

UNIVERSITEIT TWENTE.

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1. Introduction

Contents of Charter

This Charter and the regulations governs your rights as a student and the way we treat each other at the University of Twente.

The Students' Charter contains a description of the **rights and obligations** of students on the one hand and the University of Twente on the other. The Charter consists of two sections:

- the institutional section, which contains the rights and obligations that apply to the majority of students (i.e. this document);
- the programme section which, in combination with the Education and Examination Regulations (OER), includes the rights and obligations specific to each study programme.

The programme section is available from your programme's Office of Educational Affairs.

This particular Students' Charter document only covers the institutional section.

If important changes are made to the Students' Charter during your studies, you will be informed either by a notification published on the website or directly by your programme.

As this is an official document, on the basis of which you can claim rights, most of it is written in formal legal language. This does not benefit its readability but, from a legal point of view, the use of such language is unavoidable. In an effort to make things clearer, examples are occasionally given or procedures are described in greater detail. If you would like to obtain more information on topics covered in the Students' Charter, you can contact the Student Counselling Service. The same applies if you wish to consult the original legal wording of the Higher Education and Research Act (WHW).

Adoption and availability of the Students' Charter

The institutional section of the Students' Charter is formally adopted by the Executive Board after obtaining the approval of the University Council. The University Council is also consulted for approval or advice if major changes are to be made to the Charter. Such changes often affect specific parts of the Charter.

The part of the Students' Charter which contains the student's rights and obligations as they specifically apply to the programme for which the student is enrolled (the specific programme section), is adopted by the dean after receiving approval and advice from the Faculty Council and the Programme Committee, insofar as this has been provided for in the Faculty Regulations.

When combined, the programme-specific and institutional sections contain the information you need as a student. Students, teaching staff and other staff can consult the Charter online. They are all expected to be familiar with the contents of the Charter.

The latest version of the Students' Charter can always be found on the University of Twente's website: <http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/charter/>

Any changes made to the Charter are immediately implemented in the online version so that the latest updates are available. A printed version of the Charter is available on request and can be collected from the Centre for Educational Support (CES) in the Vrijhof Building (Student Counselling Service).

A new programme-specific section is available from your own programme's Office of Educational Affairs.

2. Definitions

WHW (Act):	The Higher Education and Scientific Research Act (WHW), in the Dutch Bulletin of Acts, Orders and Decrees, number 593, and as amended since.
WSF2000:	The Student Finance Act 2000 (Dutch Bulletin of Acts, Orders and Decrees 286, 13-7-2000).
Students' Charter:	These regulations which state the rights and obligations of students and which are formally adopted by the Executive Board after obtaining the approval of the University Council (Art. 7.59 WHW) and as subsequently amended.
Institution:	The University of Twente (UT).
Faculty:	Administrative unit as defined in Article 3 of the Executive and Management Regulations (BBR).
Programme:	The programme as described in the specific programme appendix to the Education and Examination Regulations.
Academic year:	The period that starts on 1 September and ends on 31 August of the following year.
Student:	Anyone enrolled as such in a programme in accordance with Article 7.34 and 7.37 of the WHW.
Student Union	The "Stichting Student Union Universiteit Twente", the umbrella organisation for students active in associations at the University of Twente, responsible for e.g. academic education
External student:	Anyone registered as an external student at the University of Twente and who has paid the statutory examination fee (as specified in Article 7.36 of the WHW).
Education and Examination Regulations (OER):	A set of regulations as described in art. 7.13. WHW, which has been drawn up by the dean for each programme or group of programmes.
CSA	Central Student Administration of the University of Twente
Executive Board:	The Executive Board of the University of Twente.
University Council:	The central employee participation council at the University of Twente.
Higher Education:	University education (WO) and higher professional education (HBO).
General Administrative Law Act:	The General Administrative Law Act (Dutch Bulletin of Acts, Orders and Decrees 1992, 315).

In cases where the personal pronouns "he", "him" and "his" are used in relation to "the student", they should also be read as referring to female students (i.e. as "she" and "her").

All references to "the student" should be read as references to both degree students and external students unless otherwise specified.

3. Enrolment and tuition fees

Enrolment

In order to participate in the study programmes and to make use of the university's facilities, you are required to enrol on an annual basis as a student at the university and with the faculty and/or study programme of your choice. The Enrolment Regulations decides on the exact conditions for enrolment and tuition fees.

Also see: full University of Twente the Enrolment Regulations.

Practical information on enrolment can be found on the website of Student Services:

<http://www.utwente.nl/ces/studentervices/en/enrolment/voorblad%20in-herinschrijven%20eng/>

Student categories

The general availability of all facilities and applicability of all rights to all UT students forms a guiding principle of intent. However, there may be good and valid reasons for derogating from this guiding principle.

The availability of facilities and applicability of rights may be limited to a particular category of students (e.g., regular bachelor's and master's students, international students, etc.) by a scheme, for instance. Or a general provision may apply that some rights do not apply to all facilities.

The UT recognizes the following 'regular' types of student enrolment/registration:

1. *Ba-Ma students:*

Students registered with the UT (CSA), who are following an accredited bachelor's or master's programme;

2. *Pre-master's students:*

Students registered with the UT (CSA), who are following a deficiency programme as their bachelor's degree does not yet make them eligible to pursue their desired master's programme. These students pay a fee for each EC to be obtained, dependent on the length of the pre-master's programme;

3. *External student:*

Person registered with the UT (CSA), who is only allowed to take exams.

In addition, the University of Twente recognizes a few types of enrolment for non-regular students.

1. *Subsidiary subject students (including Kies Op Maat students):*

Students registered with the UT, who are enrolled at another Dutch institute for higher education and follow a number of courses at no extra charge by virtue of having paid tuition fees at that institute;

2. *Exchange students:*

Students who follow courses at the UT by virtue of an agreement between the UT and another institute (including institutes abroad). They have been registered with the UT (CSA) as such. They are enrolled as students at their home institute and do not pay the UT any tuition or course fees;

3. *Course participants:*

Students, including students following the post-initial Master of Environmental Energy Management and Master of Risk Management programmes, who are following programme courses or a post-initial programme at the UT without being enrolled at another Dutch institute for higher education. These students register with the programme administration, which determines the tuition or course fees to be paid;

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4. ITC students:

Students who are following a programme or course at the Faculty of Geo-Information Science and Earth Observation (ITC). They register with and pay their tuition or course fees to ITC. The ITC enrolment regulation included in the University of Twente Enrolment Regulation 2014-2015 as Annexe 8 applies to this category of students.

All further conditions to the above types of enrolment and registration are detailed in the Enrolment Regulation. For further information, refer to the University of Twente Enrolment Regulation. Practical information may be retrieved from the Student Services website at:

<http://www.utwente.nl/ces/studentervices/en/enrolment/voorbeeld%20in-herinschrijven%20eng/>

Tuition fees

The tuition fees / examination fees are regulated in the Enrolment Regulations , Chapter 3, article 12. Information on fees and terms of instalment will be published on the website of Student Services: http://www.utwente.nl/ces/studentervices/en/money_matters/tuition_fee/

The ITC Faculty has its own separate fees and conditions.

De-enrolment and refunding tuition fees

The regulation about de-enrolment and refunding tuition fees is formalised in the Enrolment Regulation, article 11. Practical information about de-enrolment and refunding can be found on the website of Student Services:

<http://www.utwente.nl/ces/studentervices/en/enrolment/voorbeeld%20in-herinschrijven%20eng/>

The information for ITC students is inserted in the ITC Enrolment Regulation, see appendix 8, article 6, of the Enrolment Regulation of the University of Twente.

If you disagree with decisions taken with regard to enrolment and tuition fees, you can lodge an official objection. See for more information Chapter 7 Complaints Desk of this Students' Charter.

4. Education

The Bachelor of Science (BSc) and Master of Science (MSc) degree programmes at the University of Twente are governed by the Executive and Management Regulations, article 4:

http://www.utwente.nl/bestuur/publicaties/bbr_2014.pdf (in Dutch only)

This also applies to the higher professional education (HBO) Master's degree programme in Geo-Information Science and Earth Observation.

The educational activities in every accredited programme at the University of Twente are carried out in compliance with the Education and Examination Regulations (OER), which form an integral part of the programme-specific section of the Students' Charter. This can be found on the website of your programme.

Bachelor programme

The BSc degree programme is a three-year programme.

Who successfully completes the programme is awarded the title BSc (Bachelor of Science). The UT offers talented students the possibility to follow an honours programme in addition to bachelor programme. The bachelor phase completes with an examination. Successful students are awarded by the Examination Board with a bachelor diploma with an attached diploma supplement and if applicable, an annotation regarding a distinction, completion of the honours programme and/or the advanced teaching qualification. The diploma offers the opportunity to progress to a MSc degree programme or for instance enter the job market.

The degree programmes begin on 1 September.

Twente Educational Model (TOM)

As from September 2013 the UT started for the first-year students bachelor's programmes with the so-called Twente Educational Model (TOM).

TOM is characterized by the integration of project education and other forms of teaching methods in thematic full-time study units; the so-called modules.

Projects

Each module centres on a project. By programming the other module components around these projects, an integrated whole is created. Students are guided in their learning needs by the project and can apply that which they have learned in the other module components of the project. In a module, various module components are logically clustered around a connecting theme or subject. This allows various disciplines to come together in a particular theme. This is achieved by giving a group of students an assignment to complete that presupposes knowledge of these disciplines. This knowledge is acquired independently as much as possible by the group, under the supervision of a tutor. Certain knowledge may also be offered through frontal education, but only if there are valid reasons for doing so. For instance, if the "understanding threshold" turns out to be very high, because it is considered as inspirational, or if a wider context needs to be given.

Discovering strengths

UT wants its alumni to have developed themselves within three professional roles (In Dutch, the three O's): that of researcher, designer and organiser. These roles are complementary.

In the projects of their bachelor's programmes, students establish an academic basis for each of the three roles. A further specialization in one of the three O's is reserved for the master phase. In each project the development of one or more roles is at the forefront. By taking various modules and by taking on various roles within the project groups, students are able to discover their strengths, talents and preferences.

First-year student progress evaluation (Binding recommendation in the first year)

The first year of every bachelor's programme is designed to have each student fully appreciate what their chosen programme entails, such with a view to the student progress evaluation at the end of that year.

Referral and selection are to be possible by the end of this phase (Section 7.8(5) of the Higher Education and Research Act).

The student progress evaluation system has become effective for all bachelor's programmes as per 1 September 2013. This evaluation may result in the issuance of a negative recommendation, disallowing the student to continue in their chosen programme, should the student have failed to obtain 45 EC during the first year of their studies. Any additional requirements have been included in the programme-specific annexe. This rejection applies for a period of three academic years. The student progress evaluation regulations are included as Article 6.3 of the Education and Examination Regulations, included in the education section of this Charter.

For more information, please refer to the website for your programme.

For practical information on the student progress evaluation, refer to:

<http://www.utwente.nl/bsa/>

Master's programmes

Programmes culminating in a MSc. degree run for one, two, or, occasionally, three years. These programmes provide more in-depth and specialised knowledge and education within a specific discipline.

Master's programmes are concluded with a final examination. Students passing the examination are awarded a master's diploma, the accompanying diploma supplement, and, if and when applicable, a note conferring a honour or distinction and/or full teaching qualifications, by the examination board. These students are granted the title of Master of Science (MSc.). All programmes start on 1 September of any given year. It is possible to enter as per 1 February of the following year, but prospective students will have to consult with their study adviser to determine whether following the programme is still feasible.

The Geo-Information Science and Earth Observation master's programme is a higher professional education programme and runs for one year (twelve months).

As of 1 September 2012, students are to have completed their required previous education in full before being allowed to follow the master's programme. For students not yet having obtained their bachelor's diploma, this has the following effect:

- The credits obtained for master's programme courses completed prior to 1 September 2012 may, at the student's request, be transferred to the master's programme upon their completion of their bachelor's education.
- Should the programme's Education and Examination Regulations so permit, submarks valid for more than one year will be processed in the same way as the credits obtained for master's programme courses completed prior to 1 September 2012.
- Should a student be required to complete a master's programme course as part of their bachelor's programme's set of examination courses¹, or should they wish to do so, such requires the permission of the examination committee

Exceptions will be made only in exceptional and distressing circumstances, as determined by the hardship clause of the master's programme's Education and Examination Regulations. These Regulations are published on the programme's website.

For practical information on the Bachelor-before-Master rule, refer to:

<http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/bsa/>

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Structure of the programmes and language of instruction

At the UT, the language of instruction and in examinations at Bachelor's level is Dutch. Exemptions are Advanced Technology, Creative Technology, Electrical Engineering, European Public Administration and International Business Administration. The language of instruction for programmes is English. The same applies to the examinations of those programmes. Also the language of instruction at the University College Twente (ATLAS) is English.

At the UT, the language of instruction at Master's level is English. This is necessitated by the more specific nature, the structure and the quality of the education provided. The examinations are in English, unless the specific nature, organization or quality of the teaching or the position of the student provide a valid reason to administer a certain examination in Dutch. For further stipulations in this area, we refer you to the Code of Conduct for Languages of Instruction: <http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/languages/>.

Diploma supplement and certificates

The diploma supplement allows for a correct estimation of graduates' qualifications on the international level. This UT document has been granted a EU -endorsement. It lists the graduate's personal details and a (standard) description of the completed study programme's nature, level, context and substance. In addition, the supplement contains an overview of the results achieved (list of marks) and any special achievements and/or professional qualifications.

A UT certificate is issued on the student's request if the student:

- terminates a programme prematurely and has completed some courses;
- has obtained credits for courses completed as part of an exchange programme;
- has completed the bachelor's programme's minor.

For further information, refer to: <http://www.utwente.nl/ces/studentenbegeleiding/en/>

Timetables

In principle, all accredited educational activities are timetabled per semester in accordance with the academic calendar (annual timetable divided into four teaching periods). Timetables are drawn up for each semester and made available through the application My Timetable: <https://rooster.utwente.nl/>
More background information about time tables, planning and academic calendar can be found on: <http://www.utwente.nl/ces/planning-roosters/en/>
The ITC Faculty operates according to its own timetables.

Education and Examination Regulations

The Education and Examination Regulations (OER) contain plenty of information about education and assessment within your study programme. In the regulations, you can find information on matters including:

- the content and structure of your programme;
- admission requirements for the programme and for specific courses;
- methods of assessment;
- right of inspection;
- opportunities to resit examinations;
- the period for correcting or marking students' work;
- validity of examinations;
- penalties for cheating/plagiarism; in serious cases or cases involving repeated infringements, the Executive Board can, in response to a proposal by the examination board, terminate the student's enrolment in the programme once and for all;
- student guidance.

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The Education and Examination Regulations for your programme can be found on the programme website.

5. Student facilities

In addition to education, a wide range of student facilities are on offer at the University of Twente. Specific information about the various facilities can be found at the following information desks:

- Student Counselling Services (<http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/languages/>);
- Student Services (<http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/languages/>);
- Student Union (<http://www.studentunion.utwente.nl/en>).

There are special facilities available for disabled students. Students with a physical disability, psychological problem, dyslexia or a chronic illness are entitled to make use of specific facilities in situations where their condition puts them at a disadvantage. It is important that students to whom this applies notify the student counsellor, study advisor or use the registration form so that the University can identify the options open to them in their specific situation.

(<http://www.utwente.nl/ces/studentenbegeleiding/en/counselling/firstyear/register/>)

If your ability to function becomes impaired during your studies, you should report this as soon as possible to the student counsellor or to the study advisor at your faculty, even if this change of circumstances has not yet affected your study progress.

(<http://www.utwente.nl/ces/studentenbegeleiding/en/counselling/counsellor/>)

Student counsellor

Students can go to the student counsellor with questions about financial assistance (e.g. student loans or grants), study delay, financial issues, changing their study programme or with personal problems. Student counsellors provide information and guidance on regulations concerning study delay; top-level sport and top-level cultural activities; the FOBOS-Regulation (Financial Support Special Circumstances Students); studying with a disability, psychological problem, 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 have a complaint.

(<http://www.utwente.nl/ces/studentenbegeleiding/en/counselling/counsellor/>)

Student psychologist

All students can consult a student psychologist free of charge if they need to talk about something or would like to take a psychological test (in relation to career choice), or if they are having problems with regard to studying, their choice of study programme or in their relationships with parents, friends, boyfriend/girlfriend, fellow students or with themselves. Any information provided is treated in strict confidence.

<http://www.utwente.nl/ces/studentenbegeleiding/en/counselling/psychologist/>

Other student facilities at the University

The University also provides general facilities which are not directly related to your studies.

- The Centre for Educational Support (CES) (<http://www.utwente.nl/ces/en/>) (which includes Student Counselling and Student Services) provides information and advice on matters such as admission and application, enrolment and tuition fees, money matters, financial assistance, the university's own financial regulations, complaints procedures, accommodation and the activities of student organizations.
- The International Office (www.utwente.nl/internationaloffice/), which is part of the Student and Centre for Educational Support (CES), provides support for international students (incoming) and helps University of Twente students who want to go abroad to study or to do an internship (outgoing).

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- The University Library (www.utwente.nl/ub/en/) ensures the availability of scientific information to staff and students and provides assistance in locating and using this information. The majority of the library's collection is available in digital form through the digital library, a link to which can be found on the Library and Archive Service Centre (B&A) website. You have wireless access to this website throughout the University of Twente Campus. The library's physical (paper-based) collection, which includes materials from almost all study programmes, is located in the 'study landscape' in the Vrijhof Building.
- Studium Generale: lectures and discussion programmes (www.utwente.nl/gw/sg/ in Dutch only).
- Sports Centre: play sports and exercise at reduced prices (<http://www.sport.utwente.nl/sports/>).
- Vrijhof Culture Centre: music, dance, theatre and creative courses (www.cultuur.utwente.nl/culture/).

Other facilities: there are many organizations within the University of Twente and beyond which may be of interest to students but which are not directly related to your studies. For more information go to www.enschedestudentenstad.nl/ (in Dutch only).

6. Management and participation

The management structure at the University of Twente is laid down in the [Executive and Management Regulations](#) (in Dutch only). There are two administrative levels: university level and the level of the service departments and the faculties. At both levels, there are participatory bodies in which students are involved.

At university level, participation is the province of the University Council: for more information on this subject, please see [University Council Regulations](#) (in Dutch only).

The management structure of the faculty is laid down in the Faculty Regulations. Please see the faculty's website for further details. Participation in the faculty is the responsibility of the Faculty Council. In addition to these provisions, the programme committee fulfils an advisory function on educational matters.

More information on this subject can be found under <http://www.utwente.nl/tnw/en/organisation/participation/>.

7. Complaints, objections and appeals

Complaints Desk

This Charter and the regulations governed by it state your rights as a student and how we treat each other at the University of Twente. In spite of our best efforts to apply the regulations correctly and to treat each other properly, there may be times when we fall short of these expectations. This chapter explains what you can do in such circumstances.

Before we go any further, it should be clear that the first course of action (if at all possible) is to take up the issue with the person or persons directly involved in an effort to arrive at a joint solution. Furthermore, it is always possible to discuss your problem with a confidential advisor for students: <http://www.utwente.nl/ces/studentenbegeleiding/en/counselling/counsellor/> However, if it does not prove possible to come to an solution, you can take up the matter formally with the Complaints Desk.

If you think you have been treated unacceptably by a member of your faculty or by the University, or if you do not agree with a decision that concerns you, then you can lodge a complaint, objection or appeal with the central complaints desk. Once you have done so, your complaint, objection or appeal will automatically be passed on to the appropriate body. You can find the complaints desk at http://www.utwente.nl/ces/studentenbegeleiding/en/complaints_desk/

This is also the place to go for more information if you are not sure who or where to turn to, what approach to take or if you want to ask a few questions before you take action.

Objecting to or appealing against a written decision

If you do not agree with a written decision addressed to you personally, you have the right to make a formal objection or appeal. This does not apply to general rules or regulations. If you lodge an appeal, a binding ruling is issued by an independent appeals tribunal.

Regarding decisions taken by the Executive Board, on such matters as enrolment, collection of tuition fees and financial assistance, you can submit a letter of objection. Objections to decisions taken by the Executive Board are dealt with by the Arbitration Board. Subsequently, it may also be possible to lodge an appeal with the Higher Education Appeals Board.

The procedure is coordinated by the Complaints Desk:

http://www.utwente.nl/ces/studentenbegeleiding/en/complaints_desk/

If you do not agree with decisions that the programme has made with regard to examinations and other assessments, a negative student progress evaluation or admission to a Master's degree programme, you have the right to appeal against them. These appeals are dealt with by the Board of Appeal for Examinations. The procedure is coordinated by the Complaints Desk: http://www.utwente.nl/ces/studentenbegeleiding/en/complaints_desk/

8. Rules of behaviour

House rules and disciplinary measures

Students are required to comply with general standards and rules of decency in their dealings with other members of the university community and in their use of university facilities. Every student is required to participate in their study programme in a manner that shows respect for fellow students, teaching staff and other university employees. Students must follow the instructions and prescriptions given by their teachers and the staff charged with the management and care of the university's facilities and buildings. Smoking is not permitted in any University of Twente building. This ban applies both to public spaces and to staff offices.

Students at the University of Twente:

- behave fairly and respectfully towards each other and towards members of staff;
- achieve their full potential by participating actively in educational and extracurricular activities;
- treat each other's property and the university's facilities with care;
- enable teaching staff and students to teach and learn under the best possible conditions.

A student who causes a disturbance in a university building can be removed from the building on the authority of the building manager. If necessary, the student may be subject to a full or partial ban on entering the University's buildings and/or grounds for a period of up to two months. In the event of serious or repeated misconduct, this period can be extended up to a maximum of one year by the Executive Board. If a student causes serious nuisance and does not stop despite orders to do so, the Executive Board can deny the student access to the institution permanently and/or terminate his enrolment.

In addition to general rules of behaviour, the University has also drawn up specific codes of conduct for ICT and Internet Use for students and staff:

http://www.utwente.nl/sb/en/policy/information_management/

This code of conduct details how ICT and internet should be used at the University of Twente. The code governs the responsible use of ICT facilities and the internet and how this use is monitored. The aim is to achieve a healthy balance between responsible, safe and secure ICT and internet use and the privacy of the user.

Unacceptable behaviour

There is also a university policy to combat unacceptable behaviour. In a healthy and stimulating work and educational climate, collegiality, respect and attention to one another should all be standard practice. Unacceptable behaviour can severely disrupt relationships, preventing employees and students from functioning safely and effectively and from taking pleasure in their work or studies. Anyone who notices any kind of unacceptable behaviour in the work or educational setting and would rather not take this up directly with the person(s) involved can report this unacceptable behaviour to a confidential advisor.

Unacceptable behaviour includes the following:

- Sexual harassment: undesirable sexual advances in the shape of requests for sexual favours or other verbal, non-verbal or physical behaviour (including the unsolicited sending of pornographic images or texts e.g. on the internet or deliberately viewing such material in the sight of others);
- Aggression and violence: bullying, mentally or physically harassing, threatening or attacking others;

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- Discrimination: in any way making statements about, taking actions towards or taking decisions about persons which are insulting to those persons because of their race, religion, gender, personal convictions and/or sexual orientation, or treating people differently on such grounds.

The confidential advisor on unacceptable behaviour is independent and is protected in this regard by the employer. He or she acts as a sounding board and an intermediary. The advisor expressly refrains from acting as an arbitrator and does not take decisions him/herself. He/she can, with or without the help of others, advise or mediate between the parties involved. Anonymity in this process is guaranteed absolutely. The confidential advisors for students are the student counsellors of the University: <http://www.utwente.nl/ces/studentenbegeleiding/en/counselling/counsellor/>

Health, safety and well-being regulations

The University of Twente attaches great importance to providing a healthy, safe and stimulating education environment that allows students to conduct their work in safety and good health. The Health, Safety & Environment (HSE) department provides central information on proper working conditions. Such information also applies to students. All of the faculties and schools have their own health, safety and environment coordinators (HSECs). The HSECs are the primary contact persons for all staff and student questions related to health, safety and the environment.

The UT takes its working conditions and environmental responsibilities seriously. We ask that our students do the same. Hence, we request all students to carefully read the [Working Conditions and Environmental Regulations for the UT](#). These regulations list the main working conditions and environmental rules everyone is to keep. A student pursuing a study or conducting research involving specific risks will receive prior instructions by the department concerned.

Should a student have any questions with respect to health, safety or the environment (HSE), they may contact the faculty's health, safety and environment coordinator (HSEC). <http://www.utwente.nl/hr/en/health-safety-environment/organization-information/organization/hse-coordinators/> lists all faculty HSECs.

The [Human Resources \(HR\)](#) website contains various HSE instructions. A number of faculties have published specific HSE information for students on their home pages. In addition, the [student HSE website](#) contains specific information on health complaints, including those related to working with computers for long stretches of time (RSI) and ways to prevent such complaints.

CCTV Monitoring Regulations University of Twente

As from December 1st, 2011, the CCTV Monitoring Regulations University of Twente 2011 are applicable. These regulations determines the use of the CCTV monitoring in and around the buildings and on the grounds of the University of Twente. The objective of these regulations is to regulate CCTV monitoring in such a way that it strikes the right balance with the protection of the privacy of persons who are present on the grounds of the University of Twente. It specifies the way in which the use of CCTV monitoring is dealt with within the University of Twente.

This involves rules of conduct with respect to the responsible use of CCTV monitoring and personal data which are collected by means of CCTV monitoring.

The full text of the regulations can be found at the Security department of the University of Twente:

http://www.utwente.nl/hr/en/info_voor/medewerkers/Diversen/reglement_camaratoezicht_en.pdf

9. Financial support for students

In addition to the standard financial assistance available to students, you may be entitled to extra or alternative financial support in certain circumstances. Below (under the heading *Specific financial regulations*) you can find out when a student is eligible for special financial support. See: <http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/languages/>.

Authorized study delay is described by WHW as circumstances in which a student is temporarily unable to study or to cope with the full study load. In addition to performing administrative functions, these circumstances include illness, impairment, family circumstances and a lack of feasibility in the study programme.

Specific financial regulations:

The institution's administration makes arrangements to provide financial support to specific groups of students. Herewith applies that the conditions determined in the underlying scheme are predominant for the right on support:

- a. **Financial Support Special Circumstances Students (FOBOS)** for students with a performance-related grant who fall behind with their studies due to recognised special circumstances;
See: <http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/support/fobos.doc/>
- b. **Support Scheme for Top-Level Sport (ROSTOP)** and **Support Scheme for Top-Level Arts** for students at the University of Twente who combine their studies with sports or cultural activities at the highest level;
See: <http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/support/topsports/>
- c. **Financial Support International Students (FISIS):**
for international students who fall behind with their studied due to recognised special circumstances;
See: <http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/support/fisis.docx/>.
- d. **Notebook Loan:**
the UT offers the possibility of an interest-free loan for the acquisition of a notebook at the Notebook Service Centrum;
See: <http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/notebook/>.

Emergency Funds

In addition to the specific financial schemes there are some other schemes of a more general nature. The Medical-Social Emergency Fund and the Student Counsellor Emergency Fund are funds on which specific groups of students are eligible
Special groups of student can file a claim on the Medical-Social Emergency Fund and the Student Counsellor Emergency Fund when they incur financial problems.

- a. **Student Counsellor Emergency Fund**
Short-term interest free loans can be issued to students with acute financial problems. This emergency fund is managed by the Student Counsellors.
See: http://www.utwente.nl/ces/studentenbegeleiding/en/finance/intern/emergency_fund/
- b. **Medical-Social Emergency Fund**
There is a Medical-Social Emergency Fund from which contributions can be made towards costs that are unforeseen or uninsurable. This emergency fund is managed by the Student Counsellors.
See: http://www.utwente.nl/ces/studentenbegeleiding/en/finance/intern/mse_fund/

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University Fund

The University Fund is not an emergency fund, but can provide allowances to help cover the cost whenever you organise something but cannot arrange the financing. This can involve congresses, symposia or lectures, but e.g. also sports or cultural events.

Applications should be addressed to the Director of the University Fund.

See: www.utwente.nl/ufonds/ (in Dutch only).

University Twente Scholarships (UTS)

University Twente Scholarships (UTS) are scholarships for excellent students from non-EU/EEA countries, applying for a graduate programme (MSc) at the University of Twente.

For applications and more information see:

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