



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:

Academic year	the period starting on 1 September and terminating on 31 August of the following calendar year, or in the case of enrolment on 1 February, the period starting on 1 February and terminating on 31 January of the following calendar year;
Associate degree programme	a programme as referred to in paragraph 7.8a of the WHW with a study load of at least 120 credits;
AUAS	Amsterdam University of Applied Sciences/Hogeschool van Amsterdam, based in Amsterdam and maintained by the Foundation;
Course catalogue	the digital information source containing all information on the degree programme and the modules;
Dean	the head of a faculty;
Degree programme	a Bachelor's or Master's degree programme as referred to in Section 7.3 of the WHW;
Disputes Advisory Committee	committee as referred to in Section 7.63a of the WHW;
Education Executive Agency (Dienst Uitvoering Onderwijs, DUO)	agency charged with the implementation of education laws and
Examination Board	board as referred to in Section 7.12 of the WHW;
Examination Appeals Board	board as referred to in Section 7.60 of the WHW;
Executive Board	the institutional administration as referred to in Sections 1.1 and 10.8 of the WHW;
Executive Board and Administrative Regulations	regulations;
External student	regulations as referred to in Section 10.3b of the WHW;
Faculty	a person as referred to in Section 7.36 of the WHW;
Foundation	organisational unit as referred to in Section 10.3a of the WHW within which the institution offers education;
Higher Education Appeals Board	The Amsterdam University of Applied Sciences Foundation (Stichting Hogeschool van Amsterdam) established in Amsterdam;
Immigration and Naturalisation Service (IND)	the appeals board as referred to in Section 7.64 of the WHW;
International student	service charged with implementation of Dutch immigration policy;
MijnHvA/MyAUAS	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;
Negative binding study advice	a flexible working environment through which the AUAS offers information in support of learning, teaching, research and work processes;
Objections, Appeals and Complaints Office	advice as referred to in Section 7.8b(3) of the WHW;
Organisational unit	facility as referred to in Section 7.59a of the WHW;
Programme Committee	the unit appointed pursuant to the Executive Board and Administrative Regulations as referred to in Section 10.3a of the WHW;
Programme manager	committee as referred to in Section 10.3c of the WHW;
Prospective student	the individual charged with day-to-day management of the degree programme;
	a person who has submitted an application to enrol in a full-time, dual or part-time 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;



Recommendation regarding the choice of degree programme	a recommendation from the programme manager regarding a prospective student's choice of degree programme;
Representative Advisory Council	council as referred to in Section 10.17 of the WHW;
Representative Advisory Council Regulations	regulations as referred to in Section 10.21 of the WHW;
Representative council	council as referred to in Section 10.25 of the WHW;
SIS	Student Information System;
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 students 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 counsel students in problems of a personal nature on request;
Studielink	the joint student registration and enrolment application for research universities, universities of applied sciences and the DUO;
Study check	the activities that the AUAS offers for prospective Bachelor's degree students with a view to providing advice on their choice of degree programme;
Teaching and Examination Regulations (OER) WHW	regulations as referred to in Section 7.13 of the 7.13 WHW; the Dutch Higher Education and Research Act.

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 in paragraph 1 are also determined by:
 - a. the law and consequent 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 paragraph and a programme-specific paragraph. The programme-specific paragraph comprises the Teaching and Examination Regulations.
4. The regulations as referred to in paragraph 2 under (c) are as follows:
 - The Code of Conduct for International Students
 - The Code of Conduct for Student Counsellors
 - House Rules
 - Memorandum on the supervision of students with disabilities
 - Regulations concerning Undesirable Conduct
 - Examination Board Regulations
 - Programme Committee Regulations
 - Protocols for Conducting Interim Examinations
 - Top-level Sports Regulations
 - Entrepreneurial Regulations
 - Code of conduct on doctorate conferral and introductory periods for Amsterdam student associations

Article 1.3 Adoption and amendments

1. The General Section of the Students' Charter – together with any amendments to it – is adopted by the Executive Board and submitted to the Representative Advisory Council for



approval.

2. To the extent it is not determined by the Executive Board, the programme-specific section of the Charter, consisting of the Teaching and Examination Regulations is adopted by the Dean.
3. The Representative Advisory Council Regulations and Programme Committee Regulations establish which parts of the Teaching and Examination Regulations must be submitted to the Representative Advisory Council or Representative Council of the faculty offering the degree programme, or the Programme Committee for the programme referred to in the Teaching and Examination Regulations for approval, information or 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 7, paragraphs of this Charter may be declared applicable to those pursuing a degree programme at a company or legal entity that has an enduring affiliation with the Foundation. However, this exclusively applies if the relevant paragraphs have been explicitly deemed to be applicable.

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 school.
3. Should the General paragraph 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 previous 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 higher education organisations as referred to in Section 1.1 under (b) of the WHW and of legal entities for the purposes of that education, as well as the performance of all actions connected with, resulting from and beneficial to such education in the broadest sense.
2. The objective stated in the 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 paragraph 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 the AUAS that are not assigned to the Supervisory Board by law or by the Articles of Association.
3. The Foundation has Executive Board and Administrative Regulations in place as referred to in paragraph 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 Representative Councils.
2. The duties, powers and scope of the councils 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 collaborative ventures

1. The AUAS comprises faculties charged with providing education and conducting research in aid thereof. These 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 these 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 Center;
 - the Academic PABO Amsterdam (UPvA), a joint venture between the AUAS and 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 paragraph 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 of the degree programme or group of degree programmes.
2. The composition, duties and powers of the Examination Board are set out in 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 academic year begins:
 - a. the range of programmes offered by the faculty, including the information as 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 the degree programmes and faculty;
 - d. information regarding advice on students' choice of 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 together 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 and possible costs entailed in pursuing a degree programme;
 - k. the available student facilities.
3. The information 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 check email account, SIS and MyAUAS, information on Studielink

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/MyAUAS. The student is responsible for the consequences of potential failure to regularly consult the email account made available by AUAS, MyAUAS and SIS.
2. Decisions regarding enrolment and termination of enrolment, including the study check and tuition fees will be sent to prospective students in digital format via the email address they have specified in Studielink. Prospective students are responsible for ensuring the availability of this email address and will be expected to regularly check for new messages.¹

¹ Current and prospective students are also expected to check their spam folder, as it cannot be ruled out that emails from AUAS end up there.



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 a study 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 the student is subject to a residence permit requirement, the IND will be notified of this within one month. If a written recommendation by the student counsellor indicates that personal circumstances as referred to in paragraph 7.51 of the WHW have prevented the student from making sufficient academic progress, binding agreements 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. It is possible to forego notification of the IND owing to personal circumstances only once per qualifying period, unless new personal circumstances have arisen.²

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 a Bachelor's programme, prospective students must have obtained the following minimum qualifications prior to the enrolment deadline: senior secondary vocational education (MBO) level 4 diploma, senior general secondary education (HAVO) diploma or pre-university education (VWO) diploma.
2. Any further requirements to the HAVO or VWO diploma with regard to the subject cluster and/or supplementary subjects that are applied at national level on the basis of the Higher Education Application and Admission Regulations (RATHO) will also apply to the Bachelor's admission procedure. Appendix 1 to this Charter sets out further entry level requirements for each AUAS degree programme.
3. Prospective students with a senior general secondary education (HAVO) or pre-university education diploma as referred to in paragraph 1 that does not meet further entry level requirements in terms of the subject or subjects referred to in paragraph 2, will be deemed admissible if they can demonstrate their compliance with equivalent requirements by conducting a research project. These requirements must be satisfied before the first year of registration commences. The research project referred to in this paragraph may consist of a test demonstrating adequate knowledge of the deficient 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 out in paragraphs 1 and 2, some degree programmes are subject to an additional admission requirement as established in RATHO and applied at national level. These requirements are described in appendix 1.
5. In supplement to the previous paragraphs, admission to the degree programme is also subject to: the rules for timely registration, and – where applicable – rules for the mandatory study check or rules for enrolment quotas and selection.
6. Prospective students with a diploma issued either in the Netherlands or abroad that is deemed at least equivalent to a diploma as referred to in paragraph 1 pursuant to a ministerial decree will be deemed admissible providing, where applicable, they also meet requirements with regard to the subject cluster and, in the case of a foreign diploma, have demonstrated their command of the Dutch language at a level that ensures fruitful participation in the education process in the view of the Examination Board, in accordance with Article 3.7 of this Charter. The stipulations of the previous sentence with regard to the Dutch language do not apply if the party involved is seeking to take part in an English-language programme and can demonstrate – by means of a statement issued by Nuffic – their compliance with the requirements for English prior education laid out in Article 4.3 of the Code of Conduct for International Students. If the subject requirements have not been met, the provisions of paragraph 3 apply equally.
7. Those to have been issued a Bachelor's or Master's degree, and those in possession of a certificates demonstrating completion of a propaedeutic year examination at a higher education institution, are exempted from the educational entry requirements referred to in the first paragraph. However, the party involved must meet the requirements set out in the 2nd and 4th paragraph, if applicable.

Article 3.1a Admission to a 3-year track

1. If the programme offers a 3-year track for prospective students with a pre-university (VWO) diploma, this track will be subject to the same entry requirements and/or supplementary entry requirements as the 4-year Bachelor's programme.
2. In supplement to the provisions of the first paragraph, admission to the 3-year VWO track 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 – anyone with a diploma (and the relevant average final mark) as referred to in the next paragraph.



3. Prospective students with a senior general secondary education (HAVO) diploma will be deemed admissible to the track as referred to in paragraph 1 if they have an average final mark of 8 or higher and their diploma meets any further or additional educational entry requirements.

Article 3.1b Admission to a fast-track programme

1. If the degree programme offers a fast-track programme, the relevant admission requirements will be listed in the course catalogue and AUAS website³. The Dean will decide on admission to the programme.
2. At the end of each academic year in which the student has taken part in a fast-track programme as referred to in paragraph 1, the Dean may decide that the student cannot continue the programme. This will be the case if, during the main phase of the programme, the student fails to meet the requirements relating to the continuation of studies 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 study advice regulations will remain applicable to any students that fail to successfully complete their first year.

Article 3.2 Preparatory education abroad

1. In cases where a person who has undergone preparatory education abroad – other than a non-Dutch diploma as referred to in paragraph 3.1, paragraph 6 – applies for admission to the degree programme, the Diploma Assessment Office of the AUAS Student Affairs Department will establish the equivalent level of Dutch preparatory education based on information provided by Nuffic and consequently advise the Dean. Based on this advice, the Dean will determine if the candidate can be admitted to the degree programme. If a preparatory year is required, this will be stated in the course catalogue and AUAS website.
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 Region⁴. The provisions of the previous 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. Prospective students with 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, have been met and the person concerned additionally demonstrates to the Examination Board's satisfaction that he or she has a sufficient command of the Dutch language to successfully take part in the degree programme in accordance with the requirements in Article 3.7 of this Charter. If the subject requirements have not been met, the provisions of Article 3.1, paragraph 3 apply equally.

Article 3.3 Requirements concerning employment of part-time students

1. Part-time programmes may require that students seeking to enrol carry out specific activities over the course of the degree programme provided these activities have been earmarked as course units in the Teaching and Examination Regulations. These requirements are featured in the course catalogue and AUAS website.

³ The course catalogue includes the requirements for the current academic year (2017-2018), while the website features those for the upcoming academic year (2018-2019).

⁴ Treaty Series, 2002, no. 137.



2. Students that no longer meet the requirements for suitable activities may no longer take part in examinations on course units that include these activities. In the temporary absence of comparable activities, students will be offered a suitable education programme or referred to another programme variant where possible.
3. The Dean is authorised to ask the student to submit documentary evidence of compliance with the provisions of paragraph 1 each year. The student is obliged to provide the information requested.

Article 3.4 Admission to dual programmes

1. Admission to dual programmes is subject to specific requirements on professional activity. These requirements are featured in the course catalogue and AUAS website⁴. Admission to a dual programme will require an agreement concluded on behalf of the institution by the degree programme, student and business or organisation where the professional activities are to take place.
2. As a minimum, the agreement referred to in paragraph 1 will contain provisions regarding:
 - a. the term of the agreement and the duration of the period or periods of professional activity;
 - 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 activity⁵, 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 dual degree programme must hold an agreement as referred to in paragraph 1 at the time of admission. If the requirement set out in the previous sentence is not met, the person in question will be deemed ineligible to take part in the dual study programme. Consequently, the Dean may decide to refuse the student access to the dual 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 prematurely, the student will be given up to a further 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 dual 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 satisfy the preparatory education requirements referred to in Article 3.1 may, in accordance with paragraph 7.29 of the WHW, be exempted from the preparatory education requirements subsequent to completing an entrance examination. This exemption does not apply to the requirements for a 3-year track, 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 on the degree programme.
3. Prospective students that hold a foreign diploma but are unable to provide this document may submit a request to deviate from this age requirement to the Entrance Examination Quality Committee.
4. The purpose of the entrance examination is to ascertain whether the candidate is able to participate in the study programme and has a sufficient command of the language in which it is taught to complete the programme successfully.
5. The AUAS website explains which entrance examination components must be completed with a passing mark in order to be eligible for admission.

⁵ This means that requirements with regard to the workplace are included in the agreement.



6. The entrance examination quality committee, charged with supervising entrance examinations, will issue a written statement confirming admissibility to all prospective students that successfully complete the entrance examination. This statement will be valid for a period of two academic years, starting from the year following completion of the entrance examination.

Article 3.6 Admission on the grounds of an RPL assessment

1. Students that do not meet the entry requirements as referred to in Articles 3.1 and 3.2 may – if the faculty has established a procedure to this end – be admitted to the degree programme by the Dean if proven to be eligible by means of a generally accepted RPL procedure conducted within the faculty. The Dean is entitled to deviate 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 under 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:
 - a. the Dutch as a second language (NT2) programme 2 state examination, whereby the prospective student must have successfully completed all 4 NT2 components;
 - b. a certificate issued by the AUAS Student Affairs Department, specifying that the candidate has successfully completed all components of the NT2 examination;
 - c. Dutch as a second language certificate: CNaVT.⁶

Article 3.8 English language proficiency test⁷

Students required to demonstrate their adequate command of the English language on the basis of this chapter must provide evidence that they have obtained an overall band score of at least 6.0 on an academic IELTS⁸ test, or submit the results of another recognised language test deemed equivalent on the basis of Article 4.2 of the Code of Conduct for International Higher Education Students. The degree programme may apply more stringent and specific English proficiency requirements. In such cases, these requirements will be published 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 the regulations in this chapter will only lead to his or her enrolment as a student or external student if all other conditions of enrolment have been met.

6 Certificaat Nederlands als Vreemde Taal, Educatief startbekwaam or Profiel Educatief Professional, Taalunie.

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

8 International English Language Testing System.



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

Article 4.1 Applicability

1. The application and selection⁹ procedures for degree programmes with an enrolment quota are featured in appendix 2 to this Students' Charter.
2. This chapter applies to all AUAS Bachelor's and Associate Degree programmes, with the exception of those subject to a selection procedure in the sense referred to in Sections 7.57b through 7.57e of the WHW, pursuant to paragraph 1.
3. This chapter also applies to prospective students who, pursuant to Section 7.28 of the WHW, are exempt from the diploma requirements 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, e.g. 15 August at the latest.

Article 4.2 Enrolment application by 1 May at the latest full-time, part-time, dual or associate degree programmes

1. Prospective students who have applied for enrolment⁹ in a full-time Bachelor's or Associate Degree programme via Studielink no later than 1 May of the relevant academic year are obliged to take part in the Study Check.
2. Prospective students who have applied for enrolment in a part-time, dual Bachelor's or Associate Degree programme at AUAS no later than 1 May of the relevant academic year are entitled to take part in the Study Check.
3. Prospective students who have applied for enrolment in an AUAS part-time, dual or Associate Degree programme via Studielink later than 1 May will not be entitled to take part in the Study Check. However, they may be invited to participate nonetheless. Participation is not mandatory.
4. Regardless of whether the advice on their programme choice is positive or negative, prospective students as referred to in paragraph 1 or 2 who have taken part in the Study Check have the right to be admitted to the relevant programme.
5. If the prospective student as referred to in paragraph 1 has failed to take part in the Study Check for a full-time Bachelor's or Associate Degree programme without any valid reason and has not received an advice on their choice of study as a result, their enrolment application will be rejected.

Article 4.3 Late enrolment applications up until 15 August at the latest

Prospective students who have registered for the first-year phase of a full-time AUAS Bachelor's or Associate Degree programme for the first time after 1 May but no later than 15 August, and within one week after registration via Studielink, but can demonstrate the following by 15 August at the latest:

- that they have applied for enrolment at another Bachelor's or Associate Degree programme at the AUAS or another institution no later than 1 May prior to the start of the academic year; or
- were enrolled in a Bachelor's degree programme at a university or university of applied sciences during the previous year;

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

⁹ Referred to in Studielink as an enrolment application.



Article 4.4 Enrolment application or change of programme after 15 August

1. If a prospective student applies for enrolment in the first-year phase of a full-time Bachelor's or Associate Degree programme at AUAS via Studielink after 15 August, their enrolment application will be rejected.
2. Prospective students who want to switch to a different programme within the AUAS after 15 August may only enrol in the other programme with the explicit 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 admission to the first-year phase of a full-time Bachelor's degree programme or first year of an Associate Degree programme.
2. The enrolment procedure and the content and dates for 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 for the degree programme in which they have enrolled may submit a motivated request in digital format to the Dean within the specified timeframe. They may then be granted a new opportunity to take part in the Study Check at a date determined by the degree programme. For this request to be granted, the prospective student must sufficiently demonstrate that they were unable to take part in the Study Check owing to a reason as referred to in paragraph 4. The Dean can seek advice from the student counsellor 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 referred to in paragraph 3 were not granted, could in the Dean's opinion result in extreme unfairness.
5. The decision on the request referred to in paragraph 3 will be issued on behalf of the Dean in writing by letter or 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 participate in the Study Check.

Article 4.6 Prospective students from the Caribbean Netherlands or foreign countries

1. Participation in the Study Check does not require physical attendance at the AUAS in the case of prospective students from Bonaire, Sint Eustatius: Saba, Aruba, Curaçao and Sint Maarten or those living or residing outside of the Netherlands, if travel between their current residence and Study Check location would cause serious inconvenience. In such cases, the degree programme will offer prospective students as referred to in this Article an alternative Study Check equivalent to that offered to other prospective students.
2. If the prospective student as referred to in the first paragraph has not participated in the Study Check and did not receive advice on their choice of degree programme as a result, their enrolment application will be rejected.



Article 4.7 Advice on programme choice

1. Prospective students who take part in a Study Check receive advice on their choice of degree programme.
2. The programme manager inform prospective students of this advice on behalf of the programme manager within two weeks of the Study Check.
3. Prospective students to have received a positive study advice are exempt from the obligation to participate in the Study Check for their chosen degree programme for the first two academic years after this Study Check.
4. The advice on choice of degree programme does not constitute a decision with legal consequences and is not open to objections or appeals.



Chapter 5 Enrolment and termination of enrolment

Article 5.1 Educational entry requirements

Anyone wishing to enrol as a student in a degree programme is required to meet the relevant education 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 Enrolment procedure as of 1 September

1. Central Student Administration handles student enrolment.
2. Anyone wishing to enrol as a student must enrol in a degree programme by submitting a request to 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 they:
 - a. hold Dutch nationality or are treated as a Dutch citizen pursuant to a statutory provision;
 - b. are a foreign national aged 18 or under on the first day on which the degree programme in which they are applying for first-time enrolment commences;
 - c. are a foreign national aged 18 or older on the first day on which the degree programme in which they are applying for first-time enrolment commences and as at that date are legally resident within the meaning of paragraph 8 of the Aliens Act 2000;
 - d. are a foreign national and reside outside the Netherlands on the first day on which the degree programme in which they are applying for first-time enrolment commences; or
 - e. are a foreign national who no longer meets one of the requirements stated under (b), (c) or (d) of this paragraph but have previously enrolled in a degree programme at the AUAS in accordance with one of these subparagraphs, which programme they are still taking and have not yet completed.
5. Should it appear after enrolment that, for any reason whatsoever, enrolment was not carried out in accordance with the fourth paragraph, 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. If a student who is of age or an external student 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. Registration as an external student is only permitted if in the opinion of the Dean the nature or importance of the education does not dictate otherwise.
9. The person who registers for the first time for the foundation-year phase of a Bachelor's degree programme is to report before registering with the Minister of Education, Culture and Science, with due observance of the provisions in Section 7.39 WHW and of the procedural regulations to be drawn up by the aforementioned minister. If CROHO states that enrolment is also possible effective 1 February, the same procedure will apply. The date of 1 September should then be substituted by 1 February.

Article 5.3 Enrolment following a binding negative study advice or rejection of application

1. Students to have received a binding negative study advice for a Bachelor's programme can no longer enrol in the same AUAS programme or any other AUAS programmes with the same first-year phase.
2. By way of derogation from paragraph 1, students who wish to enrol in a Bachelor's degree programme for which they previously received a binding negative study advice must submit a request to the Examination Board in accordance with the provisions of Article 5.4 of the Teaching and Examination Regulations.



3. Students that were unable to enrol by 1 September of the academic year due to a binding study advice, and subsequently lodged a successful appeal against this decision may request that they be enrolled by 1 September of the academic year providing they have completed their application in Studielink and paid the due tuition fee by 30 September at the latest. They must then submit a request to the Student Administration Department no later than 2 weeks after receiving notice that the binding study advice has been revoked. This also applies in cases where a prospective student has successfully appealed or objected against a decision to refuse their admission.

Article 5.4 Enrolment applications on or after 1 September

1. Enrolment on the basis of a request submitted on or after 1 September (referred to as interim enrolment) can only take place on the first day of the month, under the following conditions:
 - a. first-year students seeking to switch to another degree programme will be entitled to interim enrolment providing they have taken part in a suitable Study Check for the relevant programme, and have the necessary capacities to obtain a positive study advice;
 - b. students seeking to enrol in another degree programme variant in the interim¹¹ will be allowed to do so if the nature and weight of the education allows for such a transition;
 - c. students submitting a request to this end following a previous rejection or invalidation of the degree programme's refusal to accept their enrolment application the start of the academic year;
 - d. students temporarily enrolling in a second-level teacher training programme with the sole aim of taking the National Knowledge Test;
 - e. advanced students with the capacity to graduate during the relevant academic year while studying at a normal pace, taking account of the programme content;
 - f. students that temporarily stopped studying due to personal circumstances and/or were unable to enrol on 1 September as evidenced by a written recommendation by the student counsellor;
 - g. students that did not enrol on 1 September due to their inability to complete a degree programme with an average standard of 10 ECTS per semester while studying at a normal pace;
 - h. students that submit an enrolment application for a part-time or dual programme variant in the month of September, subject to the nature and weight of the education.
2. Prospective students seeking interim enrolment must submit a request to this end to the faculty Dean via the AUAS Student Administration Department, and will be expected to meet all other admission and enrolment requirements.
3. Enrolments following a request on or after 1 September as referred to in paragraph 1 may – following a request to this end by the student – take effect on the first day of the month in which the enrolment application was submitted, with the exception of October. In cases where an interim enrolment application is submitted in the month of October, the enrolment can take effect on the first day of the following month.

¹⁰There is no absolute right to enrolment: the Examination Board may decide – taking account of the ruling – to issue another binding study advice.

¹¹This includes full-time, part-time and dual programmes.



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 the AUAS have not been met, including the condition that the tuition or examination fee is paid on time;
 - b. the student still had outstanding payments over a previous year or years as at 1 September and *no* payment scheme *has been agreed upon*;
 - c. if the AUAS previously terminated the student's enrolment on the basis of Article 5.6 (1) under (b), and the due tuition fees have not been paid.
 - d. the information provided by the applicant on the basis of which the express requirements for admission and enrolment were established proves to be incorrect;
 - e. 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;
 - f. statements made or conduct shown by the person concerned indicate their unsuitability 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 or Dean.
2. Decisions based on paragraph 1 will be provided in writing and 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 day of the following month;
 - b. if the person enrolled in the degree programme fails to pay the statutory tuition fees, institutional tuition fees or examination fees after receiving a demand for payment, effective from the second month after the demand for payment;
 - c. on the basis of a binding negative study advice drawn up in writing 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 as a result of 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 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 the case of conduct connected with the future professional practice as referred to in Section 7.42a of the WHW, pursuant to the advice of the relevant Examination Board or Dean and effective 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 referred to in paragraph 1.

Article 5.7 Rights and obligations of students and external students

1. Enrolment as a student grants the right to:
 - a. take part in education offered by the degree programme in which the student is enrolled, including any minors offered by the AUAS, providing the applicable preconditions have been met;
 - b. take part in examinations and partial interim examinations for the programme components, and take part in programme exams providing all applicable preconditions have been met;
 - c. admittance to the buildings and grounds of the AUAS, unless the Executive Board or the Dean deem 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 student counsellor is to devote particular care 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 Representative 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 the rights referred to in paragraph 1 not be exercised or if it is not possible for the student to exercise them sufficiently as a result of a disability, the AUAS and/or the Dean and/or 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 and are not permitted 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 from the violator any damages connected with a 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 they are entitled to receive instruction at the AUAS and to enter AUAS buildings and grounds.
 - d. to report any (potential) study completion delays due to personal circumstances or circumstances within the degree programme to the student counsellor and/or academic adviser as quickly as possible so that appropriate measures can be taken where necessary in order to prevent or minimise delays.

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 contains a photograph that should be a good likeness of the student.
2. Students can use the student ID card referred to in paragraph 1 as proof of their identity at the AUAS, unless other requirements are placed on identification, such as in the case of admission to examinations. Rights may be granted to a holder of a student ID card¹². 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.

¹² The rights referred to in this context may relate to, among other things, the use of lockers, printers and photocopiers.



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.¹³
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); or
 - b. since 1 September 1991, have not previously obtained an Associate Degree, Bachelor's degree or Master's degree at a government-funded degree programme if enrolling in an Associate Degree programme according to the CRIHO;
and
 - c. belong to one of the groups of people referred to in Section 2.2 of the Student Finance Act 2000 (*Wet studiefinanciering 2000*) or are Surinamese nationals.Students that meet one of these preconditions will be eligible for a reduced statutory tuition fee during the first twelve months of enrolment if the base education registry shows that they were not previously enrolled in a higher education programme since 1 September 1991, and are enrolling in a Bachelor's or Associate Degree programme.
2. Anyone demonstrably – according to the base education registry – enrolling in one of the following programmes for the first time, counting from 1 September 1991:
 - an Associate Degree programme in the field of education or health care, after having previously obtained an Associate Degree in a field other than education or health care, or
 - a Bachelor's degree programme in the field of education or health care, after having previously obtained a Bachelor's degree in a field other than education or health care, or
 - a Master's degree programme in the field of education or health care, after having previously obtained a Master's degree in a field other than education or health care,will not be required to pay more than the statutory tuition fee for this education or health care programme, providing they belong in one of the groups described in paragraph 1, point c of this Article.
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 dual degree programme must pay a portion of the statutory tuition fees as referred to in Section 7.45a of the WHW, in an amount to be determined annually by the Executive Board.
4. Students as referred to in paragraphs 1 and 2 that are enrolled in more than one degree programme and successfully complete the first programme in which they were enrolled will continue to owe the statutory tuition fee for the duration of the programme or programmes they have yet to complete, providing they enrolled in the second programme before completing the first.
5. Students who enrol during the course of the academic year are only required to pay a portion of the statutory tuition fees. In that case, the amount due is calculated in proportion to the number of remaining months of the relevant academic year.
Students that were eligible for the reduced tuition fee as referred to in the final section of paragraph 1 in the months prior to this enrolment on the basis of another enrolment, will owe the reduced tuition fee over the remaining months of the 12-month period, counted from the month of their first enrolment.
6. Students enrolled in a degree programme may receive a one-off exemption from the obligation to pay the statutory tuition fee over a period of one academic year, providing a recommendation to

¹³ This includes the accurate spelling of their name for use on the degree certificate.



this end as referred to in Article 7.8 of the Students' Charter has been issued by the Financial Relief Fund for Students (FOS) on the basis of administrative or social activities. In such a case, the student will not be entitled to take part in education or examinations at the AUAS or another government-funded institution, and will not receive proof of paid tuition fees.

7. Students that do not meet the requirements set out in paragraphs 1 and 2 will owe an institutional tuition fee as referred to in Section 7.46 of the WHW, with the exception of situations described under paragraph 4.
8. 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 a student, as referred to in paragraph 7, subsequently satisfies the provisions described in the first paragraph during the course of the academic year, – at the student's request – the statutory tuition fees for the remaining part of the academic year are payable by the student, while the difference between the institutional tuition fees that have already been paid for the remainder of the academic year and statutory tuition fee will be refunded to the student.
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 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 10 instalments in accordance with a payment arrangement made by the Executive Board with the person undertaking to pay, for which the Executive Board may charge administrative fees up to the statutory maximum.
2. Upon students' request, Central Student Administration will issue proof of payment confirming that the tuition fees have been paid.

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 statutory tuition fees

1. Anyone enrolled as a student at another government-funded higher education institution who has paid the statutory tuition fees as referred to in Article 5.10, paragraph 1 at that institution, and who additionally or in lieu thereof wishes 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 that case the student will be required to pay the difference.
2. Anyone who is enrolled in publicly-funded education and is required to pay school or course fees pursuant to the School and Course Fees Act (*Les- en cursusgeldwet*), and who in lieu thereof or additionally wishes 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 that equal 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, they



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 or 4 will not be granted exemption from paying the tuition fees for enrolment in another programme as referred to in Article 5.10, paragraph 7.

Article 5.14 Refund of tuition fees

1. Students are entitled to the refund of one-twelfth of the due tuition fee for each remaining month of the academic year following termination of their enrolment.
2. In the event of termination effective July or August, the student will not be eligible for refund of any tuition fees over the remainder 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. The Student Administration Department will determine whether any tuition fees are to be refunded once the student has submitted a request to terminate their enrolment via Studielink.

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. Anyone who is not enrolled and uses teaching and examination facilities is 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. Anyone who does not satisfy the provisions of paragraph 1 of this Section is 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. Anyone who uses AUAS teaching and examination facilities is 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. Anyone who does not comply with this identification requirement is 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. Their contents may vary in certain areas depending on the degree programme, and have thus been incorporated into a separate set of regulations. These regulations make up the programme-specific component of the Students' Charter.
2. The programme manager will prepare the Teaching and Examination Regulations for the degree programme in question, on the basis of an AUAS-wide format.
3. The Teaching and Examination Regulations feature the assessment programmes for the relevant degree programme.
4. The Teaching and Examination Regulations for each degree programme are adopted by the Dean, following recommendations by and approval from the programme committee and Representative Council.
5. The degree programme's current Teaching and Examination Regulations are published in the relevant course catalogue, under 'Programme information'.

Article 6.2 Course catalogue

1. The course catalogue contains all the information students need to adequately prepare for and carry out their learning activities:
 - a. formal, legally required information as featured in the Teaching and Examination Regulations, such as the degree programme name, variant and CROHO code, number of study years and periods, courses (course units) credits, the associated tests and testing dates;
 - b. this information is supplemented with programme descriptions, course descriptions and information on study materials, learning objectives, competences, testing, links to other course components, coordinators and lecturers.
2. Personal study information, such as academic progress, results, and individual timetables do not fall within the scope of 'course catalogue information'.
3. General information for students on regulations, procedures and facilities is featured on the digital A-to-Z list.

Article 6.3 Educational quality control

1. The Executive Board is to determine 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 programme managers 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 Practical training and excursions

1. The course catalogue includes information about practical training periods – including work placements carried out outside the AUAS and research – that form part of the degree programme.
2. Students' rights and obligations vis-à-vis the AUAS and the organisation offering the practical training position are set out in a written 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 the student counsellor to 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 to terminate the membership of any member of the FOS Committee at any time 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. Every year, the FOS Committee will produce an annual report which provides information on the nature and scope of its recommendations. This annual report will be published on AUAS's 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 fee throughout the academic year and display an academic performance deemed 'excellent' by the Executive Board on the basis of criteria to be determined before the start of the academic year may apply for an Amsterdam Talent Scholarship (ATS) 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 in (a) to (g) below:
 - a. illness, pregnancy, birth of a child;
 - b. physical, sensory or other functional disorder;
 - c. exceptional family circumstances;
 - d. a study completion delay arising from the manner in which a study programme is actually conducted;
 - e. participation in top-class sports activities¹⁴;
 - 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 they have 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.

¹⁴ See the AUAS Top-Class Sports Regulations



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 (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 (c), written documents attesting to the special family circumstances;
 - c. in the case of an application as referred to in Article 7.3 (d), (e), (f) and (g), relevant documents that substantiate the application;
 - d. an explanation from the applicant;
 - e. a complete overview of the study modules successfully completed by the student;
 - 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. A student to whom one or more of the circumstances referred to in Article 7.3 applies 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.

Contrary to the provisions in the previous 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.
3. 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 their 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 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 or was eligible for a basic loan from after 31 August 2015 by virtue of the Student Finance Act 2000, the financial assistance will be € 291.61 per month if the student is living away from home and € 104.73 if the student is living 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 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 Representative Council members and the manner in which financial assistance is awarded are set out in the facilitation scheme as referred to in Article 19 (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 sub-paragraphs (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 to 5 inclusive:
 - a. membership of a student organisation recognised by the AUAS, with a significant size and full legal authority;
 - 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. Students who are or were entitled to a student grant as referred to in the 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 they have not yet been awarded a degree and must pay the statutory tuition fees.
3. The student has obtained at least 50 credits from the first-year phase.
4. The student spends a substantial part¹⁵ of each week on administrative tasks.
5. The condition regarding financial assistance in paragraph 2 of this Article is not applicable to students that do not belong to one of the groups of persons referred to in Section 2.2 of the 2000 Student Finance Act, or have the Surinamese nationality.

Article 7.8 Exemption from tuition fees for administrative positions

1. Students that are or might be eligible for an administrative body membership grant on the basis of Section 7.7 or Section 10 and onwards of the Higher Education Funding Regulations¹⁶ and serve as a full-time member of the board may submit a request to the FOS Committee for a recommendation entitling them to enrol as a student without the obligation to pay tuition fees for a maximum of one academic year.
2. In derogation from the provisions in this Charter, students making use of the facility referred to in paragraph 1 are not entitled to take part in education or examinations.
3. Students making use of this facility will not receive proof of tuition fee payments.
4. Students may only make use of the facility referred to in paragraph 1 once.

Article 7.9 Application procedure for administrative body membership grants

1. Applications for administrative body memberships 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.

¹⁵ A substantial part is upwards of 16 hours a week.

¹⁶ Ministry of Education, Culture and Science administrative body membership grant for national organisations



Article 7.10 Duration and amount of administrative body membership grants

1. Grants are awarded for a maximum period of 12 months. New applications may then be submitted, under the proviso that administrative body membership grants may not be provided for a total period in excess of 24 months.
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. The Executive Board may decide to revoke/recover previously issued administrative body membership grants after offering the parties an opportunity to respond to this decision if the organisation in question fails to abide by the code of conduct on doctorate conferral and introductory periods for Amsterdam student organisations.

Article 7.12 Decision period for financial assistance and administrative body membership grants

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 shall 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 organisation comprises of at least 50 candidate members who are enrolled at the AUAS or of at least 10% of the students enrolled in the relevant programme or group of programmes;
 - b. Student association members must at least pay an annual compulsory membership fee of €10, while members of other associations must at least pay an annual compulsory membership fee of at least €25.
 - c. Three of the candidate members are willing hold a position on the board of the prospective 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 prepared describing the activities of the proposed student organisation during its first year;
 - f. The policy plan should demonstrate that the activities are in the interests of the AUAS and/or its students.
2. The Dean of the relevant faculty must support the initiative to form a student organisation (and can 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 Student Affairs. Student Affairs 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 Student Affairs:
 - a. A copy of the deed of formation of the organisation incorporating the articles of association and the other binding regulations such as the standing regulations;
 - b. An extract from the entry in the trade register of the Chamber of Commerce;
 - c. The organisation's bank account number.
5. Wherever possible, the provisions of the previous paragraphs will apply mutatis mutandis to the formation and recognition of a legal person which is not an association.



Article 7.14 Renewal of recognition every two years

1. The board of the student organisation will submit an policy plan with a financial overview for the forthcoming academic year to Student Affairs; in the case of a study 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 must submit an overview of annual reports over the previous academic years, which at minimum must include a financial report on any resources received from the AUAS, such as administrative body membership grants and subsidies.
3. The board of the student organisation will submit a membership list evidencing that it 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 student association. These criteria with regard to the number of members enrolled at AUAS are as follows: a student 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 organisations. Student organisations which are not associations must submit a list of the names of their affiliates in accordance with the provisions of the previous sentence.
4. The board of the student organisation has communicated any board membership changes to Student Affairs by means of an extract of the entry in the trade register of the Chamber of Commerce. Any amendments to the organisation's articles of association will be made by a civil-law notary to be appointed through the intermediary of Student Affairs.
5. All student organisations must submit a copy of their deed of formation and statutes to the Student Affairs department for inclusion in the AUAS.
6. Upon receipt of the above documents, Student Affairs 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 the financial problems cannot be resolved in any other way and 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 be converted into a gift in very extreme cases. 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 together with the application and the relevant enclosures to the FOS Committee as soon as possible but within at least two days of submission, together with their own advice.
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 on time or at all and the loan has not been converted into a gift, they 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, 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.
2. The student counsellor will advise the AUAS's various bodies on the relationship between personal circumstances and academic progress, offer students assistance, information, advice and supervision with regard to studying, education, student life and teaching and student facilities, including facilities for students with a disability. 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 – in the case of facilities intended for a specific faculty – Dean may require a contribution as referred to in Article 5.15 for the use of specific facilities or services.
3. Additional facilities, such as cultural and sports facilities and medical and psychological services, are made available to AUAS students in collaboration with the University of Amsterdam.

Article 8.3 Privacy

The AUAS has a privacy policy and policy on the processing of personal details based on the General Data Protection Regulation which may be invoked by any concerned parties.

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 in 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. In supplement to the AUAS House Rules, Regulations concerning Undesirable Conduct and Protocols for Conducting Interim Examinations, the Executive Board and – in the case of faculties – Dean will offer guidelines to ensure that everything runs smoothly within the AUAS or faculty, respectively. These guidelines cover the following aspects:
 - a. the use of buildings and facilities;
 - b. disciplinary measures.
2. The regulations 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 (2).
5. Should a student contravene any statutory regulations, internal regulations, protocols or rules imposed under or by virtue of this Chapter, this may occasion the Executive Board or the Dean, respectively, to apply the provisions of Article 9.2, notwithstanding 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. AUAS facilities may not be used in ways that contravene any legal or internal guidelines and regulations, or mainly used for activities and/or purposes unrelated to the AUAS's education and/or organisation for which the Executive Board or Dean have not granted permission, or display behaviour (including actions and failures to act) that could reasonably be viewed as hurtful, derogatory or offensive by others.
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 they have caused.



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 and citing an objection clause.



Chapter 10 Legal protection for students

1. 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's website.
2. Any relevant party may lodge a notice of appeal, objection or complaint with the office as referred to in paragraph 1. The following definition applies to 'relevant party': 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 Disputes Advisory Committee

Article 10.3 Composition and general provisions

1. The Examination Appeals Board consists of the chairperson, one or more deputy chairs, 12 members consisting of 6 lecturers and 6 students, and 12 deputy members consisting of 6 lecturers and 6 students.
2. The members of the Appeals Board are divided over six rooms. Each room consists of one chairperson or deputy chairperson, one lecturer and one student.
3. The Disputes Advisory Committee consists of the chairperson, one deputy chairperson, and 8 members, consisting of 4 staff members and 4 students and 8 deputy members, also consisting of 4 staff members and 4 students.
4. The members of the Disputes Advisory Committee are divided over 4 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. Members of the Examination Appeals Board and Disputes Advisory Committee are appointed by the Executive Board. Half of the members (and deputy members) from the various groups are nominated by the Representative Advisory Council and appointed by the Executive Board.
7. Members of the Supervisory Board, Executive Board, Deans and student counsellors are not permitted to be members or deputy members of the Examination Appeals Board or Disputes Advisory Committee.
8. Members and deputy members of the Examination Appeals Board and 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 members and deputy members of the Examination Appeals Board and Disputes Advisory Committee may be discharged at their own request by the Executive Board. 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 appointed on the basis of a nomination by the Representative Advisory Council, the Council will be invited to submit a new nominee.
10. The Examination Appeals Board and Disputes Advisory Committee receive assistance from a secretary and a clerk designated by the Executive Board.
11. The Executive Board will guarantee that the Examination Appeals Board and Disputes Advisory Committee and their official secretaries (and deputy official secretaries) can function independently and ensure that their members' position within the AUAS does not suffer as a result of their activities on behalf of the Board or Committee.
12. Members of the Examination Appeals Board and Disputes Advisory Committee will not receive any remuneration for their activities in excess of those specified by the Executive Board.

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

1. The Examination Appeals Board issues rulings on appeals against the following types of decisions, on the basis of Section 7.61 of the WHW and this Charter:
 - a. decisions as referred to in Section 7.8b, paragraph 3 and 5 (binding study advice), and Section 7.9, paragraph 1 (binding referrals);
 - b. decisions concerning ascertainment of the total number of credits obtained as referred to in Section 7.9a of the WHW, and decisions on successful completion of the final examination as referred to in Section 7.9d of the WHW;
 - c. decisions concerning the scope of the exemption, as referred to in Section 7.31a, paragraph 3 of the WHW (exemptions on the basis of equivalent vocational training);
 - d. decisions, other than those of a general nature, taken on the basis of provisions set out in or pursuant to title 2 of chapter 7 of the WHW, concerning admission to examinations;
 - e. decisions taken on the basis of additional research, as referred to in Section 7.25 (4) and Section 7.28 (4) of the WHW;
 - f. decisions by the Examination Board or examiners;
 - g. decisions by committees as referred to in Section 7.29 (1) of the WHW (exemptions on the basis of entrance examinations);
 - h. decisions taken on the basis of Section 7.30a and 7.30b of the WHW, concerning admission to the degree programmes referred to in this Section (Master's degree programmes).
2. The Disputes Advisory Committee will issue rulings pursuant to Section 7.63a of the WHW on objections against decisions on the basis of provisions set out in or pursuant to Chapter 7 of the WHW in all cases 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 of the Students' Charter.
3. For the purposes of applying this Charter, the term decision should also be taken to include:
 - a. written refusal to take a decision, and
 - b. failure to take a timely decision. If a decision is not made within the legally required period, or – in the absence of such a time limit – a period of 8 weeks, this will be regarded as failure to take a timely decision.
4. Decisions of a general nature are not open to appeal or objection.



3. Examination Appeals Board and Disputes Advisory Committee procedures

Article 10.5 Lodging an appeal or objection

1. Appeals or objections must be submitted to the Objections, Appeals and Complaints Office by means of the digital form made available by the AUAS, within 6 weeks after the decision has been communicated to the party concerned. If the above period is exceeded due to circumstances not attributable to the party concerned, manifest inadmissibility will not be applied on those grounds.
2. The objection or appeal must contain:
 - a. the name and address of the person lodging the objection and degree programme in question;
 - b. an email address for all correspondence on the objection or appeal;
 - c. the name of the Examination Board, examiner or other body to have taken the decision being appealed or objected against, and the subject of this decision;
 - d. a copy of the decision against which the appeal or objection was lodged, or – if the appeal concerns refusal to take a decision – a copy of the request to this end;
 - e. the grounds for the appeal;
 - f. should the person making the appeal be acting on someone else's behalf, a written authorisation to this effect along with the authorised person's name and address.
3. Receipt of the notice of objection or appeal will be confirmed.
4. The Examination Appeals Board or Disputes Advisory Committee will inform the party lodging the appeal or objection if any information is missing, and invite them to provide this information within a set period. If the party lodging the appeal or objection fails to provide this information within the specified period despite having been reminded to do so and informed that the dossier will be closed if no response is forthcoming, the objection or appeal will be deemed revoked and the dossier will be closed.
5. The making of an appeal has no provisional effect.

Article 10.6 Amicable settlement and statement of defence

1. The party lodging the appeal or objection will receive a notification inviting them to discuss a potential amicable settlement with the party or parties involved before the appeal or objection is handled.
2. The defendant as referred to in the first paragraph will reply within a period of 3 weeks, describing the outcome of the consultations referred to in paragraph 1. If it has not been possible to reach an amicable solution, the defendant will provide a statement of opposition along with this notification, after which the Examination Appeals Board will process the notice of appeal or the Disputes Advisory Committee will process the notice of objection.
3. A copy of the statement of opposition will immediately be sent to the party lodging the appeal or objection.

Article 10.7 Simplified procedure

The Examination Appeals Board or Disputes Advisory Committee will immediately reject the appeal or objection if the defendant indicates that no amicable settlement was possible, and the Board or Committee deems itself to be manifestly incompetent or deems the objection or appeal unfounded, or deems further handling of the objection or appeal unnecessary because:

- a. the objection or appeal is manifestly unfounded;
- b. the person submitting the objection or appeal is not an interested party;
- c. the appeal has been lodged after the deadline without good reason;
- d. the decision against which the objection or appeal has been made clearly cannot be maintained, or;
- e. the decision against which the appeal or objection has been lodged has been revoked or amended by the defendant, thus meeting the objections of the party lodging the appeal or objection.



Article 10.8 Requesting a provisional remedy from the Examination Appeals Board

1. In cases in which the interests of the person lodging the appeal require a provisionally enforceable decision, the person may submit an application to the chair of the Examination Appeals Board requesting a provisional remedy by means of the digital form used to lodge the appeal, pending the decision on the principal case.
2. The Examination Board will be invited to indicate whether it agrees to this provisional remedy or submit a statement of defence within five working days at a latest.
3. If a statement of defence is submitted, the chair of the Examination Appeals Board will decide whether to allow or reject the provisional remedy on the basis of the relevant documentation. The decision will be sent to the parties in digital format.

Article 10.9 Challenge or exemption

1. With regard to the hearing, any of the current members of the Examination Appeals Board or Disputes Advisory Committee may be challenged by one or more of the parties involved in the appeal based on facts or circumstances that might interfere with that Examination Appeals Board member reaching an independent judgement. Any member of the Examination Appeals Board or Disputes Advisory Committee may claim exemption based on such facts or circumstances.
2. The other current members of the Examination Appeals Board or 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 examination

1. Upon having received the statement of defence, the Examination Appeals Board or Disputes Advisory Committee will determine an appropriate date and location for the examination. The parties involved will receive digital notification on a timely basis.
2. The Examination Appeals Board or Disputes Advisory Committee may independently make the necessary enquiries and request any information deemed necessary in order to process the appeal. For example, witnesses and experts may be summoned and heard.
3. The parties may submit further documentation up until five days before the start of 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 Disputes Advisory Committee will decide whether or not to hear the witnesses.
2. Representatives must submit a written authorisation upon request.

Article 10.12 Hearing

1. Appeals and objections are examined at public hearings of the Examination Appeals Board or Disputes Advisory Committee. In special cases, the Examination Appeals Board or Disputes Advisory Committee may reach a substantiated decision whereby an appeal or objection will be examined behind closed doors, either in full or in part.
2. If a party or their representative fails to appear at the hearing despite having been adequately summoned in the opinion of the chairperson, the chairperson may decide to conduct a hearing on the objection or appeal in the party's absence.
3. The defendant will provide the Examination Appeals Board or Disputes Advisory Committee with any information needed to fulfil their duties:
4. The Examination Appeals Board or Disputes Advisory Committee may prolong an appeal or objection after the hearing has ended, and will then ensure that both parties are given a fair hearing.



4. Outcome of Examination Appeals Board and Disputes Advisory Committee procedures

Article 10.13 Examination Appeals Board decisions

1. The Examination Appeals Board will reach a decision within ten weeks, starting on the day upon which the deadline for appeals lapses.
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 entrance examination, the supplementary enquiry or any component thereof should be administered afresh on conditions to be set by the Examination Appeals Board, or that the case will be reconsidered or, if the decision was refused, that a decision should still be taken on the case. 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 stating reasons, to the relevant parties.

Article 10.14 Recommendation by the Disputes Advisory Committee and decision by 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. This period of time may be extended by the Disputes Advisory Committee by not 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 together with the Disputes Advisory Committee's advice to the person lodging the objection in digital format.

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 will rule on any appeals lodged against decisions by the Examination Appeals Board as referred to in Article 10.13 or decisions by the Executive Board, as referred to in Article 10.14.
3. Appeals must be filed within 6 weeks after the day upon which the decision was communicated in digital format.



Chapter 11 General complaints procedure

Article 11.1 Submission of a complaint

1. Complaints, stating reasons, are to be submitted to the Objections, Appeals and Complaints Office.
2. If a complaint has been submitted to 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, together 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 act by an AUAS body or staff member or the act 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 submitting 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 to be dealt with. They 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 objection or appeal is possible 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 objection or appeal 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 already the subject of a complaint and that complaint has been handled;
 - b. that took place more than a year before the complaint was submitted;
 - 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, submit a complaint to this effect to the Executive Board for the attention of the secretary to the Executive Board.

Chapter 12 Concluding provisions

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 2018 and replaces the Students' Charter of the Amsterdam University of Applied Sciences adopted on 20 June 2017.

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 22 May 2018
following approval by the Central Representative Advisory Council on 19 June 2018.



APPENDIX 2: AUAS Regulations on the Enrolment Quota and Selection Procedure for the 2018-2019 Academic Year

Taking into account:

- Sections 7.53 and 7.56 of the Dutch Higher Education and Research Act;
- the Regulations on Enrolment in and Admission to Higher Education (*Regeling Aanmelding en Toelating Hoger Onderwijs*) of the Ministry of Education, Culture and Science;
- the amendment to the aforementioned Regulations of 8 November 2015, no. 759279, amending the Regulations on Enrolment in and Admission to Higher Education in connection with the abolition of the draw; and
- the AUAS Enrolment Quota and Selection Policy, adopted on 6 April 2016;

the following regulations have been drawn up in which rules are laid down under which prospective students, with effect from the 2017-2018 academic year, can be placed in a degree programme with an enrolment quota via selection.

Article 1:

Definitions

- a. *prospective student*: someone who has applied for a degree programme at the Amsterdam University of Applied Sciences (AUAS) and who is not enrolled in the relevant programme at the AUAS at the time.
- b. *restricted intake programme*: a degree programme for which a limited number of students can be enrolled under Sections 7.53 and 7.56 of the Dutch Higher Education and Research Act.
- c. *selection*: the procedure by which prospective students who have applied for a restricted intake programme are selected.
- d. *study check*: the activity the AUAS offers prospective students for a Bachelor's degree, not being a restricted intake programme, with the aim of providing a recommendation regarding the choice of degree programme.
- e. *ranking*: a unique number assigned by the AUAS to a prospective student who has gone through selection, showing how the prospective student has been assessed in relation to the other participants in the selection. The prospective student receives the ranking via Studielink.
- f. *confirmation of placement*: the placement assigned to the prospective student receives via Studielink when the ranking that the AUAS has assigned to them lies within the education capacity of the restricted intake programme. The prospective student must accept this placement via Studielink within 14 days of receipt.
- g. *enrolment*: a prospective student who meets the statutory educational entry requirements and the conditions of admission stated in the Teaching and Examination Regulations may be enrolled as a student at the AUAS. The Central Student Administration (CSA) is responsible for implementing the enrolment in accordance with the Students' Charter and decides whether a prospective student is enrolled as a student for the degree programme for which the prospective student has applied.

Article 2:

Apply no later than 15 January before the start of the academic year

1. Prospective students seeking to take part in the selection for a restricted intake programme from 1 September must register via Studielink by 15 January of that calendar year.
2. A prospective student who applies for a restricted intake programme at the AUAS via Studielink and who has previously twice made a selection attempt for the same programme will receive the message via Studielink that they are unable to apply for the programme.
3. An application does not count as a selection attempt if the prospective student has withdrawn it via Studielink before 15 January.
4. Between 15 January and 31 August, a prospective student can submit a request to the institution to cancel their selection attempt if they do not succeed in obtaining the diploma or certificate required for admission.
5. A prospective student who can demonstrate that force majeure has prevented them from applying via Studielink by 15 January may submit a substantiated request via the CSA in



order to still receive an invitation to take part in the selection for the restricted intake programme concerned.

Article 3:

Selection

1. The selection takes place in accordance with the policy adopted by AUAS. The AUAS policy has been published.
2. Prospective students who have a disability must make this known to the degree programme prior to the start of the selection procedure, so that suitable provisions can be arranged if possible.
3. Where the number of applications is less than the number of places available, no selection will take place. However, in accordance with the adopted AUAS policy, the prospective student will be obliged to take part in the study check. Chapter 3 of the Students' Charter applies in this case.

Article 4:

Results of selection, ranking numbers and placement offer

1. The AUAS will inform the prospective student of the results they obtained in the selection by no later than 15 April.
2. The prospective student will receive the ranking assigned to them by the AUAS on the basis of the results they achieved on 15 April via Studielink.
3. From 15 April, the prospective student will receive a placement offer via Studielink if the ranking assigned to them lies within the capacity of the restricted intake programme.
4. The placement offer will be cancelled if the prospective student to whom this placement was offered does not accept via Studielink within 14 days of receipt.
5. If a place becomes available because a placement has not been accepted in time, a placement will be given to the prospective student with the next ranking to whom no placement has yet been given via Studielink; paragraph 4 then applies.
6. The AUAS will offer placements via Studielink until 15 August.

Article 5:

Educational entry requirements and detailed educational entry requirements

1. Prospective students who might potentially be admitted to a restricted intake programme on the basis of a placement offer on 1 September of that year must demonstrate by no later than 31 August that they meet the educational entry requirements and detailed educational entry requirements that are recorded in the Teaching and Examination Regulations that apply for the degree programme concerned.

Article 6:

Objections

1. The prospective student has six weeks from receipt of the decision in question in which to submit a notice of objection supported by reasons to the Executive Board, in accordance with Chapter 12 of the Students' Charter.
2. The Disputes Advisory Committee will issue an opinion to the Executive Board about objections before the Executive Board takes a decision on an objection. Objections may be lodged against decisions regarding:
 - a. refusal to accept the enrolment application for a selection programme from the prospective student after 15 January;
 - b. the ranking assigned;
 - c. refusal to offer the prospective student a placement;
 - d. refusal to cancel a selection attempt of the prospective student;
 - e. an invalid reason for absence on selection day;
 - f. a rejected enrolment application.

Adoption and effective date

These Regulations will take effect on 1 October 2018.