. +31 53 487 4204
E-mail: library-ITC@utwente.nl
<http://www.itc.nl/Pub/Home/library>

Personal Data Authority

Postbus 93374
2509 AJ Den Haag
Phone number: 0900-2001 201
<https://autoriteitpersoonsgegevens.nl/en/>

Central Student Administration

Student Services Desk, Vrijhof Building, Second floor
Tel. +31 53 489 2124
<https://www.utwente.nl/ces/studentsservices/en/>

University of Twente Executive Board

Postbus 217
7500 AE Enschede The Netherlands
Fax +31 53 4879 2191
Tel. 053 489 2016 (University secretary)
<https://www.utwente.nl/en/eb/>

Appeals Board for Examinations

See University of Twente Complaints Desk

Higher Education Appeals Tribunal

Postbus 161376
2500 BC Den Haag
Tel. +31 70 426 4800 / +31 6317 49275 / +31 6113 77116
E-mail: info@cbho.nl
<http://www.cbho.nl/english>

Education Executive Agency (DUO)

Information line 050 599 77 55
<https://www.duo.nl/particulier/international-student/>

Housing

<https://www.utwente.nl/en/education/international-students/housing/>

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Doctor

De Sleutel

Tel: +31 53 203 0204

E-mail: infor@coampushuisarts.nl

<https://www.campushuisarts.nl/en/>

ICT Service Desk

Citadel Building (entrance on O&O Plein)

Tel. +31 53 489 5577

E-mail: icts.servicedesk@utwente.nl

<https://www.utwente.nl/en/lisa/contact/>

ICT Notebook Service Centre

Citadel Building (entrance on O&O Plein)

Tel. +31 53 489 5533

E-mail: icts.nsc@utwente.nl

<https://www.utwente.nl/en/lisa/ict/nsc/>

ITC

Hengelosestraat 99

7514 AE Enschede

Tel +31 53 487 4444

E-Mail: info-itc@utwente.nl

<http://www.itc.nl/>

International Office

Student Services Desk, Vrijhof Building, Second floor

Tel. +31 53 489 5424

E-mail: internationaloffice@utwente.nl

<https://www.utwente.nl/en/education/international-students/>

University of Twente Complaints Desk

Student Services, Vrijhof Building, Room 239 B

Tel. 059 489 2035

https://www.utwente.nl/ces/studentsservices/en/complaints_desk/

National Ombudsman

Antwoordnummer 10870

2501 WB Den Haag (no stamp required)

Tel. 0800 33 55555

<https://www.nationaleombudsman.nl/international/>

Sports Centre

Tel. +31 53 489 8001 (reception)

Tel: +31 53 489 1148 (secretary's office)

<http://www.utwente.nl/sport/en/>

Student Affairs, Coaching & Counselling

Vrijhof Building, Third floor, Room 311

Tel. 053 489 2035

E-mail: sacc@utwente.nl

<https://www.utwente.nl/en/ces/sacc/coaching-counselling/counsellors/student-counsellor/>

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Study Information Centre

Spiegel Building, room 112

Tel. +31 53 489 5489

<https://www.utwente.nl/en/education/bachelor/contact/>

Student Counsellors

Via Student Affairs, Coaching & Counselling

Vrijhof Building, Third floor, Room 311

Tel. 053 489 2035

E-mail: sacc@utwente.nl

<https://www.utwente.nl/en/ces/sacc/coaching-counselling/counsellors/student-counsellor/>

Student Chaplaincy

Vrijhof Building, Third floor, Room 314

Tel. +31 53 489 2378

E-mail: info@studentenpastoraatenschede.nl

<http://studentenpastoraatenschede.nl/> (Dutch)

Student psychologists

Via Student Affairs, Coaching & Counselling

Vrijhof Building, Third floor, Room 311

Tel. 053 489 2035

E-mail: sacc@utwente.nl

<https://www.utwente.nl/en/ces/sacc/coaching-counselling/counsellors/student-psychologist/>

Student Services

Student Desk, Vrijhof Building, Second floor

Tel: +31 53 489 2124

e-mail: StudentServices@utwente.nl

<https://www.utwente.nl/ces/student-services/en/>

Student Union

Bastille Building, room 332

Tel: +31 53 489 8006

E-mail: studentunion@union.utwente.nl

<https://su.utwente.nl/en/>

Study advisors

<https://www.utwente.nl/en/ces/sacc/coaching-counselling/study-coaching/study-advisers/>

TCP Language Centre

Vrijhof Building, Fifth floor, Room 543

Tel: +31 53 489 2040

E-mail: tcp@utwente.nl

<https://www.utwente.nl/en/ces/tcp-language-centre/>

University Council

Spiegel Building, room 438

Tel. +31 53 489 2026

E-Mail: info@uraad.utwente.nl

<https://www.utwente.nl/en/university-council/>

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Confidential Advisor

Student Counsellors via Student Affairs, Coaching & Counselling

Tel. 053 489 2035

E-mail: sacc@utwente.nl

<https://www.utwente.nl/en/ces/sacc/coaching-counselling/counsellors/confidential-adviser/>

Vrijhof Cultural Centre

Tel: +31 53 489 4400

E-mail: vrijhof-cultuur@utwente.nl

University of Twente Science Shop

The Gallery

Antwoordnummer 323

7500 VB Enschede

Tel: +31 53 489 3848

E-mail: e.reimerink@kennispark.nl

<https://www.utwente.nl/az/wewi/en>