

**STUDENT CHARTER: SUMMARY**

Student Charter

University of Groningen

**University-wide regulations for Academic year 2008-2009**

# CONTENTS

## DEFINITIONS

## INTRODUCTION

- General
- Validity
- The importance of the Student Charter
- Don't take things for granted!
- More information and keeping up-to-date
- Information relating to the university as a whole
- Information relating to the faculties
- Lodging an appeal or complaint
- Complaints
- List of Abbreviations
- Important central bodies

## STUDENT CHARTER: SUMMARY

- 1 General
- 2 The Bachelor/Master structure
- 3 Eligibility and admission requirements
- 4 Registration and deregistration
- 5 Programmes
- 6 Examinations
- 7 Teaching and Examination Regulations (OER)
- 8 Financial assistance for students
- 9 Participation in decision-making
- 10 House rules and sanctions
- 11 Legal rights

## STUDENT CHARTER: STATUTORY PROVISIONS

(including overview of appendices)

## ABBREVIATIONS USED IN THE REGULATIONS

## ADDRESSES

<http://www.rug.nl/studenten/>

## DEFINITIONS

Here are a number of definitions:

A **student** is a person who has paid all the statutory fees required by the University of Groningen and is enrolled in an officially recognized degree programme (full-time, part-time or dual). A student has the right to follow modules and to take exams relating to the programme he or she is enrolled in.

Students who follow a dual or part-time programme are not entitled to a grant.

**Statutory fees** are set by the Higher Education and Research Act (WHW). Statutory fees must be paid by all students who:

- are under the age of 30 at the start of the academic year, *and*
- are nationals of a country within the European Economic Area (EEA), *or*
- receive an IBG student grant, *or*
- are recognized by the UAF as student refugees, *or*
- have Surinam nationality, *or*
- are non-EEA students who are married to or have a registered partnership with an EU citizen.

Statutory fees for academic year 2008-2009 have been set at **EUR 1565**.

**University fees** are set by the Board of the University. All students who do not fall into any of the above-mentioned categories must pay university fees.

University fees for academic year 2008-2009 have been set at the following amounts:

Full-time students: **EUR 2058**

Part-time students: **EUR 1170**

Dual programme students (combining study and work experience): **EUR 1170**

Differentiated fees apply to students who are not nationals of a country that is signatory to the Agreement on the European Economic Area (EEA) and are not married to or do not have a registered partnership with an EU citizen, who wish to enrol in a Bachelor's or Master's degree programme. Please contact the Student Service Desk or go to our website for more information.

An *extraneus* is a person who has paid all the **exam fees** required by the University of Groningen and is enrolled as an external student in an officially recognized programme. An *extraneus* only has the right to sit exams relating to the programme he or she is enrolled in. Exam fees for academic year 2008-2009 have been set at **EUR 1170**. An *extraneus* is not eligible for a student grant.

**The *extraneus* can request to be deregistered after finishing the programme, but examination fees will not be reimbursed.**

### **ECTS: European Credit Transfer and Accumulation System**

A Europe-wide system used to express the required workload for a programme of study in credits. This system makes international evaluation of programmes easier. The nominal study load is 60 ECTS credits per year.

### **OER: Teaching and Examination Regulations**

Every programme has its own specific OER containing the entry requirements and the content of the programme.

An **exam** is a test of the knowledge, understanding and skills of examinees, as well as an assessment of the results of any research.

## **INTRODUCTION**

### **General**

The Student Charter provides an overview of the rights and obligations of both students and the university. It is based on national legislation, particularly the Higher Education and Research Act (WHW), supplemented by regulations that are specific to the University of Groningen. The Charter has been divided into two sections. The main section describes the rights and obligations that apply to the university as a whole. The rest describes the rights and obligations that apply to specific programmes and which differ from one programme to another, as well as from one faculty to another.

### **Validity**

The Student Charter applies to academic year 2008-2009 and is based on the Higher Education and Research Act (WHW).

### **The importance of the Student Charter**

You are expected to be familiar with the contents of the Student Charter.

Some of these regulations may not be as hard and fast as they sound. Rules and regulations are by definition general in character, and this Student Charter is no exception. This means that the applicability of these regulations in concrete situations and individual instances is not always a predictable and straightforward matter. It should also be realized that any governing body implements its own policies to a certain extent. Moreover, rules and regulations are never static but always subject to revision. Students who have registered for the first time this year may find that the regulations that apply to them are different to those for students who have reregistered.

**Make sure you are provided with the right information by your faculty and/or the Student Service Centre and read the Student Charter carefully! Not complying with the rules in the Charter may affect your rights, for example the right to financial support from the Graduation Fund.**

### **Don't take things for granted!**

Is there anything you want to know? Do you think a mistake has been made? Is there something you want to complain about? Do you want to challenge a decision? Don't take what others say for granted; you may well find that the Student Charter contradicts their claims. Make sure you know what is in the Charter and consult the sources of information mentioned below. They will also tell you where to lodge a complaint, a notice of objection or a letter of appeal.

### **More information and keeping up-to-date**

All students will be notified when the definitive Charter becomes available. You can obtain a free copy from the Student Service Desk (CSB) or access it via the RUG website: [www.rug.nl/studenten](http://www.rug.nl/studenten).

All regulations that apply to the University of Groningen, as well as any changes made during

the year, will be published in the UK (*Universiteitskrant*) or on the University website (central rules that apply to the university as a whole), or through your faculty (rules that apply to your programme or faculty in particular). You are expected to take note of all rules and regulations that apply to the University, your programme or your faculty.

### **Information relating to the university as a whole**

*Each of the sources of information mentioned below has its own website. <http://www.rug.nl/studenten/>*

#### *The UK (Universiteitskrant): supplements and university notices*

The Board of the University publishes details of its new regulations and official guidelines in the UK's 'Extra' section and in the notices section of the paper. Consult these also for information on new statutory fees and changes to the Graduation Regulations (*Afstudeerregeling*).

#### *The Student Service Centre*

The Student Service Centre of the University of Groningen is the umbrella organization for a number of departments that are responsible for registration, support and service provision for students. These departments are described below.

#### *Student Service Desk*

You will receive a student card after you have registered and paid your fees. Contact the Student Service Desk (CSB) immediately if you do not receive your student card.

If your studies are not going as well as you would like, you can discuss your problems with your study advisor. In addition, the CSB can provide information about **registration and deregistration, graduation, payment of tuition fees, study delay** and the associated financial and other matters, and **alternative study options**. The CSB also has information about possibilities for students with a performance disability. The CSB can help you if you wish to follow modules or do particular subjects abroad or elsewhere in the Netherlands.

You can also make an appointment with one of the student counsellors at the CSB.

#### *Student counsellors*

You can go to a student counsellor with all your questions concerning studying that do not directly concern your degree programme. This includes matters that you would prefer not to discuss within your programme. The student counsellors can inform, advise and/or guide you if you have questions about, for example, study choices, your legal position, money and wellbeing. If necessary, they can write a letter of reference for you if you want to apply for an adapted degree programme. The student

counsellors are not connected to a single degree programme; their office hour is open to all University of Groningen students. Every problem will be treated as confidential.

**Please note that you must first report a delay in your studies to your study advisor, the so-called ‘first report,’ to ensure you qualify for financial assistance from the Graduation Fund (see chapter 8).**

The study advisor will direct you to a student counsellor if your delay is or will be more than 15 ECTS credits. You will have to make an appointment with a student counsellor for a follow-up report yourself.

If during the academic year the delay becomes more than 15 ECTS after the first report to the study advisor, you must contact a student counsellor immediately, even if you have not been told to by the study advisor.

You must follow the advice of and the agreements made with the study advisor and the student counsellor or you will not be eligible for financial support from the Graduation Fund.

#### *International Service Desk (ISD)*

The International Service Desk (ISD) is part of the Office for International Relations (*Bureau Internationale Samenwerking*, BIS). The ISD can help foreign students, staff and guests of the University with all matters related to visas, residence permits and work permits. In addition, the ISD can provide information about health-care insurance, accommodation, facilities and official organizations in the city, as well as general information about studying in Groningen. Furthermore, the ISD also organizes and coordinates a number of introductory and social activities.

#### **Information relating to the faculties**

##### *Sources in general*

The annual study guide is a good source of information. Noticeboards, the UK, the internet and so on should be regularly consulted.

##### *Teaching and Examination Regulations (OER)*

Every programme has regulations concerning the programme and its examinations: the *OER*. Your faculty’s Education Office will have a copy of the regulations that you can consult, but they are also in your study guide and/or on a CD-ROM.

##### *The faculty Education Offices*

Apart from the OER, your faculty Education Office can provide information relating to exam enrolment, registering of exam results and credits, requirements relating to procedural order, timetables and student records.

### *The Directors of Undergraduate and Postgraduate Studies and Degree Programme Managers*

Every faculty has at least one Director of Undergraduate and Postgraduate Studies. He or she is responsible for ensuring that the Teaching and Examination Regulations are adhered to. Some programmes and faculties also have a Degree Programme Manager or a Degree Programme Coordinator. He or she is another person you can approach if you have any queries relating to your programme.

### *Study Advisor*

The study advisor's job is to provide information, advice and counselling concerning planning your study programme, your subjects and so on. He or she is in contact with other central and faculty offices, and if necessary will be able to refer you on.

If your studies are delayed due to special circumstances, and if the delay is expected to amount to more than 4 weeks (more than 5 ECTS credits), you must report this to your study advisor immediately if you want to be eligible for financial assistance from the Graduation Fund (chapter 8). The study advisor will direct you to a student counsellor if your delay is or will be more than 15 ECTS credits. You will have to make an appointment with a student counsellor for a follow-up report yourself.

If during the academic year the delay becomes more than 15 ECTS after the first report to the study advisor, you must contact a student counsellor immediately, even if you have not been told to by the study advisor.

### *Board of Examiners*

Issues relating to examinations and final assessments should be addressed to the Board of Examiners. This board has the task of organizing and coordinating examinations at faculty or programme level. Consult your study guide for further information.

### *Degree Programme Advisory Committee*

Issues relating to your programme should be addressed to the Degree Programme Advisory Committee. This committee has an important role in designing and evaluating the programmes. Half of the committee is made up of students and half of staff members.

### **Lodging an appeal or complaint**

You have the right to appeal against decisions made on the basis of the regulations. The following are the appropriate official channels:

- the Board of the University (CvB): for matters relating to that part of the Student Charter that deals with regulations applicable to the university as a whole
- Higher Education Appeals Tribunal (CBHO): for matters that have already been the subject of an appeal that the Board of the University has ruled on, against whose decision you wish to appeal
- Board of Appeal for Examinations (CBE): for decisions 'concerning assessment of the knowledge



and understanding of a candidate who has been examined in the field concerned or has been examined in any other manner’.

An overview of procedures related to lodging an appeal is available from the CSB (for example the brochure *Bezwaar en Beroep*). Please contact the CSB for general questions concerning this matter; for specific questions please contact the Legal Affairs department (ABJZ). The student portal and the ABJZ web pages also contain a lot of information.

### **Complaints**

Situations can sometimes occur where a formal complaint or appeal procedure would not be the appropriate course of action, but which are very unsatisfactory. In these cases you can lodge a complaint with the following bodies:

#### ***At the faculty level***

If you have a complaint relating to your own situation, your first port of call should be the study advisor. If necessary, you will then be referred on, possibly to someone who is specialized in dealing with that type of complaint. The faculties and various programmes have complaints procedures of their own.

#### ***Student counsellors***

If your complaint is such that it is not appropriate to use the faculty or degree programme complaint facilities, the student counsellors should be approached. As confidential advisors, they also fulfil the role of ombudsmen.

#### ***The University’s Confidential Advisor***

Complaints about sexual harassment and aggressive, violent or discriminatory behaviour should be addressed to the committee that has been set up to deal with such complaints. Before you do so, however, you can discuss the matter with the University’s Confidential Advisor.

The contact address is listed below under Central Administration.

#### ***Health, Safety and Environment Service***

Complaints about health, safety and the working environment should initially be addressed to the health and safety coordinator of your faculty, or to the main health and safety office.

The RUG has two *main regulations for complaints*:

- General Regulations concerning complaints (Algemene Klachtenregeling)
- Regulations concerning complaints about harassment, sexual harassment and aggressive, violent or discriminatory behaviour (Klachtenregeling SIAGD).

## ABBREVIATIONS USED IN THE REGULATIONS

ABJZ	<i>Algemeen Bestuurlijke en Juridische Zaken</i> : Department of Legal Affairs
BaMa	Bachelor's and Master's degree structure
CBE	Board of Appeal for Examinations
CBHO	<i>College van Beroep voor het Hoger Onderwijs</i> : Higher Education Appeals Tribunal
CSB	<i>Centrale Studenten Balie</i> : Student Service Desk
CvB	<i>College van Bestuur</i> : Board of the University
ECTS	European Credit Transfer and Accumulation System
GSb	<i>Groninger Studentenbond</i> : a student union at the University of Groningen
HBO*	<i>Hoger Beroeps Onderwijs</i> : Higher Professional Education
IBG	<i>Informatie Beheer Groep</i> : the national student records office
ISD	International Service Desk
OER	<i>Onderwijs- en Examenregeling</i> : Teaching and Examination Regulations
ROB	<i>Regeling financiële ondersteuning studenten in bèta-opleidingen</i> : regulations concerning financial assistance for students of the sciences
RUG	<i>Rijksuniversiteit Groningen</i> : University of Groningen
SIAGD	<i>(Seksuele) intimidatie, agressie, geweld en discriminatie</i> : harassment, sexual harassment and aggressive, violent or discriminatory behaviour
SO	<i>Studie Ondersteuning</i> : Centre for Study Support and Academic Skills
SOG	<i>Studenten Organisatie Groningen</i> : a student union at the University of Groningen
SSC	Student Service Centre
UAF	<i>Stichting voor Vluchteling-Studenten UAF</i> : University Assistance Fund for refugee students
UFC	<i>Universitaire Fondsen Commissie</i> : a committee which assesses applications for financial assistance
UOCG	<i>Universitair Onderwijs Centrum Groningen</i> : University Centre for Learning and Teaching
UK	the university newspaper
U-raad	<i>Universiteitsraad</i> : University Council
VWO*	<i>Voorbereidend Wetenschappelijk Onderwijs</i> : pre-university education
WBP	<i>Wet bescherming persoonsgegevens</i> : Personal Data Protection Act
WHW	<i>Wet op het hoger onderwijs en wetenschappelijk onderzoek</i> : Higher Education and Research Act
WO	<i>Wetenschappelijk Onderwijs</i> : university education
WSF	<i>Wet studiefinanciering 2000</i> : Student Finance Act 2000

## CENTRAL ADMINISTRATION

*The university departments mentioned below each have their own website. You can access them via the University of Groningen homepage at <http://www.rug.nl/studenten>.*

### **Student Service Desk (CSB)**

Visiting address:                   Uurwerkersgang 10  
Correspondence address:       P.O. Box 72, 9700 AB Groningen  
Telephone:                           (050) 363 80 04  
E-mail:                                CSB@rug.nl

### **Opening hours: Monday to Friday 10 a.m. – 4 p.m.**

The CSB provides information and advice to students and prospective students relating to registration and deregistration, choice of programme, study progress, study and internship opportunities both within the Netherlands and abroad, and the Graduation Fund. The CSB also provides information about financial regulations. Appointments with student counsellors are made through the CSB.

### **Student Psychologists**

Visiting address:                   Oude Kijk in 't Jatstraat 41/41A  
Correspondence address:       P.O. Box 72, 9700 AB Groningen  
Telephone:                           (050) 363 55 44  
E-mail:                                studenten.psychologen@rug.nl

### **Opening hours: Mon/Tues/Thurs/Fri 9 a.m. – 12.30 p.m. and 1.30 – 4.45 p.m., Wed 10.45 a.m. – 12.30 p.m. and 1.30 – 4.45 p.m.**

The student psychologists offer counselling for study-related matters (if, for example, you are having difficulty concentrating, cannot cope with exam nerves, or are not sure you have made the right choices) or have personal problems (relationships with parents, difficulty establishing contacts with others, and so on). You can either obtain individual help, or attend sessions with others (for example assertiveness training or group therapy). All services are free.

### **Centre for Study Support and Academic Careers (SO)**

Visiting address:                   Broerstraat 5  
  Academiegebouw Tower (2nd floor)  
Correspondence address:       P.O. Box 72, 9700 AB Groningen  
Telephone:                           (050) 363 55 48  
E-mail:                                y.m.robert@rug.nl

### **Opening hours: Monday to Friday 8.30 a.m. – 5 p.m.**

This office organizes training programmes in the fields of study skills (studying effectively,

accelerated learning skills and writing your thesis), general skills (giving a lecture/talk or discussion techniques) and to help specific groups of students who, for example, suffer from fear of failure, tend to procrastinate or have a performance disability.

### **Talent and Career Center**

P.O. Box 7117, 9701 JC Groningen, the Netherlands

Tel.: 3111589

E-mail: [info@talentcareercenter.nl](mailto:info@talentcareercenter.nl)

[www.talentcareercenter.nl](http://www.talentcareercenter.nl)

The Talent and Career Center can answer all questions students may have about the job market. Associated to the University, this centre offers various courses, including job application training courses and theme workshops for students who are about to graduate. It can also help you with an individual careers advice discussion or a Talent & Career Test. In addition, there is a documentation centre containing a wealth of information, for example about job market sectors, self-analysis and job application techniques. The Talent and Career Center has close links with the business world and with the government as a major employer.

### **International Service Desk (ISD)**

Visiting address:	Broerstraat 5
Correspondence address:	P.O. Box 72, 9700 AB Groningen
Telephone:	050-363 81 81
E-mail:	<a href="mailto:isd@rug.nl">isd@rug.nl</a>

**Opening hours: Monday to Friday 10 a.m. – 4 p.m. (check for alternative opening hours during vacation periods)**

This service desk provides information to all foreign guests of the University of Groningen (in particular students, researchers and guest lecturers) and those responsible for their wellbeing about matters such as residence permits, accommodation, insurance and banking facilities as well as general information relating to studying at the University of Groningen. The ISD also organizes regular introductory and social activities for foreign guests.

### **Confidential Advisor**

Visiting address:	Visserstraat 47
Correspondence address:	Visserstraat 47 9712 CT Groningen
Telephone:	(050) 363 54 35
E-mail:	<a href="mailto:j.m.dam@rug.nl">j.m.dam@rug.nl</a>

**Opening hours: Monday to Friday 9 a.m. – 5 p.m.**

If you are being harassed or experiencing aggressive, violent or intimidating behaviour, consult the Confidential Advisor.

**Health and Safety Office (AMD)**

Visiting address: Visserstraat 49  
Correspondence address: Visserstraat 49  
9712 CT Groningen  
Telephone: (050) 363 5551  
E-mail: amd@rug.nl

**Opening hours: Monday to Friday 8.30 a.m. – 5 p.m.**

The Health and Safety Office gives advice and coordinates activities in the area of health, safety and the environment. The AMD has been authorized by the Board of the University to monitor health and safety and to fulfil specific functions with regard to working conditions.

**Legal Affairs Office (ABJZ)**

Correspondence address: P.O. Box 72, 9700 AB Groningen  
Telephone: (050) 363 54 40  
E-mail: abjz@rug.nl

**Opening hours: Monday to Friday 9 a.m. – 5 p.m.**

ABJZ provides information relating to appeals that have been lodged with the Board of the University or the Board of Appeal for the Examinations (CBE).

They can also inform you about the various rules that apply within the university.

**University Funds Committee (UFC)**

Correspondence address: P.O. Box 72, 9700 AB Groningen  
E-mail: ufc@rug.nl

The UFC advises the Board of the University concerning applications for financial assistance under the Graduation Fund regulations. Documentary evidence to go with your (digital) request for financial support should also be submitted to this office.

**Complaints Committee for harassment, sexual harassment and aggressive, violent or discriminatory behaviour**

Correspondence address: Antwoordnummer 172, 9700 VB Groningen

You can submit complaints based on the Complaints Regulation concerning harassment, sexual harassment and aggressive, violent or discriminatory behaviour (Klachtenregeling SIAGD) to this committee.

### **Other facilities**

- University Sports Centre, Blauwborgje 4, tel. (050) 363 80 63;
- ACLO Student Sport Foundation, Blauwborgje 4, tel. (050) 363 4641, [www.aclosport.nl](http://www.aclosport.nl)
- USVA Student Cultural Centre, Munnekeholm 10, tel. (050) 363 4670, [www.usva.nl](http://www.usva.nl)
- GSP *Groninger Studentenplatform* (student platform), Kraneweg 33, tel. (050) 312 9926, [www.gspweb.nl](http://www.gspweb.nl)
- KEI *Kommissie Eerstejaars Introductie* (arranges social activities during the introductory week for first-year students), St. Walburgstraat 22, tel. (050) 3638090, [www.keiweek.nl](http://www.keiweek.nl)
- GSb Student Support, St. Walburgstraat 22, tel. (050) 3187898, [www.groningerstudentenbond.nl](http://www.groningerstudentenbond.nl); e-mail: [steunpunt@ Groningerstudentenbond.nl](mailto:steunpunt@ Groningerstudentenbond.nl);
- SOG Student Advice Office, St. Walburgstraat 22, tel. (050) 363 46 79, e-mail [vraag@sogadviesbureau.nl](mailto:vraag@sogadviesbureau.nl).

Further information about these and other central facilities for students can be found on the internet: <http://www.rug.nl>.

### **Student representatives**

Student interests are represented by the following student factions in the University Council:

- GSb (*Groninger Studentenbond*: Groningen student union), tel. (050)363 46 75, [www.groningerstudentenbond.nl](http://www.groningerstudentenbond.nl)
- SOG (*Studenten Organisatie Groningen*: student organization), tel. (050)363 46 79, [www.studentenorganisatie.nl](http://www.studentenorganisatie.nl);
- Lijst Calimero, e-mail: [contact@lijstcalimero.nl](mailto:contact@lijstcalimero.nl), [www.lijstcalimero.nl](http://www.lijstcalimero.nl).

Visiting address and postal address for all these organizations: St. Walburgstraat 22, 9712 HX Groningen.

**Board of the University (CvB)**

Correspondence address: P.O. Box 72, 9700 AB Groningen

Telephone: (050) 363 52 85

The Board of the University is the main governing body of the University of Groningen. It also handles appeals relating to that part of the Student Charter that deals with matters affecting the university as a whole.

**University Council (U-raad)**

Correspondence address: P.O. Box 72, 9700 AB Groningen

Visiting address: Oude Boteringestraat 44, 9712 GL Groningen

Telephone: (050) 363 85 35 of (050) 363 52 92

[www.rug.nl/uraad](http://www.rug.nl/uraad)

E-mail: [b.h.pier@rug.nl](mailto:b.h.pier@rug.nl)

The University Council is the University of Groningen's central representative body. Its members are elected from among the staff and students.

## **STUDENT CHARTER: SUMMARY**

### **1. GENERAL**

#### **University-wide regulations and programme-related regulations**

The main points of the *university-wide regulations* in the Student Charter are listed below. They deal with general matters concerning the university as a whole, such as admissions, registration and protection of rights. The Student Charter also deals with *matters relating to degree programmes*, and covers subjects such as exams and credits. You can consult the programme-related section at the faculty Education Offices and in the faculty Study Guides.

#### **Validity**

The Student Charter is based on the Higher Education and Research Act (WHW). It applies to academic year 2008-2009.

#### **Publication**

A CD-ROM containing the Student Charter will be sent to the home addresses of students who register for a degree programme at the University of Groningen for the first time. All other students will receive a letter informing them where they can consult the Student Charter. It is also available on the internet.

### **2. THE BACHELOR/MASTER STRUCTURE**

#### **General**

All programmes are divided into a Bachelor's phase and Master's phase. The Bachelor's phase (including a propaedeutic phase) and the Master's phase are regarded as separate degree programmes. A number of Bachelor's degree programmes include both Major and Minor components. A Major comprises 150 ECTS and a Minor 30 ECTS. Please consult the relevant OER for descriptions of such Majors and Minors.

#### **Senior students and the Bachelor/Master structure**

If you were already enrolled in an 'old' full-time or part-time *doctoraal*, medical or dentist's degree programme at the University of Groningen before academic year 2002-2003, you may still take the final examination 'old style'. A definitive finishing date has been determined for this.

**Please contact your study advisor as soon as possible to discuss the possibility – or necessity – of transferring to a Bachelor's or Master's degree programme if you do not expect to be able to complete your 'old style' degree programme before this date.**

Please consult the relevant OER for more information about this issue and about the right to education.



### **The propaedeutic and post-propaedeutic phases of the Bachelor's degree programme (three years)**

The propaedeutic phase (the first year) of a Bachelor's degree programme is intended for orientation, referral and selection. The year will conclude with the propaedeutic exam. The Bachelor's degree programme will introduce you to academic research and indicate possible Master's degrees or other programmes. In all study areas, the Bachelor's programmes last for three years and end with the conferral of a Bachelor's degree that will grant access to at least one Master's degree programme. The entry requirements for the second and third years, the Bachelor's Minor component and the Master's degree programme are described in the relevant OER.

### **The Master's degree (one, two or three years)**

A Bachelor's degree will qualify you for a Master's degree programme at the University of Groningen or another institution within the Netherlands or abroad. It is also a qualification that you can use to enter the job market – you can always decide to take a Master's degree at a later stage. A Master's degree takes at least one year to complete, up to a maximum of three years.

### **Semesters**

Academic years at the University of Groningen are divided into semesters. The first semester ends in February. This semester system matches how the academic year is divided up in the rest of Europe.

### **Information**

Information relating specifically to the Bachelor/Master structure is contained in the OER, which is included in the study guides. You can also obtain further information from the study advisors and the faculties.

Any new information will appear on the University website and in the UK (*Universiteitskrant*).

## **3. ELIGIBILITY AND ADMISSION REQUIREMENTS**

### **Educational requirements for Bachelor's degree programmes**

An applicant for a university Bachelor's degree programme must have one of the following:

- a VWO diploma with the relevant profile, a HBO diploma, or proof that the HBO propaedeutic phase has been successfully completed
- a foreign certificate that is considered to be equivalent (by the Minister or the Board of the University) to a VWO diploma

- a *colloquium doctum* (a declaration that the applicant meets the entrance standard though has no certificate).

### **VWO diploma: subject profile**

Some study programmes require a certain background knowledge in terms of subjects; others do not. If some areas of your knowledge are inadequate, you may be allowed to follow the programme as long as you can demonstrate that you will have caught up by the time you enrol or else during the propaedeutic phase. You will find further information in the relevant OER.

**Additional entry requirements apply if you have an ‘old-style’ VWO diploma without a profile. Consult the relevant OER and the website of the Informatie Beheer Groep (IBG).**

### **Knowledge of the Dutch language**

If you have a foreign certificate, you may have to demonstrate that you have sufficient knowledge of Dutch to follow the programme. This applies particularly to admission to examinations, but sometimes to university education in general. You will find further information in the relevant OER. The Admissions Office or the Board of Examiners will decide upon this.

### **Quotas**

Entry to programmes in medicine and dentistry is subject to quotas (a ballot system). You will only be admitted if you can show proof of having been allotted a place by the Informatie Beheer Groep (IBG). The International Relations and International Organizations (IB/IO) degree programme will again be subject to a quota for academic year 2008-2009. Please consult the IBG website for further information about quotas and ballot procedures.

### **Educational requirements for Master’s degree programmes**

**Entrance to a University Master’s degree is granted automatically if you have gained a Bachelor’s degree at the University of Groningen that is linked to the so-called ‘follow-on Master’s programme’. In all other cases a written proof of admission by the Faculty Board is required.**

### **Teacher Training**

Modules providing training to teach at all levels of secondary school (the grade one teaching qualification) are provided by UOCG (University Centre for Learning and Teaching), Landleven 1, 9747 AD Groningen, tel. (050) 363 2000.

#### **4. REGISTRATION and DEREGISTRATION**

In order to follow a degree programme, you must be registered with the university.

This means that the request for registration must be submitted and the tuition fees must be paid.

The student card issued by CSB serves as your proof of enrolment. You will need to show this card to access the various facilities the university provides. You cannot take modules or sit exams without a student card.

Your registration must be completed before 1 September of the current academic year.

If you are not sent a student card, please contact the CSB: there may be a problem with your enrolment!

Registration may only be terminated in one of the following situations:

- when you graduate
- if you stop your studies during the first year of registration in the propaedeutic phase of your degree programme
- during waiting periods for practical exercises
- in the event of special circumstances that justify terminating registration.

Registration at the University of Groningen not only gives you certain rights, but also confers a number of obligations.

#### **Rights**

As a student enrolled at the University of Groningen, you have the right to:

- acquire academic knowledge and skills via good teaching and supervision by suitably qualified lecturers
- demonstrate your progress via examinations and final assessments
- show that you have reached the required standard of education
- use educational facilities such as libraries, laboratories and computer facilities
- access student facilities, such as assistance if you are experiencing difficulties in your studies, guidance from the student advisors, and sports facilities
- have a say in matters that affect you as student via your right to vote or be elected to the University Council and the faculty councils and the O&O Council (UMCG).

#### **Obligations**

As a student you not only have rights but also the obligation to:

- maintain a workable, safe and pleasant study environment for yourself and for others by complying with safety regulations and house and behaviour rules
- take the initiative to familiarize yourself with matters that may affect your programme, such as

- the Student Charter
- follow modules when these have been made compulsory by the faculty (consult your study guide), such as practicals
  - ensure that you register for the exams in time.

### **Extraneus**

As an *extraneus* student, you only have the right to sit exams and to use the educational facilities. You are not allowed to follow modules. Like part-time students, *extraneus* students are not entitled to student grants under the 2000 Student Finance Act (WSF).

*Extraneus* students are not entitled to reimbursement of examination fees.

### **Statutory fees and examination fees**

An ordinary student pays statutory fees while an *extraneus* student only pays examination fees. The amount of fees payable, the rules for payment and instalments and the conditions for refunds or reduction of fees are set by the University of Groningen Implementation Regulations.

These Implementation Regulations are available for perusal at each faculty's Education Office and the CSB. They are also on the University website. Since 1 September 2007 you can apply for a loan with the IBG to pay your tuition fees, the so-called 'tuition fees loan', if you are entitled to a study grant.

Anyone who follows a study programme without paying fees may be liable for payment of damages to the University. All exam results will be annulled and the court may impose a fine. Needless to say, you are not eligible for a student grant if you are not registered.

## **5. PROGRAMMES**

### **Full-time, part-time and dual programmes**

University programmes are either full-time, part-time or dual. Consult the OER for further information.

Students have the following rights specifically related to education at the University of Groningen.

### **The right to quality education**

As a student, you have the right to make a written evaluation of your study programme. Independent inspectors (the so-called *visitatiecommissies*) also assess the quality of the programmes. These assessments are open to public scrutiny. The faculty may alter its policies if the assessments warrant this.

All programmes are accredited by the NVAO and this will be stated on your degree certificate.

### **The right to a balanced study load**

Your study programme must be such that you can reasonably be expected to make the required progress.

The Programme Committee ensures this. If making the required progress in your programme appears not to be feasible, you may be eligible for financial support from the Graduation Fund on condition that you report the delay immediately to your Study Advisor (see Chapter 8). The study programme is evaluated annually by the Programme Committee, which includes students.

### **The right to a programme of study that meets objective standards**

The annual amount of time that it takes to follow a programme of study is expressed by the European Credit Transfer and Accumulation System (ECTS) as 60 ECTS credits. One ECTS credit is equivalent to 28 hours of study. Within the Bachelor/Master system, a Bachelor's degree programme will require you to earn 180 ECTS credits, including the propaedeutic phase. Most Master's degree programmes comprise a maximum of 60 ECTS, but 90, 120 or 180 ECTS Master's degrees are also possible.

### **The right to affordable education**

National legislation restricts the fees payable to the University of Groningen to statutory fees (*collegegeld*) or examination fees for *extraneus* students. The Board of the University imposes other fees, such as university expenses and expenses for study trips, under separate legislation (*Regeling Prijsbeleid Studiekosten*). This regulation aims to ensure that the annual study expenses will not exceed the amount reserved within the grant that the student receives. The study guide indicates what these other fees are for each new academic year. The website will also provide information. A brochure entitled 'Studeren, wat kost het?' is available from the CSB (in Dutch).

Each faculty board is required to ensure timely notification of costs and contributions towards them. If the costs of study exceed the ceiling amount stated in the policy on study costs (*Regeling Prijsbeleid Studiekosten*), you can request reimbursement of half of the extra expenditure from the Faculty Board on the basis of receipts submitted as proof.

### **The right to assistance while you are studying**

Students have a right to help (from a student advisor or student counsellor, for example) if they are experiencing difficulties. Students experiencing problems associated with, for example, a disability that restricts their functioning, a chronic illness or dyslexia are entitled to additional assistance if required. Students from other countries are also entitled to specific assistance. Please contact your Study Advisor for more information.

### **The right to adapted education**

Students with a functional disability, a chronic illness, dyslexia or other physical or mental performance disability have the right to receive education in a form which compensates for this. Please ask your study advisor or the CSB for more information about adapted exams. The study guide and the website [www.Rug.nl/hoehetanderskan](http://www.Rug.nl/hoehetanderskan) also contain information about this topic.

### **The right to have your complaints taken seriously**

Depending on their nature, complaints may be handled by any one of several contact persons.

- At the faculty level: by a faculty or study advisor
- At a more general level: by the confidential advisor, the student counsellor or the Health and Safety Office (depending on the nature of the complaints)

### **Study progress and grants**

Student grants are initially allocated as loans, which will be converted into grants if students graduate within 10 years; otherwise they will remain loans. The CSB and IBG can provide more information about this matter.

## **6. EXAMINATIONS**

### **Examination**

Every module (subject) is examined separately. The Board of Examiners regulations apply to all of these exams.

### **Final assessment**

You are considered to have successfully completed the programme or part of a programme if you have passed the required exams. The Board of Examiners sets the rules for the exams. These rules can be found in the relevant OER. The Board of Examiners makes passing the final assessment dependent on further conditions being fulfilled.

### **Documentary evidence**

For each examination that you pass the examiners will issue a note to this effect. If you have two or more of these notes, you can request the Board of Examiners to issue a statement listing your exam passes. A certificate is issued for every final assessment you pass. A Diploma Supplement, which contains an overview of the programme content, modules followed and the results achieved, is added to your degree certificate.

### **Propaedeutic phase**

The propaedeutic exam is an integral part of both the Bachelor's degree (180 ECTS credits) and the old system (a minimum of 168 credits). A propaedeutic certificate is issued after a student has successfully completed all propaedeutic modules.

### **Fixed study programmes**

The OER sets out what exams have to be passed to finish your study programme. However, you can design your own study programme as long as it is approved by the Board of Examiners. The OER is included in the study guide.

### **Recognition of foreign qualifications by the University of Groningen**

If you have attended secondary school abroad, you will be required to demonstrate that you have sufficient command of the Dutch language to follow a university degree here. The conditions are in the OER.

### **A right to adapted exams**

Students with a functional disability, a chronic illness, dyslexia or other physical or mental performance disability have the right to take exams in a form which compensates for this. Please ask your study advisor or the CSB for more information about adapted exams. The study guide and the website [www.rug.nl/hoehetanderskan](http://www.rug.nl/hoehetanderskan) also contain information about this topic.

### **Requesting a degree ceremony upon graduating with a Bachelor's or Master's degree**

You must request your own degree ceremony at your faculty's Student Administration Office. Please submit your request **within four weeks** of receiving your last examination result. If you finish your degree in August, you must submit your degree ceremony request **before 15 September**. The assessment of the last examination component must thus be completed before this date.

**If you do not request your degree ceremony within four weeks of completing the last examination component, the Board of Examiners will officially declare whether and when you graduate. This graduation date will appear on the degree certificate. If this causes your graduation date to fall in the next academic year, you may have to reregister and pay tuition fees.**

### **Requesting the propaedeutic certificate**

The propaedeutic certificate must also be requested immediately after completing the propaedeutic examination. If you do not submit this request, you may not be permitted to continue with your Bachelor's degree.

## **7. TEACHING AND EXAMINATION REGULATIONS (OER)**

### **The OER**

Every study programme has its own OER, drawn up by the Faculty Board and incorporating recommendations from the faculty Programme Committees. The Programme Committees also assess the regulations and how they are implemented.

### **Matters covered by the OER**

Matters covered by the OER are defined by the Higher Education and Research Act (WHW). They include the design of the programmes and entry requirements.

## **8. FINANCIAL SUPPORT IN THE EVENT OF EXTRAORDINARY CIRCUMSTANCES**

If circumstances beyond your control affect your progress during your degree, you may be eligible for financial assistance from the Graduation Fund.

The following conditions apply:

1. student grant and registration
2. reporting in good time
3. force majeure
4. meeting the procedural requirements

### **1: student grant and registration**

The first condition is that you must be registered as a full-time student of the University of Groningen and be entitled to a student grant. Bachelor's students will be covered by the regulation during the first four years of registration in Higher Education. Master's students are eligible for financial support for the duration of their degree programme plus one year.

### **2: reporting in good time**

You must report your extraordinary circumstance in good time in order to be eligible for financial support. You must report to the Study Advisor as soon as the extraordinary circumstance has lasted a month or more (a study delay of more than 5 ECTS). The Study Advisor will direct you to a Student Counsellor if the expected study delay will be more than 15 ECTS. After the initial report to the Study Advisor, you must also contact the Student Counsellor immediately if the study delay increases during the academic year (a study delay of more than 15 ECTS). Note that the Graduation Fund operates in academic years. If your study delay continues in the next academic year, you will have to report your extraordinary circumstance in good time again in the next academic year.



### **3: force majeure**

Extraordinary circumstances (force majeure), include:

- illness
- pregnancy
- physical, sensory, or other functional disorders
- family circumstances
- lack of a programme of study that meets objective standards
- loss of accreditation for the programme you are enrolled in
- exceptions on the basis of the hardship clause: any other circumstances, if rejection of a request for financial support would lead to unfairness of overriding nature

### **4: procedural requirements**

- The Study Advisor and the Student Counsellor will digitally record your report of extraordinary circumstances. You must confirm that you have read the report. If you are not able to have your study delay registered yourself, you must appoint someone to do this for you, for example a friend or relative.
- You must comply with the advice and agreements stated in the report.
- You must submit a digital request for financial support between 1 September and 1 February of the academic year following the year in which the delay occurred
- and subsequently submit your documentary evidence (proof of the extraordinary circumstance, printout of credits, IBG notifications).
- The Board of the University will then send you its decision within 8 weeks.

For more information, confirming reports and submitting digital requests see: [www.rug.nl/studievertraging](http://www.rug.nl/studievertraging). This web page also contains information about how to limit study delay.

### **Financial support in the event of other extraordinary circumstances**

The University offers students who work hard for the university community or who participate in top sport the opportunity to apply for financial support.

Other extraordinary circumstances include:

- membership of a Degree Programme Advisory Committee
- membership of a consultative body
- committee membership if included in the Graduation Fund Regulations
- sporting activities at a top level

The conditions and procedure can be found on [www.rug.nl/afstudeerfonds](http://www.rug.nl/afstudeerfonds). Please contact the **CSB** if you have any questions.

### **Fund for the financial support of foreign students**

A special fund exists for foreign students who have incurred study delay due to extraordinary circumstances. Dutch and English versions of this regulation are available from CSB and on the website. The request procedure is similar to the procedure for Graduation Fund requests. Contact CSB or your Study Advisor for information.

### **Emergency Fund**

Students who are faced with exceptional circumstances which result in distress can appeal to the Emergency Fund for financial assistance in the form of a loan and/or a gift. This concerns unforeseen costs that they cannot afford and cannot be expected to be insured against. Read more about this topic on the University website (in Dutch). The Emergency Fund application form can also be found on the website: [www.rug.nl/studenten](http://www.rug.nl/studenten).

### ***Regeling financiële Ondersteuning studenten Bèta-opleidingen (ROB) (Regulations concerning financial assistance for science students)***

Students of Biology, Chemistry, Physics, Computing Science, Astronomy, Statistics and Pharmaceutical Engineering who started their studies in academic years 1996-1998 may be eligible for a maximum of one additional year of study finance. Contact your study advisor for more information.

### **Requesting financial support from the IBG**

Application forms for financial assistance and conditions for financial support from IBG are also available from CSB. The University has to determine whether it can agree with the application; to this end, you must visit a student counsellor. After the University and the doctor who is treating you have signed statements confirming the exceptional circumstances, you can lodge your application with IBG.

## **9. PARTICIPATION IN DECISION-MAKING**

On the basis of the Higher Education and Research Act (WHW) and the University of Groningen Electoral Regulations (see the appendix to the Student Charter), all students and staff of the University of Groningen are eligible for election and have the right to vote.

### ***Universiteitsraad: University Council***

The University Council is the University of Groningen's representative body and the Board of the University's consultative partner. It has 24 members representing staff and students, elected from amongst their ranks: 12 from the student ranks by students, and 12 from the staff ranks by staff.

Students members are elected for one year, staff for two.

#### *Right to consent*

The University Council has the right to give its assent when the following are established or changed:

- university policies
- a system of quality control
- the Student Charter
- the governance and management regulations
- health and safety regulations
- choice of decision-making systems
- regulations relating to financial aid for students

### **Faculty Council**

Each faculty has its own Faculty Council which functions as its representative body and the Faculty Board's consultative partner. Half of the Faculty Council consists of student members elected by students and half of staff elected by staff. While the number of council members varies per faculty, a maximum of 24 has been set. Student members are elected for one year, staff members for two.

#### *Right to consent*

The Faculty Council has the right to give its assent when the following are established or changed:

- the faculty regulations
- the Teaching and Examination Regulations (OER)

The Medical faculty is part of the UMCG (University Medical Center Groningen).

Medical students are therefore elected to the O&O (Teaching and Research) Council of the UMCG.

### **Programme committees**

Each programme has its own Programme Committee. It offers advice relating to the Teaching and

Examination Regulations, and assesses them. Half of its members are students. The committee members are appointed by the Faculty Board.

### **Facilities for students in representative bodies**

If you are a student member of the University Council, a Faculty Council or a Programme Committee, you may not be able to attend some exams or compulsory modules of your programme because they coincide with meetings of the relevant Council or Programme Committee. Your faculty will try to enable you as far as possible to take the exam and to attend the modules at a suitable time or arrange a substitute assignment.

## **10. HOUSE RULES AND SANCTIONS**

### **HOUSE RULES AND SANCTIONS**

Disregarding the rules relating to the use of university premises may lead to denial of access to university buildings and grounds for a maximum of one year.

### **Using the university computer systems**

Using the university computer systems, including hardware, software and network facilities, is only permitted in accordance with the account assigned to you. All users must comply with the regulations stated in the User Regulations for University Computer Systems. These regulations have been included as an appendix to the Student Charter.

### **Privacy**

You have the right to view your personal and academic records held by the university's administrative office and to request that they be altered. Your records may otherwise only be accessed by University personnel entitled to do so. Information may be edited to the extent that this is consistent with the aim for which the information was collected (for example to provide student information per e-mail). Other parties may only view the information if you agree to this or if the Personal Data Protection Act (*Wet bescherming persoonsgegevens* (Wbp)) permits it. The University of Groningen has its own privacy regulation based on the Wbp: de *Regeling bescherming persoonsgegevens studenten en personeel van de RUG* (Regulation concerning the protection of personal data of students and personnel of the University of Groningen). This regulation is available on the University website.

### **Harassment, sexual harassment, aggression, violence and discrimination**

The Board of the University has set rules governing how it shall deal with harassment, sexual harassment, aggression, violence and discrimination in the so-called *SIAGD Code of behaviour* (*Gedragcode SIAGD*).

**Health and safety rules**

The Board of the University has set rules to ensure the safety, health and well-being of both ordinary and *extraneus* students at the university.

## **11. LEGAL RIGHTS**

If you disagree with a decision, you have the right to lodge an appeal or complaint. The procedures for academic matters differ to those relating to enrolments and financial regulations. The former are dealt with by the Board of Appeal for Examinations, and the latter by the Board of the University.

### **An appeal to the CBE**

If you disagree with a decision taken by an examiner or Board of Examiners, you have the right to appeal to the Board of Appeal for Examinations (CBE), but only if the decision relates to matters of the types dealt with in Sections 3, 5 and 6 of this Student Charter. They include the following:

- establishing the number of ECTS credits earned
- admission to exams
- fairness of exams
- admission to programmes (individual cases)

#### *Procedure*

1. Students must lodge a written appeal with the Board of Appeal for Examinations (CBE) within four weeks. The address is: PO Box 72, 9700 AB Groningen, tel. 050-363 54 39. In urgent cases, students may request that temporary provisions be made.
2. The CBE will pass on the appeal to the chair of the Board of Examiners, who will first try to see whether the parties will agree on a compromise. If this is not successful, the CBE will rule on the appeal.
3. The Board will give one of the following judgements within ten weeks of submission of the appeal:
  - there are no grounds for appeal, and the appeal is dismissed
  - the appeal is not allowed and no judgement will be given since there has been a breach of procedure (for example, the appeal was not lodged in time)
  - there are grounds for appeal and the decision is annulled. The examiner or Board of Examiners will have to revise their decision.
4. In some cases, the CBE's decision may be contested in a court of law. Such an appeal must be lodged within 6 weeks of the date of the CBE's decision.

### **Submission of objections to the Board of the University**

If you disagree with a decision made by the Board of the University, you can lodge an appeal with the same board if the decision relates to matters of the types dealt with in Sections 3, 4, 8 and 10 of this Student Charter. They include the following:

- enrolment (ordinary or *extraneus*)

- cancellation of enrolment because of illness, family circumstances or educational circumstances beyond your control
- financial assistance
- denial of access to the University premises and grounds

#### *Procedure*

1. Students must lodge a written appeal with the Board of the University within six weeks of the decision. The address is: P.O. Box 72, 9700 AB Groningen.
2. During the hearing, both the Board of the University and the student will be heard by the Advisory Committee for Appeals (ACB).
3. The Advisory Committee for Appeals will pass on its recommendations to the Board of the University, which will then make its decision.
4. The student can lodge an appeal with the CBHO (Higher Education Appeals Board) within six weeks of this decision. The address is: Paleis van Justitie, P.O. Box 20302, 2500 EH The Hague, or a court of law, depending on the nature of the decision.

#### *Costs*

The costs of appealing to the Higher Education Appeals Board or an (administrative) court of law are as follows:

regardless of outcome, court registration charges of EUR 39 (CBHO) and EUR 145 (Court)

- court costs if the decision is not in your favour and costs are awarded against you.

#### **Information**

The University of Groningen's Office of Legal Affairs (ABJZ) can provide information about legal rights and other legal matters. The address is: ABJZ, PO Box 72, 9700 AB Groningen, tel. 050-363 54 40. Information can also be found in a brochure published by the CSB entitled 'Bezwaar en Beroep' (in Dutch).