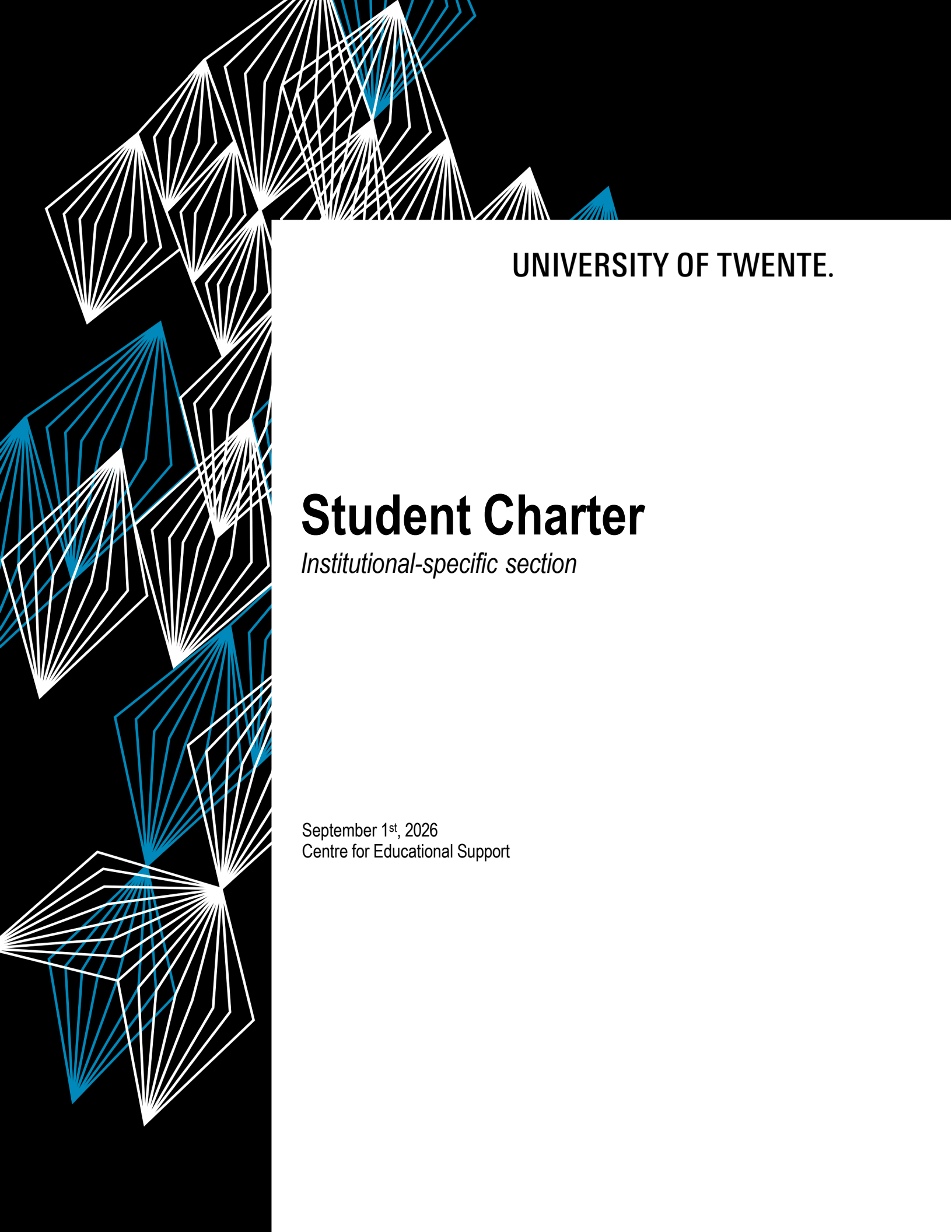




UNIVERSITY OF TWENTE.

Student Charter

Institutional-specific section

September 1st, 2026
Centre for Educational Support

UNIVERSITY OF TWENTE.

Contents

Introduction	4
Definition of terms	6
1. Enrolment and tuition fees	8
1.1. Enrolment procedure	8
1.2. Enrolment forms	8
1.3. Payment of tuition fees	8
1.4. Reimbursement of tuition fees in the event of termination of enrolment	8
2. Education and teaching	10
2.1. Bachelor's programmes	10
2.2. Master's programmes	10
2.3. Pre-master's programme	10
2.4. Degree certificate and diploma supplement	10
2.5. Timetabling, other information on education and communication	11
2.6. Relevant regulations and procedures	11
2.6.1. Education and Examination Regulations (EER)	11
2.6.2. Linguistic code of conduct	11
2.6.3. The (binding) recommendation on continuation of studies	11
2.6.4. Modern Migration Policy (MoMi)	12
2.6.5. Committee Personal Circumstances (CPO)	12
2.6.6. The Bachelor's-before-Master's rule	12
2.6.7. Rules and regulations of examination boards	12
3. Student facilities	14
3.1. Student Services Contact Centre	14
3.2. Student Guidance & Well-being (SGW)	14
3.3. Other student facilities	14
4. Management and participation	16
4.1. The management of the UT	16
4.2. (Decentralized) participation councils	16
4.3. Student Union	16
5. Legal protection	17
5.1. Complaints, objections and appeals	17
5.1.1. Complaints Desk via Student Services Contact Centre	17
5.1.2. Complaints Committee	17
5.1.3. Arbitration Committee	17
5.1.4. Board of Appeal for Examinations	17
5.1.5. The Council of State	18
5.1.6. Ombuds Officer	18
5.2. Protection of personal data	18
5.3. Student loans and grants	18
5.4. International students	18
5.5. Equal treatment on the grounds of Disability or Chronic Illness Act	19
6. Rules of conduct	20
6.1. Code of conduct good management	20
Universities are publicly funded organizations and have strong ties to Dutch society. This requires a transparent and responsible form of governance, supervision and participation. Universities have therefore drawn up their own code of conduct good management.	20
6.2. Code of Ethics	20
6.3. Code of conduct (un)acceptable behaviour	20
6.4. Reporting code for Domestic violence and child abuse	20
6.5. Requirements relating to health, safety and well-being	20
6.6. Copyright	21
6.7. Scientific integrity	21
6.8. Code of Conduct on Language	22
6.9. House rules	22
6.10. Smoking policy	23

UNIVERSITY OF TWENTE.

6.11.	Guidelines Alcohol	23
6.12.	ICT regulations - Use of computer facilities.....	23
6.13.	CCTV Monitoring Regulations.....	23
7.	Financial assistance for students	24
7.1.	Specific financial arrangements	24
7.2.	Emergency funds	24
7.3.	University Fund	24
7.4.	Scholarships and grants	24
8.	Appendices	25
A.	Overview of websites and regulations mentioned in the Student Charter	25
B.	Addresses and contact information	28
	Student Services Contact Centre.....	28

Introduction

Student Charter

Student charter – What you need to know

The student charter provides a complete overview of the rights and responsibilities of students. These arise partly from the law and partly from agreements within the university. The charter helps to understand what students may expect from the university (such as education and facilities) and what the university expects from students.

The student charter consists of two parts:

1. Institutional section

This part applies to all students. Any exceptions are clearly stated.

It includes topics such as:

- The enrolment regulations: enrolment and termination of studies, (refund)payment of tuition fees
- StOF (Student Support Fund): facilities and financial support
- Rules on how to interact with each other (house rules, codes of conduct, regulations)
- Procedures for complaints and disputes

In short: everything related to a student's rights and duties within the university in general.

2. Programme section

This part specifically concerns the programme and consists of:

- The Education and Examination Regulations (EER)
- Additional programme specific rules

This includes among other things:

- Study workload
- The examinations that must be completed
- Rules regarding the organisation of education
- Supporting facilities

The programme specific part can be found on the programme's website.

Why is this important?

Altogether, the student charter, the EER and the Rules and Regulations of the examination boards, contain all information students need.

Not all situations can be foreseen. A (crisis) situation may arise in which (additional) regulations need to be established during the current academic year. These regulations will be determined and communicated separately.

Status and availability of the Student Charter

The institution-specific section of the Student Charter is adopted by the Executive Board after being approved by the University Council (Article 7.59 WHW). The Student Charter has only a start date. In the event of major amendments to the charter, advice, or approval of the amendments, if possible, per section, is requested from the University Council.

The programme-specific section of the Student Charter, the Education and Examination Regulation (EER), including the programme specific appendices, is subject to approval by the Faculty Board, following the consent and advice of the Faculty Council and the Programme Committee, to the extent that it is regulated in the WHW.

The programme-specific section (EER) is available on the website of the relevant programme.

UNIVERSITY OF TWENTE.

The [latest version of the Student Charter](#) is always available on the [website](#) of Student Guidance & Well-being ([SGW](#)) of the Centre for Educational Support ([CES](#)). Students and staff can consult the Student Charter online. They are expected to familiarize themselves with its contents. Any amendments made to the charter will be applied to the website as soon as reasonably can be expected, so that the most up-to-date version of the charter is available.

If significant changes are made to the Student Charter during the study period, students will be notified by means of a publication.

Applicability

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

Deriving rights

This is an official document, from which students may derive certain rights. If there are issues relating to the charter about which the student would like to have more information, they can contact Student Guidance & Well-being.

This document is available in both Dutch and English. In the event of any discrepancies between linguistic versions or a disagreement about the content or interpretation of linguistic versions, the Dutch version prevails.

Entry into force

These regulations are adopted by the Executive Board on 6 July 2026. These regulations enter into force on September 1st, 2026 and replace the regulations dated September 1st, 2025.

Definition of terms

Academic year/study year:	The period that starts on September 1st and ends on August 31 of the subsequent calendar year.
Awb:	Dutch Administrative Law Act (<i>Algemene wet bestuursrecht - Awb</i>).
CPO:	The Committee Personal Circumstances (<i>CPO</i>) is the body responsible for reviewing the personal circumstances of individual students as part of the Binding Recommendation Rule, the Modern Migration policy and financial assistance for students in relation to the Profile Fund as stated in Article 7.51 Higher Education and Research Act (WHW).
Duty of care:	The legal and moral obligation to ensure contribution to the health, safety and well-being of others.
EC:	European Credit or study point
Educational institution / University:	University of Twente (<i>UT</i>).
Educational programme:	The programme of study as defined in Article 4 of the Executive and Management Regulations (<i>BBR</i>), to which the programme-specific section of the EER applies.
Education and Examination Regulations (EER):	The regulations defined in Article 7.13 WHW, which are adopted for each educational programme or group of educational programmes by the board of the relevant faculty.
Executive Board:	The institutional Board (<i>EB</i>) of the UT.
Executive and Management Regulation:	The regulations (<i>BBR</i>) are drawn up by the Executive Board to regulate the management, administration and organization of the University, as described in Article 9.4 WHW.
Extraneous:	Any person enrolled at the UT who is only entitled to sit in exams or interim exams.
Faculty:	Management Unit as defined in Article 3 of the BBR.
Higher Education:	University Education (<i>wetenschappelijk onderwijs</i>) and Higher Vocational Education (<i>hoger beroepsonderwijs</i>).
Online surveillance:	Camera surveillance of student(s) during a test or exam without recording.
SGW:	The Student Guidance & Well-being department (<i>SGW</i>) offers various forms of counselling and advice to students and staff.
StOF:	The Student Support Fund is a UT fund from which students can receive reimbursement or compensation if they experience study delay due to personal circumstances.
Student:	Any person enrolled in an educational programme, as described in Articles 7.34 and 7.37 WHW.
Student of non-subsidised education:	Any person enrolled at the UT as a participant in an educational programme provided by the UT, but who is not enrolled as a student or external student at the UT based on Article 7:32.1 WHW. Students of non-subsidised education are either enrolled for several courses or enrolled in a non-subsidised educational programme like a pre-master.
Student Services (Contact Centre):	The service desk where students can go to if they want information or have questions.

UNIVERSITY OF TWENTE.

Student Union:

The Student Union Foundation (*SU*) of the University of Twente, an umbrella organisation for student activities at the UT which promotes academic competencies and the wellbeing of students of the UT.

TOM:

Twente Educational Model. All bachelor programmes are designed according to the TOM-model which is characterised by programmes that consist of modules of 15 credits, which consist of one or more study units.

University Council:

The primary representative body of the University of Twente (*UC* or *URaad*).

University Committee Education:

The University Committee for Education (*UC-E*) advises the Executive Board on educational matters.

WHW:

The Higher Education and Research Act (*Wet op het Hoger onderwijs en Wetenschappelijk onderzoek - WHW*).

1. Enrolment and tuition fees

1.1. *Enrolment procedure*

To participate in educational programmes and to make use of the educational facilities, examination facilities or other facilities of the UT, a person must enrol as a student at the university in an educational programme every year. [The Enrolment Regulations](#) stipulate the exact conditions for enrolment and tuition fees. For practical information on [admission, enrolment and de-enrolment](#), please refer to the [Student Services](#) website.

1.2. *Enrolment forms*

The general principle is that all rights and facilities are applicable to all students at the UT. Nevertheless, there may be valid reasons as to why this is not always the case. The forms of enrolment for students and external students are regulated in the WHW, with the associated rights that are defined in Articles 7.34 and 7.36, respectively.

Enrolment as a student (Article 7.34 WHW)

Those enrolled as students are entitled to the following:

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

Pre-master's students are enrolled as students at the UT. These students are required to follow a deficiency programme because they cannot yet be admitted to the master's programme based on the bachelor's degree they already hold. They pay tuition fees per EC (study point).

Enrolment as an external student (Article 7.36 WHW)

Those enrolled as external students are entitled to the following:

- To participate in final degree audits and examinations from the relevant educational programme
- To access the facilities of the university, such as the library, etc.

Enrolment of students of non-subsidised education

Students of non-subsidised education are those who are enrolled at the UT as participants in an educational programme provided by the UT, but who are not enrolled as a student or external student at the UT based on Article 7:32.1 WHW. Students of non-subsidised education are either enrolled for several courses or enrolled in a non-subsidised educational programme (see Chapter 2 of this charter). For more information on students of non-subsidised education, please see Article 3 of the [Enrolment Regulations](#).

1.3. *Payment of tuition fees*

The tuition fees due are set out in the [Enrolment Regulations](#), under Article 2. Information about tuition fees, payment options and payment deadlines of [tuition fees](#) are published on the Student Services Contact Centre website. The conditions of enrolment and the [tuition fees for the ITC Faculty](#) of non-subsidised education can be found on their website.

1.4. *Reimbursement of tuition fees in the event of termination of enrolment*

Article 7.48 of the WHW determines the reimbursement of tuition fees. The student is entitled to reimbursement for a portion of the tuition fees if enrolment is terminated during the academic year, except for de-enrolment as of July or August. Pre-master's students are not entitled to reimbursement.

UNIVERSITY OF TWENTE.

All matters concerning de-enrolment and reimbursements are set out in the [Enrolment Regulations](#). Practical guidance on [de-enrolment and reimbursements](#) can be found on the Student Services Contact Centre website.

It is possible to submit a formal appeal regarding decisions related to enrolment and tuition fees if the student believes that an incorrect decision has been made. For further details, please refer to Chapter 5 Legal Protection of this charter on legal protection.

Information about (de-)enrolment or reimbursement of tuition fees at the ITC faculty are included in the [Admission & Enrolment Policy of ITC](#).

2. Education and teaching

The UT offers a wide range of bachelor's and master's degree programmes, including one university college (UCT), [ATLAS](#). 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 included in the university's [Executive and Management Regulations](#), Article 4.

The UT also offers students the opportunity to pursue [Honours programmes](#) in addition to their educational programme.

The education associated with every accredited (NVAO and EAPAA) educational programme at the UT is provided in accordance with the EER for that programme. The EER for each educational programme can be found on the website for that programme.

2.1. Bachelor's programmes

All [bachelor's programmes](#) at the UT start on 1 September, have a study load of 180 credits and last three years. Since 2013, bachelor's programmes have been designed according to the [Twente Educational Model \(TOM\)](#). This model has been revised from September 2020 and is called TOM 2.0: modifications are part of continuous development of our education and are made to enhance the flexibility of students' learning process. The TOM is characterized by programmes that consist of modules of 15 credits, which consist in turn of one or more study units. More information is available in the Education and Examination Regulations of the relevant programme.

One module covers one quartile. In addition to a core programme of 120 credits, the bachelor's programme contains a [minor](#) of 30 credits and a graduation phase with a minimum of 15 credits. Exceptions are the Advanced Technology and Technical Medicine programmes, which have electives instead of minors, or have a core programme of more than 120 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. Students also work on their final project, mainly in the last semester of their final year. 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.

2.2. Master's programmes

The UT offers [master's programmes](#) ranging from 60 to 120 or 180 credits. The master's programmes enable students to continue to deepen their knowledge and specialize in a particular field. Programmes offer students the possibility to enrol on September 1st. Some programmes also offer students the possibility to enrol on February 1st. Students who have completed a bachelor's programme at the UT, may be able to participate in the master's programme at deviating moments. Consult the website for the relevant programme or contact the Study Adviser for more details. In cases where a student wishes to start during the academic year, the student assesses together with the study adviser whether there is a feasible educational programme.

2.3. 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 the student wishes to participate, it is possible in some cases to follow a [pre-master's programme](#) to ensure that the students' knowledge is brought to the required level. In such cases, the student pays tuition fees per ECTS credit. The precise scope and content of the pre-master's programme depend on the prior education completed by the student and the master's programme the student wishes to join. Requirements relating to academic progress may also be applicable. When the student has successfully completed the pre-master's programme, the student 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.

2.4. Degree certificate and diploma supplement

All degree programmes (bachelor's and master's) will be concluded with a final examination. If the

programme has been successfully completed, the Examination Board will present the student with a certificate and an accompanying diploma supplement. The diploma supplement (EU standard) demonstrates the qualifications on an international level. See the EER of the relevant degree programme for more details.

2.5. Timetabling, other information on education and communication

All education is timetabled on a quarterly basis in accordance with the university's annual circle. The [Course catalogue](#) can provide more information about the content of the study units. Timetables are available via the 'Time Edit' application. More background information on [timetabling, planning and the annual cycle](#) can be found on the website.

Educational information is provided, amongst others, via Canvas, the student e-mail address and the website of the study programme. It is important that students consult these systems regularly to read notifications and e-mails, to ensure that the information that is intended for them, reaches them in a timely manner.

2.6. Relevant regulations and procedures

2.6.1. Education and Examination Regulations (EER)

The education associated with every NVAO or EAPAA-accredited educational programme at the UT is provided in accordance with the EER for that programme. The EER provides a lot of information about education 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 (whether or not online with online surveillance);
- the right to inspection;
- 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 guidance.

The Executive Board determines a 'Guideline and Model EER' that details the rules that are to apply to all bachelor's programmes (except for [UCT ATLAS](#)). The EER includes a general section that applies equally to all bachelor's programmes (except for UCT ATLAS), as well as a programme-specific section. For master's programmes, the general section differs per programme. The EER can be found via the website of the educational programme.

2.6.2. Linguistic code of conduct

The [linguistic code of conduct](#) applies to all educational programmes. Since 2024, the official languages of the UT as an organisation are Dutch and English in the form of parallel bilingualism, but the EER states the language in which education for the programme will be provided. The [course catalogue](#) provides further information for each study unit.

2.6.3. The (binding) recommendation on continuation of studies

At the end of their first year of enrolment in the relevant programme students of all bachelor's programmes receive a written recommendation on the continuation of their studies based on their study results. This regulation is also called [the \(B\)SA-regulation](#). Section 6 of the EER of bachelor's programmes elaborates on this topic. Individual programmes may also impose further additional requirements. These programme specific requirements can be found in the EER of the bachelor's programme.

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 the programme. At the end of this phase, there is the possibility of referral and selection (Article 7.8.5 WHW).

The standards and procedures for [UCT ATLAS](#) differ from the information above. The ATLAS student can contact the study advisor in case of questions.

2.6.4. Modern Migration Policy (MoMi)

According to the [Momi](#) law, international students who hold a residence permit for study purposes in the Netherlands and are not citizens of an EU/EEA country or Switzerland must achieve sufficient study progress every academic year. This means that these students must have obtained at least 50% of the nominally required academic progress at the end of every academic year. If they do not comply with this requirement, without any justifiable reason, 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 notification to the IND if there is a [recognised personal circumstance that lead to insufficient study progress](#). The Personal Circumstances Committee (CPO) will decide whether personal circumstances will be recognised as a valid and acceptable reason for such a waiver.

2.6.5. Committee Personal Circumstances (CPO)

The [CPO](#) is a body that issues advice to the Executive Board. It is also responsible for implementing various financial programmes at the UT, such as [StOF](#) (Student Support Fund), that consists of:

- a Force Majeure Compensation, including arrangements for international students
- activity grants
- a support scheme for Top-Level Athletes and Top-Level Arts performers.

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

- (binding) recommendation on continuation of studies ([BSA](#));
- Modern Migration Policy ([MoMi](#)).

In the event of a student being subject to special circumstances, the student can apply to the CPO for an assessment of these circumstances. The CPO determines whether the circumstances are to be recognized and issues advice or a decision.

2.6.6. The Bachelor's-before-Master's rule

According to Article 7.30b WHW, students may only be enrolled in a master's programmes if they have completed the full bachelor's programme or pre-master's programme and are registered as graduated. Courses from the master's programme are only listed on the degree if they were passed during the enrolment in the master. This rule is known as '[the bachelor's-before-master's rule](#)'. The WHW provides no exceptions to this rule. Information about enrolment and admissions can be found in the [enrolment regulation](#) (see also chapter 1 Student Charter).

2.6.7 Rules and regulations of examination boards

Each programme or group of programmes has its own examination board. The examination board ensures the quality of testing and determines whether the student has achieved the intended learning outcomes and issues a degree certificate. Additionally, the examination board may issue exemptions, act in the event of academic misconduct or cheating and act in the event of requests or complaints in relation to exams.

To this end the examination board draws up rules and regulations. These can be found on the website of the relevant educational programme, often in combination with the EER. These rules and regulations include information about the following:

- examiners;
- steps taken in the event of scientific misconduct such as fraud;
- 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;
- validity of examination results;
- alternative methods of participating in examinations in individual cases;
- exceptions to the holding of oral examinations in public;

UNIVERSITY OF TWENTE.

- the postponement of certificates;
- the issuing of written statements about successfully passed exams (Article 7.11.5 WHW);
- derogations from the provisions of the EER based on unreasonableness and unfairness.
- If applicable, rules regarding online surveillance in case a test or exam is held online

3. Student facilities

In addition to educational activities, the UT provides a range of student services and facilities. Specific information about the various facilities can be found at the students' desks of:

- [Student Services Contact Centre](#);
- [Student Guidance & Well-being](#) (SGW);
- [Student Union](#).

The [International Student Handbook](#) can offer a practical guide.

3.1. Student Services Contact Centre

The [Student Services](#) department of the Centre for Educational Support ([CES](#)) is the department where all students can go or which they can contact with all of their questions. For example, in matters related to admission, application, enrolment, going abroad for study, money matters, visa, housing accommodation or a complaint.

3.2. Student Guidance & Well-being (SGW)

In the context of the [duty of care](#), The Student Guidance & Well-being ([SGW](#)) department of the Centre for Educational Support ([CES](#)) includes [Student Counsellors](#), [Student Psychologists](#), [Career Counsellors](#) and [PhD Counsellors](#).

If a personal circumstance arises or has arisen starting or during the study which may influence the study progress of the student, it is important that the student reports firstly to the [Study Adviser](#) of the programme and subsequently, if necessary, to the [Student Counsellor](#) of SGW. This also explicitly applies if no study delay has occurred (yet). It is important that a student reports in a timely manner, to explore possible solutions for the problem that they are experiencing, such as an application for assessment by the CPO (see also paragraph 2.6.5).

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, StOF, studying with a (mental or physical) disability, dyslexia or chronic illness, multicultural issues and the legal status of students. They are confidential advisers for students and can assist students who wish to make an official complaint.

All students may make an appointment with a student psychologist free of charge if they need psychological support, for example if they are experiencing problems related to their studies, their choice of programme, problems with their relationship, with their parents, partner or classmates or other personal problems.

Students with a disability or chronic illness may be eligible for specific facilities if they are encountering difficulties. More information on this subject can be found on the website [Studying with personal circumstances](#) and in the EER.

The Career Counsellors of [Career Services](#) can assist students in their study career and support them in thinking about their future career.

Any information disclosed will be handled with the strictest confidence. [The Method of Working SGW](#) gives more information on this.

3.3. Other student facilities

There are also general student facilities that students can use regardless of their study programme.

UNIVERSITY OF TWENTE.

The [University Library](#) and ITC Library ensure the availability of scientific information for staff members and students and provide assistance with locating and using this information. Most of the library's collection is available in digital form through the digital library. A link to the digital library can be found on the LISA (Library, ICT Services & Archive) website. This website is accessible across the whole campus via the wireless network and with one of the [options provided by the University Library](#) accessible outside the campus. The library's collection of printed works, which includes materials for almost all educational programmes, is in the Study-scape student resource centre in the Vrijhof building.

[Studium Generale](#) organises 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.

The [Sports Centre](#) provides an extensive range of sports activities for students who hold a Union Card. There are sports associations ranging from athletics to swimming, fitness, group lessons, and so on.

The [Vrijhof Cultural Centre](#) hosts the university's cultural activities, including exhibitions, creative courses, shows and performances and several cultural associations. There are also cultural spaces such as music studios available for students.

Multiple study, student and sport associations are active at the UT. Students can join one of the many associations. Study and student associations organise activities and events for students.

Religion

In the Vrijhof there is a [contemplation room](#) and a [silence room](#).

4. Management and participation

4.1. *The management of the UT*

The [management structure](#) of the UT is set out in the Executive and [Management Regulations](#) (BBR, [Dutch only](#)). There are several levels of administration: university level, and below that, the level of the individual faculties, service departments and research institutes. The UT is directed by the Executive Board. The UT, along with all other Dutch universities, is in support of the compliance with UNL (Universiteiten van Nederland) codes of conduct such as [Good governance](#) and [integrity](#). The Supervisory Board is responsible for overseeing the administration of the university. A collegial Faculty Board, including a dean, is at the head of each faculty and is responsible for the general management and organisation of the faculty. Each educational programme has a Programme Director, who oversees the running of that programme. The Faculty Regulations, that set out the management structure of the faculty, can be found on the website of the faculty. The [University Committee on Education](#) (UC-E) advises the Executive Board on educational matters. The UC-E includes the portfolio holder on education from each faculty and representatives from relevant service departments, as well as two student members who are nominated by the University Council.

4.2. *(Decentralized) participation councils*

The [University Council](#), including staff and student representatives, 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, Programme Committees and Service Councils, which involves, respectively, the relevant faculty boards, programme directors, service directors and scientific directors. Representative participation within the faculty occurs through the Faculty Council and the Programme Committee.

For more details, please see the [regulations of the University Council](#).

By means of [participation](#), students can influence university policy directly in the following ways:

- via the University Council and the UC-E, in relation to the 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;
- Via student assessors of the Faculty Boards.

4.3. *Student Union*

The [Student Union](#) (SU) is responsible for policy regarding student facilities. Student sports, cultural and social activities are organised chiefly by student associations, which are in turn indirectly administered by the SU.

5. Legal protection

5.1. Complaints, objections and appeals

The [UT complaints regulation](#) prescribes how complaints are processed according to the [complaints procedure](#). Any student or external student (including former students or those who have yet to commence) may submit a formal written complaint, objection or appeal at the [UT Complaints Desk](#) via the [Student Services Contact Centre](#).

5.1.1. Complaints Desk via Student Services (Contact Centre)

Before submitting a complaint via the [UT Complaints Desk](#), the complainant is strongly advised to first seek informal advice from the [Student Counsellor](#) or [Study Adviser](#). They can advise on the best approach and provide support during mediation efforts. The deadline for submitting an objection or appeal remains in effect.

The Complaints Desk will ensure that the complaint, objection or appeal is forwarded to the appropriate body within the UT for further processing. These bodies are the Complaints Committee, the Arbitration Committee, or the Board of Appeal for Examinations.

Complaints Desk: Contact Centre, Boerderijweg 10 Enschede, Building 42.

5.1.2. Complaints Committee

Approach: complaints may be submitted about how the UT, an employee or (administrative) body, has behaved towards a student on a particular occasion. It is not possible to file a complaint against a general procedure or regulation. Complaints are reviewed by an independent [Complaints Committee](#).

Inappropriate conduct: For complaints regarding inappropriate conduct, such as bullying or (sexual) harassment, a separate procedure is in place. If a student has experienced inappropriate conduct on the part of others, they can seek help and advice from a [confidential adviser](#). Amongst the Student Counsellors of SGW are confidential advisers for students. Please see article 6.3 for further details.

5.1.3. Arbitration Committee

If a (prospective) student disagrees with a decision taken by the Executive Board, it is possible to submit an objection to that decision. For example, when it comes to decisions regarding enrolment, tuition fees or financial facilities (StOF). The objection must be submitted within six weeks after the decision. The Arbitration Committee advises the Executive Board on whether the decision should be reversed or upheld.

5.1.4. Board of Appeal for Examinations

If a student disagrees with a written opinion given by an examiner or the decision of the Examination Board of the programme, that student may submit an appeal to the Board of Appeal for Examinations. For example, when it comes to matters in relation to the sequencing, approval, grading or results for study unit, practical sessions, examinations or written assignments. The decision is annulled when the Board of Appeal for Examinations considers the appeal is founded. The Board of Appeal for Examinations does not make a new decision but can decide that the examiner or the Examination Board must take a new decision and can impose conditions and a deadline. The appeal must be submitted within six calendar weeks after the written decision has been made.

Provisional ruling

In urgent cases, when a ruling is required in the short term, a student may request provisional ruling pending a decision on the primary question. In this case, the student must be able to demonstrate a direct interest in requesting provisional ruling. The students' request must be submitted in writing, along with arguments to support their case, to the chair of the Board of Appeal for Examinations via the UT Complaints Desk. The chair of the board will decide on the case after the management, the board and the applicant have been interviewed. A provisional ruling expires when a decision is made in the main case.

5.1.5. The Council of State

If an objection procedure or a procedure involving the Board of Appeal for Examinations is unsuccessful, an appeal may be submitted to [the Council of State](#). No appeal can be submitted after a ruling of the Council of State.

5.1.6. Ombuds Officer

A student may file a report to the university's [Ombuds Officer](#). The UT Ombuds Officer serves both the staff and students by providing advice on issues and difficult situations related to studying or working at the UT. The Ombuds Officer's primary role is to lend a sympathetic ear, and to provide advice, guidance and mediation services. If necessary, the Ombuds Officer can refer people to the appropriate authority, or the Officer may decide to investigate the matter personally. The Ombuds Officer is impartial and does not report to any other authority.

A student may also file a report to the [National Ombudsman](#). The incident in question may not have taken place more than one calendar year ago, and the student must first have contacted the authority about which the student wishes to complain. As a rule, the National Ombudsman will not handle cases before all other avenues have been explored.

5.2. Protection of personal data

The UT is committed to the [cyber safety](#) of its staff members, students and any other individuals and to protecting their [personal data](#) that is stored and processed. The UT has included a [privacy statement](#) on its website. The privacy policy of the UT consists, among other things, of Privacy Contact Persons within every faculty, a service department and a Data Protection Officer.

Security incidents/data breaches can be reported to the Computer Emergency Response Team via cert@utwente.nl or if you have questions via Tel: +31 53 489 1313. More information about reporting a data breach can be found in the [UT Data Breach procedure](#). The university's [responsible disclosure policy](#) applies to the reporting of vulnerabilities. Responsible disclosure can be reported via responsible-disclosure@utwente.nl.

Students may submit a request to the [Authority for Personal Data](#) to launch an investigation concerning compliance with the relevant legal requirements regarding privacy. 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 [General Data Protection Regulation](#) (GDPR).

Rules regarding personal data and the retention period of personal data regarding online testing must comply with the GDPR and the Data Protection Impact Assessment. The use of online proctoring is regulated in the rules and guidelines of the examination board. The Executive Board has established various [policy measures](#) regarding archiving.

5.3. 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 with drafting an official letter of complaint.

5.4. International students

The [code of conduct for International Students in Higher Education](#) is intended for international students completing all or part of their studies at the UT. The code was drawn up collectively by all Dutch institutions of higher education and deals with how international students should be recruited and what kind of educational activities are offered to them.

The [International Student Handbook](#) of the UT is specifically meant for international students. It includes (practical) information about rules and guidelines, studying in the Netherlands and at the UT.

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

5.5. *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 (WGB h/cz) forbid any form of discrimination on these grounds. If a student feels that they have 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.

6. Rules of conduct

Several [Codes of Conduct](#) and [regulations](#) apply within the UT.

6.1. *Code of conduct good management*

Universities are publicly funded organizations and have strong ties to Dutch society. This requires a transparent and responsible form of governance, supervision and participation. Universities have therefore drawn up their own [code of conduct good management](#).

6.2. *Code of Ethics*

The UT is subject to a [Code of Ethics](#), which provides behavioural guidelines for everyone who is part of the university community. It includes the basic principles for the conduct of any individual who, as an employee or student, is part of the UT and/or represents the university. The code is not binding but provides the opportunity to hold one another to account for our conduct. The document is an amalgamation of rules and guidelines that had already been established in relation to integrity and courtesy for employees and students. For students, this code includes information about academic integrity, social attitude and conduct and educational resources.

6.3. *Code of conduct (un)acceptable behaviour*

The university has a policy on [\(un\)acceptable behaviour](#) to address inappropriate forms of behaviour. This code applies to all employees, students, employees of third parties and visitors and extends to every building on all terrains of the UT and all activities that take place there. The code provides policy rules regarding situations that occur around:

- unacceptable behaviour;
- sexual harassment;
- intimidation;
- aggression and violence;
- bullying;
- discrimination;
- irregularities.

Anyone who encounters any form of unacceptable behaviour in the workplace or in an educational setting, can submit a written complaint. If the complainant would rather not (yet) address the individual perpetrator(s), they can contact a confidential adviser. For students, amongst the university's Student Counsellors are [confidential advisers](#) of students. The confidential advisers are independent and enjoy protection from their employer in this independence. The confidential adviser acts as a sounding board and intermediary. The role of the confidential adviser explicitly excludes acting as an arbitrator and they do not make any decisions themselves. However, the confidential adviser may, with or without the help of third parties, provide advice or mediate between the parties involved. Anonymity is guaranteed.

6.4. *Reporting code for Domestic violence and (child) abuse*

The UT has drawn up a [reporting code](#) for students and staff if they suspect that a (fellow) student or child, who participates in an activity organised by the UT, is a victim of domestic violence or (child) abuse. This not only concerns physical violence, but also psychological or sexual violence and neglect. This reporting code includes a step-by-step plan (how to act) and assessment framework (what considerations to make). In the event of suspicions, any employee or student can contact the attention officer (Student Counsellor of [SGW](#)), with whom an assessment is made of the risks and a possible report to 'Veilig Thuis', the advice and reporting point.

6.5. *Requirements relating to health, safety and well-being*

Everyone must be able to work and study safely and healthily. The Working Conditions Act exists to ensure this. The Working Conditions Act ('Arbowet') is applicable to students, who therefore enjoy the protection that results from general Health and Safety Legislation. The university and students are jointly responsible for healthy and safe studying and for the implementation of this law in their own

organisation.

Regarding this act, there are exceptions for students. Not applicable to students, are:

- the provisions of the Working Conditions Act that relate to labour well-being;
- the provisions of the Working Conditions Act that relate to a Periodical Occupational Health Examination and a mandatory Occupational Health Inspection;
- certain rights, such as the hearing (paragraph 4.1.2 of the General Administrative Law Act) and the request for the application of the law ;
- the provisions of the Working Conditions Act about the possibility to be held criminally liable in the event of non-compliance with employees' obligations under the Working Conditions Act.

Students must observe the applicable internal regulations of HR regarding safety, health and the environment. Information about the [Working conditions regulations](#) at the UT is on the website. 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 homepages of some faculties also provide further information for students regarding safety and health. The website [Wellbeing](#) gives information and tips regarding the wellbeing of students.

6.6. Copyright

Students may encounter copyright rules, for example because they use publications (journals and books) that are subject to copyright. A student may, even without realizing it, infringe the copyright of another's work or transfer their own copyrights. This [page](#) contains more information about what copyright is, how to enforce it and how to protect your own work by copyright.

Lectures are copyrighted work. Permission from the member of teaching staff concerned is therefore required before a student can film or record a class or lecture. If the staff member gives their 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.

6.7. Scientific integrity

Scientific integrity is one of the key values for academic professionals and students. Violation of this scientific integrity (scientific misconduct) detracts from the contribution of science to society. As a member of the scientific community, students must embrace and respect these important values. Scientific misconduct includes actions or negligence that detracts from the scientific integrity of the university, but also of the individual student and teacher. The UT has an integrated programme in which various forms of integrity policies, regulations and practices are structured.

Information on how the UT addresses academic integrity in relation to generative AI in examinations and assignments, can be found on the AI assessment website.

A test or exam is intended to assess the knowledge, insight or skills of students (Article 7.10 WHW).

Each Examination Board draws up its own rules on scientific misconduct (which may include additional provisions) and decides whether academic misconduct has occurred. The rules specify the sanctions to be taken in case of (suspected) academic misconduct.

Cheating/fraud refers to any action or negligence on the part of a student that precludes an accurate assessment of the student's knowledge, understanding and skills.

In any event, the following situations are considered cases of cheating/fraud:

1. During a test or exam, the student uses (any form of) assistance, resources or devices (electronic or technological) other than the ones whose use the examiner or supervisor has permitted prior to the start of the study unit and/or exam or test, or whose use the student knew or ought to have known was not permitted.

UNIVERSITY OF TWENTE.

2. The student behaves in a manner that before the start of the study unit and/or exam or test was indicated by the examiner or supervisor to be fraudulent, or that the student knew or ought to have known was not permitted. This includes, but is not limited to, situations in which the student:
 - a. procures or receives copies of a test or exam before the test or exam takes place;
 - b. cheats, whether by:
 - using cheat sheets;
 - copying the work of others during the test or exam;
 - allowing others to copy work during the test or exam;
 - sending or receiving (text) messages or photographs;
 - c. communicates (in person or with the aid of electronic or other devices) with someone other than the examiner or supervisor during the test or exam before the work is handed in
 - d. has sources at their disposal that are not allowed during the test or exam, e.g. a mobile phone or a smartphone, with which access can be gained to unpermitted resources;
 - e. uses writing paper other than that provided by the UT for a test or exam, unless this has been expressly permitted;
 - f. visits the bathroom without permission;
 - g. engages in identity fraud, such as pretending to be someone else or being represented by someone else, or allowing someone else to impersonate them during a test or examination
3. The student engages in other kinds of cheating/fraud, such as:
 - a. manipulating research data in (group) assignments;
 - b. falsifying data (for example, by filling in questionnaires or answering interview questions oneself);
 - c. 'free-riding': i.e. not or hardly contributing to a group assignment.

Plagiarism is a particular kind of cheating/fraud, which occurs when the student uses someone else's work or previous work of their own, without correct referencing. This includes, but is not limited to:

- d. copying or using (parts of) other people's work (original terms, ideas, results or conclusions, illustrations, prototypes) and presenting it as one's own work; in addition using parts of another text (printed or digital) without referencing (also if minor changes have been made), is plagiarism;
- e. using visual and/or audio materials, test results, designs, software and programme codes without referencing, and presenting that as one's own original work;
- f. using verbatim citations without clear referencing or without a clear indication of quotation (e.g., by omitting quotation marks, indentation, empty lines, etc.) and thereby creating the false impression that (part of) these citations are one's own original work;
- g. referring to literature that one has not read oneself (e.g. using references taken from someone else's work);
- h. using texts that have been written in collaboration with others without explicitly mentioning this to be the case;
- i. submitting work that has already been published as a whole or in part elsewhere (e.g. work from other courses or educational programmes), without reference to the original work.

6.8. Code of Conduct on Language

The university has a code of conduct on language. In the Code of Conduct on Language regulations regarding e.g. the official language and language proficiency are presented. More information about the Code of Conduct on Language can be found in paragraph 2.6.2. of the Student Charter.

6.9. House rules

Students must observe generally applicable rules and standards of decency (UT [House Rules](#)) 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, the 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 41 of

the [Executive and Management Regulations](#).

Any student who causes a disturbance in a university building may be removed on the orders of the building administrator. If necessary, the student 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 the student's enrolment (Article 7.57 WHW).

6.10. Smoking policy

The UT is a partner of the Netherlands Smoke-Free Alliance and wants to offer its students and staff a healthy learning and working environment. Therefore, the entire campus of the UT, residential area excluded, is [a smoke-free campus](#) since March 30th 2020.

6.11. Guidelines Alcohol

The [guidelines for alcohol consumption](#) apply to association activities that take place in for example spaces for social drinks ('borrelruimtes') of the UT, where (light) alcoholic drinks are being served.

6.12. ICT regulations - 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, for example the [code of conduct for IT and internet facilities](#) for students. This code of conduct relates to the way in which the UT 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.

6.13. CCTV Monitoring Regulations

The UT [CCTV Monitoring Regulations](#) have been applicable since the 1st of December 2011. These regulations describe the use of CCTV in and around the buildings and grounds of the UT. 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 UT and their privacy. It includes a code of conduct regarding the responsible use of CCTV and any personal information that may be collected in this manner. A printed version of the regulations can be found at the Security Department.

6.14 Retention period

The retention period is the timeframe within certain types of information or documents must be preserved by universities and university medical centres. These periods are defined in an overview called "Universiteiten en Universitair Medische Centra 2020". The UT follows this selection list, which was formally adopted by the Minister of Education Culture and Science on January 27th, 2020. In addition, the UT adheres to this list in the context of retention periods within its Assessment Policy (UT framework).

7. 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 a student is eligible for special financial assistance.

7.1. *Specific financial arrangements*

The Executive Board establishes regulations to provide 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 [StOF](#)) for students who have a study delay as a result of recognised exceptional circumstances. Recognisable circumstances that caused a student to study less than usual or not at all for a temporary period, are described in the WHW. These circumstances include illness, physical or mental impairment, exceptional family circumstances, carrying out administrative functions 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 StOF. Further terms and conditions apply to StOF.
- **A Notebook Loan:** The UT 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.

7.2. *Emergency funds*

In addition to the above financial arrangements, there are several other schemes that are more general in nature. The Medical-Social Emergency Fund and the Financial Emergency Fund are funds for 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, students can contact [SGW](#).

- **Financial 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.
- **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.

7.3. *University Fund*

The [University Fund](#) is not an emergency fund, but provides funding to help the student organise 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 made via the appropriate form on the website.

7.4. *Scholarships and grants*

The UT offers [scholarship](#) opportunities for outstanding students. These scholarships range from government subsidies to funding by organizations or individuals. Furthermore, the faculties and the UT Scholarship Foundation also offer a limited number of scholarships for outstanding students.

8. Appendices

A. Overview of websites and regulations mentioned in the Student Charter

Latest version Student Charter	www.utwente.nl/en/sgw/regulations/charter2026.pdf
Website Student Charter	www.utwente.nl/en/sgw/regulations/charter/
1. Enrolment and tuition fees	
Enrolment Regulations	Enrolment regulations Enrolment Student Services
Student services	www.utwente.nl/en/education/student-services/
Admission. (de)enrolment	www.utwente.nl/en/student-services/admission-enrolment/
Tuition fee	www.utwente.nl/en/student-services/money-matters/tuitionfee/
Tuition fee ITC	www.itc.nl/education/application-financial-support/financial-overview/
De-enrolment-reimbursement	www.utwente.nl/en/education/student-services/current-students/de-enrolment/
ITC Admission & Enrolment Policy	www.itc.nl/education/admissions-and-enrollment-policy/
2. Teaching and education	
Executive and Management Regulations (Dutch only)	www.utwente.nl/download/corporate/bbr.pdf
Excellence and Honours programmes	www.utwente.nl/en/honours/
Bachelor's programme	www.utwente.nl/en/education/bachelor/
Twente Educational Model	www.utwente.nl/en/tom/
Minor	www.utwente.nl/en/education/electives/minor/
Master's programme	www.utwente.nl/en/education/master/
Pre-master's programme	www.utwente.nl/en/education/master/pre-masters/
Course catalogue	https://osiris.utwente.nl/student/OnderwijsCatalogus.do
Timetables – Time Edit	http://timetable.utwente.nl/
Timetabling, planning, annual cycle	www.utwente.nl/en/ces/planning-schedules/
Timetables – ITC	www.itc.nl/education/study-details/academic-calendars/
Linguistic code of conduct	www.utwente.nl/en/language-centre/translation-editing-services/language-policy/
BSA – Binding recommendation	www.utwente.nl/en/ces/SGW/regulations/bsa/
BSA – EER paragraph 6	www.utwente.nl/en/ces/SGW/regulations/bsa-regulations/
ATLAS	www.utwente.nl/atlas
MoMi	www.utwente.nl/en/ces/SGW/regulations/momi
CPO	www.utwente.nl/en/sgw/regulations/fobos/#committee-personal-circumstances-cpo/
3. Student facilities	
International Student Handbook	www.utwente.nl/en/education/student-services/get-started-guide/#international-student-handbook
CES	www.utwente.nl/en/ces/
Student Services Contact Centre	www.utwente.nl/en/education/student-services/
SGW	www.utwente.nl/en/ces/SGW/
SGW Method of Working	www.utwente.nl/en/ces/SGW/mow-en.pdf
Student Union	www.su.utwente.nl/en/

UNIVERSITY OF TWENTE.

Student Counsellor	www.utwente.nl/en/sgw/support-from-professionals/student-counsellor/
Student Psychologist	www.utwente.nl/en/sgw/support-from-professionals/psychologist-for
Career Counsellor	www.utwente.nl/en/ces/SGW/coaching-counselling/counselling/career-counsellor/
Career Services	www.utwente.nl/en/sgw/support-from-professionals/career/
PhD Counsellor	www.utwente.nl/en/sgw/support-from-professionals/phd-counsellor/
Studying with personal circumstances	www.utwente.nl/en/sgw/regulations/guide/
Study Advisers	www.utwente.nl/en/sgw/support-from-professionals/study-coaching/
University Library	www.utwente.nl/en/service-portal/university-library
Vrijhof Cultural Centre	www.utwente.nl/en/culture/
Off-campus access to the University Library	www.utwente.nl/en/service-portal/university-library/find-access-literature/off-campus-access
Studium Generale	www.utwente.nl/en/sg/
Sports Centre	www.utwente.nl/en/sport/

4. Management and participation

Executive and Management Regulations (Dutch only)	www.utwente.nl/download/corporate/bbr.pdf
Good governance	www.utwente.nl/en/organisation/structure/management/good-governance/
Integrity	www.utwente.nl/en/organisation/about/integrity/
University Council	www.utwente.nl/en/university-council/
University Council Regulations	www.utwente.nl/en/university-council/general/
Participation	www.utwente.nl/en/participation/
Student Union	www.su.utwente.nl/en/

5. Legal protection

Complaints regulation UT	www.utwente.nl/en/service-portal/employment-personal-development/terms-of-employment/staff-manual-cao-regulations-codes-of-conduct
Complaints procedure	www.utwente.nl/en/service-portal/services/hr/resources/downloads-staffmanual-
Complaints Desk	www.utwente.nl/en/education/student-services/contact/complaints-desk/
Confidential adviser	www.utwente.nl/en/sgw/support-from-professionals/confidential-advisor/
Ombuds Officer UT	www.utwente.nl/en/organization/about/integrity/Ombuds-officer/
National Ombudsman	www.nationaleombudsman.nl/english
Higher Education Appeals Tribunal	www.raadvanstate.nl/talen/artikel/
Cyber safety	www.utwente.nl/en/cyber-safety/
Protection of personal data	www.utwente.nl/en/cyber-safety/privacy/
Privacy statement website UT	www.utwente.nl/en/about-our-website/
UT Data Breach procedure	www.utwente.nl/en/cyber-safety/reportincident/procedure-for-handling-data-breaches.pdf
Responsible disclosure policy	www.utwente.nl/en/cyber-safety/responsible/
Authority for personal data	www.autoriteitpersoonsgegevens.nl/en/
General Data Protection Regulation	www.utwente.nl/en/cyber-safety/privacy/gdpr/

DUO – appeal	https://duo.nl/particulier/disagree-with-duo/objections.jspplaints/objections.jsp
Code of Conduct for International Students in Higher Education	www.internationalstudy.nl/?lang=en
Board for the Protection of Human	www.mensenrechten.nl/english

6. Rules of conduct

Codes of conduct	www.utwente.nl/en/organization/about/integrity/codes-conduct/
Regulations	www.utwente.nl/en/service-portal/campus/rules-and-regulations
Code of Ethics	www.utwente.nl/en/organisation/about/integrity/codes-of-conduct/code-of-ethics-english.pdf
Code of conduct	www.utwente.nl/en/service-portal/services/hr/resources/downloads-codes-of-conduct/en/code-acceptable-and-unacceptable-behaviour.pdf
Confidential adviser	www.utwente.nl/en/sgw/support-from-professionals/confidential-advisor/
Reporting code Domestic violence and Child abuse	www.utwente.nl/en/ces/SGW/regulations/reporting-code/
CCTV Monitoring Regulations	www.utwente.nl/en/service-portal/campus/campus-security-service/camera-securitycctv-monitoring-regulations
Working conditions regulations UT	www.utwente.nl/en/service-portal/health-safety/organisation-and-informationsservice-portal/health-safety/organisation-and-infor
Copyright	www.utwente.nl/en/cfm/services-abc/product/p885003/copyright
House of Integrity	www.utwente.nl/en/organisation/about/integrity/#integrated-integrity-programme
House rules	www.utwente.nl/en/products-services/product/p1082581/ut-house-rules
Smoking Policy	www.utwente.nl/en/campus/buildings-rules/non-smoking-policy/
Alcohol guidelines	www.utwente.nl/en/service-portal/campus/rules-and-regulations/responsible-alcohol-consumption
Codes of conduct IT	www.utwente.nl/en/cyber-safety/cybersafety/legislation/
Code of conduct IT- and internet use for students	www.utwente.nl/en/cyber-safety/cybersafety/legislation/student-code-of-conduct-for-IT-and-internet-use.pdf

7. Financial assistance

StOF	www.utwente.nl/en/sgw/regulations/fobos/
Notebook lone	www.utwente.nl/en/nsc/offer-of-notebooks/interestfreeloan/
University fund	www.utwente.nl/en/universityfoundation/
Scholarships	www.utwente.nl/en/education/scholarship-finder/?country=NL

B. Addresses and contact information

Student Services Contact Centre Boerderij, Boerderijweg 10 Tel: +31 53 489 2124 e-mail: StudentServices@utwente.nl http://www.utwente.nl/en/education/student-services/ Student Guidance & Well-being (SGW) <i>Student Counsellors / Student psychologists</i> Vrijhof Building, Third floor, Room 316 Tel. +31 53 489 2035 E-mail: SGW@utwente.nl www.utwente.nl/en/sgw/ Confidential Adviser Student Counsellors via Student Guidance & Well-being Tel. +31 53 489 2035 E-mail: SGW@utwente.nl www.utwente.nl/en/sgw/support-from-professionals/confidential-advisor/ Committee Personal Circumstances (CPO) Via Student Guidance & Well-being Tel. +31 53 489 2035 E-mail: cpo@utwente.nl Student support fund (StOF) SGW Study Advisers www.utwente.nl/en/sgw/support-from-professionals/study-coaching/ Career Services Vrijhof, Room 316 +31 53 489 2036 careerservices@utwente.nl Career Services for students University of Twente University Council Spiegel Building, room 438 Tel. +31 53 489 2026 E-Mail: universitycouncil@utwente.nl University Council University of Twente/ Student Union Bastille Building, room 332 Tel: +31 53 489 8006 E-mail: studentunion@union.utwente.nl Student Union	University of Twente Address: Drienerlolaan 5, 7522 NB Enschede Postal address: Postbus 217, 7500 AE Enschede UT Executive Board Postbus 217 7500 AE Enschede Tel. +31 53 489 9850 (University secretary) www.utwente.nl/en/eb/ ICT Service Desk Citadel Building (entrance on O&O square) Tel. +31 53 489 5577 E-mail: servicedesk-ict@utwente.nl www.utwente.nl/en/lisa/contact/ University Library The Vrijhof Building Tel. +31 53 489 2777 (book lending desk) E-mail: library@utwente.nl www.utwente.nl/en/lisa/library/ Housing www.utwente.nl/en/campus/housing/ General practitioners located on campus De Sleutel Tel: +31 53 203 0204 E-mail: info@campushuisarts.nl www.campushuisarts.nl/en/ Silence Room Vrijhof, room 507 Sports Centre Tel. +31 53 489 8001 (reception) Tel: +31 53 489 1148 (secretary's office) Sports & Culture University of Twente Contemplation room Vrijhof, room 583. Vrijhof Cultural Centre Tel: +31 53 489 4400 E-mail: vrijhof-cultuur@utwente.nl Sports & Culture University of Twente
---	--

UNIVERSITY OF TWENTE.

UT Language Centre

Vrijhof Building, Second floor, Room 243

Tel: +31 53 489 2040

E-mail: utlc@utwente.nl

[UT Language Centre | University of Twente](#)

[| Former TCP Language Centre UTwente](#)

Novel-T Smart

Hengelosestraat 500

7521 AN Enschede

Tel: +31 53 483 6800

E-mail: contact@novelt.com

<https://novelt.com/en/support>

[t/novel-t-smart-students/](#)

Education Executive Agency (DUO)

Information line 050 599 77 55

www.duo.nl/particulier/international-visitor/

Privacy Contact Persons

www.utwente.nl/en/cyber-safety/contact/#privacy-contact-persons

Data Protection Officer

dpo@utwente.nl

Computer Emergency Response Team UT

cert@utwente.nl

Personal Data Authority

Postal address 93374 2509 AJ Den Haag

Tel: 0900-2001 201

www.autoriteitpersoonsgegevens.nl/en/

UT Complaints Desk / Appeals Board for Examinations

Student Services, Contact Centre, Boerderijweg

10, Building 42, Tel. +31 59 489 2124

Postal address: Postbus 217, 7500 AE Enschede

www.utwente.nl/en/education/student-services/contact/complaints-desk/

Ombuds Officer UT

Mr.dr. H.G. Warmelink

Spiegel, kamer C107

Tel. +31 53 489 9730

E-mail: h.g.warmelink@utwente.nl

www.utwente.nl/en/service-portal/dossiers/integrity/

National Ombudsman

Antwoordnummer 10870

2501 WB Den Haag (no stamp required)

Tel. 0800 33 55555

www.nationaleombudsman.nl/english

The Council of State

www.raadvanstate.nl/talen/artikel/