



Students' Charter

General Section

Amsterdam University of Applied Sciences

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Chapter 1 General

Article 1.1 Definitions

The following definitions apply to the terms in this Charter:

Associate Degree (AD) programme	:	a programme as referred to in Section 7.8a of the WHW with a study load of 120 credits;
Prospective student	:	a person who has submitted an application to enrol in a full-time, work-study or part-time degree programme or an Associate Degree (AD) programme at the AUAS and is not already enrolled in the relevant programme at the AUAS at the time;
Executive Board and Administrative Regulations	:	regulations as referred to in Section 10.3b of the WHW;
Executive Board	:	the institutional administration as referred to in Sections 1.1 and 10.8 of the WHW;
Examination Appeals Board	:	the board as referred to in Section 7.60 of the WHW;
Higher Education Appeals Board	:	the appeals board as referred to in Section 7.64 of the WHW;
Dean	:	the head of a faculty;
School Representative Advisory Council	:	the council as referred to in Section 10.25 of the WHW;
Education Executive Agency (<i>Dienst Uitvoering Onderwijs – DUO</i>)	:	agency charged with the implementation of education laws and regulations;
Faculty	:	organisational unit as referred to in Section 10.3a of the WHW in which the institution offers education;
Examination Board	:	the board as referred to in Section 7.12 of the WHW;
External student	:	a person as referred to in Section 7.36 of the WHW;
Disputes Advisory Committee	:	the committee as referred to in Section 7.63a of the WHW;
AUAS	:	the Amsterdam University of Applied Sciences (AUAS), situated in Amsterdam and maintained by the Foundation;
Immigration and Naturalisation Service (IND)	:	agency charged with the implementation of the Dutch aliens policy;
International student	:	a student of non-Dutch nationality who – to the extent the student concerned is subject to residency permit requirements and has been issued with such a residency permit – will pursue, is currently pursuing or has pursued a programme of study;
Objections, Appeals and Complaints Office	:	the facility as referred to in Section 7.59a of the WHW;
Representative Advisory Council	:	the council as referred to in Section 10.17 of the WHW;
Representative Advisory Council Regulations	:	the regulations as referred to in Section 10.21 of the WHW;
MijnHvA	:	a flexible online environment offered by the AUAS, containing information that supports learning, teaching, research and work;
Binding negative study advice	:	advice as referred to in Section 7.8b, subsection 3 of the WHW;
Teaching and Examination Regulations (OER)	:	the regulations as referred to in Section 7.13 of the WHW;
Degree programme	:	a Bachelor's or Master's degree programme as referred to in Section 7.3 of the WHW;
Programme Committee	:	the programme committee as referred to in Section 10.3c of the WHW;
Programme manager	:	the individual charged with the day-to-day management of the degree programme or part thereof;
Organisational unit	:	the unit appointed pursuant to the Executive Board and Administrative Regulations as referred to in Section 10.3a of the WHW;
SIS	:	student information system;
Foundation	:	the Amsterdam University of Applied Sciences Foundation (<i>Stichting Hogeschool van Amsterdam</i>) established in

	Amsterdam;
Student	: a person who is enrolled at the AUAS as a student as referred to in Section 7.32 of the WHW. A student is also taken to mean external candidates as referred to in Sections 7.32 and 7.36 of the WHW, unless expressly stated otherwise, and prospective students, to the extent applicable;
Student counsellor	: a person appointed by the institution to inform and advise prospective and current students, the Dean, the degree programme management and the Examination Board on student affairs and to, upon request, counsel students in problems of a personal nature;
Course prospectus:	: the digital information source containing all information on the degree programme and the modules;
Academic year	: the period starting on 1 September and ending on 31 August of the following calendar year, or, in case of enrolment on 1 February, the period starting on 1 February and ending on 31 January of the following calendar year;
Advice on choice of programme	: advice provided by a programme manager regarding a prospective student's choice of degree programme;
Study Check	: the activities that the AUAS offers to prospective Bachelor's degree students with a view to providing advice on their choice of degree programme;
Studielink	: the joint student registration and enrolment application for research universities, universities of applied sciences and the DUO;
WHW	: the Dutch Higher Education and Research Act (<i>Wet op het hoger onderwijs en wetenschappelijk onderzoek</i>).

Article 1.2 Contents

1. The present Charter regulates the legal position of those who are covered by the scope of this Charter as described in Article 1.4.
2. The rights and obligations associated with the legal position as referred to in paragraph 1 are also determined by:
 - a. the law and the resulting regulations;
 - b. the decisions of the bodies and officials of the AUAS;
 - c. the regulations based on this Charter as referred to in paragraph 4.
3. This Charter consists of a general section and a degree programme-specific section. The degree programme-specific section of the Charter comprises the Teaching and Examination Regulations.
4. The regulations as referred to in paragraph 2 under c are as follows:
 - Code of Conduct for International Students;
 - Code of Conduct for Student Counsellors;
 - House Rules;
 - Protocol for Physically Disabled Students;
 - Regulations Concerning Undesirable Conduct;
 - Examination Board Regulations;
 - Programme Committee Regulations;
 - Top-level Sports Regulations.

Article 1.3 Adoption and amendments

1. The general section of the Charter – along with any amendments to it – is adopted by the Executive Board and submitted to the Representative Advisory Council for approval.
2. Insofar as this is not determined by the Executive Board, the programme-specific sections of the Charter – being the Teaching and Examination Regulations – are determined by the Dean.
3. The Representative Advisory Council Regulations and the Programme Committee Regulations stipulate which sections of the Teaching and Examination Regulations will be submitted to the Representative Advisory Council, to the School Representative Advisory Council of the faculty to which the degree programme belongs or to the Programme Committee of the degree programme to which the Teaching and Examination Regulations pertain, whether for approval, for information or for advice.

Article 1.4 Scope

1. Except as otherwise provided for in this article, the scope of this Charter is limited to the students and external students of the AUAS.
2. Where indicated in this Charter, the provisions also apply to prospective students and former students of the AUAS and its legal predecessors.
3. With the exception of Chapters 3 through 5 and Chapter 7, sections of this Charter may be declared applicable to those enrolled at the AUAS as course participants or to a legal entity that has an enduring affiliation with the Foundation. However, this only applies if the relevant parts are expressly deemed to apply.

Article 1.5 Publication

1. The Executive Board publicly communicates the Students' Charter by publishing the Dutch text and its English translation on the AUAS website.
2. The Dean ensures that students can access and examine the Teaching and Examination Regulations that apply to their faculty.
3. Should the general section of the Students' Charter and/or the accompanying Teaching and Examination Regulations be amended during the academic year, the Executive Board or the relevant Dean, respectively, are obliged to announce the amendment in an appropriate manner. An amendment as referred to in the preceding sentence will only apply if required by law or regulations, in cases where there is an obvious error or based on very substantial and unforeseen organisational circumstances.

Article 1.6 Objective of the Foundation

1. The objective of the Foundation is the establishment and maintenance of one or more organisations for higher education as referred to in Section 1.1 (b) of the WHW and legal entities for the purposes of higher education, as well as the performance of all actions that are connected with, result from and are beneficial to such education in the broadest sense.
2. The objective stated in paragraph 1 is to be achieved in a manner that shows respect for diverse religious, cultural, ideological and social persuasions and movements, to the extent that these are in agreement with the constitution of the Netherlands.

Article 1.7 AUAS organisation

1. The Foundation consists of two bodies, the Executive Board and the Supervisory Board. The Executive Board forms the management of the Foundation and is also the management of the institution as referred to in Section 1.1 (j) of the WHW.
2. The Executive Board is responsible for all tasks and powers connected with the management of the Foundation and AUAS that are not assigned to the Supervisory Board by law or by the articles.
3. The Foundation has Executive Board and Administrative Regulations in place as referred to in Section 10.3b of the WHW. The Executive Board and Administrative Regulations:
 - a. lay down further regulations for the conclusion of a joint scheme as referred to in Chapter 8 of the WHW;
 - b. specify the organisational units of the AUAS;
 - c. specify the powers that have been delegated by the Executive Board;
 - d. describe the relationship between the management of an organisational unit and the Executive Board;
 - e. state which bodies are responsible for the various degree programmes;
 - f. describe the manner of appointment and composition of the Programme Committees;
 - g. describe how the Teaching and Examination Regulations are developed.
4. The Executive Board may instruct the management of the organisational units of the AUAS and/or their employees to exercise the powers vested in them on behalf of the Executive Board. Should such powers include the power to draw up/adopt regulations, the relevant regulation is subject to Executive Board approval.

Article 1.8 Participation

1. The AUAS has a Representative Advisory Council and School Representative Advisory Councils.
2. The duties, powers and scope of the councils as referred to in paragraph 1 are laid down in the Representative Advisory Council Regulations. The manner in which such councils are chosen and facilitated is recorded in a voting regulation or in a facilitation regulation.

3. The regulations referred to in paragraph 2 are to be publicly communicated through publication on the AUAS website.

Article 1.9 Faculties and joint ventures

1. The AUAS has different faculties that are responsible for the provision of education and for research for the benefit thereof. These faculties are:
 - Faculty of Sports and Nutrition;
 - Faculty of Business and Economics;
 - Faculty of Health;
 - Faculty of Applied Social Sciences and Law;
 - Faculty of Digital Media and Creative Industries;
 - Faculty of Education;
 - Faculty of Technology.
2. In addition to the faculties, the AUAS has entered into two joint ventures:
 - the Amsterdam School for Health Professions (ASHP), which is a joint venture between the AUAS, the University of Amsterdam (UvA) and the Amsterdam Medical Centre;
 - the University PABO (primary education teacher-training college) of Amsterdam (UPvA), a joint venture between the AUAS and the University of Amsterdam.

Article 1.10 Examination Board

1. Each degree programme or group of degree programmes has its own Examination Board. The Examination Board is established by the Dean on behalf of the Executive Board, with due observance of the provisions of Section 7.12a of the WHW. This means, among other things, that members are appointed on the basis of their expertise in the field of study covered by the degree programme or group of degree programmes.
2. The composition, duties and powers of the Examination Boards are set out in the Teaching and Examination Regulations and the Examination Board Regulations.

Article 1.11 Programme Committee

1. Each degree programme or group of degree programmes has its own Programme Committee.
2. The appointment, composition, duties and powers of the Programme Committees are laid down in the Executive Board and Administrative Regulations and are set out in further detail in the Programme Committee Regulations.

Chapter 2 Information

Article 2.1 Information for students and prospective students

1. The AUAS is responsible for ensuring that the information is clear and is provided in good time.
2. The Dean ensures that information on the following subjects is available to students and prospective students before the start of the academic year:
 - a. the education available at the faculty, which includes the information referred to in Article 6.2 of this Charter;
 - b. the objective and organisational structure of the AUAS;
 - c. the Teaching and Examination Regulations for degree programmes offered by the faculty;
 - d. advice on choice of degree programme;
 - e. the requirements and possibilities for admission to the various degree programmes and the procedures to be followed;
 - f. the degree programmes that may be subject to a binding negative study advice, and the relevant rules;
 - g. the degree programmes that are subject to a post-propaedeutic phase referral, and the relevant rules;
 - h. the career options associated with the degree programme, along with the career profile and details of the job market for graduates, to the extent these are known;
 - i. the possibilities for horizontal and vertical transfer mobility;
 - j. the exact tuition fees and an indication of the other costs (that may be) involved in pursuing a degree programme;
 - k. the available student facilities.
3. The information as referred to in paragraph 1 is communicated such that prospective students are able to reach an informed opinion on the content and organisation of the degree programme.
4. The AUAS offers prospective students the opportunity to examine the enrolment procedure and the Code of Conduct for International Students in Dutch Higher Education.

Article 2.2 Obligation to consult email, SIS and DLWO, Studielink information

1. An AUAS email account is made available to students for the purpose of their studies. Students are responsible for checking this email account on a regular basis. The same applies to regularly checking SIS and MijnHvA. The consequences of failing to regularly check the AUAS email account, MijnHvA and the SIS are at the individual student's risk.
2. Decisions with regard to enrolment and termination of enrolment, which includes the Study Check, as well as the tuition fees are sent to the prospective student by electronic means, to the email address the (prospective) student has entered in Studielink for that purpose. The prospective student is personally responsible for ensuring that this email address is accessible and consulting it on a regular basis¹.

Article 2.3 Providing information about international students

At the end of every academic year, the AUAS determines the academic progress made by each international student. Sufficient academic progress is deemed to have been achieved if 50% or more of the proportionate study load for the academic year or portion of the academic year has been completed and no binding negative study advice has been issued. If the student has not made sufficient progress, the degree programme will determine the reason for this by holding an academic progress interview. If it emerges that the international student is not studying enough or at all or cannot cope with the level of the work, and if the student is subject to a residence permit requirement, the IND will be notified of this within one month. In the event that the student counsellor submits a written advice stating that there are personal circumstances as referred to in Section 7.51 of the WHW that have prevented the student from making sufficient academic progress, binding arrangements will be made with the international student to ensure they catch up with their studies, in accordance with the Code of Conduct for International Students (*Gedragcode Internationale Student*). The AUAS may forego notifying the IND in connection with personal circumstances only once per qualifying period, unless there are new personal circumstances².

¹ The prospective student is also expected to check the spam box where necessary, as it cannot be ruled out that emails from the AUAS end up in there.

² Regulations on Study Progress Standards for Student Residence Permits (*Regeling normering studievoortgang vanwege verblijfsvergunning in verband met studie*; *Government Gazette 2013, no. 15622*)

Chapter 3 Admission to the degree programme

Article 3.1 Admission requirements

1. In order to be admitted to the Bachelor's programme, prospective students must at least have a senior secondary vocational education (MBO) level 4 diploma, a senior general secondary education (HAVO) diploma or a pre-university education (VWO) diploma before the enrolment date.
2. In the event that, in accordance with the Regulations on Enrolment in and Admission to Higher Education (*Regeling Aanmelding en Toelating Hoger Onderwijs – RATHO*), further national preparatory education requirements are set with regard to the profile and/or additional subjects, these will apply for admission to the Bachelor's programme. Annex 1 to these regulations lists the additional preparatory education requirements for each AUAS programme.
3. Holders of a HAVO or VWO diploma as referred to in paragraph 1 that does not meet the further preparatory education requirement in respect of subjects as referred to in paragraph 2 may nevertheless be admitted to the degree programme if it can be established by means of an evaluation to be performed that the person concerned satisfies substantively comparable requirements. These requirements must be satisfied before the first year of registration commences. The evaluation as referred to in this paragraph may consist of a test to be taken by the person involved, showing that this person has sufficient knowledge of the missing subject or subjects. The degree programme must keep a record of the evaluation referred to in this paragraph and the corresponding results.
4. In addition to the requirements set in the first and second paragraph, additional nation-wide admission requirements as laid down in the RATHO apply for some programmes. These are set out in Annex 1.
5. In supplement to the preceding paragraphs in this article, admission to the degree programme is subject to the rules for timely enrolment and – where applicable – the rules regarding the mandatory Study Check, or the rules for the enrolment quota and selection.
6. Holders of a diploma, whether or not this was issued in the Netherlands, that is classed pursuant to a ministerial regulation as being at least equivalent to a diploma as referred to in Article 3.1, paragraph 1, are eligible for admission provided that – where applicable – the subject requirements are met and – in the event that it concerns a foreign diploma – it has been demonstrated to the Examination Board's satisfaction that the relevant person has a sufficient command of the Dutch language to successfully take part in the degree programme, in accordance with the requirements contained in Article 3.7 of this Charter. The provisions of the preceding sentence regarding the Dutch language do not apply if the person concerned wishes to enrol in a degree programme taught in English and is able to provide a statement from Nuffic showing that they meet the requirements of Article 4.3 of the Code of Conduct for International Students in Higher Education with regard to a programme taken in English. If the subject requirements have not been met, the provisions of paragraph 3 apply by analogy.
7. Holders of a Bachelor's or Master's degree or of a propaedeutic certificate from a higher education institution are exempt from the preparatory education requirements referred to in paragraph 1. In such case, the person involved does have to meet the requirements set out in paragraph 2 and 4, where applicable.

Article 3.1a Admission to a three-year fast-track programme for school-leavers at pre-university level

1. If the programme has a three-year track for prospective students with a VWO diploma, this is subject to the same additional preparatory education requirements and/or additional admission requirements as the four-year Bachelor's programme (see Annex 1).
2. In supplement to the provisions of paragraph 1, admission to the three-year fast-track for school-leavers at pre-university level is also open to anyone with a diploma that is classed as being at least equivalent to a diploma as referred to in the aforementioned paragraph by ministerial regulation, and – in accordance with the subsequent paragraph – to those with a diploma (and the relevant average final mark) as referred to in the next paragraph.
3. Holders of a HAVO diploma can be admitted to the track as referred to in paragraph 1 if they have an average final mark of 8 or higher if – where applicable – the relevant person meets any further and additional preparatory education requirement.

Article 3.1b Admission to the fast-track programme

1. If the programme has a fast-track programme, the admission requirements for that programme are stated

in the course prospectus and on the AUAS website³. Admissions to the programme will be decided by the Dean.

2. At the end of every academic year in which the student is enrolled in a fast-track programme as referred to in paragraph 1, the Dean may decide that the student may not continue the programme. This will be the case if, during the main phase of the programme, the student fails to meet the academic progress requirements applicable to the fast-track programme. In the event the student may not continue the fast-track programme, he/she may continue the regular four-year Bachelor's programme track. The rules regarding the study advice remain fully applicable to students who have not yet successfully completed their propaedeutic year.

Article 3.2 Preparatory education abroad

1. In cases in which a person who has undergone preparatory education abroad – other than for a non-Dutch diploma as referred to in Section 3.1, paragraph 6 – applies for admission to the degree programme, the Diploma Assessment Office of the AUAS Student Affairs Department will determine the equivalent level of Dutch preparatory education based on information provided by Nuffic and will consequently advise the Dean. Based on this advice, the Dean will determine if the candidate can be admitted to the degree programme. In the event that a preparatory year is mandatory, this will be stated in the course prospectus and on the AUAS website⁴.
2. Preparatory education abroad is considered equivalent to that referred to in Article 3.1, paragraphs 1 and 2, if the preparatory education in question grants admission to academic higher education or higher education in a country that has ratified the Convention on the Recognition of Qualifications concerning Higher Education in the European Region⁵. The provisions of the preceding sentence do not apply if there is a significant difference between the general requirements in respect of admission to higher education in the territory of the country in question and the requirements imposed in Article 3.1, paragraphs 1 and 2.
3. Holders of a diploma that was not issued in the Netherlands and that is classed pursuant to paragraphs 1 and 2 as being at least equivalent to a diploma as referred to in Article 3.1, paragraph 1, are eligible for admission provided that – where applicable – the subject requirements and the provisions of Article 3.1, paragraph 3, are met and provided that it has been demonstrated to the Examination Board's satisfaction that the relevant person has a sufficient command of the Dutch language to successfully take part in the degree programme, in accordance with the requirements contained in Article 3.7 of this Charter. If the subject requirements have not been met, the provisions of Article 3.1, paragraph 3, apply by analogy.

Article 3.3 Requirements concerning employment of part-time students

1. For students who wish to enrol in the relevant programme, a part-time programme may set requirements with regard to working while taking the degree programme if the relevant work is classed as a module in the Teaching and Examination Regulations. These requirements are listed in the course prospectus and on the AUAS website⁴.
2. If the student no longer meets the requirements regarding fitting work, that student cannot sit exams for modules for which work is classed as a module. Where possible, the student will be offered a fitting curriculum while awaiting similar work, or be referred to a different variety of the programme.
3. The Dean is authorised to request that the student submit documentary evidence of compliance with the provisions of paragraph 1 on an annual basis. The student is obliged to provide the information requested.

Article 3.4 Admission to work-study degree programmes

1. With regard to admission to work-study degree programmes, requirements are set with regard to professional practice. These requirements are listed in the course prospectus and on the AUAS website⁴. Admission to a work-study degree programme requires an agreement entered into by the degree programme on the institution's behalf, the student and the company or organisation at which the student will be working.
2. As a minimum, the agreement as referred to in paragraph 1 will contain provisions regarding:
 - a. the term of the agreement and the length of the period or periods of professional practice;
 - b. supervision of the student;
 - c. the qualities in terms of knowledge, insight and skills that a student must have acquired on completion of the degree programme and that must be gained during the period of professional

³ The course prospectus contains the requirements for the current academic year (2017 – 2018), whereas the website lists those for the coming academic year (2018 – 2019)

⁴ The course prospectus contains the requirements for the current academic year (2017 – 2018), whereas the website lists those for the coming academic year (2018 – 2019)

⁵ Treaty Series, 2002, no 137.

- activity⁶, as well as the corresponding assessments; and
- d. when and how the agreement may be terminated early.
3. Any person who wishes to be admitted to a work-study degree programme must have an agreement as referred to in paragraph 1 at the time of admission. If the requirement set out in the preceding sentence is not met, the person in question will be deemed ineligible to take part in the work-study degree programme. Consequently, the Dean may decide to refuse the student access to the work-study degree programme. The student will receive written notification of any decision as referred to in the previous sentence.
 4. If an agreement as referred to in paragraph 2 is terminated early, the student will be given up to six months to enter into a new agreement as referred to in paragraph 2. If this proves impossible, the student will be regarded as no longer eligible to take part in the work-study degree programme. Consequently, the Dean may decide to refuse the student access to this programme. The student will receive written notification of any decision as referred to in the previous sentence.

Article 3.5 Entrance Examination

1. Persons aged 21 or over who do not meet the preparatory education requirements as referred to in Article 3.1 may, in accordance with Section 7.29 of the WHW, be exempted from the preparatory education requirements after completing an entrance examination, with the exception of the requirements set for a three-year fast-track for school-leavers at pre-university level, special track or fast-track programme.
2. Entrance examinations can only be administered to persons who will have reached the age of 21 at the time of their first year of enrolment in the degree programme.
3. Prospective students with a foreign diploma who are unable to show that diploma may apply to the Entrance Examination Quality Committee to request that this age limit be derogated from.
4. The purpose of the entrance examination is to ascertain whether the candidate is able to participate in the degree programme and has a sufficient command of the language in which it is taught to complete the programme successfully.
5. The AUAS's website lists those parts of the entrance examination that the student must pass in order to be eligible for admission.
6. The Entrance Examination Quality Committee, charged with monitoring the examinations, issues candidates who successfully complete the entrance examination with a written declaration of admissibility. This declaration is valid for two academic years, calculated from the first academic year after the entrance examination is passed.

Article 3.6 Admission on the grounds of an RPL assessment

1. Those who do not meet the preparatory education requirements as referred to in Article 3.1 and 3.2 may nevertheless be admitted to the degree programme by the Dean if an RPL procedure performed by the AUAS's RPL centre shows that the person in question is eligible. The Dean is entitled to derogate from the recommendation issued on the basis of an RPL procedure.
2. The entrance examination referred to in Article 3.5 cannot serve as a full or partial substitute for the RPL procedure referred to in paragraph 1.

Article 3.7 Dutch language proficiency test

1. Those who are required to prove, pursuant to this chapter, that they have a sufficient command of the Dutch language must do so by submitting evidence as referred to in paragraph 2.
2. The evidence referred to in paragraph 1 is understood to refer to:
 - e. the Dutch as a second language (NT2) programme 2 state examination, whereby the prospective student must have successfully completed all four NT2 components;
 - a. a certificate issued by the AUAS Student Affairs Department, stating that the candidate has successfully completed all components of the NT2 examination;
 - b. obtaining a certificate of Dutch as a foreign language: CNaVT⁷.

Article 3.8 English language proficiency test⁸

Those who are required to prove under this chapter that they have a sufficient command of the English language

⁶ This means that the requirements set for the workplace are part of the agreement.

⁷ *Certificaat Nederlands als Vreemde Taal, Educatief startbekwaam or Profiel Educatief Professionaal*, Taalunie.

⁸ This article does not apply to exchange students enrolled in an English-taught degree programme, provided that written agreements have been made between the degree programme and the original institution regarding the language level of students.

must at least be able to show that, for an 'academic' IELTS⁹ test, they at least achieved an 'overall band score' of 6.0, or show a result of taking another accepted language test that, according to Article 4.2 of the Code of Conduct for International Students in Higher Education, is considered equivalent to this. The programme may make higher or more specific demands of the command of the English language. If this is the case, this will be stated on the website.

Article 3.9 Admission and other enrolment requirements

The Dean's decision to admit a person to a degree programme based on these Regulations will only lead to enrolment if the student or external student has complied with all other conditions of enrolment as well.

⁹ International English Language Testing System.

Chapter 4 Study Check, advice on choice of programme, enrolment quota and selection

Article 4.1 Applicability

1. The procedure for enrolment and selection for programmes with an enrolment quota is contained in Annex 2 to the Students' Charter.
2. This chapter applies to all AUAS Bachelor's degree programmes, with the exception of the Bachelor's degree programmes to which a selection procedure applies within the meaning of Sections 7.57b through 7.57e of the WHW as referred to in paragraph 1.
3. In addition, this chapter applies to prospective students who, pursuant to Section 7.28 of the WHW, are exempt from the diploma requirements as referred to in Section 7.24 (1) and (2) of the WHW on account of possessing a diploma obtained outside the Netherlands.
4. This chapter does not apply to prospective students who enrol via Studielink after the enrolment period and who can prove that they have been given a binding negative study advice within the meaning of Section 7.8 of the WHW on such a date that they were unable to enrol before the end of the enrolment period, or before 15 August.

Article 4.2 Application no later than 1 May for the full-time, part-time, work-study or Associate degree programme

1. Prospective students who have enrolled via Studielink by 1 May, preceding the start of the academic year, for a full-time Bachelor's programme or AD programme at the AUAS, will be obliged to take part in the Study Check.
2. Prospective students who have enrolled via Studielink by 1 May, preceding the start of the academic year, for a part-time or work-study Bachelor's degree programme at AUAS, will be obliged to take part in the Study Check.
3. Prospective students who have enrolled via Studielink after 1 May, but before the start of the academic year, for a part-time or work-study degree programme at AUAS, will not have the right to take part in the Study Check, but may be invited to take part in one. Participation is not mandatory.
4. Regardless of whether the advice on their programme choice is positive or negative, prospective students as referred to in the first or second paragraph who have taken part in the Study Check have the right to be admitted to the relevant programme.
5. If prospective students as referred to in paragraph 1 have failed to take part in the Study Check for a full-time Bachelor's programme or AD programme without a valid reason, and therefore have not received advice on their programme choice, their application for the relevant programme will be rejected.

Article 4.3 Late enrolment before 15 August

Prospective students who submit their first application for the propaedeutic phase of a full-time Bachelor's programme or an Associate Degree programme at the AUAS via Studielink after 1 May, though no later than on 15 August, and demonstrate, within one week of the application via Studielink, though no later than on 15 August:

- that they applied for another Bachelor's programme or Associate Degree programme, to another institution or to another university of applied sciences no later than on 1 May preceding the start of the academic year; or
- that they were enrolled in a Bachelor's programme at a university of applied science or a university in the preceding year;

will still be given the opportunity to take part in the mandatory Study Check before 1 September.

Article 4.4 Applying for a degree programme or switching to a different programme after 15 August

1. If the prospective student applies for a full-time Bachelor's programme or an AD programme at the AUAS via Studielink after 15 August, this application for enrolment in the programme will be rejected.
2. Prospective students who wish to switch to a different programme within the AUAS after 15 August may only enrol in the other programme with the express permission of the Dean of the faculty at which the programme is offered.

Article 4.5 Study Check

1. Participation in the Study Check is a prerequisite for initial admission to the propaedeutic phase of a full-time Bachelor's degree programme or AD programme.
2. The enrolment procedure and the content and dates of the Study Check will be announced on the

- programme website in good time, and in any case by 1 October.
3. Prospective students who do not take part in the Study Check of the programme for which they have applied may submit a digital application, supported by reasons, to the Dean in order to be given another opportunity to take part in the Study Check at a time to be determined by the programme. For this request to be granted, prospective students must sufficiently demonstrate that they were unable to take part in the Study Check due to a reason as referred to in paragraph 4. The Dean can seek advice from the student counsellors with regard to this decision.
 4. A reason within the meaning of paragraph 3 includes:
 - a. participation in a school test, interim examination or final examination;
 - b. participation in another Study Check;
 - c. illness or childbirth;
 - d. a physical, sensory or functional disorder;
 - e. exceptional family circumstances;
 - f. mandatory participation in an activity connected with top-level sports within the meaning of the AUAS Top-level Sports Regulations;
 - g. other circumstances that, if the request as referred to in paragraph 3 were not granted, could in the Dean's opinion result in extreme unfairness.
 5. The decision on the request as referred to in paragraph 3 will be issued on behalf of the Dean in writing by letter or by email within two weeks.
 6. If the period referred to in paragraph 5 is exceeded, a positive decision will be deemed to have been made on the prospective student's request to have a new opportunity to take part in the Study Check.

Article 4.6 Prospective students from the Caribbean Netherlands or from abroad

1. Prospective students from Bonaire, Sint Eustatius, Saba, Aruba, Curaçao and Saint Martin and those living or staying outside of the Netherlands are not required to physically come to the AUAS to take part in the Study Check if the distance between their domicile or residence and the location of the Study Check leads to strong objections from the prospective student. In such case, the programme will offer prospective students as referred to in this Article an alternative Study Check, which is equivalent to the Study Check offered to other prospective students.
2. If prospective students as referred to in paragraph 1 have not taken part in the Study Check and have therefore not received advice on their programme choice, their application for the relevant programme will be rejected.

Article 4.7 Advice on choice of degree programme

1. Prospective students who have taken part in a Study Check receive advice on their choice of degree programme.
2. Prospective students will be informed of this advice on behalf of the programme manager within two weeks of the Study Check.
3. A positive study advice releases the prospective student from the obligation to take part in the Study Check for the relevant programme for the first two academic years following the Study Check.
4. The study advice is not a decision with legal consequences and is not open to appeal or objection.

Chapter 5 Enrolment and termination of enrolment

Article 5.1 Educational entry requirements

Those wishing to enrol as a student in a degree programme are required to meet the educational entry requirements and other admission requirements, subject to the WHW and that which is provided for in or pursuant to this Charter. Admission to a Master's degree programme requires a confirmation of admission as referred to in Section 7.30b of the WHW.

Article 5.2 Procedure for enrolment before 1 September

1. Central Student Administration handles student enrolment.
2. Those wishing to enrol as a student must enrol in a degree programme by submitting a request to that end to the Central Student Administration via Studielink, before 1 September. Enrolment is valid for the full academic year and ends in cases as referred to in paragraph 5 below and in Articles 5.5 and 5.6. Enrolment is further to be carried out in accordance with the rules of procedure set out by the Executive Board. The rules of procedure for Master's degree programmes may differ from those for Bachelor's degree programmes.
3. The enrolment must be completed before the start of the academic year.
4. In order to enrol as a student, the parents, guardians or carers of the person concerned or, if of age and legally competent, the actual person concerned must prove that this person:
 - a. has Dutch nationality or is treated as a Dutch citizen based on a legal stipulation;
 - b. is a foreign national aged 18 or under on the first day on which the degree programme for which they are applying for first-time enrolment commences;
 - c. is a foreign national aged 18 or older on the first day on which the degree programme commences and from whom first-time enrolment is required, and who on that day has lawful residence within the meaning of Section 8 of the Dutch Aliens Act (*Vreemdelingenwet*) 2000;
 - d. is a foreign national and resides outside the Netherlands on the first day on which the degree programme for which they are applying for first-time enrolment commences; or
 - e. is a foreign national who no longer meets one of the requirements stated under (b), (c) or (d) of this paragraph, but has previously enrolled in a degree programme at the AUAS in accordance with one of these subparagraphs, which programme is still being followed and has not yet been completed.
5. Should it appear after enrolment that, for any reason whatsoever, enrolment was not carried out in accordance with paragraph 4, the student's enrolment will be terminated immediately.
6. Enrolment will not take place until proof has been submitted that the tuition fees due will be paid or the examination fees or course fees due have been paid. Enrolment in a Bachelor's degree programme is not dependent on any financial payment other than that referred to in Article 5.10.
7. For students who are of age or external students who will not be paying the tuition fees or the examination fees themselves, enrolment will not take place until the student or external student has provided a written statement affirming that a third party named in the statement will pay the tuition fees or examination fees on their behalf.
8. Enrolment as an external student is only permitted if, in the Dean's opinion, this is not incompatible with the nature or the interests of the education.
9. Those who wish to register for the first time for the propaedeutic phase of a Bachelor's degree programme must report to the Minister of Education, Culture and Science before registering, with due observance of the provisions in Article 7.39 of the WHW and of the procedural regulations to be drawn up by the aforementioned minister. In the event that the CROHO (Central Register of Higher Education Study Programmes) stipulates that prospective students can enrol as of 1 February as well, the same procedure applies, on the understanding that 1 September must be read as 1 February.

Article 5.3 Enrolment following a binding negative study advice or refusal of the enrolment

1. Students who receive a binding negative study advice for a Bachelor's degree programme will no longer be permitted to enrol in that programme or in other programmes at the AUAS that share the same propaedeutic phase.
2. By way of derogation from paragraph 1, students who wish to enrol in a Bachelor's degree programme with regard to which they previously received a binding negative study advice must submit a request to the Examination Board in accordance with the provisions of Article 4 of the Teaching and Examination Regulations.
3. If a student was unable to enrol before 1 September of the academic year due to a binding study advice, and has successfully appealed this binding study advice, the student can, upon request, be enrolled as of 1 September of the relevant academic year after all, provided that the application via Studielink, including

the payment of the tuition fees, is completed no later than on 30 September. The student must submit a request to the Central Student Administration no later than within two weeks after being informed of the binding study advice being revoked. This also applies if a prospective student has successfully objected to or appealed a decision regarding refusal of admission.

Article 5.4 Interim enrolment

1. Enrolment during the course of the academic year (so-called interim enrolment) is only possible as of the first of the month following the application, and in the following cases:
 - a. For first-year students who wish to switch programmes, interim enrolment is allowed if the student has taken part in a suitable Study Check for the relevant programme and if it is possible for the student to take a degree programme where it is possible to meet the requirements for a positive study advice.
 - b. Students who wish to enrol in the interim in a different variant of the programme are allowed to do so if this is feasible in the light of the nature or the interest of the education.
 - c. Interim enrolment is allowed for students who submit a request to that end after their application to enrol at the start of the academic year has been rejected and that rejection has consequently been revoked or declared unfounded.
 - d. Interim enrolment is allowed for students who enrol temporarily in a second-level teacher-training programme, with the sole purpose of taking the National Knowledge Test.
 - e. Interim enrolment is allowed for advanced students if:
 - e1. enrolment at the start of the academic year was hindered by special circumstances, as evidenced by a written advice from the student counsellor; *and*
 - e2. in view of the curriculum, it is possible for the person involved to graduate in the relevant academic year, at a nominal pace of study.
 - f. Interim enrolment is allowed based on a written recommendation from the student counsellor, after the student temporarily discontinued their studies due to personal circumstances.
2. Prospective students who wish to enrol in the interim must submit a request to that end to the AUAS Central Student Administration.

Article 5.5 Refusal and cancellation of enrolment

1. On behalf of the Executive Board, Central Student Administration will refuse an enrolment application or cancel enrolment – retroactively if necessary and possible – if:
 - a. the enrolment conditions stipulated by AUAS have not been met, including the condition that the tuition or examination fee is paid in time;
 - b. the AUAS has terminated the student's enrolment before, pursuant to Article 5.6, paragraph 1(b) and the tuition fees have not been paid;
 - c. the information provided by the applicant on the basis of which the express requirements for admission and enrolment were established proves to be incorrect;
 - d. there are grounds to believe or it has appeared that the person concerned would misuse enrolment and the attached rights by seriously compromising the objectives of the Foundation;
 - e. statements made or behaviour demonstrated by the person concerned indicate that they are unsuitable for the practise of one or more professions for which the programme is educating them or for the practical training for such professional practice as referred to in Section 7.42a of the WHW, pursuant to the advice of the relevant Examination Board and the Dean.
2. Decisions based on paragraph 1 will be provided in writing, stating reasons.

Article 5.6 Termination of enrolment

1. On behalf of the Executive Board, Central Student Administration may terminate the enrolment of a student or external student on the following grounds:
 - a. at the request of the enrolled student, effective from the first of the following month;
 - b. if the person registered for a degree programme fails to pay the tuition fees, institutional tuition fees or examination fees after receiving a demand for payment, effective the second month after the demand for payment;
 - c. on the basis of a binding negative study advice drawn up by the Examination Board as referred to in Section 7.8b of the WHW;
 - d. on the basis of a recommendation by the Examination Board, adopted by the Executive Board or the Dean, to terminate enrolment in connection with serious fraud as referred to in Section 7.12b of the WHW, effective from the following month;
 - e. if the enrolled student does not respect the principles and objectives of the AUAS or if there are

- grounds to believe that the person concerned would misuse enrolment and the attached rights as referred to in Section 7.37 of the WHW, effective from the following month;
- f. in case of conduct connected with the future professional practise as referred to in Section 7.42a of the WHW, pursuant to the advice of the relevant Examination Board to the Dean, with effect from the following month;
 - g. in the event of a disciplinary measure as referred to in Section 7.57h of the WHW, effective from the following month;
 - h. if the enrolment was based on incorrect and/or falsified data, effective immediately.
2. Decisions as referred to in paragraph 1 will be provided in writing and stating reasons.
 3. Requests as referred to in paragraph 1 under (a) are to be submitted via Studielink. An enrolled student may only grant a third party – not being an employee of the Foundation – the authority to terminate the enrolment on their behalf in the form of a written authorisation.
 4. Central Student Administration is to inform the DUO regarding decisions as referred to in paragraph 1.

Article 5.7 Rights and duties of students and external students

1. Enrolment as a student grants the right to:
 - a. participate in the education of the programme for which the student is enrolled, including the minors offered by AUAS programmes, if the applicable conditions have been met;
 - b. sit the interim examinations and tests for the modules of the degree programme and the programme examinations, if the applicable conditions have been met;
 - c. access to the buildings and grounds of the AUAS, unless the Executive Board or the Dean deems such admittance to be incompatible with the nature or interests of the instruction or research;
 - d. use the education facilities in accordance with the conditions of use set out by or on behalf of the Executive Board;
 - e. view the student file kept by the AUAS;
 - f. academic counselling and the services of a student counsellor. The Dean is to devote particular attention to the supervision of students with a disability and students from an ethnic or cultural minority whose participation in higher education is significantly less than the participation of those who do not belong to such a minority;
 - g. active and passive voting rights for the Representative Advisory Council and the School Representative Advisory Council of the faculty to which the student's degree programme belongs, in accordance with the provisions of the Representative Advisory Council Regulations;
2. Enrolment as an external student in a Bachelor's degree programme only grants the right to the provisions under (b), (c), (e) and (f) of paragraph 1.
3. Should it not be possible for the student to exercise these rights sufficiently or at all in connection with a disability, the AUAS and/or the Dean and/or the Examination Board is obliged to take appropriate steps on behalf of the student, with due observance of the legal frameworks and in accordance with the standards of reasonableness and fairness.
4. If the Executive Board terminates a degree programme, the Board will determine the time at which such a decision is to take effect, in such a manner that students enrolled in the programme can complete it within a reasonable period at the same or an alternative institution.
5. The AUAS subscribes to the Code of Conduct for International Students in Dutch Higher Education. This means that both the AUAS and the student may derive rights and obligations from this Code.
6. Students and external students are not allowed to enter into a commitment on behalf of the AUAS without the express written permission of the Executive Board or the Dean, nor to permit third parties to quote the name of the AUAS and/or to use the logo of the AUAS, not even in connection with educational activities. The AUAS reserves the right to recover any damage from the violator with regard to any violation as referred to in the previous sentence.
7. Enrolment as a student or external student entails at least the following obligations:
 - a. to participate in practical exercises should these be prescribed in the Teaching and Examination Regulations of the relevant degree programme;
 - b. to display proper conduct in the buildings and on the grounds used by the AUAS, in accordance with the regulations laid down in or pursuant to the Students' Charter;
 - c. to provide identification upon request to persons designated by the Executive Board in order to check if the student is entitled to receive instruction at the AUAS and to enter AUAS buildings and grounds.

Article 5.8 Student ID card, payment receipt and proof of enrolment

1. Enrolled students will receive a non-transferable student ID card. The card is fitted with a photograph that should be a good likeness of the student.
2. Students can use the student ID card as referred to in paragraph 1 as proof of their identity at the AUAS.

Rights may be granted to a holder of a student ID card¹⁰. An ID card does not represent proof of payment of the statutory tuition fees or institutional tuition fees due. Student ID cards are issued once only and are valid for five years.

3. In the event of loss or theft of a student ID card, the costs of issuing a new student ID card will be charged to the student.
4. The AUAS reserves the right to claim any damages/loss arising from the fraudulent use of a student ID card, or from being a party thereto, from the person(s) concerned.
5. Students will receive a proof of enrolment following their enrolment and full payment of the tuition fees.
6. A payment receipt may be issued to the student at their request for the purpose of a second enrolment.

Article 5.9 Change of address

1. Enrolled students are to report any change of address in good time via Studielink. Students are responsible for the accuracy of their own information in Studielink.
2. The AUAS accepts no responsibility for the consequences of failing to meet the obligation referred to in paragraph 1 or failing to do so correctly.

Article 5.10 Entitlement to statutory tuition fees and examination fees

1. The statutory tuition fees as referred to in Section 7.45a of the WHW are payable by students who:
 - a. since 1 September 1991, have not previously obtained a Bachelor's degree, if enrolling in a Bachelor's degree programme, or have not previously obtained a Master's degree, if enrolling in a – government-funded – Master's degree programme according to the Central Register of Higher Education Enrolment (*Centraal register inschrijving hoger onderwijs – CRIHO*);
 - b. belong to one of the groups of people referred to in Section 2.2 of the Dutch Student Finance Act 2000 (*Wet studiefinanciering 2000*) or are Surinamese nationals.
2. The condition as referred to in paragraph 1 under (a) does not apply to students pursuing a degree programme in Education or Health Care for the first time.
3. Students as referred to in paragraphs 1 and 2 who enrol in a full-time degree programme must pay the full statutory tuition fees as referred to in Section 7.45a of the WHW. Students as referred to in paragraph 1 who are pursuing a part-time degree programme or a work-study degree programme must pay a portion of the statutory tuition fees referred to in Section 7.45a of the WHW, in an amount to be determined annually by the Executive Board.
4. If a student as referred to in the first and second paragraph is enrolled in more than one programme at a time and successfully completes the programme for which that student enrolled first, the student will continue to owe statutory tuition fees for the duration of the programme or programmes that they have not successfully completed yet, provided that the enrolment for the second programme took place before the degree for the first programme was achieved.
5. Students who enrol during the course of the academic year are only required to pay a portion of the statutory tuition fees. In such case, the amount due is calculated in proportion to the number of remaining months of the relevant academic year.
6. A student enrolled in a programme can be exempt from paying statutory tuition fees for one period of one academic year, based on an advice to that end from the Financial Relief Fund for Students as referred to in Article 7.8 of the Students' Charter in connection with activities of an administrative or social nature. The student is not entitled to receiving education or sitting exams at the AUAS or any other government-funded higher education institution, and will not receive a receipt for paid tuition fees.
7. Students who fail to meet the conditions as set out in paragraphs 1 and 2 must pay the institutional tuition fees as referred to in Section 7.46 of the WHW, except in the event that a situation as referred to in paragraph 4 arises.
8. The amount of the institutional tuition fees for students, as referred to in paragraph 7, who enrol in a degree programme with support from the UAF Foundation for Refugee Students is equal to the statutory tuition fees applicable to that programme.
9. If, in the course of the academic year, a student as referred to in paragraph 7 subsequently meets the conditions as set out in paragraph 1, the student may request to be charged the statutory tuition fees for the remaining part of the academic year and be refunded the difference between the institutional tuition fees already paid for the remainder of that year and the statutory tuition fees.
10. Persons enrolling as external students must pay examination fees as fixed by the Executive Board.
11. A Bachelor's or a Master's degree as referred to in paragraph 1 is equated with:
 - a. a student who has passed the final examination of a higher professional education degree

¹⁰ The rights referred to in this context may relate to, among other things, the use of lockers, printers and photocopiers.

- programme with a study load of 168 credits, in accordance with the WHW as it read on 31 August 2002; and
- b. a student who has passed the *kandidaats* examination of a research-oriented higher education degree programme as referred to in Section 7.8 of the WHW as this Section read on 31 August 2002.
12. The Executive Board will fix the tuition fees, examination fees and the associated policy for the academic year commencing in the next calendar year by no later than 31 December.

Article 5.11 Payment of tuition fees

1. Tuition fees may be paid by or on behalf of the student as follows:
 - a. a lump sum payment; or
 - b. payment in ten instalments, in accordance with a payment arrangement made by the Executive Board with the person who has undertaken to pay, for which the Executive Board may charge administrative fees up to the statutory maximum.
2. Upon the student's request, the Central Student Administration will issue proof of payment confirming that the tuition fees have been paid in full.

Article 5.12 Recalculation of tuition fees

The payable tuition fees will be determined on the basis of the information available to the AUAS at the time of enrolment (via Studielink). Should it later emerge that the tuition fees were determined on the basis of incorrect or incomplete information, the AUAS reserves the right to subsequently charge the correct fees.

Article 5.13 Reduction of, and exemption from payment of statutory tuition fees

1. Those enrolled as a student at another government-funded higher education institution and who have paid the statutory tuition fees as referred to in Article 5.10, paragraph 1, at that institution, and who additionally or in lieu thereof wish to enrol in a Bachelor's degree programme or Associate Degree programme at the AUAS for the same academic year, will be exempt from paying the statutory tuition fees for the latter enrolment, unless the amount paid or to be paid for the first enrolment is lower than the statutory tuition fees. In such case, the student will be required to pay the difference.
2. Those enrolled in publicly-funded education and required to pay school or course fees pursuant to the Dutch School and Course Fees Act (*Les- en cursusgeldwet*), and who in lieu thereof or additionally wish to enrol at the AUAS in the same academic year and must therefore pay the statutory tuition fees, will be required to pay tuition fees for the second enrolment equal to the difference between the tuition fees for that second enrolment and the amount already paid. If the total tuition fees due are lower than the amount already paid, the student will be exempted from paying tuition fees.
3. Students who are entitled to pay the statutory tuition fees as referred to in Article 5.10, paragraph 1, paragraph 2 or paragraph 4, will not be exempt from paying the tuition fees for enrolment in another programme as referred to in Articles 5.10, paragraph 7.

Article 5.14 Refund of tuition fees

1. Students are entitled to a refund of one-twelfth of the tuition fees for each month of the academic year subsequent to the termination of their enrolment.
2. If the termination of enrolment takes effect in July or August, the student is not entitled to a refund of tuition fees for the remaining part of the academic year.
3. In the event of a student's death during the course of the academic year, one-twelfth of the tuition fees paid will subsequently be refunded for every remaining month of the academic year.
4. After a student submits a request to terminate their enrolment via Studielink, the Central Student Administration will determine whether the tuition fees should be refunded.

Article 5.15 Other payments

1. Enrolment in a government-funded degree programme is not subject to the payment of fees other than tuition or examination fees.
2. If a programme component carries additional or other costs, students must be offered an alternative, unless this is not possible due to the specific nature or structure of the degree programme. The amount of any such additional or other costs must be reasonable.
3. If activities and facilities do not form part of a degree programme, participation in and/or use of them will be on a voluntary basis. Students may be charged for the costs of such participation.

Article 5.16 Damages and penalty stipulations

1. Those who are not enrolled and use teaching and examination facilities are required to pay compensation to the AUAS equal to the payable institutional tuition fees, in accordance with the provisions of Section 15.2 of the WHW.
2. Those who do not meet the conditions of paragraph 1 of this article are guilty of an offence and may be punishable with a second-category fine, in accordance with the provisions of Section 15.3 of the WHW.
3. Those using AUAS teaching and examination facilities are obliged on that occasion or immediately thereafter and upon the first request to provide their name and address and to furnish proof of their entitlement to such use for inspection to any AUAS staff member who asks for these on behalf of the Executive Board. Those who do not comply with this identification requirement are deemed to have committed an offence and may be punishable with a first-category fine in accordance with the provisions of Section 15.4 of the WHW.

Chapter 6 Education

Article 6.1 Teaching and Examination Regulations

1. The Teaching and Examination Regulations contain provisions relating to the teaching of the degree programme and the associated examinations and interim examinations. The contents thereof, or parts thereof, may differ per programme and are therefore included in separate regulations. The Teaching and Examination Regulations form a special part of the Students' Charter.
2. The programme manager will draw up Teaching and Examination Regulations for the degree programme, based on an AUAS-wide format.
3. The Teaching and Examination Regulations contain the examination programmes of the degree programme.
4. The Teaching and Examination Regulations of a programme are determined by the Dean, with advice from and the approval of the Programme Committee and the School Representative Advisory Council.
5. The latest Teaching and Examination Regulations for the degree programme are published in the course prospectus for the degree programme under 'Core data for this degree programme'.

Article 6.2 Course prospectus

1. The course prospectus contains any information that students require for an adequate preparation and performance of their learning activities:
 - a. formal, legally mandatory information contained in the Teaching and Examination Regulations, such as the name of the programme, the variant and CROHO code, subdivision in – among other things – academic years and periods, subjects (modules), credits, associated examination(s) and the times at which the examinations take place;
 - b. additionally, descriptions of the degree programme and the subjects, information on study materials, learning objectives, competences, examinations, the connection with other modules, the coordinators and the lecturers.
2. Personal study information, such as academic progress, marks and the personal schedule, are not considered 'course prospectus information'.
3. General information for students about regulations, procedures and provisions can be found in the online A-to-Z list.

Article 6.3 Education quality control

1. The Executive Board determines the quality of the teaching applicable to the faculties. The AUAS has an internal quality control system in place for monitoring the quality of education and research, which entails periodically assessing the (quality of) education and research in individual degree programmes and, if the level of quality is found to be inadequate, developing and implementing improvement programmes.
2. The Deans and the programme manager(s) define their programme's mission, profile and associated objectives and quality characteristics, with due observance of the framework established by the Executive Board and in consultation with staff and students.
3. These objectives and quality characteristics are evaluated against the quality requirements imposed by the authorities for the accreditation of degree programmes as referred to in Section 5a.8 of the WHW.
4. Vision, policy and implementation are documented, and this documentation is available to all parties concerned.
5. A system of internal quality assurance is in place to ensure the systematic determination, measurement, analysis and continuous improvement of the quality of education and research. Students are involved in this process.

Article 6.4 Work placements and excursions

1. The course prospectus includes information on practical training periods – including work placements carried out outside of the AUAS and research – that form part of the degree programme.
2. Students' rights and obligations towards the AUAS and the organisation offering the practical training position are set out in a tripartite agreement.
3. Students will be informed in good time about any excursions that form part of the curriculum.

Chapter 7 Financial assistance

Article 7.1 FOS Committee

1. The Financial Relief Fund for Students (FOS Committee) issues recommendations on requests for financial assistance from the Profiling Fund to the Executive Board based on special circumstances.
2. Before issuing its recommendations to the Executive Board, the FOS Committee may request that the student or the student counsellor explain the application.
3. The FOS Committee consists of at least two and not more than three members. At least one of the members is appointed on the recommendation of the Representative Advisory Council. The Executive Board appoints the Committee members. The Executive Board may decide at any time to terminate the membership of any member of the FOS Committee in the event of poor performance. The Representative Advisory Council will be informed of such a decision. The Executive Board may appoint deputy members.
4. The FOS Committee will produce an annual report that provides information on the nature and scope of its recommendations. The annual report will be published on the AUAS website.

Article 7.2 Profiling Fund

1. The AUAS has facilities for the provision of financial assistance to students.
2. Non-EEA students who are required to pay the institutional tuition fees for the entire academic year and whose academic performance qualifies as 'excellent' (according to the criteria to be determined by the Executive Board at the beginning of the academic year) may apply for financial assistance from the Profiling Fund. The amount of the financial assistance as referred to in this paragraph amounts to half of the tuition fees payable for the academic year in which the request for financial assistance is made.

Article 7.3 Conditions for receiving financial assistance in special circumstances

1. The student has incurred a study completion delay due to one or more special circumstances as referred to under (a) through (g) below:
 - a. illness, pregnancy, birth of a child;
 - b. physical, sensory or other functional disorder;
 - c. special family circumstances;
 - d. a study completion delay arising from the manner in which the degree programme is actually conducted;
 - e. participating in top-class sports activities¹¹;
 - f. loss of the degree programme accreditation;
 - g. other circumstances that might result in extreme unfairness if a request for financial assistance based on such circumstances were not honoured by the institutional administration.
2. The student is enrolled in a degree programme at the AUAS for which that student has not yet been awarded a degree and must pay the statutory tuition fees, and:
 - a. is or was entitled to the student grants and loans as referred to in the Student Finance Act 2000;
 - b. has incurred or will incur a study completion delay arising from special circumstances as referred to in paragraph 1;
 - c. is not or no longer eligible for financial assistance from the DUO in special circumstances.

Article 7.4 Application procedure for financial assistance in special circumstances

1. Requests for financial assistance must be submitted to the student counsellor of the degree programme in which the student is enrolled by means of a completed, dated and signed application form accompanied by the following:
 - a. in the case of an application as referred to in Article 7.3, under (a) and (b), a declaration from a physician, paramedic or certified behaviourist attesting to the period when the special circumstances occurred and the aspects that led to the delay;
 - b. in the case of an application as referred to in Article 7.3, under (c), written documents attesting to the special family circumstances;
 - c. in the case of an application as referred to in Article 7.3, under (d), (e), (f) and (g), relevant documents that substantiate the application;
 - d. an explanation from the applicant;
 - e. a complete overview of the modules successfully completed by the student;

¹¹ See the AUAS Top-Class Sports Regulations

- f. a statement drawn up by the programme specifying the actual delay incurred, based on the curriculum and the duration of the special circumstances;
 - g. the applicable notifications from the DUO.
2. Students to whom one or more of the circumstances as referred to in Article 7.3 apply must contact the student counsellor of the Bachelor's degree programme in which they are enrolled as soon as possible, but no later than within three months of the onset of the circumstances.
 3. Contrary to the provisions in the preceding sentence, a student as referred to in Article 7.2, paragraph 2, must submit an application for financial assistance before 31 December of the year in which the academic year ends and for which financial assistance is being requested.
 4. The student counsellor will send the application and the supporting documents referred to in paragraph 1 to the FOS Committee as soon as possible, but within no more than two weeks after they have been submitted, accompanied by his or her own recommendation. Requests for financial assistance should be submitted as soon as possible after the end of the delaying circumstances and determination of the study delay, but in any case before 31 December following the end of the academic year in which the circumstances occurred, unless the extent of the study delay cannot be established within this period.

Article 7.5 Duration and level of financial assistance in special circumstances

1. The duration of the financial assistance will amount to no more than the period of the actual study delay incurred.
2. If the student has or had a performance-related grant from before 1 September 2015 by virtue of the Dutch Student Finance Act 2000, the financial assistance will be no higher than this performance-related grant.
3. If the student referred to in Article 7.3 is eligible or was eligible for a basic loan from after 31 August 2015 by virtue of the Dutch Student Finance Act 2000, the financial assistance will amount to a maximum of €290.68 per month if the student lives away from home and €104.40 if the student lives at home.
4. The financial assistance referred to in paragraphs 2 and 3 of this Article will be supplemented by an amount equal to the amount of the additional grant for which the student is eligible by virtue of the Student Finance Act 2000.
5. The amount of the financial assistance for Representative Advisory Council and School Representative Advisory Council members and the manner in which financial assistance is awarded are set out in the facilitation scheme as referred to in Article 19, paragraph 2, of the Representative Advisory Council Regulations.

Article 7.6 Administrative body membership grant

1. Financial assistance for a member of the administrative body of a recognised student organisation is designated as an administrative body membership grant.
2. A maximum of the following numbers of these grants may be awarded per student organisation per academic year:
 - If there are 0 – 200 members or – if the organisation is not an association – affiliates, a maximum of 4 administrative body membership grants will be awarded.
 - If there are 200 – 300 members or – if the organisation is not an association – affiliates, a maximum of 5 administrative body membership grants will be awarded.
 - If there are 300 or more members or – if the organisation is not an association – affiliates, a maximum of 6 administrative body membership grants will be awarded.

Article 7.7 Conditions for administrative body membership grants

1. The student performs activities in the context of subparagraphs (a) or (b) of this paragraph, anticipates a study completion delay as a result of these activities and also satisfies the requirements of paragraphs 2 through 5:
 - a. membership of the board of a sizeable student organisation with full legal authority that has been recognised by the AUAS;
 - b. activities of an administrative or social nature that, in the opinion of the Executive Board, are also in the interests of the AUAS or the student's degree programme.
2. The student is chair, vice-chair, treasurer, secretary or general member of the board. The student is or was entitled to a higher-education performance-related grant as referred to in the Dutch Student Finance Act 2000 and, during the period for which the administrative body membership grant is awarded, is enrolled in a programme at the AUAS for which the student has not yet been awarded a degree and must pay the statutory tuition fees.
3. The student has obtained at least 50 credits in the propaedeutic phase.

4. The student spends a substantial part¹² of each week on administrative tasks.

Article 7.8 Tuition-fees free management

1. Students who, pursuant to Article 7.7 or pursuant to Article 10 et seq. of the Regulations on the Financing of Higher Education¹³ are or could be eligible for an administrative body membership grant, and work full-time as a member of the relevant board, may submit an application to the FOS Committee for a recommendation to that end, which entitles them to enrolment as a student while being exempt from paying tuition fees for a maximum of one academic year.
2. In derogation from the conditions of this Charter, students who make use of the facilities as referred to in paragraph 1, are not entitled to receive education and sit examinations.
3. Students who make use of these facilities will not be issued a receipt for paid tuition fees.
4. Students can only make use of the facilities as referred to in paragraph 1 once.

Article 7.9 Application procedure for administrative body membership grants

1. Applications for an administrative body membership grant should be submitted to the FOS Committee by means of a completed, dated and signed administrative body membership grant application form, accompanied by the required enclosures.
2. The FOS Committee assesses the application and advises the Executive Board.
3. Applications must be submitted within three months of commencement of the activities. If the activities commence before the student organisation has been recognised, the application submission period will commence on the date on which the student organisation acquires recognition.
4. Incomplete applications will not be considered. The student will be notified of this.
5. The FOS Committee may ask the student counsellor to explain the application.

Article 7.10 Duration and amount of administrative body membership grants

1. Grants are awarded for a maximum period of 12 months. After that period, one new application may be submitted.
2. The amount of the administrative body membership grant referred to in Article 7.6 is €250 per month.

Article 7.11 Disbursement of financial assistance and administrative body membership grants

1. Financial assistance and administrative body membership grants are disbursed in monthly instalments. Payment will be made in a lump sum if the student has graduated. No tax and/or social security contributions are withheld; any obligation to pay tax or such contributions rests entirely with students.
2. After both sides of the argument have been heard with regard to such an intention, the Executive Board may proceed to withdraw and/or claim back administrative body membership grants if the relevant organisation has failed to comply with the Code of Conduct for the Orientation Period for Student Associations¹⁴.

Article 7.12 Decision period for financial assistance and the administrative body membership grant

The Executive Board will reach a decision on applications for financial assistance and for administrative body membership grants no later than four weeks after the application is submitted to the FOS Committee and will inform the applicant accordingly.

Article 7.13 Formation and recognition of a student organisation

1. A written statement will serve to confirm that the proposed student organisation has received a positive recommendation from the programme manager(s) of the relevant degree programme or group of programmes. The programme manager(s) will apply the following criteria:
 - a. The student organisation comprises at least 50 candidate members who are enrolled at the AUAS as a student or at least 10% of the students enrolled in the relevant programme or group of programmes.
 - b. The members of the study associations have an annual contribution obligation of at least €10 and the members of other associations have an annual contribution obligation of at least €25.

¹² A substantial part is upwards of 16 hours a week.

¹³ The administrative body membership grant for national organisations from the Ministry of Education, Culture and Science

¹⁴ See Chapter 7 of the Code of Conduct for the Orientation Period for Student Associations

- c. Three of the candidate members are willing to hold a position on the board of the prospective student organisation. In view of the legal and personal liability of board members, the AUAS will not recognise any informal associations.
 - d. Students in both the propaedeutic and post-propaedeutic phases may serve as candidate board members.
 - e. A policy plan with a financial overview has been drawn up, describing the activities of the proposed student organisation during its first year.
2. The Dean of the relevant faculty must support the initiative to form a student organisation (and may submit a statement to this effect concurrently with the statement from the programme manager).
 3. The founders of the association should subsequently submit the statements of approval from the programme manager and the Dean to the Student Affairs Department. The Student Affairs Department will contribute a maximum of €750 towards the costs associated with the deed of formation.
 4. Upon execution of the notarial deed, the founders will provide the following documents/information to the Student Affairs Department:
 5. a copy of the deed of formation of the student organisation, incorporating the charter and the other binding regulations, such as the internal regulations;
 - a. an extract from the entry in the trade register of the Dutch Chamber of Commerce;
 - b. the bank account number of the student organisation.
 6. To the extent possible, the provisions of the preceding paragraphs will apply mutatis mutandis to the formation and recognition of a legal person that is not an association.

Article 7.14 Renewal of recognition every two years

1. The board of the student organisation will submit an activity plan for the forthcoming academic year to the Student Affairs Department; in the case of a student association, the programme manager or Dean is required to sign the activity plan for approval. The activity plan should demonstrate that the activities are in the interests of the AUAS and its students.
2. The board of the student organisation will submit a summary of the activity plans implemented in preceding academic years, along with the financial accounts for any funds received from the AUAS, such as administrative body membership grants and other grants.
3. The board of the student organisation will submit a membership list evidencing that the student organisation meets the specified criteria in terms of the number of AUAS students paying a membership fee. The membership list should be signed by the programme manager or the Dean if the association is a study association. The criteria for the number of members enrolled at the AUAS are as follows: a study association must comprise at least 100 fee-paying members or at least 30% of the students of the relevant faculty or degree programme(s); a minimum membership of 100 applies to other student organisations. Student organisations that are not associations must submit a list of the names of their affiliates, in accordance with the provisions of the preceding sentence.
4. The board of the student organisation has communicated any board membership changes to the Student Affairs Department by means of an extract of the entry in the trade register of the Dutch Chamber of Commerce. Any amendments to the student organisation's articles of association will be made by a civil-law notary to be appointed through the intermediary of the Student Affairs Department;
5. All student organisations must submit a copy of the deed of formation and of the articles of association to the Student Affairs Department for the AUAS archive.
6. Upon receipt of the above documents, the Student Affairs Department will take a decision on the recognition request on behalf of the Executive Board.

Article 7.15 Emergency Fund

1. The AUAS has an Emergency Fund.
2. Students pursuing a degree programme who have acute financial problems due to unforeseen circumstances may apply for a provision from the Emergency Fund if these financial problems cannot be resolved in any other way and if the provision will not be used to pay the tuition fees. The provision consists of an interest-free loan, to which conditions may or may not be attached and which – depending on the actual circumstances – may in very extreme cases be converted into a gift. Any taxes to which the gift is subject will be payable in full by the student.
3. An application as referred to in paragraph 1 must be submitted to the student counsellor of the student's degree programme. The student is to submit all the relevant financial details required for the assessment in support of the application, such as bank statements, salary statements and tax details. The details made available by the student will be treated confidentially.
4. The student counsellor will prepare a written recommendation and a repayment schedule, and will send this to the FOS Committee as soon as possible, but within at least two days of submission, along with the

- application and the relevant enclosures.
5. The principle underlying the repayment schedule is that the loan provided by the Emergency Fund must be repaid before the student graduates.
 6. After the application has been submitted, the Executive Board will decide on the amount, the date of commencement and the duration of the loan from the Emergency Fund. This decision will be communicated to the student in writing, stating reasons in the event of refusal.
 7. Students who have been awarded a loan must sign an IOU and a repayment schedule. Should a student fail to redeem the loan in time or at all and has the loan not been converted into a gift, the student will be given notice of default. From the date a student is declared in default, statutory interest will be charged over the loan alongside any extrajudicial costs.
 8. The AUAS's Accounting Department will handle the administration and make the payment as soon as possible.
 9. Objections or appeals cannot be lodged against decisions based on this Article, except for the right of every person to appeal to a civil court.

Article 7.16 Sanctions

Should any financial assistance pursuant to this chapter be awarded on the basis of incorrect information and/or fraud, or if the conditions specified are no longer satisfied, the Executive Board may decide to:

- a. cease the financial assistance;
- b. withdraw the decision to award financial assistance;
- c. claim repayment of financial assistance already provided.

Article 7.17 Unforeseen cases and extreme unfairness

The Executive Board will decide in cases not provided for in this chapter and in cases of extreme unfairness, after consulting with the FOS Committee if necessary.

Chapter 8 Student facilities

Article 8.1 Student counselling

1. A sufficient number of student counsellors are available to assist students at the AUAS for the benefit of the various faculties.
2. Student counsellors provide the bodies of the AUAS with advice on the link between personal circumstances and academic progress and offer students assistance, information, advice and supervision on their studies and education, student matters and education and student facilities, including facilities for physically disabled students. In exercising their duties, student counsellors observe the Code of Conduct for Student Counsellors as adopted by the Executive Board.
3. Student counsellors have a duty of confidentiality. This means that any information students provide will be treated confidentially, with due observance of the relevant prevailing statutory regulations.
4. The services provided by the student counsellors are set out in the student counselling services overview as adopted by the Executive Board.
5. The student counselling office reports annually on its activities.

Article 8.2 Facilities

1. At least the following student facilities are available at the AUAS:
 - a. media library/library;
 - b. photocopying facilities;
 - c. canteen facilities and habitable spaces;
 - d. IT facilities required for education purposes.
2. The Executive Board or, if it concerns facilities of a specific faculty, the Dean may request a contribution as referred to in Article 5.15 for the use of certain facilities or services.
3. Additional facilities, such as cultural and sports facilities and medical and psychological services, including the Top-Class Sports Regulations, are made available to AUAS students in collaboration with the University of Amsterdam.

Article 8.3 Personal data protection regulations

The AUAS has Personal Data Protection Regulations, based on the Dutch Personal Data Protection Act (*Wet bescherming persoonsgegevens*), to which any concerned parties may appeal.

Article 8.4 Prevention policy

1. The AUAS has a prevention policy, providing for the protection of students' health, safety and welfare at the AUAS in conformity with the Dutch Working Conditions Act (*Arbeidsomstandighedenwet*) and the associated Working Conditions Decree for Education (*Arbeidsomstandighedenbesluit Onderwijs*).
2. Students' rights pursuant to paragraph 1 in any case include the right to:
 - a. information and instruction regarding the risks involved in the degree programme;
 - b. information on safety precautions and protective equipment;
 - c. interruption of study should a student's health or safety be in imminent danger;
 - d. report any specific health, safety and welfare issues to the Dean;
 - e. the possibility to use the right of complaint.

Chapter 9 House rules and measures

Article 9.1 House rules

1. The Executive Board and the Dean issue regulations – in addition to the AUAS House Rules, the Regulations Concerning Undesirable Conduct and the Test Protocol – to ensure effective procedures at the AUAS or at the faculty, respectively, with regard to:
 - a. the use of buildings and facilities;
 - b. disciplinary measures.
2. The regulations as referred to in paragraph 1 will be publicised in the most appropriate manner and in such a way that all students can examine them.
3. Students are not permitted to use AUAS buildings or facilities without the permission of the Executive Board or the Dean. When using AUAS facilities – with the permission of the Executive Board or the Dean – students must do so in an appropriate manner and with due care.
4. Students and staff are expected to treat each other with respect and to observe the objectives of the Foundation as set out in Article 1.6, paragraph 2.
5. Should a student act in contravention of any statutory regulations, internal regulations, protocols or rules imposed under or by virtue of this chapter, this may give the Executive Board or the Dean, respectively, cause to apply the provisions of Article 9.2, without prejudice to the Executive Board's authority to report an alleged offence.
6. Headgear and clothing that covers the face and/or other attributes to the extent that it seriously impedes non-verbal communication between AUAS staff and students and among students themselves is not permitted to be worn in AUAS buildings. The foregoing provision also applies when students perform activities at the premises or on behalf of third parties as part of their degree programme.
7. The facilities of the AUAS may not be used in a manner that is in conflict with any statutory or internal regulation and may also not primarily be used for activities and/or purposes not associated with the education and/or the organisation of the AUAS and for which the Executive Board or the Dean has not given permission, nor is it allowed to behave in such a manner (which includes both acts and omissions) that others may – reasonably – interpret this behaviour as hurtful, insulting or offensive.
8. Students who are in the buildings or on the grounds of the AUAS or who are using facilities available there are obliged to follow any instructions regarding such use given by the Executive Board or the Dean or by AUAS staff on their behalf.

Article 9.2 Disciplinary measures

1. Violation of the provisions of Article 9.1 and the regulations pursuant to it may result in a student being barred from AUAS buildings, grounds and other facilities for a maximum period of one year. Serious violation of the provisions of Article 9.1 and the regulations pursuant to it may result in the permanent termination of a student's enrolment at the AUAS.
2. The imposition of a measure as referred to in this article does not affect the Executive Board's authority to recover from a student any damage/loss caused by that student.

Article 9.3 Disciplinary procedure

1. The Dean is authorised to impose a measure as referred to in Article 9.2, paragraph 1, on behalf of the Executive Board.
2. Before a measure as referred to in Article 9.2, paragraph 1, is imposed on a student, the student will be given an opportunity to be heard as follows:
 - a. The student will receive a written invitation to be heard, stating the subject of the hearing.
 - b. The student will be heard by or on behalf of the Dean.
3. If immediate intervention is deemed necessary, it will not be necessary to wait until the student has been heard. In this case, the intervention will have the nature of a temporary measure and the student will be given the opportunity to be heard at the shortest possible notice after the above temporary measure has been implemented.
4. The Dean will notify the student in writing of a decision to impose a measure as referred to in Article 9.2 as soon as possible, citing an objection clause.

Chapter 10 Legal protection of students

1. The Objections, Appeals and Complaints Office

Article 10.1 Objections, Appeals and Complaints Office

1. The AUAS has an Objections, Appeals and Complaints Office as referred to in Section 7.59a of the WHW. This office – which is managed by Legal Affairs – can be accessed on the AUAS website.
2. Any relevant party may lodge a notice of appeal, objection or complaint with the office as referred to in paragraph 1. A 'relevant party' is defined as: a student, a prospective student, a former student, an external student, a prospective external student or a former external student. Current, prospective and former course participants may also apply to this office, to the extent that the prevailing regulations regarding the right of complaint and legal protection for students and external students also apply to them.

Article 10.2 Duties of the Objections, Appeals and Complaints Office

1. The Objections, Appeals and Complaints Office registers notices of appeal, notices of objection and complaints.
2. The Objections, Appeals and Complaints Office forwards notices of appeal, notices of objection and complaints to the person or body responsible for handling these matters.
3. After the Objections, Appeals and Complaints Office has forwarded the notice of appeal, notice of objection or complaint, the relevant party and the person or body responsible for handling the matter communicate directly.

2. Establishment and powers of the Examination Appeals Board and the Disputes Advisory Committee

Article 10.3 Composition and general stipulations

1. The Examination Appeals Board consists of the chair, one or more deputy chairs, twelve members, consisting of six lecturers and six students, and twelve deputy members, consisting of six lecturers and six students.
2. The members of the Examinations Appeals Board are divided over four rooms. Each room consists of one chair or deputy chair, one lecturer and one student.
3. The Disputes Advisory Committee consists of the chair, a deputy chair, eight members consisting of four staff members, and four students, and eight deputy members, consisting of four staff members and four students.
4. The members of the Disputes Advisory Committee are divided over two rooms. Each room consists of one chair or deputy chair, one staff member and one lecturer.
5. The chair and deputy chairs of both bodies are appointed by the Executive Board. The chair and deputy chairs meet the requirements for appointment as a judicial officer as referred to in Section 5 of the Dutch Judicial Officers (Legal Status) Act (*Wet rechtspositie rechterlijke ambtenaren*). They are not employed by the AUAS.
6. The members of the Examination Appeals Board and the Disputes Advisory Committee are appointed by the Executive Board. Half of the (deputy) members of the different groups are appointed by the Executive Board on the recommendation of the Representative Advisory Council.
7. Members of the Supervisory Board and the Executive Board, Deans and student counsellors may not be members or deputy members of the Examination Appeals Board or the Disputes Advisory Committee.
8. Members and deputy members of the Examination Appeals Board and the Disputes Advisory Committee are appointed for a term of three years or, if the members are students, for a term of two years. They are eligible for reappointment.
9. The Executive Board may discharge members and deputy members of the Examination Appeals Board and the Disputes Advisory Committee at their own request. They may also be discharged by the Executive Board should they no longer possess the capacity on the grounds of which they were appointed as a member or as a deputy member. If they have been appointed on the recommendation of the Representative Advisory Council, the latter will be invited to make a new recommendation.
10. The Examination Appeals Board and the Disputes Advisory Committee receive assistance from a secretary and deputy secretaries, appointed by the Executive Board.
11. The Executive Board ensures that the Examination Appeals Board and the Disputes Advisory Committee and their (deputy) secretaries can function independently, and that the members are not disadvantaged in their position within the AUAS in connection with their activities for the Board or the Committee.
12. Members of the Examination Appeals Board and the Disputes Advisory Committee will receive no remuneration for their activities, other than the remuneration as determined by the Executive Board.

Article 10.4 Powers of the Examination Appeals Board and the Disputes Advisory Committee

1. The Examination Appeals Board decides, pursuant to Section 7.61 of the WHW and these regulations, on

appeals against:

- a. decisions as referred to in Article 7.8b, paragraph 3 and paragraph 5 (binding study advice), and Article 7.9, paragraph 1 (binding study referral);
 - b. decisions on determination of the number of credits achieved, as referred to in Section 7.9a of the WHW, as well as decisions on passing a final examination as referred to in Section 7.9d of the WHW;
 - c. decisions on the extent of the exemption, as referred to in Section 7.31a, subsection 3 of the WHW (exemption on the basis of a related degree programme in professional education);
 - d. decisions, not being decisions of general intent, taken pursuant to the conditions under or pursuant to Title 2 of Chapter 7 of the WHW, with a view to admission to exams;
 - e. decisions taken on the basis of additional investigations, as referred to in Section 7.25 (4) and Section 7.28 (4) of the WHW;
 - f. decisions of the Examination Board and examiners;
 - g. decisions of committees, as referred to in Section 7.29 (1) of the WHW (exemption on the basis of entrance examination);
 - h. decisions taken on the basis of Section 7.30a and Section 7.30b of the WHW with a view to admission to the programmes, as referred to in that Section (Master's degree programmes).
2. The Disputes Advisory Committee will decide on the basis of Section 7.63a of the WHW on appeals lodged against decisions taken pursuant to the conditions under or pursuant to Chapter 7 of the WHW, other than those referred to in paragraph 1 of this Article and Section 7.61 of the WHW, including decisions taken on the basis of Chapters 3 through 5 and Chapter 7 of the Students' Charter.
 3. For the purposes of these regulations, the following is equated with a decision:
 - a. a written refusal to take a decision; and
 - b. a failure to take a decision in time. Should a decision not be taken within a time limit set by or pursuant to the law or, if there is no such time limit, should a decision not be taken within eight weeks, it will be assumed not to have been taken in time.
 4. No appeal or objection can be lodged against decisions of general intent.

3. The procedure for the Examination Appeals Board and the Disputes Advisory Committee

Article 10.5 Lodging an appeal and objection

1. An appeal or objection is to be lodged with the Objections, Appeals and Complaints Office by means of the digital form that the AUAS makes available to that end, within six weeks of the interested party being informed of the decision. If the above term is exceeded due to circumstances not attributable to the person concerned, manifest inadmissibility on those grounds will not be applied.
2. The appeal or objection must contain:
 - a. the name and address of the person lodging it and the name of the degree programme involved;
 - b. an email address that may be used for all correspondence regarding the appeal or objection;
 - c. information on the Examination Board or the examiner or other body that has taken the decision to which the appeal or objection pertains, and the subject of the decision;
 - d. a copy of the decision against which the appeal or objection is lodged or, if the appeal concerns a refusal to take a decision, a copy of the request submitted to that end.
 - e. the grounds for the appeal;
 - f. should the person making the appeal be appealing on behalf of someone else, the name and address of the authorised representative and a written power of attorney.
3. Receipt of the notice of appeal or objection will be confirmed.
4. The Examination Appeals Board or the Disputes Advisory Committee will notify the person lodging the appeal or objection should any information in the notice of appeal be missing and will invite him or her to provide the relevant information within a certain period of time. In the event that, having been given notice, stating that the file will be closed if he or she does not respond, the person lodging the appeal or objection does not provide the information within the term provided, the appeal or objection will be considered to have been withdrawn and the file will be closed.
5. Lodging an appeal or objection does not have any suspensive effect.

Article 10.6 Amicable settlement and statement of defence

1. Before the appeal or objection is handled, it will be sent to the respondent with the request that it consult with the person or persons involved in order to determine whether an amicable solution can be reached.
2. The respondent as referred to in paragraph 1 will communicate the outcome of the consultation as referred to in paragraph 1 within three weeks. If it has proved impossible to reach an amicable solution, the respondent will submit a statement of defence when communicating the outcome and the notice of appeal will be examined by the Examination Appeals Board, or the notice of objection by the Disputes Advisory

- Committee.
3. A copy of the statement of defence is to be sent to the person lodging the appeal or objection without delay.

Article 10.7 Simplified procedure

The Examination Appeals Board of the Disputes Advisory Committee will immediately dismiss the appeal or objection if the respondent, when asked, indicates that no amicable solution could be reached and the Board or Committee is of the opinion that it is apparently unauthorised, that the appeal or objection is inadmissible or that further treatment of the appeal or objection does not appear to be necessary, since:

- a. the appeal or objection is obviously unfounded;
- b. the person lodging the appeal or objection is not an interested party;
- c. the notice of appeal or objection has been lodged after the deadline, without good reason;
- d. the decision against which the appeal or objection has been lodged clearly cannot be maintained; or
- e. the relevant respondent has withdrawn or amended the decision against which the appeal or objection has been lodged, and the objections of the person lodging the appeal or objection have been met.

Article 10.8 Provisional arrangement by the Examination Appeals Board

1. In cases in which the interests of the person lodging the appeal require a provisionally enforceable decision, pending the decision on the principal case, the person may submit an application to the chair of the Examination Appeals Board requesting a provisional arrangement, using the digital form through which the appeal is lodged.
2. The Examination Board will be invited to, within no more than five working days, indicate whether it agrees to the requested provisional arrangements or to submit a statement of defence.
3. In the event that a statement of defence is submitted, the chair of the Examination Appeals Board will decide on the basis of the documents whether the provisional arrangements are granted or refused. The decision will be sent to the parties in digital form.

Article 10.9 Challenge or exemption

1. With regard to the hearing, each of the current members of the Examination Appeals Board or the Disputes Advisory Committee may be challenged by one or more of the parties involved in the appeal based on the facts or circumstances that might interfere with an independent judgement being reached by the relevant Examination Appeals Board member. Any member of the Examination Appeals Board or the Disputes Advisory Committee may also claim exemption based on such facts or circumstances.
2. The other current members of the Examination Appeals Board or the Disputes Advisory Committee will decide as soon as possible whether the challenge or exemption is acceptable. If the votes are equally divided, the request will be permitted.

Article 10.10 Determination of the location and time for the handling of an objection

1. After receipt of the defence, the Examination Appeals Board or the Disputes Advisory Committee will determine the location and time at which an appeal or objection will be handled. The parties involved will be notified of this in good time, in digital form.
2. The Examination Appeals Board or the Disputes Advisory Committee may, of its own accord, obtain any information that is considered required and request any information that is considered essential to the handling of the dispute. They may call witnesses or experts to be heard.
3. The parties may submit further documentation up to five days before the hearing.

Article 10.11 Assistance

1. The parties may be represented by or enlist the assistance of an authorised representative at the hearing. In addition, they may introduce witnesses and experts at the hearing on the understanding that they are to make the names of such persons known in writing to the Examination Appeals Board and to the other party not later than five days before the oral examination of the appeal. The Examination Appeals Board or the Disputes Advisory Committee will decide on whether the proposed witnesses will be heard.
2. Upon request, an authorised representative must submit a written power of attorney.

Article 10.12 Hearing

1. Appeals or objections are handled at public hearings of the Examination Appeals Board or the Disputes Advisory Committee. In special cases, the Examination Appeals Board or the Disputes Advisory

Committee may reach a substantiated decision whereby an appeal or objection will be handled behind closed doors, either in full or in part.

2. If a party or their authorised representative has failed to appear at the hearing, despite the fact that, in the opinion of the chair, they were duly called to appear, the chair may decide that the appeal or objection will be handled outside of the presence of that party.
3. The relevant respondent will provide the Examination Appeals Board or the Disputes Advisory Committee with the information it requires for the purpose of performing its duties.

4. The outcome of the procedure for the Examination Appeals Board and the Disputes Advisory Committee and further appeals

Article 10.13 Decision of the Examination Appeals Board

1. The Examination Appeals Board will decide within ten weeks, calculated from the day following the day on which the appeal period lapsed.
2. Should the Examination Appeals Board consider an appeal well founded, it will annul the decision in whole or in part. The Examination Appeals Board is not authorised to reach a new decision in lieu of a decision that has been wholly or partially annulled. The Examination Appeals Board may decide that the test, the examination, the admission examination, the supplementary enquiry or any part thereof may be taken afresh on conditions to be set by the Examination Appeals Board or that the case be reconsidered or, if the decision was refused, that the case still be decided upon. The Examination Board whose decision was set aside may provide for the case anew, as far as is required and with due observance of the decision of the Examination Appeals Board. The Examination Appeals Board may set a time limit for this.
3. The Examination Appeals Board is to send its decision, dated and substantiated, to the relevant parties in digital form.

Article 10.14 Advice from the Disputes Advisory Committee and the decision of the Executive Board

1. The Disputes Advisory Committee will issue its advice on the notice of objection to the Executive Board within ten weeks of the submission of the notice of objection. The Disputes Advisory Committee may extend this term by no more than four weeks. The parties involved will be notified of this on a timely basis.
2. The Executive Board will take a decision on the objection within two weeks of having received advice from the Disputes Advisory Committee.
3. The Executive Board will send the decision, along with the Disputes Advisory Committee's advice, to the person lodging the objection in digital form.

Article 10.15 Lodging an appeal with the Appeals Tribunal for Higher Education

1. The AUAS is affiliated with the Appeals Tribunal for Higher Education in The Hague.
2. The Appeals Tribunal for Higher Education decides on appeals that interested parties lodge against decisions of the Examination Appeals Board, as referred to in Article 10.3, or against decisions of the Executive Board, as referred to in Article 10.14.
3. An appeal must be lodged within six weeks of the day on which the judgement or the decision has been announced in digital form.

Chapter 11 General complaints procedure

Article 11.1 Lodging a complaint

1. Complaints, stating reasons, are to be lodged with the Objections, Appeals and Complaints Office.
2. If a complaint has been lodged with an office (a body of the AUAS) other than the Objections, Appeals and Complaints Office, the date of receipt will be noted and it will then be forwarded, along with the supporting documents, to the Objections, Appeals and Complaints Office.
3. Complaints should be signed and contain the following:
 - a. the name and address of the person lodging the complaint and, if that person is an enrolled student, the name of their degree programme and their student ID number;
 - b. a description of the behaviour by an AUAS body or staff member or the behaviour of a fellow student against which the person is lodging the complaint,
 - c. the grounds for the complaint;
 - d. should the person making the complaint be acting on someone else's behalf, a written authorisation to this effect.
4. Receipt of the complaint will be confirmed by email.
5. The Objections, Appeals and Complaints Office will notify the person lodging the complaint if any information about the complaint is missing and will invite them to provide the missing information within two weeks. In the event the person lodging the complaint has not provided the information within that period, the complaint will not be processed.

Article 11.2 Handling of complaints

1. Complaints will be passed on to the relevant organisational unit for processing. The complaint will not be dealt with by the person who was involved in the action to which the complaint relates.
2. A copy of the complaint, as well as copies of any documents accompanying the complaint, will be sent to the persons to whose conduct the complaint relates.
3. The time limit for handling a complaint is six weeks.
4. The complainant and the accused will be given the opportunity to be heard, unless the complaint has been declared manifestly unfounded.
5. The person handling the complaint will inform the complainant by email of the findings of the investigation into the complaint and the opinion on the complaint, stating reasons, as well as any conclusions that may be attached to the opinion.
6. No appeal or objection can be lodged against the decision on a complaint, with the exception of the right of every person to appeal to a civil court. The provisions of the previous sentence do not apply if the handling of the complaint gives rise to a new decision against which an appeal or objection may be made.

Article 11.3 Cases in which complaints will not be handled

1. Complaints will not be handled if they concern an action:
 - a. that was previously the subject of a complaint and that complaint has been handled;
 - b. that took place more than a year before the complaint was lodged;
 - c. against which the complainant could have lodged an objection;
 - d. against which the complainant can lodge an appeal, unless the action entails failure to take a timely decision, or if an appeal could have been lodged;
 - e. that, through the institution of proceedings, is or was subject to the opinion of a judicial authority other than the administrative court;
 - f. in the event of a criminal investigation;
 - g. of which it has been established that the interest of the complainant or the seriousness of the action is manifestly insufficient.
2. In the event a complaint is not handled, the complainant will be notified as soon as possible, but within no more than four weeks after receipt of the notice of complaint.

Article 11.4 Code of Conduct for International Students in Dutch Higher Education

Any interested party who believes the AUAS has not acted in accordance with the Code of Conduct for International Students in Dutch Higher Education may, with due observance of this Code, lodge a complaint to this effect to the Executive Board for the attention of the secretary to the Executive Board.

Chapter 12 Final Stipulations

Article 12.1 Unforeseen circumstances

The Executive Board will decide in all cases not provided for in this Charter or by law.

Article 12.2 Entry into force

This Charter enters into force on 1 September 2017 and replaces the Students' Charter of the Amsterdam University of Applied Sciences adopted on 9 June 2016.

Article 12.3 Official title

This Charter may be cited as the Students' Charter of the Amsterdam University of Applied Sciences.

Approved by the Executive Board on 13 June 2017

Approved by the Central Representative Advisory Board on 20 June 2017