



Students' Charter  
2018/2019  
UvA section

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Students' Charter 2018-2019

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# 1. Introduction

This document is the UvA section of the Students' Charter (*Studentenstatuut*) for the 2018-2019 academic year of the University of Amsterdam (UvA), as defined in Article 7.59 of the Higher Education and Scientific Research Act (*Wet op het Hoger onderwijs en Wetenschappelijk onderzoek, WHW*). The Students' Charter describes the rights and obligations of students on the one hand, and of the UvA on the other. These rights and obligations are based upon national (Dutch) legislation and regulations and upon regulations that apply specifically to the UvA. These regulations are included in the appendix to the Students' Charter.

Under the terms of Article 7.59 of the WHW, the Students' Charter consists of two sections:

- the UvA section, which describes the rights and obligations that apply to all students at the UvA (hereinafter called the Students' Charter);
- the degree programme section, which describes the rights and obligations specific to each programme; for most degree programmes this section is included in the Course Catalogue, and it can be found on the website of the degree programme.

## 1.1 Adoption and announcement of the Students' Charter

The UvA section of the charter is adopted by the Executive Board (*College van Bestuur, CvB*) each year following agreement by the Central Student Council (*Centrale Studentenraad, CSR*). This Students' Charter is published before 1 September of the academic year in question on the UvAweb: [Students' Charter](#) and will be brought to the attention of students and employees in a news report on [UvA students](#) and [UvA Staff](#). Students and employees of the UvA are expected to be familiar with the content of the charter. Any amendments and/or revisions to the charter are adopted by the Executive Board following agreement by the Central Student Council. Students are informed of any such changes through a news report on the UvAweb.

## 1.2 Validity of and compliance with the Students' Charter

This Students' Charter is valid for the 2018-2019 academic year. Where a provision of the charter conflicts with provisions in or pursuant to the law, the statutory provisions shall take precedence. Chapter 8 states what recourse (legal protections) students have in the event of non-compliance with the Students' Charter.

## 1.3 Degree programme section of the Students' Charter

The degree-programme section contains a description of the programme structure and the support facilities offered to the student by the institution, including the following:

- information on the structure, the organisation and the implementation of the teaching;
- the student services;
- the facilities for academic student counselling;
- the prescribed teaching and examination regulations referred to in [Article 7.13, paragraph 1](#); and
- a description of programme-specific procedures.

Before 1 July, faculties adopt the degree programme section of the Students' Charter and the Teaching and Examination Regulations (*Onderwijs- en Examenregeling, OER*) for the next academic year.

## 2. Admission and enrolment

In order to attend a degree programme at the UvA, a person needs to enrol in that programme. In order to enrol as a student within the meaning of the WHW, the person must meet the educational prerequisites, admission requirements and other enrolment requirements. The requirements can be found in the WHW and in the Enrolment Provisions for the University of Amsterdam (*Inschrijvingsbesluit UvA*). The <http://www.uva.nl/en/about-the-uva/uva-profile/rules-and-regulations/teaching/teaching.html> UvA Enrolment Provisions 2018-2019 apply to the 2018-2019 academic year.

### 2.1 Bachelor's programme

#### *Educational prerequisites*

In order to be enrolled in a Bachelor's programme, the educational prerequisites in or pursuant to the WHW need to be met. For enrolment based on an old pre-university diploma (VWO) or a first-year higher vocational education (HBO) diploma, additional requirements may apply. These are specified in the UvA Enrolment Provisions and in the OER of the related degree programme.

#### *Foreign degree*

Exemption from the educational prerequisites based on a foreign degree is permitted if this degree is at least equivalent to the pre-university diploma required for the related programme and the additional language proficiency requirement is met. The procedure and requirements are set out in the UvA Enrolment Provisions and the OER of the relevant degree programme.

#### *University entrance examination*

A person who does not hold a relevant valid pre-university (VWO) level diploma or a qualification that is equivalent to this and who is aged 21 or older can take the university entrance examination (*colloquium doctum*). This is an examination for persons aged 21 and over whose pre-university education is insufficient to give them exemption from the educational prerequisites. An exception to the age criterion of 21 years may be made for persons who have an insufficient pre-university education outside the Netherlands, but whose diploma is sufficient for admission to a university in their own country. Once the university entrance examination has been passed a decision will be made on each individual case. This decision is limited to the degree programme and institution for which it is issued. For more information, see: [colloquiumdoctum](#).

#### *Programmes with an enrolment quota*

A number of programmes are subject to an enrolment quota (*numerus fixus*). For these programmes a maximum number of places has been set. If the number of prospective students applying for the first year of such a programme exceeds the set number of places available, then the places will be allocated on the basis of (decentralised) selection. The selection process and criteria are described in the Regulations for selection and placement in study programmes with an enrolment quota (*Regeling selectie en plaatsing fixusopleiding UvA*) and the further rules concerning decentralised selection for each programme with an enrolment quota, and are part of the UvA Enrolment Provisions. These procedures and criteria can also be found on the UvAweb under the relevant degree programme: [teaching](#).

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### *Small-scale, intensive degree programmes with specific selection criteria*

The joint Bachelor's degree programme in Liberal Arts and Sciences at the Amsterdam University College (AUC) and the Bachelor's programme in Politics, Psychology, Law and Economics (PPLE) are subject to specific selection criteria.<sup>1</sup> These are degree programmes which have been awarded the 'small-scale, intensive education' distinction by the Accreditation Organisation of the Netherlands and Flanders (NVAO).

### *UvA Matching*

A person wishing to enrol in an UvA Bachelor's programme which is not subject to an enrolment quota or a degree programme subject to specific selection criteria, and who has not been previously enrolled at the UvA, is obliged to participate in UvA Matching, the university's procedure for choosing a degree programme. The way in which matching takes place is described in the [UvA Regulations governing Recommendations on Choice of Degree Programme](#).

## **2.2 Master's programme**

The educational prerequisites and admission requirements for Master's programmes are governed by WHW Article 7.30b and 7.30c and the OER of the relevant degree programme. Article 7.30b of the WHW stipulates that the entry requirements may only relate to knowledge, understanding and skills that can be obtained by completing a Bachelor's degree programme.

### *Confirmation of admission to a Master's programme*

A written confirmation of admission (*toelatingsbewijs tot de Master, TLM*) issued by the Dean is required in all cases in order to enrol in a Master's programme. This is the confirmation that a prospective student has been admitted and can be enrolled for the relevant Master's programme.

## **2.3 Types of enrolment**

At the UvA, students' enrolment can take various forms: full-time student, part-time student, student taking a dual Master's programme, and external student. Enrolment as a part-time student or as a dual Master's student is only possible for part-time or double degree programmes. These forms are set down in the [UvA Enrolment Provisions](#).

### *Students*

Students who enrol on time in a full-time, part-time or dual Master's capacity are entitled to participate in education, take interim and other examinations within the degree programme in which the student is enrolled, use UvA facilities, and vote and stand as a candidate in elections for the Central Student Council (CSR) and the relevant Faculty Student Council (FSR), and the relevant Programme Committee (OC) if the members are chosen through an election.

### *External students*

External students (*extranei*) are only entitled to take examinations for the relevant degree programme and have the right to vote and stand as a candidate in the CSR and FSR elections (for the faculty they attend), and the relevant OC if the members are chosen through an election. External students are not

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<sup>1</sup> Pursuant to Article 6.7 of the WHW

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entitled to a refund of examination fees on graduating or on early termination of their degree programme. Neither are they entitled to academic student counselling or thesis supervision.

### 2.4 Enrolment procedure

In order to be able to take part in degree programmes and use UvA facilities, students must be enrolled at the UvA. For this a request for enrolment or re-enrolment must be submitted via [Studielink](#) each year. The enrolment conditions are set out in the [UvA Enrolment Provisions](#).

Students can enrol in one or more degree programmes and, in principle, for a full academic year. The academic year runs from 1 September to 31 August of the next year.

Students enrolled at the UvA during the previous academic year will receive information regarding enrolment for the next academic year via email (to the email address entered in Studielink) before 1 July.

Enrolment is limited to two commencement dates during the academic year: from 1 September and from 1 February. Students may only enrol from 1 February with the consent of the relevant programme management. For the Master's programme in Medicine, students are also permitted to enrol in other months. Enrolment with retroactive effect is not possible unless enrolment has been demonstrably delayed as a result of circumstances attributable to the UvA.

Anyone who submits an application to enrol or re-enrol as a student must pay tuition fees to the UvA. The applicable fees can be found in the UvA Enrolment Provisions. After meeting all applicable enrolment requirements as stated in the [UvA Enrolment Provisions](#), students receive a proof of enrolment. Students need this student ID card (as well as a passport, ID card issued by the municipality where they live or driving licence) to prove their identity, for instance when sitting examinations.

#### *Pre-Master's programmes / Preparatory track*

A person who holds a Bachelor's degree in a field of study that sufficiently corresponds to the field of the Master's programme can request admission to the pre-Master's programme or preparatory track for the Master's programme in question. A confirmation of a successfully completed pre-Master's programme or preparatory track serves as a confirmation of admission to the Master's programme stated in the confirmation and is valid for the following academic year.

#### *Termination of enrolment and reimbursement of tuition fees*

Students can submit an application to terminate their enrolment during the academic year via [Studielink](#). Termination of enrolment will take effect from the first day of the month following the request at the earliest, and students will receive a refund of tuition fees for the remaining part of the year. Students who wish to leave or take a break from their degree programme at the end of an academic year can do so by not enrolling for the next academic year. If enrolment is cancelled with effect from July or August, there will be no entitlement to refund of tuition fees.

#### *Use of educational facilities by non-enrolled individuals*

A person who is not enrolled as a student is not entitled to use the educational and examination facilities. If such a person uses the educational and examination facilities anyway, they must pay compensation for this when applying for their certificate. The UvA Enrolment Provisions state that

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students who have taken part in a degree programme and examinations without paying the tuition fees must still pay the tuition fees owed for the relevant academic year, plus a fee of €200 to cover administration costs.

### *Binding Study Advice (BSA)*

A Binding Study Advice (BSA) applies to most degree programmes at the UvA. If a student receives a negative BSA, this means they are no longer permitted to enrol on the degree programme in question; this usually applies for a set period. The rules concerning the BSA can be found in the programme OER.

### *Academic exclusion*

A student may be excluded from the degree programme or the UvA (meaning that they are not permitted to re-enrol) for the following reasons:

- In exceptional cases the Dean or the Examinations Board may ask the Executive Board of the University to refuse or to terminate the enrolment of a student whose conduct or statements demonstrate their unsuitability to practise any of the professions for which they are being trained or for which their studies are otherwise preparing them (the student is given a *judicium abeundi*, a statement of unsuitability resulting in refusal or termination of enrolment)
- In the event of serious fraud by a student and on the advice of the Examinations Board, the Executive Board may also terminate the enrolment in the degree programme of the student concerned.
- The student breaks the [Rules for the Use of University Buildings, Premises and Other University Facilities 2010 \(Regels voor het gebruik van universitaire gebouwen, terreinen en andere universitaire voorzieningen 2010\)](#), causes serious nuisance within the buildings and grounds of the UvA, and has continued to cause such nuisance despite having been warned by or on behalf of the Executive Board. The Executive Board may permanently deny the student access to the UvA or terminate their enrolment.

## 3. General rights and obligations of students

Much information for students can be found on the UvA website, under [FAQ](#).

### 3.1 Students' rights

After enrolling at the UvA, students are entitled to the following:

- to participate in decision-making in matters that are important to the student, through voting and standing as a candidate in elections for the CSR and FSR (for the faculty they attend) and for the OC of the programme they are studying; (see also the Regulations for Student Participation in Decision-making and the Explanation of the Model Teaching and Examination Regulations).
- to take courses in the degree programme in which they are enrolled and – provided the entry requirements are met – to take courses in other degree programmes at the institution, except where the student did not register for a unit of study in time, or where an enrolment quota has been established, or where the course forms part of a teacher-training programme. When access to participation in education is restricted, this is stated in the OER of the degree programme in question;
- supervision by a lecturer in a group and individually, within three weeks of the student requesting such supervision. The degree programme section of the Students' Charter must contain information regarding consultation hours and how to make an appointment. The same applies to thesis or research supervision. If a student has applied for a thesis supervisor, a supervisor must be appointed within four weeks. The first contact between the student and the thesis supervisor must take place within two weeks of the notification of thesis supervision. The remaining periods for appointments with the thesis supervisor must be scheduled to ensure that the student has a reasonable opportunity to complete their report or thesis within the established time period. At the student's request, all discussion dates and review appointments may be set in advance. If the supervising lecturer is unavailable for a long period of time, the lecturer or the department must arrange a replacement;
- to take interim or other examinations within the degree programme in which the student is enrolled, provided the entry requirements as stated in the OER of the degree programme are met. Students may take elective courses outside their degree programme and sit examinations for these courses, if permitted under the student's type of enrolment, and with due regard of the terms and conditions set out in the OER of the student's own degree programme and the OER of the programme providing the unit of study in question;
- to receive academic counselling, including by the academic study advisor (see also the OER and Chapter 6 of this Students' Charter);
- to receive counselling from a student counsellor for issues and problems not directly connected to the subject matter of the degree programme. More information on this can be obtained from the Student Service Desk (SSD) and at [student counsellors](#); (See also Chapter 6 of this Students' Charter).
- to use educational facilities such as libraries and laboratories, with due observance of the conditions for use of these facilities;
- to use facilities available to students (see Chapter 6 of this Students' Charter);
- Students with a disability or chronic illness may be eligible for special arrangements with respect to the teaching, practical assignments and examinations. These special arrangements are tailored as far as possible to the individual need of the student concerned whilst ensuring that the quality or degree of difficulty of the unit of study or examination is not compromised and the student



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- meets the learning outcomes of the degree programme. (see the Course Catalogue and the OER of the degree programme);
- should the Minister or the university decide to terminate the degree programme: the opportunity to complete the degree programme within a reasonable period of time at the same or another institution of higher education;
  - protection of their personal data by the UvA. This includes the right to inspect one's own data and make corrections, and the right to information about personal data given to a third party or parties (see under Privacy in the A to Z list on the UvA website);
  - access to the buildings and collections of the UvA unless access is restricted by the Executive Board. In the event of limited space, the Executive Board has granted the deans of the faculties the authority to restrict access to and limit the use of reading rooms or computer rooms. Access for students who are not enrolled in the programme to which the reading or computer room in question is assigned may be restricted. Access must never be restricted to such an extent that students can no longer make reasonable use of the facility;
  - to take a 'studiable' degree programme. This right is interpreted by law as an obligation on the part of the university to structure degree programmes in such a way that students are reasonably able to make standard study progress. The workload distribution is particularly important in terms of studiability;
  - to receive a certificate issued by the assessment committee, provided all substantive and procedural requirements are met.

### 3.2 Students' obligations

Enrolment as a student entails the following obligations:

- to abide by the house rules and safety regulations that contribute to a practical, safe and pleasant environment for students, lecturers and other staff (see Chapter 4 in this Students' Charter on and for the Rules of Conduct);
- to notify their study adviser promptly if students expect their studies to be delayed due to exceptional circumstances; See the OER of the degree programme, for example the rules concerning BSA, and see also [counselling and career](#);
- to participate in practical training before being permitted to take a corresponding examination if the programme management considers this necessary. This requirement must be set out in the relevant OER;
- to register to participate in units of study on time, unless the relevant OER states that the programme automatically registers students for the units of study in question;
- To observe the rules arising from the Regulations Governing Fraud and Plagiarism for UvA Students, see [plagiarism and fraud](#);
- compliance with the obligations arising from the Working Conditions Act (*Arbowet*, see Chapter 4 under 4.4).

## 4. Rules of conduct

Just like employees, students are required to comply with general standards and rules of decorum in dealing with other UvA students and staff. In addition to this general code of conduct, the Executive Board has set down specific rules of conduct concerning:

- good conduct in the university buildings and grounds;
- the use of computers and network facilities;
- working conditions;
- combating sexual intimidation, aggression, violence and discrimination.

### 4.1 Use of university buildings

The UvA strives to prevent any nuisance from objectionable use of facilities and buildings. To this end, the Executive Board established the UvA-wide Framework for House Rules and Code of Conduct in Relation to UvA Buildings, Facilities and Sites and the UvA-wide framework for house rules and code of conduct, see [Space Utilisation Regulations](#). In principle buildings should be accessible for all students.

### 4.2 ICT Code of Conduct

All students are obliged to use IT resources made available by the UvA (email, internet, etc.) responsibly and comply with the ICT Code of Conduct (*ICT-gedragregels*). For more information, see: [ICT Code of Conduct](#).

### 4.3 Undesirable behaviour

The UvA considers any type of sexual intimidation, harassment, aggression, stalking, violence or discrimination unacceptable. See also [confidential adviser/code of conduct](#).

However, there may be occasions where a student is confronted with such behaviour in the working or studying environment. Students who are subjected to such behaviour may contact the (faculty) confidential adviser. The confidential advisers have a duty of confidentiality. It is also possible to submit a complaint to the faculty complaints coordinator or to the Central Complaints Committee (via the Executive Board).

For more information, see: [confidential adviser](#) and [complaints, objections and appeals](#).

The complaints procedure can be found at [Regulations for Staff and Student Complaints Procedures at the University of Amsterdam \(Regeling ter behandeling van personeelsleden en studenten van de UvA\)](#).

### 4.4 Working conditions

The Executive Board is responsible for health and safety and other working conditions in university buildings and on university premises. This right applies to both students and staff. In principle, all provisions of the Working Conditions Act (*Arbowet*) and the associated rights for students also apply to the UvA. The Act is applicable to both students and staff. It sets out, amongst others, the following obligations for students: [Article 2b in conjunction with Article 11 of the Working Conditions Act]:

- To use the personal protective equipment provided correctly and to store this in the designated location after use;

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- To use instruments, appliances, tools, hazardous substances and suchlike correctly and not to make any changes to the safety devices installed;
- To comply with any further rules and instructions regarding health and safety;
- To immediately report any situations in which health and safety are placed at risk to the person responsible or to the Executive Board.

### 4.5 Netherlands Code of Conduct for Scientific Practice

Within the UvA, everyone involved in education and research is personally responsible for respecting and paying attention to academic integrity. In the teaching, active attention is paid to the principles of academic integrity. For more information, see: [academic integrity](#).

### 4.6 Copyright

Within the context of their studies, students often make use of copyright-protected publications (such as books and professional journals). The copyright holder is usually named on the first page or in the publisher's notes. In a limited number of cases, photocopies or other copies of existing texts and images can be made without needing to request permission. Under the Copyright Act (*Auteurswet*), the following rules (amongst others) apply:

- photocopies: single copies of small sections of books, magazines, newspapers and other documents may be made for personal use. [Article 16b, paragraph 1 of the Copyright Act]; Works that are sold out or out of print, or short articles published in daily newspapers and weekly magazines, may be copied in full. [Article. 16b, paragraph 2 of the Copyright Act];
- copies for personal use: saving a book or article or a part thereof on a PC, smartphone, USB stick or other electronic carrier for personal use is permitted. It is not permitted to save items for a third person, even if it is intended for their personal use. A copy made for personal use may not be made available to a third party [Article 16c, paragraph 1 of the Copyright Act];
- quotations: short sections of text may be copied from a publication and used in an individual's own work in the form of quotations, provided that the source of the quotation and the author are stated. The maximum length must be in proportion to the purpose of reproducing the text. [Article 15a of the Copyright Act].

Laws, court rulings, government decisions and memoranda and suchlike may be copied and reproduced in the form in which they were published by the government, without permission and free of charge.

All other reproductions require the prior consent of the copyright holder and are usually subject to a fee. For more information, see: [copyright](#).

NB: images of people are also subject to the provisions of the General Data Protection Regulation. See under Privacy in the A-Z list on the UvA website.

### 4.7 Regulations governing Fraud and Plagiarism for UvA Students

The UvA Fraud and Plagiarism Regulations sets out what the UvA means by fraud and plagiarism. See [Regulations Governing Fraud and Plagiarism for UvA Students](#). These regulations apply to all UvA students and are included as mandatory in the OER of the degree programme.

## 5. Education and quality

As mentioned earlier (see 1.3) programme-specific information is described in the programme-specific part of the Students' Charter, including a description of the programme structure, information about the structure, the organisation and the implementation of the teaching, the adopted Teaching and Examination Regulations (OER) and a description of programme-specific procedures.

### 5.1 Teaching and Examination Regulations

Teaching and Examination Regulations (*Onderwijs- en Examenregeling, OER*) are adopted annually for each degree programme or group of degree programmes. These regulations set out the main points of the education programme and the associated examinations, as well as the prevailing procedures, rights and obligations related to teaching and the examination. A programme's OER contains at least the following:

- the content and structure of the degree programme;
- the admission requirements for the degree programme and for specific modules;
- the method of assessment;
- the right of inspection;
- the re-sit opportunities;
- the period within which examinations must be marked;
- the validity period of examinations,
- the sanctions in the event of fraud/plagiarism;
- provisions concerning the minor;
- provisions concerning the Honours programme;
- student counselling.

The UvA has adopted Model Bachelor's Teaching and Examination Regulations and Model Master's Teaching and Examination Regulations, including an explanation of the models. These models indicate what topics should be included in the OER of the programme and which things must be arranged as mandatory or otherwise. The models are published on the UvA, see [Model Teaching and Examination Regulations \(Model OER\)](#).

In addition to the models, the Teaching and Examination Regulations of the degree programmes are also available via the website, usually via the website of the faculty in question.

### 5.2 Quality control

Improving educational quality is a constant on the university's agenda. The Executive Board establishes a vision, and the faculties formulate appropriate policy accordingly. The teaching institutes work out the policy in more detail. All of the various processes and procedures at programme and course level must ultimately adhere to the policy. The UvA has also adopted a [Quality Assurance Framework](#). This describes the university's quality control policy, including the various roles and responsibilities, such as those of the Examination Boards and the Programme Committees.

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### **5.3 Vision on teaching and learning**

The UvA's mission is to guide students into a programme befitting their talents. The [UvA Vision on Teaching and Learning](#) includes such themes as academic training and research-intensive education.

The following principles on education at the UvA apply in this respect:

- 1) The UvA focuses on developing motivated and ambitious students by offering high-quality and innovative education.
- 2) The UvA is a broad-based research-intensive university that educates students in such a way that they can thrive in an increasingly complex world thanks to their acquired knowledge and expertise.
- 3) The UvA strives to be an open and diverse community, where all students feel at home and receive equal opportunities.
- 4) As far as possible, the UvA assigns the responsibility for its education to its lecturers and focuses intensively on developing support services, knowledge sharing and the professionalism of its lecturers.

### **5.4 Quality assessment**

Students have the right to good teaching and good teaching facilities. For this reason students have the right to give a written assessment of the quality of the course in the programme. The quality is also assessed regularly by an assessment committee of independent experts. These evaluations are publicly available (Article 1.18 of the WHW). The results of the quality assessments may have consequences for the policy.

### **5.5 Uniform work load**

The European Credit Transfer System (ECTS) was developed in order to compare the work load of degree programmes in Europe. Every degree programme and every unit of study is expressed in credits or European Credits (ECTS). One credit or ECTS represents 28 hours of study. A complete academic year comprises 60 ECTS. The Bachelor's programme, including the first-year phase comprises 180 ECTS. There are also some Bachelor's programmes that comprise 240 ECTS. Many Master's programmes comprise 60 ECTS, but there are also Master's programmes that comprise 90, 120, 180 or 240 ECTS.

### **5.6 'Studiability' of programme**

The degree programme must be structured and arranged in such a way that with sufficient aptitude and effort, a student can attain 60 ECTS in 1680 hours in a single academic year. The degree programme can then be completed within the allocated official time period. (Article 7.4 WHW). Every year the teaching programme and the OER are evaluated by the Programme Committee, half of whose members are students.

### **5.7 Costs of study materials**

The costs of study materials (such as textbooks, course materials and practical training materials) required to take part in teaching or examinations are in principle borne by the (external) student. The student is also liable for the costs of excursions, orientation days and internships if these are not obligatory and if a free alternative is available. Prior to attending a unit of study, students must be

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informed of the required study materials and the costs of materials, excursions, etcetera. Every effort is made to keep the extra costs to students as low as possible, to a maximum of around €650 per academic year.

### **5.8 Model rules and guidelines for Examinations Boards**

The Examinations Board is “the body that determines, in an objective and expert manner, whether a student meets the conditions laid down in the OER with regard to the knowledge, understanding and skills required for obtaining a degree” as referred to in the [Article 7.10a](#) of the WHW (Article 7.12 WHW). The Dean appoints an Examinations Board for each degree programme or group of degree programmes. The tasks and powers of the Examinations Board are set down in the WHW (Articles 7.11 and 7.12b).

The Examinations Board establishes rules and guidelines for the execution of its own duties and powers, in other words, the working methods of the Examinations Board are described in the rules and guidelines. The UvA has established [Model Rules and Guidelines for the Examinations Board](#) that can be found on the regulations page of the website.

### **5.9 Language of instruction**

In principle teaching is given in Dutch, although some degree programmes are taught in two languages (Dutch and English), have an English-language version or are taught wholly in English. In addition to Article 7.2 of the WHW, the Code of Practice governing Foreign Languages gives guidelines for the use of a language other than Dutch as language of instruction. Various Master's programmes and a substantial proportion of the Bachelor's programmes are open to international students. For these programmes, the language of instruction is usually English. See also [Code of Conduct governing Foreign Languages](#).

## 6. Facilities for students

### 6.1 Facilities

The UvA provides a variety of study and information facilities to help students to successfully complete their studies. There is the Student Service Desk for general study questions; for more specific information about their degree programme, students can contact the Education Desk. The university also provides ICT, health and counselling facilities and advice through student counsellors, career counsellors and psychologists, for example. In addition, there are basic facilities for the various study associations.

#### *Study facilities*

- University Library membership is free for UvA students. Through the website, students have access to digital magazines, e-books and databases. Students are able to request and pick up books at a location of their choice; student ID cards also serve as a library card.
- Spread throughout the city are various study centres that provide study places and computer workstations. All locations are equipped with printers and free Wi-Fi.
- The student website is the main point on the UvAweb where all necessary study information can be found. The student website also includes a page for each programme with education-related announcements, newsletters, details on workshops and other important study information. In addition, the student website provides access to Canvas, timetables, recent grades and the Course Catalogue, which sets out all relevant course information. For more information, see: [student.uva.nl](http://student.uva.nl).

#### *Service and information*

- The Student Service Desk is the first point of contact for general inquiries about studying at the UvA. Students may contact this facility with any questions regarding choosing a course of study, enrolment, financial assistance, housing, studying abroad and more. For more information, see: [uva.nl/ssd](http://uva.nl/ssd).
- For specific questions about a study programme, students may contact the Education Desk of that programme. See the contact page on the student website for more details. This may include questions related to course and examination registration, electives or minors. Students can also make an appointment with the study advisor through the Education Desk.

#### *Advice and counselling*

- Academic counselling for students is provided by the study adviser. The study adviser can advise students on the timeline of the programme and on transitional arrangements, as well as issues that could hinder students' study progress, about questions concerning the timetable, but also for personal problems. If there is a danger of study completion delay, it is important to report this to the study adviser as quickly as possible.
- The student counsellors assist with questions/issues that are not related to the programme content, but to the student as an individual, for example issues concerning finance or illness. The conversations with the student counsellors are confidential. They provide advice on complaints, objections or appeals and can assist in requesting facilities (for example, for students with

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functional disabilities, or under the Top-class Athletes Scheme). For more information, see: [student counsellors](#).

- The UvA Student Careers Centre helps students with their orientation and choices concerning degree programmes and employment prospects. Students can use this facility before, during and after their study (up to one year after graduation) for information, advice, workshops and training, events and individual guidance. For more information, see: [career](#).
- The Office of International Student Affairs (*Bureau Internationale Studentenzaken, BIS*) and the faculty International Offices assist both UvA students wishing to study at a university abroad and foreign exchange students coming to study at the UvA within the context of an exchange programme. For more information, see: [exchange](#) and [abroad](#).

### *Health and welfare*

- The UvA provides various types of support for students with disabilities or chronic illness, for instance by providing appropriate examination facilities or extra guidance for those who need it due to their disability or illness. This can help students prevent possible study delays. A student is required to contact the student counsellor with a recent statement from a doctor or psychologist in order to get a written recommendation to receive such facilities or support. For a chronic disability or illness, the recommendation needs to be issued only once. More information can be found in the relevant OER and at: [disability or chronic illness](#).
- Students with mental health issues (such as performance anxiety, stress, fear of public speaking, or lack of motivation and concentration, overload) which have a detrimental impact on their study progress can contact the student psychologist. For more information, see: [students psychologists](#).
- The students doctors are affiliated with the UvA and therefore are experienced in handling medical issues that are specific to students. They provide services similar to a general practitioner. For more information, see: [student doctors](#).
- Students can take part in a variety of sports activities at the University Sports Centre at a reduced rate. For students who are top-class athletes there is the UvA Top-class Athletes Scheme (*Topsportregeling*) and a Top-class Sports Coordinator who can advise on facilities and answer questions. For more information, see: [Top-class athletics](#).
- The UvA has four contemplation rooms on its various campuses. All students are welcome to use these rooms for a moment of silent reflection, provided they keep to the house rules. For more information, see: [contemplation rooms](#).

### *Study associations*

The faculties provide their study associations with the facilities that are reasonably considered necessary to perform the tasks required of a study association, including:

- a (shared) workspace;
- an email address;
- a pigeonhole;
- a network connection;
- office supplies.

## **6.2 Financial support associated with special circumstances (Profiling Fund)**

In a number of cases, students may qualify for financial support from the Profiling Fund (*Profileringsfonds*), for example, students who fall behind in their studies due to special circumstances or who are members of a representative advisory body (FSR, CSR, OC), who are on the committee of a study or student association, and in the case of top-class athletes. More detailed





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regulations on this are included in UvA Profiling Fund Regulations: [UvA Profiling Fund Regulations](#).

In addition, there are scholarship programmes that fall outside the scope of the Profiling Fund, in which students can participate if they go abroad for a certain period of time. More information can also be found at: [grants](#).

## 7. Participation in decision-making

Every student has the right to participate in decision-making. This right takes two forms: firstly, the student has the right to stand as a candidate for election to a representative advisory body. Secondly, the student has the right to cast their vote in an election for a candidate for such a body.

The UvA has a system of joint participation in decision-making. This means that students and employees are represented in separate representative advisory bodies; students in the CSR, FSR and OCs, and employees in the Faculty Works Councils (OR) and the Central Works Councils (COR). According to the WHW, certain issues must be dealt with at university level in the Joint Meeting (GV) of the CSR and the COR.

For the CSR and COR, the Executive Board is the discussion partner; for the FSR and the OR this is the dean. For the OC it is the programme director.

Annual elections are held for the CSR and the FSR; the elections for the OR and COR take place once every three years. Members of the OC may be elected or otherwise appointed. The way in which this is arranged for the faculty OCs is set down in the Faculty Regulations.

### *Central Student Council and Faculty Student Council elections*

Elections for the CSR and the FSR take place each year. A Central Voting Office (*Centraal Stembureau*) has been set up for this purpose. All UvA students are issued a digital call to vote for the councils they are eligible to vote for. The election results are published on the UvA website. See also the Elections Regulations for the Central Student Council and Faculty Student Councils 2006 and the Election Regulations for Programme Committees for OCs whose members are elected.

### **7.1 Participation in central decision-making**

Participation in the decision-making process by and on behalf of students at university level takes place through the CSR. This council is elected annually by students across the university. Student participation in decision-making at the central level concerns issues that affect the university as a whole. The council's rights are derived from the WHW and the related Central Student Council Regulations and the Regulations on Facilities for Student Council Members and Central Student Council Members. For more information, see: [representation for students](#).

### **7.2 Participation in faculty decision-making**

#### *Faculty Student Council*

At the faculty level, participation in decision-making by and on behalf of students is exercised by the Faculty Student Councils (FSRs). These councils are elected annually by the students within each faculty. The rights of the FSRs are described in the WHW and the relevant Faculty Regulations; how they are facilitated is described in the Regulations on Facilities for Student Council Members and Central Student Council Members.

#### *Programme Committee*

The Programme Committee (OC) for each programme or group of programmes has a statutory duty to advise on improving and maintaining the quality of the programme and is therefore one of the most important advisory bodies in the quality assurance cycle. Half of each Programme Committee

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is made up of students and the other half consists of lecturers from the programme or cluster of programmes.

The overall tasks and responsibilities of the OC are described in Article 9.18 of the WHW and include:

- to annually assess the method of implementation of the OER and the right to in part advise and in part endorse the new OER to be adopted;
- to support and advise, on request or otherwise, the Director of the associated College or Graduate School regarding the coordination of curricula and policy-making within the College and Graduate School;
- to advise the programme director regarding quality improvements. This covers several aspects, such as monitoring the quality of graduates and admitted students, monitoring sufficient academic student counselling, etc.;
- to endorse the way in which the degree programme is evaluated.

## 8. Complaints, objections and appeals

The UvA has a digital service desk which students can consult with respect to complaints, objections and/or appeals. The description of this service desk contains extensive information on these matters and the differences between them. The digital service desk for complaints, objections and appeals can be accessed via the digital Service Point (*Serviceplein*) for students. For more information, see: [complaints, objections and appeals](#).

A brief summary of the various procedures and information regarding the Complaints Desk is provided below.

### 8.1 Complaints

A complaint concerns specific conduct towards a person. It is no longer possible to file a complaint against a general regulation. For more information, see: [complaints, objections and appeals](#).

#### *Complaints Committee*

If a student is not satisfied with the way a complaint has been handled by the Complaints Desk or by the faculty complaints coordinator, they can file a complaint with the UvA Complaints Committee. The [Regulations for Student and Employee Complaints Procedures at the University of Amsterdam](#) applies to this. A complaint may also be submitted directly to the Complaints Committee. Before a complaint is accepted to be dealt with officially, it will be examined to see if there is not a better way of resolving it.

### 8.2 Objections

If a student or prospective student disagrees with a decision by the Executive Board with regard to that student, such as the date of enrolment and termination of enrolment, payment or reimbursement of tuition fees, award of payment from the Profiling Fund, they may lodge an objection to that decision. The period for submitting an objection is six weeks. The Arbitration Committee for Student Objections (*Geschillenadviescommissie studentenbezwaren*) will examine the case and advise the Executive Board as to whether the decision should stand or should be reconsidered. For more information, see: [complaints, objections and appeals](#).

### 8.3 Appeals to the Examination Appeals Board

A student who disagrees with a written decision by an examiner or the Examinations Board for the degree programme can appeal against that decision to the Examinations Appeals Board (*College van Beroep voor de Examens, COBEX*). The period for submitting an appeal is six weeks.

Appeals may be submitted concerning the following (see Article 7.61 of the WHW):

- a decision by an Examinations Board concerning an extra opportunity to sit an examination or establishment of fraud;
- a decision by an examiner on the assessment of an examination;
- establishing the number of ECTS attained (in connection with study progress);
- admission to examinations;
- admission to a Master's degree programme (may also be a decision by an Admissions Board);
- a binding study advice (BSA).

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For more information, see: [complaints, objections and appeals](#).

More rules concerning the COBEX can be found in the [Rules of Procedure of the Examinations](#).

#### **8.4 Appeals to the Appeals Tribunal for Higher Education**

If the decision following an objection procedure with the Executive Board or a procedure with the Examinations Appeals Board goes against the student, he or she can lodge an appeal with a court specialised in educational matters: the Appeals Tribunal for Higher Education. More information can be found at [cbho](#) and at [complaints, objections and appeals](#).

#### **8.5 Data Protection Officer and Dutch Data Protection Authority**

If a student feels that the UvA is not in compliance with the legal provisions of the General Data Protection Regulation (GDPR), they may submit a request concerning such compliance with the GDPR to the independent Data Protection Officer of the UvA ([fg@uva.nl](mailto:fg@uva.nl)) or the Dutch Data Protection Authority (Dutch DPA). Both the Data Protection Officer and the Dutch DPA ensure the careful and proper use of personal data and monitor compliance with the relevant statutory provisions, in particular the GDPR.



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## 9 Appendices

- [Profiling Fund Regulations](#)
- [Emergency Fund](#)
- [Facility regulations for members of student councils and members of the Central Student Council \(in Dutch only\)](#)
- [Top-class Athletes Regulations \(in Dutch only\)](#)