

Faculty of Behavioural Sciences
Master of Science programmes

Communication Studies

Educational Science and Technology

Psychology (in Dutch)

Philosophy of Science, Technology, and Society

Leraar Voorbereidend Hoger Onderwijs (VHO) in
Maatschappijleer (in Dutch)

Science Education and Communication (in Dutch)

Social Systems Evaluation and Survey Research

University of Twente

Academic year 2009 -2010

General programme-specific section of the Student Charter
(Including the Education and Examination Regulations)

Faculty of Behavioural Sciences
Reference: GW-OSC.09.96
Date: 31 August, 2009

Adopted on behalf of the Executive Board of the University of Twente by the Dean of the Faculty of Behavioural Sciences on 31 August, 2009

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Foreword

In accordance with the Higher Education and Research Act (Section 7.59), every academic institute drafts and adopts a Student Charter. The Student Charter of the University of Twente consists of two sections:

1. the general university section;
2. the study programme-specific section.

Together with the appendices, this document serves as the study programme-specific section of the Student Charter for the Master of Science programmes of the Faculty of Behavioural Sciences.

The study programme-specific section of the Student Charter comprises the following:

1. A description of the degree course structure and the student services offered by the university, including information about the following:
 - the structure, organisation, and provision of education
 - student facilities
 - student support services
2. The Education and Examinations Regulation as referred to in Section 7.13 of the Higher Education and Research Act
3. A description of each Master's programme's rules and procedures enacted by the Executive Board to supplement the procedures established to define student duties and protect student rights

Both the general university section and the study programme-specific section of the University of Twente Student Charter are available for inspection at the Educational Service Centre of the Faculty of Behavioural Sciences and on the Faculty's website (www.gw.utwente.nl).

Additional information regarding the organisation of the Faculty, departments, and study programmes can be found in the following:

- The Programme guide of the Faculty of Behavioural Sciences.
- The Twente Subject Information System (VIST).

No rights can be derived from these additional sources.

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1 General

Art.1.1 Scope of the student charter

1. This section of the Student Charter applies to the curriculum and final assessment procedures of the Master of Science programmes — Communication Studies (CS), Educational Science and Technology (EST), Leraar VHO in Maatschappijleer (MIJ), Philosophy of Science, and Technology and Society (PSTS), Psychology (PSY), Science Education and Communication (SEC),, and the research master's programme Social Systems Evaluation and Survey Research (SSES), — hereafter named as the Master's programmes (MSc programmes).
2. The MSc programmes are provided under the purview of the University of Twente's Faculty of Behavioural Sciences, hereafter named as the Faculty.
3. The Education and Examination Regulations are decided on authority of the dean of the Faculty.
4. Sections 1 to 8 and the Appendices, inclusive of this document, are an integral part of this charter.

Art.1.2 Definitions

1. In this charter, words denoting one gender include all genders.
2. Terms taken from the Higher Education and Research Act maintain the meaning established in the Act.
3. In this charter, the following terms are understood to mean the following:
 - a. Board of Appeal: Board of Appeal for Examinations;
 - b. Board of Examiners: Board of Examiners of one or more study programmes of the Faculty, here named as the Master's programmes (see Section 7.12 of the Higher Education and Research Act); please refer to the appendices for a list of each study programme's Board of Examiners;
 - c. Credit: Unit expressing a student's study load; at the University of Twente, this is done in terms of European Credits (EC), (1 EC is equal to 28 hours of workload, 1 academic year involves a study load of 60 EC's);
 - d. CvB: Executive Board of the University of Twente;
 - e. Dean: Head/administrator (see Section 9.12 of the Higher Education and Research Act) of the Faculty of Behavioural Sciences;
 - f. Director of Educational Programmes: Programmes administrator (see Section 9.17, subsection 1, of the Higher Education and Research Act) of a study programme;
 - g. Examiner: Individual appointed by the Board of Examiners to administer examinations, in accordance with Section 7.12 of the Higher Education and Research Act;
 - h. Faculty: Faculty of Behavioural Sciences (BS);
 - i. Faculty Council: Representative advisory board of the Faculty of Behavioural Sciences (see Section 9.37 of the Higher Education and Research Act);
 - j. Master's programme: Degree course comprising all units of study leading to the Master's degree;
 - k. OER: Education and Examination Regulations (see Section 7.13 of the Higher Education and Research Act) of a study programme; the Education and Examination Regulations form part of this charter;
 - l. OSC: Educational Service Centre of the Faculty of Behavioural Sciences;
 - m. Programme committee: Advisory committee (see Section 9.18 of the Higher Education and Research Act) for a study programme;
 - n. Student: Individual who is enrolled for education at the University of Twente and/or for review of units of study and final assessment of one of the Master's programmes of the Faculty;
 - o. Study counsellor: Staff member in the Faculty's Educational Service Centre responsible for informing, advising, and guiding students with their study progress, planning their studies, and 'learning to learn';

- p. Study programme: Cohesive set of units of study (see Section 7.3, subsection 2, of the Higher Education and Research Act); this charter includes descriptions of the Faculty's Master's programmes;
- q. Tutor: Academic supervisor of a final project. Mostly a tutor belongs to the scientific staff of the Faculty. In case of an external mentor, a scientific faculty member is on the graduation committee.
- r. Unit of study: Each element of a student's academic achievement that is reviewed during the final assessment. Each unit of study is assessed by means of an interim examination. A programme's curriculum is divided into units of study (see Section 7.3 of the Higher Education and Research Act);
- s. WHW: Higher Education and Research Act (Wet op het Hoger Onderwijs en Wetenschappelijk Onderzoek).

Art.1.3 Goals of the MSc programmes

1. The MSc programmes offer high quality education that prepares students for a professional occupation or for further education to become a scientific researcher, who, next to research competences, possesses design and consultancy knowledge and skills.
2. A typical characteristic of a Faculty of Behavioural Sciences (BS) Master's graduate is his or her competence to deal with complex real life problems in a specific area of interest, by way of systematic problem analysis and subsequent design, implementation, and evaluation of interventions.
3. In Appendix 1 of each programme, the goals of the separate MSc programmes are presented.

Art.1.4 Objectives of the MSc programmes

1. BS Master's graduates are competent academics, skilled to do applied research self-reliantly in such a qualified way that it supports the quality of their problem analysis, and of their decision making and evaluation, being core activities of systematic designing and consulting.
2. BS Master's graduates are able and critical reviewers of their own work, from a scientific, societal, and ethical point of view, both on behalf of their own professional development and on the further development of their area of scientific expertise and interest.
3. In Appendix 2 of each programme, the objectives of the separate MSc programmes are presented.

Art.1.5 Full-time, part-time, and contract-based delivery of the MSc programmes

All MSc programmes are offered in full-time mode. The CS, EST and PSTS MSc programmes are also offered in part-time mode. After agreement from the director of educational programmes it is possible to do separate units of study of the MSc programmes, by way of contract education. For this delivery mode this regulation applies consistently.

Art.1.6 MSc programmes admission requirements

1. The director of educational programmes, or an admission committee on behalf of the director of educational programmes, assesses the admissibility of applicants and issues certificates of admission.
2. Holders of a UT Bachelor's degree in Communication Studies (in Dutch: Communicatiewetenschap) are eligible for admission to the Communication Studies Master's programme. Holders of a UT Bachelor's degree in Educational Science (in Dutch: Onderwijskunde) are eligible for admission to the Educational Science and Technology Master's programme. Holders of a UT Bachelor's degree in Psychology are eligible for admission to the Psychology Master's programme.
3. Holders of a UT Bachelor's degree from one of the Bachelor's degree programmes of the Faculties of Engineering Technology (CTW), Science and Technology (TNW), and Electrical Engineering, Mathematics and Computer Science (EWI) are eligible for admission to the

Philosophy of Science, Technology and Society Master's programme, as well as students from the UT's Bachelor programme Technical Business Administration (TBK).

4. The eligibility for admission to the Research Master's programme Social Systems Evaluation and Survey Research will be determined by the programme's admission committee.
5. Individuals who hold a degree from another Dutch university, which demonstrates that they have passed the final assessment of the Bachelor's programme referred to in the programme-specific Appendix 3, are also eligible for admission.
6. Individuals who do not have a degree as referred to in paragraphs 1, 2, and 3 of this article may enrol if they have a confirmation of admission issued by or on behalf of the programme's admission committee. These individuals may, depending on the nature and scope of their knowledge as indicated on their diploma, be subject to additional admission requirements (see Appendix 3 of the concerned programme).
7. Individuals who have a research-based university education (WO) or higher professional education (HBO) diploma that is not study programme-specific may, depending on the nature and scope of knowledge indicated on the certificate (i.e. degree programme), be subject to additional admission requirements (see Appendix 3 of the concerned programme).
8. Admission criteria for the Leraar VHO in Maatschappijleer (MIJ) and Science Education and Communication (SEC) programmes are specified in appendix 3 of these programmes.

Art. 1.7 Final assessment of the MSc programmes

The final assessment of the CS, EST and PSY Master's programmes covers a degree programme involving 60 ECs (1,680 hours). The final assessment of the PSTS and SSESr Master's programmes covers a degree programme involving 120 ECs (3,360 hours). The final assessment of the MIJ and SEC Master's programmes covers a degree programme involving a range of 60 - 120 ECs (i.e. 1,680 – 3360 hours), and differs per programme-specific track. The exact coverage in terms of European Credits is mentioned in Appendix 5 of the the programme-related appendices.

Art. 1.8 Language

The language of instruction in the Master's programmes EST, PSTS, and SSESr is English, except for temporary decisions by the dean to allow study programme parts in Dutch. In appendix 4 of these programmes, detailed information is presented. The language of instruction in the Master's programmes CS, MIJ, SEC, and PSY is Dutch, except for temporary decisions by the dean, and unless the Master's programme's specific appendix states differently.

2 Structure of the MSc programmes

Art. 2.1 Structure of the MSc programmes

1. The structure of the units of study of the Master's programmes is described in Appendix 5.
2. On request, the Board of Examiners may decide to replace one or more obligatory units of study with one or more units of study successfully completed at another university.
3. Any student can, with the consent of the Board of Examiners, develop his own academic programme (independent programme) comprising units of study offered by the UT or other universities. This programme will be subject to a final assessment.
4. The Board of Examiners' consent is required in order to assess if the independent programme comprises recognised elements from universities, if the concerned study load meets the required standards, if the level of the independent programme meets the required standards, and if the independent programme complies with the objectives of the Master's programme.

5. The required level as referred to in paragraph 4 applies to all units of study (coursework as well as project work).

3. Units of study and interim examinations

Art. 3.1 Number, frequency, and periods of units of study and interim examinations¹

1. The methods used to assess each unit of study referred to in Article 2.1 of the Master's programmes are described in Appendix 5.
2. Two (2) dates will be set for students to sit an in-class interim examination for each study programme's unit of study each academic year (i.e. two (2) opportunities per academic year). The first date will take place at the end of the period during which the unit of study is taught. The second date will follow in the subsequent period or at a subsequent point of time. This regulation also applies to units of study where the assessment (whether partly or not) takes place on the basis of evaluating one or more assignments and/or papers in stead of in-class interim examinations. This regulation comprises the following: the student has to submit prior to or at a beforehand set date the final version of an assignment/a paper. The examiner provides the student feedback within a beforehand set time. In case the quality of the assignment/paper is satisfactory or more, the examiner grades the assignment/paper (i.e. with a '6' or more). This mark is final.
In case the quality of the assignment/paper is not satisfactory, the examiner grades the assignment/paper with an "insufficient" (i.e. a '5' or less). In that case and on the basis of the examiner's feedback, the student is entitled to improve the quality assignment/paper one-off. The first assessment counts as a first opportunity. The granted one-off improvement of the assignment/paper counts as the second opportunity. Also in this case (i.e. second opportunity), the regulation comprises that the student has to submit prior to or at a beforehand set date the final version of an assignment/a paper. Failing to submit assignments/papers timely implies having used one (1) opportunity.
3. In case the content and delivery mode of a unit of study is subject to a major amendment or a study programme (Appendix 5) is subject to an amendment (both approved by the director of educational programmes), students who at least sat once for the concerned interim examination prior to the amendment are entitled to take these units of study in their original form twice (according the schedule) during the subsequent academic year. The director of educational programmes is responsible for timely announcement of amendments or eliminations of units of study. In addition to this paragraph, the director of educational programmes may decide to formulate and apply transitional arrangements.
4. With regard to a unit of study, in case the number of interim examinations per academic year is not mentioned since the unit of study is not a regular component of the study programme, then the concerned rules and regulations come into operation on the understanding that the student may sit the interim examination twice per academic year.
5. Students with a physical or sensory handicap will be given the opportunity to sit interim examinations in a manner appropriate to their ability. This also applies to practical exercises. If required, the Board of Examiners will consult experts to decide which facilities need to be given (see Appendix 6).
6. The Board of Examiners may, in exceptional cases, deviate from the regulations in the paragraphs above if these are in favour of the students.

Art. 3.2 Sequence of interim examinations

1. The academic calendar of the Master's programmes comprises two semesters each academic year. Each semester consists of two ten-week quarters. The units of study will be evenly distributed over the quarters. Care will be taken to ensure that each quarter's study load (including

¹ With regard to the pre-master's programmes, additional conditions have been formulated. These are listed in appendix 3

assignments, projects, practical exercises, interim examinations) will be evenly distributed over the total quarter period.

2. The director of educational programmes announces the academic calendar at the beginning of the academic year, including the written interim examination dates. Non-written interim examinations are determined by the examiner of each unit of study and announced by him, on behalf of the director of educational programmes, in the unit of study course management information.
3. Students can sit an oral examination at a time set by the examiner, after consultation with the student; on request of the student within one (1) month after termination of the unit of study (holiday periods are not counted).
4. Students are entitled to re-sit once an interim examination at the next opportunity for those units of study which are not offered annually.
5. The scope and structure of the units of study of the Master's programmes are described in Appendix 5.
6. A study programme may embody units of study where participation is only allowed if a student possesses specific obligatory prior knowledge (WHW 7.13.2s). The list of units of study where obligatory prior knowledge plays a role is attached as Appendix 7. In case a student does not meet the in Appendix 7 mentioned entry requirements, he/she will be refused admittance to a unit of study and the adjacent assessment. He/she is not allowed to attend classes, not allowed to sit for interim examinations, and not allowed to participate in projects or assignments. In case a student does not meet the entry requirements but he/she still sat for the interim examination or submitted a paper, the submitted work will not be graded. In case the examiner unintentionally graded submitted work, the study programme will not recognise the grade.
7. The Board of Examiners or an examiner sets the time for sitting interim examinations or tests with regard to those units of study which are not mentioned on the academic calendar.
8. In exceptional cases, the Board of Examiners may schedule interim examinations in a manner other than that referred to in paragraphs 1 and 2.
9. The provisions of paragraph 1 do not apply to interim examinations for units of study falling under another faculty. In these cases, the Student Charter of the concerning faculty applies, unless the Board of Examiners has decided otherwise.

Art. 3.3 Registration, withdrawal from, and procedures prior to and during interim examinations

1. Only students who have gained admission to the study programme by the admission committee as referred to in Article 1.6 may sit interim examinations.
2. Detailed rules and regulations with regard to registration, withdrawal, and procedures prior to and during interim examinations are set up by the Board of Examiners and are laid down in Appendix 8 and 9 of the concerned programmes.

Art. 3.4 Validity of interim examination results²

1. The results of the in the master's programme successfully completed units of study are valid for a period of 5 years. In case a unit of study consists of elements that are graded separately, each sub-grade is valid until the end of the next academic year, counted from the start of the unit of study. This validity also applies to the assessment of project work or assignments.
2. In exceptional cases, on request of the student, the Board of Examiners may extend the validity of the units of study as laid down in paragraph 1.

² Note: the validity of interim examinations results in the pre-master's programmes is subject to a separate rule (see: Appendix 3)

Art. 3.5 Form of units of study and interim examinations

1. Each interim examination assesses the knowledge, insight, skills and competences acquired by the examinee. A mark is assigned to each interim examination. Written interim examination sessions will last no longer than four hours.
2. The Board of Examiners appoints an examiner to administer and grade each unit of study's interim examination. A list of examiners is inserted in Appendix 5.
3. If a unit of study is administered and graded by more than one examiner, the relevant Board of Examiners will ensure that the examiners do so in accordance with comparable standards. In any event, the Board of Examiners will designate a lead examiner.
4. The questions, tasks, and assignments of each interim examination will not exceed the learning objectives of the unit of study. This also may refer to the content of those units of study which embody obligatory prior knowledge to a specific unit of study. An outline of the learning objectives will be presented before the start of each unit of study. Students must be informed about the scope and context of the curriculum and about the assessment modes ultimately during the first session of a unit of study, and students must have access to all written course materials prior to the start of each unit of study.
5. With regard to practicals, individual projects, and group projects, the examiner outlines prior to or at the start of the concerned unit of study how the assessment will take place. This outline includes when and how to re-do a practical or project in case the student failed to pass this unit of study. If a student incurs a study delay due to reasons beyond his control or he is/was unable to complete the practical exercises or projects at the time set, the Board of Examiners will allow the student another opportunity to complete the exercises or projects.
6. The Board of Examiners may exempt students from the obligation to participate in practical exercises or projects. This exemption may be granted on grounds of conscience or of physical handicap. In such instances, the Board of Examiners may at its discretion determine an alternative to the practical exercises or projects. In exceptional cases, the Board of Examiners may also designate an alternative unit of study.

Art. 3.6 Oral interim examinations

1. The examiner may conduct oral interim examinations involving more than one student at a time, unless one of the students involved objects to this.
2. Oral interim examinations will be open to the public, unless the Board of Examiners or the examiner has decided otherwise or the student involved objects.
3. Oral interim examinations will last no longer than two hours.

Art. 3.7 Determination and publication of results

1. After an interim examination has been sat, the examiner determines the results. A copy of the results is provided to the Faculty's Educational Service Centre. The student will be provided with a confirmation of the results.
2. The examiner provides the official results of an interim examination (or part of it) to the student as soon as possible, except for unforeseen circumstances, no later than fifteen (15) working days after the interim examination session or the day of submission by the student, supposing the submission has been done in time, as is stated in the course management information. Holidays recognised by the UT will not count as working days.
3. If the results of an interim examination are not provided to the student one (1) week prior to the next examination date, the student may request the Board of Examiners to offer an additional opportunity at a later stage.

4. The Board of Examiners may require an examiner to provide the results to the student at an earlier stage than required in paragraph 2.
5. Immediately after conducting an oral examination, the examiner determines the results and provides the student with a written confirmation of the results.
6. The examiner informs the student and the Educational Service Centre without delay on the results of the assessment of a unit of study. The examiner maintains a copy of the results.
7. The Educational Service Centre records the student's results on interim examinations.

Art. 3.8 Marks

1. Marks are expressed as a whole number from one (1) to ten (10). These marks are understood to mean:

1: very poor	6: pass
2: poor	7: very satisfactory
3: very unsatisfactory	8: good
4: unsatisfactory	9: very good
5: fail	10: excellent
2. Units of study may also be graded as 'G' (completed; no mark assigned) provided the examiner determines that the student has performed satisfactorily. On the academic record, an exemption is indicated with a 'V'.
3. If the final grading of a unit of study consists of weighing or averaging more than one (1) sub-mark, examinees need to be informed about this grading at the start of the concerned unit of study.
4. In case of averaging or weighing sub-marks, the examiner has to use non-rounded grades. The final grade will be cut off at one (1) decimal point, and subsequently rounded up or off. (E.g. a 5.498 leads to 5.4, leads to 5). This implies that sub-marks are not subject to the rule that marks are expressed as whole numbers.
5. If an examinee has been assessed more than once for a unit of study then the last assessment counts.

Art. 3.9 Right of inspection

1. During a period of twenty (20) working days starting on the day after being informed of the interim examination result, the examinee may request to inspect his marked interim examination and he may request to inspect the set of standards which are used for the grading. Holidays recognised by the UT will not count as working days. This provision also applies to the inspection of reports for practical exercises. The examiner determines whether the student may take notes or – at his own expense – make photocopies or other copies of the graded interim examinations or reports.
2. The place and time of the inspection referred to in paragraph 1 will be determined by the examiner in consultation with the examinee.
3. The assessed work produced by the student and graded by the examiner will be maintained for at least two (2) full academic years, starting with the year during which the interim examination or report in question was graded (distinguished examples five (5) years). The examiner designated for the unit of study in question will bear responsibility for this.
4. The examiner is responsible for archiving reports and assessments.

Art. 3.10 Meeting to discuss interim examination results

1. Without prejudice to paragraph 3.9, the examinee may request a meeting with the examiner who administered the examination or who marked the report. This request has to be done within twenty (20) working days after having received the result of the unit of study.

2. If the results of an interim examination are discussed jointly with all examinees, a student may only submit a request as referred to in paragraph 1 after he has attended the joint discussion and sufficiently substantiates the request.
3. The Board of Examiners or examiner may, in favour of the student, deviate from paragraph 1 and 2.

Art. 3.11 Right to appeal

1. A student may lodge an appeal against a decision made by or a treatment by the Board of Examiners, the admission committee, or an examiner at the University's Board of Appeal for Examinations (ex. Art. 7.61 WHW). Appeals must be lodged within four (4) weeks after the above mentioned treatment or decision at the secretariat of the Board of Appeal.

Art. 3.12 Academic offences

1. Academic offences include:
 1. Use of (electronic or technological) devices in addition to or devices other than those permitted during a unit of study, an interim examination or examination. The list of permitted devices is made known in writing by the examiner prior to the interim examination or examination.
 2. Committing acts during the course of an interim examination or examination that the student knows or should have known are prohibited such as:
 - a. Cheating, including the following:
 - using crib sheets;
 - copying from other students during interim examinations;
 - consciously allowing other students to copy responses during interim examinations;
 - receiving and sending text messages;
 - discussing the content of interim examinations with someone other than the examiner/invigilator before completing the interim examination while it is still in progress.
 - b. Falsifying evidence.
 - c. Manipulating research data in (group) assignments.
 3. Behaving in a manner that can be construed as an academic offence as defined by the examiner prior to administering the interim examination or examination, e.g. showing one's own work to other students.
 4. Plagiarism.
 5. All other forms of academic offence to be decided by the Board of Examiners post hoc.
2. In case of observed academic offence the examiner will grade the unit of study with the mark "1". In case of unpermitted participation in a unit of study, the examiner will not grade the student's interim examination or submitted assignment(s). The same applies to academic offence during a part of a unit of study.
3. If the examiner or the invigilator suspects that an academic offence has been committed during an interim examination, he will draft a report and he will inform the student in question as soon as possible. Immediately after the interim examination, the report will be submitted to the clerk of the Board of Examiners. The Board of Examiners will determine which additional measures will be taken and will inform the student in question of this in writing. The Board of Examiners may bar a student who commits an academic offence from sitting the interim examination in question for a maximum of one (1) year. If the Board of Examiners determines that the matter involved an academic offence, the student/students involved may – in serious instances – be barred from sitting any programme's interim examinations for up to one (1) year. A student is not allowed to replace the unit of study during which he committed an academic offence with another unit of study.
4. Procedures described in article 3.11 also apply with regard to objections and lodging an appeal against those actions or decisions taken by examiners and/or the Board of Examiners as mentioned in paragraph 2 and 3.

4 Exemption from units of study

Art. 4.1 Exemption from units of study

1. The Board of Examiners may grant an exemption for one or more units of study on the basis of written certificates from higher education units of study or examinations the student has successfully completed in the past or certificates for competencies acquired previously in a non-higher education context. The Board of Examiners grants no exemptions without first hearing the recommendations of the examiners involved. The student will be informed in writing.
2. Exemptions as referred to in paragraph 1 cannot be granted on the basis of results from a Bachelor's programme, the diploma of which provides immediate access to the Master's programme in accordance with Article 1.6.
3. Programme-specific rules with respect to exemptions are laid down in the programme-specific appendices to this charter.
4. A request for exemption as described in paragraph 1 has to be sent to the Board of Examiners.
5. Procedures described in article 3.11 also apply with regard to objections and appeals against those actions or decisions taken by the Board of Examiners as mentioned in paragraph 1 and 2.
6. In addition to the provisions of paragraph 1, the Board of Examiners may establish regulations governing the granting of exemptions for units of study to a group of students, each of whom, based on prior education completed (by all the students) at another educational institute for other reasons, is deemed to have met the learning objectives of the units of study involved.
7. Each study programme's rules governing collective exemptions as referred to in paragraph 5 and those governing individual exemptions as referred to in paragraphs 1 and 2 are laid down each year.

5 Examination

Art. 5.1 Board of Examiners

1. The dean appoints, in accordance with article 7.12 and 9.15 of the WHW, for each Faculty's bachelor's programme and subsequent master's programme, and for all other Faculty's master's programmes, a Board of Examiners.
2. The dean recruits and appoints the members of each Board of Examiners from the staff involved in teaching in the concerned programme(s). One of the members of the Board of Examiners is appointed by the dean as the chair. The Board of Examiners' composition is mentioned in Appendix 10 of the concerned programme. A staff member of the Educational Service Centre serves as clerk of the Board of Examiners.
3. The dean appoints the members of the Board of Examiners for a period of three (3) years. The members may be re-appointed.
4. On request of its members, the chair of the Board of Examiners may invite expert advisers.
5. Meetings of the Board of Examiners are private.
6. The chairs of the Faculty's Boards of Examiners consult each other and co-ordinate Faculty's, programme-exceeding, examination policies- and procedures-related issues. In dealing with those issues, where a say of the chairs of the Boards of Examiners is requested, they strive for creating equality of rights within the Faculty of Behavioural Sciences, preferably on the basis of unanimity. A staff member of the Educational Service Centre serves as clerk of these meetings.

Art. 5.2 Tasks of the Board of Examiners

(In accordance with articles 7.3c, 7.11, and 7.12 of the WHW)

1. The Board of Examiners appoints examiners for administering exams from the Faculty's staff members involved in teaching in the concerned unit(s) of study, as well as external experts involved in teaching in the concerned unit(s) of study
2. The Board of Examiners may provide the examiners with directives and instructions with regard to the evaluation of the examinee and with regard to the assessment of the results of an exam.
3. The Board of Examiners determines rules for a correct course of events prior and during exams and the Board of Examiners takes measures in this respect. The Board of Examiners may provide the examiners with directives and instructions in this respect.
4. The Board of Examiners issues certificates, proving that an examination has been completed successfully. Enclosed to the certificate, a supplement informs on the nature and content of the completed programme.
5. The composition of an independent programme (article 7.3c WHW) requires the consent of the Board of Examiners which is most eligible.

Art. 5.3 Determination of the examination's result

1. Students must register for the final assessment. The procedural issues in this respect are described in the Master's graduation guide.
2. Master's programmes involve no comprehensive final examination. Instead, each unit of study will be assessed by means of an interim examination. The results of all interim examinations and other proficiency certificates for projects and practical exercises are submitted to the Board of Examiners by or on behalf of the student for assessment as to whether the student qualifies for the Master's degree.
3. The study programme-specific units of study of each Master's programme's final assessment are listed in appendix 5. The student passes the final assessment if all required units of study are known to the Board of Examiners and the student scores a "6" or more, or alternatively the student scores a 'G' (i.e., completed) or 'V' (i.e., exemption) on all units of study. In case the result of the Master's final project will be made public after the final presentation (colloquium), the Board of Examiners accepts a written declaration of the student's graduation committee, stating the date on which the student will graduate, where the final presentation (colloquium) is an integral and concluding element of the final project.
4. The Board of Examiners assesses whether the student fulfils all requirements as mentioned in paragraph 3. If this is the case, the Board of Examiners declares the student candidate for the Master's degree.
5. The Board of Examiners is entitled to award "Cum Laude" to a Master's degree. In order for this to occur the following conditions are applicable: no graded work has received a result of less than a 7, the average of the grades is not less than an 8 (with the exception of "G" and "V"), and the final project is graded an 8 or more. Besides, the "Cum Laude" designation can only be awarded in case the final project had been completed under the supervision of and has been assessed by a faculty's examiner.
6. Despite not fulfilling the conditions as stated in paragraph 5, a member of the Board of Examiners or the student's graduation committee is entitled to propose a "Cum Laude" award.
7. In all other cases than the ones described above, the Board of Examiners determines the final examination's result (final assessment) on the basis of a majority of votes. In case a decision is not carried by a required majority of votes, the student will fail for graduation.

Art. 5.4 Certificates and statements

1. A certificate stating that the student has satisfied all the Master degree programme requirements will be issued by the Board of Examiners. The certificate is signed by the Chair of the Board of Examiners. Handing over the certificate is a public event. In exceptional case the Board of Examiners may deviate from this procedure.
2. The units of study reviewed as part of the final assessment are listed in a supplement to the Master degree certificate. Furthermore, this supplement may list additional units of study reviewed at the student's request (and not as part of the final assessment), provided these units of study were completed successfully, and provided these units of study meet the required master degree level to be assessed by the director of educational programmes. The programme-related appendices provide more details in this respect.
3. The certificate will state "Cum Laude" if the Board of Examiners decided to award this. Conditions for awarding "Cum Laude" are mentioned in article 5.2, paragraph 5.
4. The examinee will receive a list of marks in English, indicating the results of all successfully completed units of study within the framework of the master's degree programme. The marks of additional units of study, i.e. not belonging to the final assessment (see: Art. 5.3.2), will be listed separately.

Art. 5.5 Registration

The Educational Affairs Office maintains a register of the issued certificates. With the exception of data pertaining to the certificates issued, no other registered data will be provided to others without the express permission of the examinee, except for the Information Management Group (in Dutch: Informatie Beheer Groep) or staff who require access to the information as part of their work, such as:

- a. members Board of Examiners;
- b. participants Board of Examiners meetings;
- c. University of Twente Board of Appeal;
- d. faculty staff who deals with applying for University of Twente facilities on Graduation Support;
- e. graduation co-ordinator, mentor(s);
- f. dean, director of educational programmes, programme co-ordinator(s), study counsellor(s).

6 Monitoring student progress and student support

Art. 6.1 Study progress report

The director of educational programmes ensures that a reliable system to register academic performance is in place and that, at least twice per year, all students receive an overview of the marks scored for the units of study completed (see also Section 7.9a of the WHW). Throughout the academic year the student may consult the marks scored via www.utwente.nl/TOST.

Art. 6.2 Student counselling

The director of educational programmes ensures that an adequate system for student monitoring and student counselling is in place: a system for all registered students to support their orientation on learning trajectories inside and outside the study programme.

7 Quality assurance

Art. 7.1 Responsibility

The director of educational programmes is responsible for quality assurance of education in general and for a system of evaluating the quality and practicability of (parts of) the study programme in particular.

Art. 7.2 Evaluation

1. Faculty evaluations. The Faculty's quality monitoring system leads to curriculum improvements. The Faculty's study programmes are assessed qualitatively by means of subject and curriculum evaluations. Assessment includes the content and method of evaluations, term and frequencies, evaluation follow-up, and manner of student participation.
2. Subject evaluations. Student opinions regarding the curriculum and presentation of units of study serve as a key component of the quality monitoring system. The Faculty maintains a procedure for subject evaluation in which written feedback is discussed with lecturers.
3. Curriculum evaluations. The curriculum is evaluated twice per year (semester evaluations) in terms of quality and practicability. As part of this, such results as the marks earned each semester are analysed, and solutions are sought for any problems that may have arisen. This is laid down in a report, which is discussed with the programme committee of the MSc programme. A summary of this report will be published on the Faculty's intranet.
4. Self-evaluation and surveys of future employers. The entire study programme is evaluated on a regular basis as part of external review or accreditation. The quality monitoring system includes a regular survey of the opinions of employers/future employers.
5. Performance review and assessment. The Faculty conducts annual performance reviews with the staff, as well as performance assessments every three to four years. Areas of educational or didactic improvement are discussed during these meetings.
6. Procedures for curriculum changes. Procedures are in place to ensure the smooth introduction of curriculum changes.

8 Adoption of regulations

Art. 8.1 Adoption and assessment of the Charter

1. The dean adopts this Charter after consulting with the programme committees of the MSc programmes and the Boards of Examiners, and, in line with the legal framework, receiving approval from the Faculty Council.
2. The director of educational programmes, the programme committee, and the Board of Examiners evaluate the implementation and effectiveness of the Charter at least once per year.
3. The director of educational programmes ensures that this Charter and any interim amendments are made known.
4. A copy of this Charter is available for public inspection at the Educational Affairs Office and is published on the Faculty's intranet (<http://www.gw.utwente.nl/intranet/>).

Art. 8.2 Charter amendments

1. Amendments to this charter will be adopted by the dean, upon consulting the Faculty Council and the programme committee, by means of a separate decision.
2. Amendments affecting the current academic year may be implemented, provided they do not unreasonably impinge on student interests.
3. Amendments may not negatively impact decisions taken – pursuant to this charter – by the Board of Examiners with regard to a student.

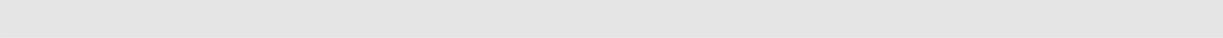
Art. 8.3 Entry into effect

This Charter takes effect on 1 September, 2009.

Art. 8.4 Quoting

This Charter may be quoted as the “General programme-specific section of the Student Charter”.

In this way stipulated by the dean of the Faculty of Behavioural Sciences, 31 August, 2009



APPENDICES

Appendices MSc programme Communication Studies (GW-OSC.09.119)
Appendices MSc Programme Educational Science and Technology (GW-OSC.09.077)
Appendices MSc Programme Psychology (GW-OSC.09.118)
Appendices MSc Programme Philosophy of Science, Technology and Society (GW-OSC.09.080)
Appendices MSc Programme Leraar VHO in Maatschappijleer (GW-OSC.09.076)
Appendices MSc Programme Science Education and Communication (GW-OSC.09.075)
Appendices MSc Programme Social Systems Evaluation and Survey Research (GW-OSC.09.111)

Other relevant sources

- Programme Guide Masters programmes Faculty of Behavioural Sciences
- Twente Subject Information System (Vak Informatie Systeem Twente – VIST)
- Blackboard
- Graduation guides