

Introduction

Knowledge transfer is a dynamic process in which many individuals -instructors and students- are involved. The Student Charter comprises the rules that apply to this process and forms the basis for its smooth operation. The Student Charter formulates the rights and obligations of students at Wageningen University. These rights and obligations are based on regulations about education and studying at Wageningen University, but also on legislation that applies to students at all Dutch universities. *Rights can be derived from this Charter (with the exception of the provisions in Chapter 9 on study financing).* The relevant procedures are described in the Charter.

Specific individual circumstances may complicate the regular implementation of rules and regulations. The Student Counselling Service's office is available to inform students about the possibilities of applying for regulations in such deviating situations.

The 2010/2011 Student Charter is published in book form in Dutch and in English. In case of differences, the English version is given de force of law, except for the texts of the Education & Examination regulation BSc and MSc (Appendices II and III of this Charter).

On May 2006, the Code of Behaviour with Respect to International Students in Higher Education in the Netherlands went into effect. Wageningen University also signed this Code and has thereby shown that it is an educational institution that makes every effort to ensure that international students can easily study in the Netherlands. The complete text of the Code can be found at www.internationalstudy.nl/.

The Charter is subject to change as a result of national legislation or policy changes at Wageningen University. These changes will be processed every year and included in the Charter.

To quickly acquire an impression of the type of questions answered by the Charter, a 'frequently asked questions' section has been included. Via the website of Wageningen University, the Student Charter is also available online in both Dutch and English www.wageningenuniversity.nl/UK/informationfor/Current+students/Regulations+and+student+co-management/.

The 2010/2011 Student Charter is given to all students who are enrolling at Wageningen University this year for the first time. Students who enrolled in previous years can request a copy of the Charter from the Student Service Centre or at the WURshop.

If you have any remarks or suggestions about the Charter, please contact Corporate Education & Research of Wageningen UR.

Wageningen, June 2010

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Frequently Asked Questions

Education-Related

* Course offer

What offer of courses applies to me?

The offer that applies, consists of the prescribed courses that are listed for your study programme in the Study Handbook for the year in which you began your study. Nevertheless, courses and programmes may be changed or eliminated in the meantime. If there are very drastic changes, the University enacts a transitional regulation that establishes time frames etc. for providing education and completing interim examinations and final evaluations (Chapter 5, Appendices II and III (art.35), Appendix V).

* Compulsory prerequisite knowledge

What compulsory prerequisite knowledge may be required?

Compulsory prerequisite courses may be required, for the Bachelor thesis, the Academic Master Cluster (MSc) and the Master thesis. A maximum of 12 credits of prerequisite knowledge can be required for a course (4.5.3., 5.2., Appendix IV-f).

* Terms for evaluation internships/theses

How quickly is my supervisor required to evaluate my internship report/ thesis after it has been submitted?

Agreements about this aspect should have been made in the thesis or internship contract. If this is not the case, the same rules apply as with a normal course: evaluation within two weeks, unless the Examining Board has decided otherwise (Appendices II and III).

* A mark of five in the first BSc year

Previously there was a rule that you could complete the foundation course (propaedeuse) in one year when you passed all courses except one you scored a 5.00 for. Now that the foundation course has been eliminated, does this rule still apply?

Yes, this rule still applies. If within your first BSc-year you pass all courses, except one first-year course for which you received a mark of 5.00, you don't have to take a re-sit for that course.

In case of study delay due to special circumstances, the Examination Board may extend the period in which first year BSc-courses can be passed with allowance of one 5.00 on recommendation by the Student dean.

* Complaints about lecturer

I have a complaint about my instructor/ thesis supervisor. With whom can I discuss this complaint?

The complaint can concern educational/supervisory aspects (a) or the final student evaluation/ final evaluation of your thesis (b) or unacceptable behaviour (c).

a. The role and contribution of your instructor/ thesis supervisor during your thesis work should be defined in the thesis contract. If you have a complaint about this, you should first talk with your study adviser. He may be able to mediate between you and the instructor/thesis supervisor. The Professor of the

Chair Group where you are doing your thesis is responsible for the efforts of the instructor/supervisor. If the mediation of the study adviser does not solve the problem you can ask the Professor to make a decision on the matter. The Student Dean, in the role of ombudsperson or otherwise, can also help solve the problem. Also contact the Student Dean if your Professor is your supervisor.

b. If you have a complaint about the final student evaluation or the final evaluation of your thesis, you should first contact one of the Student Deans. In their role as ombudsperson, they can act as an intermediary. This contact does not postpone the time limit for submitting an appeal. If this does not work, then you can make an official objection. You can submit an official objection about the final evaluation to the Examination Appeals Board.

c. If you encounter unacceptable behaviour you can consult the confidential adviser for students .

vpstudent@wur.nl

* Re-examination

I have passed one course with a mark of 6.00, but I would like to achieve a higher mark so I can graduate with distinction. Can I take the course a second time?

No, unfortunately; once you have passed a course, you cannot take it again (Chapter 5).

* Education in the evening

Are lectures also given in the evening?

In principle, no lectures from a prescribed programme are given in the evening. Other lectures, i.e. language courses at Language Services or lectures from *Studium Generale* can. Scheduling lectures in the evening is avoided as much as possible (Chapter 5).

* Language of instruction

What are the rules about non-Dutch students taking courses that are taught in Dutch?

The Higher Education and Research Act states that non-Dutch students must have adequate knowledge of Dutch to be admitted to the BSc phase. Therefore, if a non-Dutch-speaking student chooses a BSc course, this course does not have to be taught in English for that reason. However, the student can request the Examining Board for permission to take the interim examination in English (5.3.10 and Appendix V).

* Language of interim examinations

One course is given in English, but I would like to take the interim examination in Dutch. Do I have the right to do so?

The right is established in the Code of Behaviour for Foreign Languages. As a student your choice is decisive. If you want to take the examination in Dutch you must notify the examiner at least three weeks before the interim examination takes place; you cannot simply assume that interim examinations in Dutch will be available (Chapter 5, Appendix V). No matter the language of the questions, you are allowed to choose for answering in Dutch or English.

* Translation aid

Am I allowed to bring a dictionary or other translation aid to an (interim) exam?
You are allowed to use a simple dictionary* during an (interim) exam. The observer may check if it is free from notes and memos. Any other language assistance tools must be previously approved by your examiner (Appendix V).

* English – other language

* Complaint about scheduling

I have a complaint about the scheduling of my study. Who can I contact about this?

It is best to first contact your Study Adviser. If this does not work, one of the student deans can give you advice. The Executive Board is officially responsible for scheduling. You can object to this decision on the basis of the Higher Education and Research Act via the digital office (chapter 13).

* Interim examination and illness

I did not pass my interim examination because I was sick the week before. Do I now have a right to an extra re-sit?

You can request the examiner to offer an extra interim examination in the meantime; the examiner evaluates this request according to reasonable criteria. You can ask recommendation from a student dean concerning compensation of delay. Theoretically, there are three scheduled interim examination possibilities for each course every year: during the examination week of the period in which the course was given, during the re-sit period in August and a third option (Chapter 5).

* Courses from another university

I am a Dutch student and I would like to take a number of courses or a second study at another University. Must I also pay tuition to the other University?

If it is another Dutch university, you do have to enrol at that university but you are not charged tuition for such a second enrolment, provided that the tuition fee for the second enrolment is equal to or lower than the fee you paid for the first enrolment. If not, you have to pay the difference (Chapter 2). However, you must request the approval of the Examining Board for taking external courses as part of your WU programme (see Chapter 5).

For studies and courses at another non-Dutch university it is recommended to consult your exchange (Erasmus) coordinator.

Finance related

* Reimbursement costs reports thesis/ internship/ AMC

The Chair Group (leerstoelgroep) does not want to reimburse the photocopying and printing costs I incurred as part of my internship and thesis; don't I have a right to this reimbursement?

You have the right to the reimbursement of the costs for three copies of the final report of your thesis, internship and Academic Master Cluster (AMC) and of the costs of your colloquium. These expenses are charged to the Department. If the Chair Group does not want to reimburse the expenses, you can submit a request for reimbursement to the office of Sciences Group (*kenniseenheid*) (Chapter 8).

* Student's financial contribution in the costs of excursions

How much am I supposed to pay for an excursion?

If it is a compulsory excursion, you can only be required to pay for your living costs (i.e. food and drinks). This should not be more than about 15 Euros per day. If it is a free optional excursion you can be charged any price. In that case it is recommended to consult the supervisors about the costs. Travel and accommodation are on the account of the chair group/ department (Chapter 8).

* Financial support/ FOS regulation

Due to family circumstances, I was unable to study for a time and incurred a study delay. Do I have a right to financial support from the University?

This is one of the special circumstances in the FOS-regulation for which you may obtain financial support. The precondition is that you qualify for Dutch study financing. The first step is to contact a Student Dean within two months of incurring the study delay; the dean will determine if you actually qualify for financial support. The same applies to study delay caused by illness (and by psychological problems and dyslexia). Financial compensation of administrative work will be corrected for special circumstances in the same period. Students without Dutch study financing also should contact a Student Dean to see if the delay can be minimized and possibly compensated (Chapter 10).

How many months of financing under the Student Financial Support Regulation (FOS-regeling) can I qualify for as reimbursement for committee or administrative work?

The months are allocated to an organization, which then distributes them to the board or committee members. If you participate in various committees, during your study at Wageningen University, twelve months is the maximum. If you take an administrative position for which you receive 12 months of administrative grants, can you 'stack' the grants to a maximum of 16 or 20 months. See the Student Financial Support Regulation in Chapter 10 and Appendix VI.

I am a non-Dutch student in the board of an organization. Am I also eligible for the Financial Support Regulation (FOS-regeling)?

Yes you are; non-Dutch students, even if they do not qualify for Dutch study financing in accordance with the Student Finance Act, can qualify for the administrative grant part of the FOS-regulation (Chapter 10, Appendix VI, article 3, article 4c, article 7.2).

My only study financing at present is an interest bearing loan from the DUO-IB-groep. I will soon step down from my administrative work and apply for reimbursement of my FOS-grant., What will the monthly amount be based on?

The monthly amount for FOS payment is the most recent amount of the basic grant + possible supplementary grant (excluding interest bearing loan and OV) that you received from the DUO-IB-Groep prior to the official month of FOS-payment. (Appendix VI)

I will leave the university directly after the period of my administrative assignment. How can I get my grant payment in time?

Ask your organization to submit the individual grant applications of your board (or committee), 3 months before your departure.

My 6 months committee period will finish soon but I will continue my assignment in this committee for another 6 months. When should I apply for the FOS grant?
If the administrative months granted for your second period refer to the same academic year as the first period, you can apply once at your resignation. Otherwise you have to apply twice. Your organization can communicate special situations with the secretary of the Student Service Centre (SSC).

* Wageningen University study financing

I recently graduated the MME-programme and want to apply for the 5th year WU-funding. In my fourth year of Dutch study finance, I still lived at home. During the fifth year I lived on my own. What do I get?

If you can prove to the student dean that you lived on your own during the fifth year, you can appeal for the hardship clause of the regulation to get the funding for non-resident students (Chapter 10, Appendix VII).

Facilities-related

* Thesis workspace

I am doing my thesis and I have been told by the Chair Group (or Department) that there is no thesis workspace available for me. What can I do?

The Sciences Group is responsible for providing you with a workspace. You are advised to contact your study adviser and if necessary the board of the Education Institute (4.5.2).

I have RSI/CANS and can only use a computer if the workspace is entirely adapted to my needs. I am soon going to begin my thesis. Do I then have a right to such an adapted workspace at the Chair Group or Department?

If the thesis workspace does not comply with standard working conditions legislation (ARBO) you can report this to your supervisor. (Chapter 4.5.2, 11 and 13.4.2). Special adaptations in relation to a functional limitation or illness can be requested via a dean for students (see 11.6).

Other

Whom can I contact with questions about my rights?

If you are not sure about your rights or your case, you can contact one of the student deans. The Wageningen Student Organization (WSO) has a helpdesk that may be helpful (studentensupport@wur.nl).

What to do if I have a complaint of a personal nature about a staff member or a fellow student (undesired behaviour such as discrimination, bullying, abuse)?

The Executive Board appointed a confidential adviser for students you can submit your complaint directly to. The confidential adviser -one of the student deans- may help in various ways (13.4).

CHAPTER 1 OVERVIEW

1.1 For whom is this Charter intended?

The Student Charter is intended for students who are enrolled 'as a student' or an *extraneus* at Wageningen University in a Bachelor or Master study programme or in a former *doctoraal* study programme. For students of other categories of enrolment, different rights and obligations may apply.

1.2 Why have a Student Charter?

Article 7.59 of the Higher Education and Research Act stipulates that the University must have a Student Charter.

The Student Charter establishes the rights and obligations of students. These rights and obligations arise from:

- the applicable legislation and regulations for students, specifically the Higher Education and Research Act and the Student Finance Act 2000;
- the decisions and regulations of the administrative bodies of Wageningen University, including this Charter.

The Student Charter gives information about the structure, organization and implementation of education, the student facilities and study supervision. Besides these regulations, the Charter also contains the rules and agreements about education, formally known as the Education and Examination Regulations (EER). In the Study Handbook, the planning booklet and EDUweb, the contents of the courses are described and more information is provided about the practical aspects of education, such as scheduling.

The Charter offers lecturers and other personnel a framework for conducting their educational tasks. The Student Charter provides an overview of the regulations that aim to protect students, such as the procedures of objection and appeal within Wageningen University and the appeal rights students can derive from the Higher Education and Research Act and the General Administrative Law Act.

Rights can be derived directly from this Charter with the exception of that which is stipulated in Chapter 9 and the passages which, despite our best efforts, are in conflict with legislation and regulations.*

* Chapter 9 discusses the study financing system and explicitly refers to the Student Finance Act 2000.

1.3 Complying with rights and obligations

Students can hold lecturers, supervisors/ counsellors and administrators accountable for the rights and obligations in this Charter in various ways. Students with a complaint about lecturers, supervisors/ counsellors or administrators can contact an ombudsperson or a confidential adviser appointed by Wageningen University. They also may contact the student deans for

referring to the right persons. In addition, students have an option of objecting to or appealing against a decision. The procedures with respect to making objections and submitting appeals, as well as the digital office are described in Chapter 13 of this Student Charter.

1.4 Enactment and public announcement

The Executive Board is responsible for the Student Charter. It makes the Charter known to students by publishing it, in both Dutch and English, on the web-site of Wageningen University. The 2010/ 2011 Charter on paper, in either Dutch or English, will be given to all BSc and MSc students who are registering for the first time as a student at Wageningen University. Other students will be informed about the publication of the new Charter and about the substantive changes that have been made. They can obtain a copy at the desk of the Student Service Centre in the Forum building or at the WURshop (as long as copies are available). The Charter, as well as the complete text of the Higher Education and Research Act is available for view at the Student Counselling Service (Forum) and the Office of the Student Council and the Legal Affairs Office at the Administration Centre.

If necessary, the Executive Board ensures that the Charter is modified annually. Any urgent changes will be announced to students through EDUweb.

The Student Council approved the Student Charter on <> 2010. The Charter will be in force during the 2010/2011 academic year.

1.5 Definition of terms

The terms used in this Student Charter are defined below:

- *Academic year*: the period that begins on 1 September and ends on 31 August of the following year.
- *Admission Board*: the committee appointed by the Executive Board in accordance with the Higher Education and Research Act that arranges the admission of students to a MSc study programme or a group of MSc study programmes, to the extent such students are not directly admissible. There are four Admission Boards for the four groups of programmes.
- *Bachelor study programme*: a three-year study programme (180 credits) that leads to the degree of Bachelor of Science and gives the graduate the unconditional right of admission to at least one Master study programme.
- *Competencies*: the capacities of a student (knowledge, skills and attitude) to adequately implement tasks, ascertain solutions and realise these solutions in a future work situation. A competency is the integration of knowledge, skills and attitude in a specific context.
- *Courses*: educational components offered by Wageningen University that are completed with an interim examination or testimonial. For most courses it is determined beforehand when (and if possible where) they will be offered during the academic year (published in the planning booklet and on the internet). Some courses can not be scheduled beforehand, for example, internships and theses. A study programme is defined as a coherent set of courses. The complete set is ultimately listed on the certificate.

- *Dienst Landbouwkundig Onderzoek (DLO)/ Agricultural research Foundation (DLO)*: research institutes being part of Wageningen UR.
- *Education and Examination Regulations (EER)*: regulations and agreements concerning the educational programme that the Executive Board establishes for each study programme or group of study programmes, as referred to in Section 7.13 of the Higher Education and Research Act. There is one set of regulations for the Bachelor study programmes and one for the Master study programmes.
- *Education Institute*: the Wageningen University organizational body that is responsible for the content, quality and study feasibility of the study programmes.
- *Emphatic study recommendation*: written advice about continuing or discontinuing the chosen study programme given at the end of the first BSc year of study. This advice is provided by the Executive Board based on the number of credits earned. The student is free to take the advice or disregard it.
- *European Credit Transfer and Accumulation System (ECTS)/credits*: the point system implemented in Europe for the academic acknowledgement of study programmes. The study load of all parts of the Bachelor and Master study programmes is expressed in ECTS credit points: credits ('cr'). One year of study comprises 60 credits. See also *Study load*.
- *Examining Board*: a committee, appointed by the Executive Board in accordance with the Higher Education and Research Act, which is concerned with the (interim-) examinations in a BSc or MSc study programme or group of study programmes. There is one Examining Board for each group of programmes.
- *Exchange programme*: programme in which universities may participate to enable their students (known as 'exchange students') to study abroad for a short period (e.g. Erasmus Socrates programmes).
- *Executive Board*: the Executive Board of Wageningen University.
- *Expertise Group ('Sciences Group')*: a framework of cooperation comprising one University department (collection of chair groups) and one or more DLO research institutes in a specific scientific domain. The term 'Sciences Group' is often used externally.
- *Extraneus*: an individual enrolled at Wageningen University 'as an extraneus' (see section 2.2.2 of this Charter).
- *Final student evaluation*: the final student evaluation for a study programme (such as a *doctoraal*, Bachelor or Master evaluation).
- *Free choice component*: that part of a programme of study that within certain limits, students are free to implement as they see fit.
- *Graduate School of Wageningen University*: research organization within which research groups of one or more universities conduct research within a common, coherent research programme. A Graduate School also provides the PhD programme. All research at Wageningen University is conducted under the auspices of Graduate Schools.
- *Higher education*: university education and higher professional education (HBO).
- *Higher Education and Research Act*: the Higher Education and Research Act.
- *Interim examination*: a test of knowledge, insight and skills. Every course, with the exception of testimonial courses, is completed with an interim examination.
- *Internship*: part of the academic study aimed on gaining (international) work experience, outside Wageningen University. The internship gives the

student the opportunity to reflect on his strong and weak points in a professional environment.

- *Internship contract*: all agreements between the student, the supervisor and the examiner concerning the structure, implementation, supervision and planning of the internship.
- *Major*: the core of the BSc programme is the major of 150 credits. For every BSc study programme there is at least one major. A BSc study programme can consist of more majors-
- *Master study programme (MSc)*: study programme which leads to the degree of Master of Science and to which the *ir* title is linked. It qualifies the graduate for admission to a PhD programme. The Master programmes of Wageningen University are two-year programmes (120 credits).
- *Minor*: a cluster of courses that belong together in the free choice part of the BSc or MSc study programme. The minor has to contribute to the learning outcomes of the study programme of the student.
- *MSc study contract*: the entirety of agreements made between the student and study adviser concerning the course of study and the general planning for the Master study programme.
- *Period*: an academic year is divided into six education periods and a seventh period in August for re-examinations.
- *Prescribed portion of a study programme*: a portion of the study programme that is prescribed by the Board of the Education Institute and is listed in the Study Handbook. It is comprised of compulsory and restricted choice components.
- *Programme Committee*: a committee, as defined in Section 9.18 of the Higher Education and Research Act, comprised of students and members of staff. Every BSc and MSc study programme is represented by one Programme Committee.
- *Specialisation*: a distinct study trajectory within a prescribed MSc study programme.
- *Student*: an individual who is enrolled as 'a student' at Wageningen University (see section 2.2.1 of this Charter)
- *Student Charter*: the set of regulations, stipulated in Section 7.59 of the Higher Education and Research Act, which defines students' rights and obligations.
- *Student co-management*: the advisory and approval rights of students in administrative and co-management organizations of the University, at different levels (Programme Committee, Education Institute and the Student Council and Student-staff council Meeting).
- *Study load/credit*: the study load is 60 credits per year. 60 credits, in accordance with the Higher Education and Research Act, represent 1680 hours of study, i.e. 1 credit for each 28 hours. The number of credits for a course indicates the study load and the number of study hours required for that course. See also "ECTS."
- *Study profile*: proposed set of courses in a programme of study, therefore including the free choice courses. Every study programme or specialisation has at least one study profile. This is a consistent, coherent and feasible package of courses.
- *Study programme*: coherent set of courses with the intention of realising the aims with respect to knowledge, insight, attitude and skills which the student is expected to have upon completion of the study programme as stipulated in Section 7.3, Subsection 2 of the Higher Education and Research

Act. Every course, with the exception of testimonial courses, is completed with an interim examination; every study programme is completed with a final student evaluation.

- *Testimonial*: a formal declaration that states that a course has been successfully completed without the student being rewarded with a mark.
- *Testimonial course*: a part of a study programme that can be completed with a testimonial and not with an interim examination.
- *Thesis*: compulsory component of the study programme. A successful completed thesis is seen as a proof of the fact that the student achieved the learning outcomes of the study programme.
- *Thesis contract*: the complete set of agreements between the student, the supervisor and the examiner concerning the structure, implementation, supervision and planning of the thesis.

In this Student Charter 'he' is used but also 'she' may be read.

CHAPTER 2 ENROLMENT AND ATTACHED RIGHTS AND OBLIGATIONS

2.1 Regulations for enrolment

Anyone who wishes to use the education and/or examination facilities of Wageningen University for a regular BSc, MSc or unified engineers degree must be enrolled as a student or an *extraneus* for a study programme at Wageningen University.

At Wageningen University Regulations for Enrolment, Regular Education are in force, a collection of all the rules of the institute with regard to enrolment, termination of enrolment and payment or reimbursement of tuition fees (RfE). These regulations are an elaboration of Section 7 of the Higher Education and Research Act (*Wet Hoger Onderwijs and Wetenschappelijk Onderzoek, WHW*), which sets out the principle rules for enrolment, leaving and tuition fees. The 2010/2011 Regulations for enrolment, Regular Education have been included in this Student Charter as Appendix I.

2.2 Enrolment

For the enrolment for a Wageningen University study programme general conditions and terms apply (see article 1 RfE). Once enrolled, the student or *extraneus* receives a proof of enrolment and a WUR Card from the university. Anyone who uses the education and/or examination facilities without being enrolled is liable to pay compensation (see article 8.2 RfE) and a fine (see article 8.3 RfE).

2.3 Rights of a student/ *extraneus* after enrolment, obligations, rules of conduct

In line with article 7.34, section 1 and 2, of the WHW, the rights for those enrolled as a student are (see article 2.1. RfE):

- Participation in the education within the study programme and, in principle, within the entire university, unless the Executive Board has limited access.
- Taking interim examinations or exams within the study programme enrolled.
- Admittance to and use of the libraries and other scientific institutes and collections that belong to the University, unless the Executive Board has limited admittance.
- Use of 'other' student facilities provided by the University, including the services of the Student Counselling Service, sports and cultural facilities, unless the Executive Board has limited use (see chapter 6 of this Charter). To use the sports facilities, students need to have a sports card.
- In the event that the minister or Wageningen University decides to terminate a study programme, the student has the right to finish the study programme within a reasonable period of time at the same or another institution.

- Right to study supervision by lecturers and study advisers (see chapter 7 of this Charter).
- Active and passive voting rights for the programme committees and co-management bodies with student seats.
- Possibility of fulfilling a student assistantship.

Those enrolled as an *extraneus* have only the right to take interim examinations or examinations within the study programme and admittance to and use of the libraries and other scientific institutes and collections that belong to the University, unless the Executive Board has limited the admittance (WHW article 7.36; RfE article 2.2).

The rights for students enrolled in a category other than student or *extraneus* are published in the '2010/2011 Regulations for enrolment, non regular education'.

A number of general codes of conduct which are of an obligatory nature apply for all those enrolled at Wageningen University. It concerns the code of behaviour and the privacy regulations in connection with network provisions (see article 2.7), copyright (see article 2.8) and disciplinary regulations (see article 2.9).

2.4 Terminating enrolment

Enrolment as a student or *extraneus* ends on the last day of the academic year, 31 August 2011, if the enrolment has not been terminated prematurely.

The institutional administration terminates the enrolment during the academic year after a written request from the student or *extraneus*. The enrolment will be terminated as of the first day of the month following the month in which the Student Service Centre has received the student's request.

The institutional administration can terminate the enrolment of a student during the academic year in the following cases:

- if it appears after the enrolment, that the registrant at the time of enrolment did not satisfy one or more of the enrolment conditions in article 1.2 RfE. The enrolment will be terminated immediately.
- if the registrant, even after being warned by the University, does not satisfy the obligation of payment of (instalments of) the tuition fee (see article 7.42, section 2, of the WHW);
- if the registrant is guilty of serious fraud related to his study programme as meant in article 7.12b of the WHW);
- if the registrant, who violates the rules and regulations as set by the Executive Board with regard to the use of buildings and premises of Wageningen UR, causes serious inconveniences and continues to do so even after being warned by the Executive Board (see article 7.57h of the WHW and chapter 2.9 of this Student Charter).

If the enrolment is ended prematurely, tuition fees may be refunded (see article 7.4 RfE).

2.5 Tuition fees, examination fees and research fees

The enrolment decision sets out under which conditions students and *extranei* have to pay which amount in order to be enrolled at Wageningen University (see articles 4, 5 and 6 RfE).

Depending on such things as nationality, place of residence and prior education, a *statutory tuition fee* or an *institutional tuition fee* of a certain level are applicable for enrolment as a student. *Examination fees* are applicable for enrolment as an *extraneus*.

MSc students who pay high institutional tuition fees are obliged to pay *research fees*. The research fees serve as a reservation of financial means to cover possible direct research costs with which the student may be confronted within the context of his internship and/or thesis research, like material costs and travel expenses. The research fees do not serve as income for the university. Unused research fees will be repaid after ending enrolment.

2.6 Reduction, exemption and restitution of tuition fees

Tuition fees may be reduced for certain students under certain conditions (see 7.1 to 7.3 RfE):

- on enrolment in the course of the academic year,
- on enrolment for a second study programme in Dutch higher education at Wageningen University. A special arrangement also applies to students with a first enrolment at Foundation Van Hall Larenstein who qualify for institutional tuition fees.

In certain cases, students may qualify for restitution of tuition fees on termination of the enrolment. The conditions and procedure for restitution are described in art. 7.4 of the regulations for Enrolment (RfE).

2.7 WUR Regulations for Network: Code of Behaviour and Privacy Regulations

During their education and research activities, students frequently use the network facilities of Wageningen UR. In addition, students are assigned an e-mail account at registration (section 8.2.1). A Code of Behaviour has been established to ensure the responsible use of these facilities no matter in what category the student is enrolled.

The Code of Behaviour and Privacy Regulations also apply to the personal use of Wageningen UR computer facilities from a private computer to the extent that the user name which provides access to WURnet is used in any way whatsoever.

The *Code of Behaviour* contains a number of rules regarding the use of network facilities in general, and there are specific provisions concerning the use of electronic mail and the Internet. The computer facilities provided by Wageningen UR are intended in principle for official use only in education and research. Personal use of email and Internet is permitted, but only if such use is limited and is in good taste. Official and personal use of the computer facilities are

subject to a number of conditions. It is forbidden to visit pornographic, racist or other degrading or offensive sites, distribute such offensive materials, send undesired email (such as chain letters) or use the facilities for personal gain. In addition, the users are expected to be alert about computer viruses and should keep all passwords confidential. The network administrator of Wageningen UR supervises compliance with the Code of Behaviour.

The *Privacy Regulations* define the procedures if the network administrator decides to monitor network use; they also define the rights of the user. Arbitrary monitoring of the Internet use of individual users is expressly forbidden; all monitoring requires the authorisation of the Executive Board. The information collected during monitoring can be given only to designated individuals.

If the provisions in the Code of Behaviour are violated, the Executive Board can take appropriate measures, such as permanent or temporary termination of access to network facilities, blocking the e-mail account and/or filing criminal charges. Students can appeal any such measures based on the General Administrative Law Act (see § 13.3 of this Charter).

The WUR Regulations for Network (including the Code of Behaviour and the Privacy Regulations) can be found at the WU-website: Information for > Current Students > Regulations and student co-management

2.8 Students and copyright

Students (no matter in what category they are enrolled) can be concerned with copyright in two ways: with the copyright of others (see 2.8.1) and with their own copyright (see 2.8.2).

2.8.1 Copyright of others

The student is required to observe copyright protection when quoting other people's texts from books and journals. The copyright protection is given in the first pages of the work in question (copyright notice).

In a limited number of cases photocopies may be made of existing texts and illustrations may be borrowed, without the author's permission being necessary. The following provisions apply under the Dutch Copyright Act:

- photocopies: it is permitted to make several copies of a scientific work in the sense of the Copyright Act for own use (study).
- quotations: it is permitted to take short sections (no more than 10,000 words) from a work that has been lawfully communicated to the public, within the context of an argument or scientific treatise. This applies to texts and images as well as sounds. The length of the quotation should correspond to the proportion between means and end. The source and the author must be named at all times.

Permission must be asked of the person holding copyright (the publisher or the author himself) for extracts which are larger in size or for a larger circulation than is indicated above as well as for adaptations and translations.

No copyright applies to original versions of laws (in Bulletins of Acts, Orders and Decrees), legal rulings, government decisions and memoranda and to reports published by the government unless the publication indicates in any way that this copyright is reserved.

When theses or papers include parts of text from books or journals (possibly from Internet) without acknowledgement of their source, then this can be classed as plagiarism. There could also be an infringement of copyright. See section 5.3.3 of these articles concerning plagiarism.

2.8.2 The student's copyright

The student (no matter in what category enrolled) who writes the thesis has copyright unless agreed otherwise, for example on arrangement with the organization offering the internship. This entitlement implies that the student can decide whether the thesis is to be communicated to the public or not and over the reproduction of the thesis. The student is responsible for the content of the work and for what he does with it. He may sell off his right. The university is responsible for the coaching and assessment of the student during the writing of the thesis. The university may ask for and use several copies of the thesis for this end.

2.9 Measures to ensure order

The Executive Board can make regulations and take measures to ensure the good course of affairs within the institution. Students, no matter in what category they are enrolled, are required to behave in accordance with the instructions of the staff member who is responsible for maintaining order, neatness and safety within the buildings of Wageningen UR. This means, among other things, that students must be careful when using apparatus, equipment and computer facilities that are the responsibility of Wageningen UR.

If the rules are violated, the Executive Board can take measures such as warning, reprimanding or denying access to the buildings or terrain of Wageningen UR. In case of severe violation of the rules the Executive Board may decide to terminate the enrolment.

2.10 Objection and appeal

Refer to Chapter 13 of this Charter.

CHAPTER 3 BACHELOR STUDY PROGRAMMES: educational structure

3.1 Bachelor study programmes

Wageningen University offers the following full-time, three-year Bachelor study programmes:

Programmes Biology, Plants & Animals:

- Animal Sciences (BDW)
- Biology (BBI)
- Plant Sciences (BPW)

Programmes Society & Economics:

- Applied Communication Science (BTC)
- Economics and Governance (BEB)
- International Development Studies (BIN)
- Management and Consumer Studies (BBC)
- Public Health and Society (BGM)

Programmes Environment & Landscape:

- Environmental Sciences (BMK)
- Forest and Nature Conservation (BBN)
- International Land and Water Management (BIL)
- Landscape Architecture and Planning (BLP)
- Soil, Water, Atmosphere (BBW)
- Tourism (BTO)

Programmes Technology & Nutrition:

- Agricultural and Bioresource Engineering (BAT)
- Biotechnology (BBT)
- Food Technology (BLT)
- Molecular Life Sciences (BML)
- Nutrition and Health (BVG)

3.2 Examining Boards

Wageningen University has four Examining Boards. Each Examining Board is responsible for the final student evaluations (and related matters) of a group of study programmes: Biology, Plants & Animals, Society & Economics, Environment & Landscape and Technology & Nutrition. The Examining Board evaluates the examination courses, grants exemptions and determines the results of the final student evaluations of the study programmes (see Appendix II). In addition, the Examining Board of a Master study programme is authorised to grant permission to bachelor students to take interim examinations in the Master programme (see Section 3.8).

The contact point for the Examining Board is the secretary (see names and addresses).

3.3 Study programmes at Wageningen University before 2002/2003

Wageningen University is no longer enrolling new students for the full-time study programmes from the programmes offered before 2002/2003. The text of the transitional regulation for 2000-2006 was published in the 2000/2001 Student Charter.

3.4 The Bachelor study programme: magnitude, the first year, study recommendation, parts of the programme

3.4.1 Magnitude and language

A Bachelor study programme has a magnitude of three years and a study load of 180 credits: a major of 150 credits (including the BSc thesis) and a free choice of 30 credits. The sequential years are indicated as B1, B2 and B3. The student completes his major by a BSc thesis. The study programme ends with a bachelor examination.

The individual Bachelor programme is comprised of compulsory, restricted and free choice courses and requires the approval of the Examining Board.

As from 1 September 2010, all students switch to the major-minor system. For the students who already were in a study programme, transitional regulations are made. For further information, students may contact their study advisor. See also www.minors.wur.nl.

The study load of courses and other parts of the programme is expressed in whole European credits (ECTS credits, abbreviated as 'cr'). One credit is equivalent to 28 hours of study. These hours of study include all activities that are thought to be necessary to complete the course or other part of the programme (including the interim examination).

More detailed information can be found in the 2010/2011 Study Handbook (Information about the Bachelor study programmes) and in the 2010/2011 Education and Examination Regulations of the Bachelor study programmes (see Appendix II).

According to the Code of Behaviour for Foreign Languages, the language of instruction during the first year of the Bachelor study programme is Dutch. In principle, the language of instruction during the second year is Dutch and during the third year English (see Appendix V).

3.4.2 The first year of the Bachelor study programme (B1), study recommendation

The first year of the Bachelor study programme has a study load of 60 credits. The first year is structured in such a way that the student acquires insight into the philosophy and content of the entire Bachelor study programme. The first year has a function in orientation, selection and indication of alternatives.

At the end of the first year of study, the student receives a recommendation about whether or not to continue with the study programme ('emphatic study recommendation').

A student who has earned 30 credits or less after the first Bachelor year is advised to discontinue the study, unless there are special circumstances. If 31-40 credits have been earned, the student is advised to reconsider the choice of study and if more than 40 credits have been earned, the student is advised to continue the study. If there is a study delay caused by special circumstances, the student is asked to inform the Student Counselling Service about this as quickly as possible. For more information, refer to the BSc information bulletin for first-year students.

3.4.3 Parts of the Bachelor study programme

A Bachelor study programme is comprised of a 'prescribed' part and a free choice part. The prescribed part comprises the compulsory courses and the sets of courses from which the student is allowed to choose (restricted choice). The Study Handbook contains a complete description of the prescribed programme for every Bachelor study programme (with specialisations, if any). In the Study Handbook a recommendation is given concerning the year of study and the period in which the course should be taken.

Every Bachelor study programme (180 credits) has programme-specific courses, a Bachelor thesis* and a free choice part of at least 30 credits.

* The programme committee chooses for a thesis in the programme of either 12, 18 or 24 credits

3.5 The individual set of examination courses: compilation and approval, free Bachelor programme, Orientation year Life Sciences

3.5.1 The individual set of examination courses, compiling the free choice portion, bachelor minor

Every student has his own set of examination courses. This set of courses is comprised of the prescribed portion of the programme and the restricted choice and free choice courses.

To complete the free choice part of the Bachelor study programme, the student can choose from the entire offer of courses of Wageningen University with the exception of specific parts of MSc programmes: MSc thesis, MSc internship, Academic Master Cluster.

BSc students should realise that free choice courses that are part of the individual set of BSc examination courses do not lead to an exemption during the MSc Study programme at Wageningen University. In such cases, students have to complete another course to prevent WU courses from being awarded twice with credits for the student concerned.

For utilising the free choice part of the Bachelor study programme, the student can opt for a BSc-minor. This is a cluster of courses (minimum 24 credits) that belong together. The student can opt for a described BSc-minor which is published in the Study Handbook. Described BSc-minors are approved by the Education Institute as official part of a Bachelor programme and do not need the special approval of the Examining Board.

The student can also opt for an individually compiled BSc-minor. In principle, the minor can be compiled from all courses in all scientific domains at Wageningen University. To assure the required level of quality, the minor must

be approved by the Examining Board following a recommendation by the study adviser. .

A successfully completed minor is listed on the Bachelor certificate.

Under certain conditions it is possible to replace programme courses with larger variants of these courses. The extra credits provided by these larger variants are then considered to be part of the free choice portion.

As long as they are approved by the Examining Board, courses from other Dutch universities and schools of higher professional education, or institutions abroad may be included as free choice courses. These institutions may attach financial conditions to this process. The request to the Examining Board must be supported by a recommendation from the study adviser.

Finally, it is possible to add *extra courses* that increase the total study load of the set of examination courses to more than 180 credits. If these courses are listed separately on the certificate, they are not taken into consideration when determining the results of the final Bachelor examination.

3.5.2 Substituting programme courses with non-WU courses

If a student wants to substitute a compulsory course with a course that is provided elsewhere, he must submit a request to approve this to the responsible WU examiner.

Students can request replacement of courses from the prescribed programme with courses taken elsewhere as part of an Erasmus exchange programme. When evaluating such a request, the Examiners are asked to take into account not only the course content, but also the added value of the exchange in terms of competencies that are acquired.

3.5.3 Approval of the set of examination courses

The student must submit the set of examination courses for approval to the Examining Board at least six months before graduation. This approval is provided by the study adviser, authorised to do so by the Examining Board. The student asks for the approval by sending an e-mail to his study adviser. As proof of the approval, the student will receive an e-mail.

The study adviser checks if the set of examination courses satisfies all prescribed programme requirements and ascertains that no specific parts of Master programmes have been included (MSc thesis, MSc internship or Academic Master Cluster). Concerning the content of the free choice part of the programme, the coherence of the set of examination courses is judged. If the study adviser is considering withholding approval of the set of examination courses, he will present the set of examination courses to the Examining Board. The Examining Board will give the student an opportunity to explain the submitted package of examination courses.

The Examining Board decides whether or not to approve the set of examination courses no more than six weeks after the request for approval has been submitted. If this term falls within an academic holiday, the Board must decide within two weeks after the end of this holiday. If necessary, the Board can take another two weeks to make a decision. In that case, the student concerned is informed in writing of this delay.

The Examining Board informs the student in writing or by email as quickly as possible of its decision. If the Examining Board does not decide within the periods stipulated above or has not informed the relevant student within the relevant periods, then the set of examination courses is assumed to have been approved.

Up to 10 days before applying for the final bachelor examination, the student can submit a request for changing an already approved set of examination courses. The request is submitted to his study adviser. This procedure is otherwise the same as that described above.

Regarding the approval of a Free Bachelor programme, see the following section.

3.5.4 The Free Bachelor programme

The student has the option of compiling a Free Bachelor programme. As regards the content the student is free to compose his own programme. The Free Programme Committee determines to which Examining Board the programme will be submitted for evaluation and what BSc study programme name will be listed on the certificate. For this purpose, the student and the study adviser use the Free Bachelor form. In addition to the form the Committee needs a justification for the free programme.

The Examining Board evaluates if the programme meets the structural framework for BSc-programmes in general and aspects of coherence and depth. The study load of a free Bachelor programme –like a regular Bachelor programme– is at least 180 credits.

The description of the complete procedure is available from the Committee (see names and addresses). Within six weeks after submitting a request for approval, the student will receive a written answer.

3.5.5 Orientation Year Life Sciences

The student can in his first year enrol in the Orientation Year Life Sciences. The completion of this year gives the possibility of enrolling in the 2nd year of the eight life sciences study programmes BAT, BBI, BBT, BDW, BLT, BML, BPW and BVG. The programme of the orientation year consists of the 'key' courses of all of those programmes so no problems will occur with continuation in any of those programmes.

3.6 The final Bachelor evaluation, '5-regulation', graduation, degree and title, transcript

3.6.1 The final Bachelor examination

A Bachelor study programme ends with a final evaluation from which the Examining Board ascertains that the approved set of examination courses has been successfully completed: the final Bachelor examination.

3.6.2 '5-regulation'

If a student passes in the first BSc year all first-year courses in the programme, except one for which he received a mark of 5.00 or higher, he does not have to take a re-sit for that course.

Students who have already passed their 'foundation year' (*Propedeuse*, as part of a unified study programme) with one course for which they have received a mark of 5.00, who transferred to a Bachelor study programme, are not required to obtain a passing mark for this course.

In case students switch to another BSc study programme, the Examination Board decides about whether to do a re-sit for a mark of 5.00 for the same course in the first programme.

In case a student subscribes for a re-sit but does not show up, the mark will be skipped. That means that in case the student scored a mark of 5 already, the student can not apply for the 5-regulation for that course any longer (see explanation 2010/2011 EER BSc, clause 27).

3.6.3 Graduation, diploma presentation

There are ten possibilities throughout the academic year for a student to graduate. The dates are announced conditionally at the beginning of the academic year. Information about the dates relevant to graduation and as referred to in the following points 2 through 5 can be found at:

www.wageningenuniversity.nl/UK/ > Information for > Current students > Student Administration > Agenda & Calendar

In order to graduate and to receive the Bachelor diploma, the following steps must be taken by the student and the relevant Examining Board:

1. The student must have his set of examining courses approved by the Examining Board in time (see Section 3.5.3);
2. The student must register for graduation via the Internet during the registration period prior to the graduation. The student can only register if his set of examining courses has been approved. For registration it is however not necessary that the student has passed all examining courses. The deadline for registration for graduation varies from 1 to 2* months (*during summer holidays) before the actual graduation day.
3. All grades for the courses that are part of the approved set of examination courses must be entered before a certain date (the 'Last day of grades') into the student Information system AIR by the concerned Chair Groups. The last day of grades is about one week before the formal meeting of the Examining Board (see point 4).
4. If all conditions mentioned under points 1 -3 are met, the relevant Examining Board ascertains in a formal meeting that the student has passed all parts of the approved set of examination courses or not. The student is graduated the moment the Examining Board takes the decision that the student has passed the examination.
5. Shortly after the meeting of the Examining Board, the graduate may receive the Bachelor diploma, under the condition that all financial obligations with regard to the student's enrolment have been met. The diploma consists of a certificate (which mentions the degree, the name of the study programme, the specialisation (if any) and a minor (if any)) and a diploma supplement that lists the examination courses and possible extra courses.

Twice a year the BSc diploma is presented in a formal graduation ceremony. At the other graduation possibilities the student can collect the diploma at the desk of the Student Service Centre.

3.6.4 Degree

The degree of Bachelor of Science (abbreviated as BSc after the name) is linked to an approved and successfully completed accredited Bachelor study programme. The degree of Bachelor of Science is also linked to the approved and successfully completed accredited Free Bachelor programme.

Under certain conditions, the diploma can be awarded with distinction (see the BSc Education and Examination Regulations, Appendix II).

3.6.5 Transcript

If all the final evaluation requirements have not been satisfied, a student who has passed at least two interim examinations, can request a transcript. This is a declaration from the Examining Board listing the interim examinations that have been passed.

3.7 Contiguous Master study programme ('Aansluitende masteropleiding')

Every Bachelor diploma from a Bachelor study programme at Wageningen University provides unconditional admission to at least one Master study programme. The Study Handbook lists the Master programme(s) one has unconditional admission to, provided having the necessary Bachelor diploma (Bachelor Study Programmes chapter). A Bachelor diploma that is linked to a Free Bachelor programme does not provide unconditional admission to any Master study programme of Wageningen University.

Section 4.3 of this Charter discusses admission to the Master study programmes in greater detail.

3.8 Master permission regulation

The 2010/2011 MSc Education and Examination Regulations state that the Examining Board of the Master study programme can give permission to students who does not yet have a Bachelor diploma to take interim examinations that are part of the Master study programme under certain conditions: at least 150 credits must have been earned, including the 60 credits in the programme from the first year of the Bachelor study programme (B1). However, BSc students are not allowed to take specific parts of Master programmes (MSc thesis, MSc internship and Academic Master Cluster).

As long as the final Bachelor examination has not been passed, students cannot enrol in Master study programmes, cannot sign MSc study contracts and cannot be awarded Master diplomas. Consequently, it is very important that students who want to use the Master permission regulation make certain that the courses concerned are in fact part of the MSc set of examination courses. Especially regarding restricted and free choice courses, consultation with the study adviser of the MSc study programme involved is essential.

3.9 Objection and appeal

Refer to Chapter 13 of this Charter.

This chapter is based on the Higher Education and Research Act, the Education and Examination Regulations for the 2010/2011 Bachelor study programmes of Wageningen University and the 2010/2011 Educational Frameworks. The latter two documents are included in their entirety in Appendixes II and IV of this Charter.

CHAPTER 4 MASTER STUDY PROGRAMMES: admission, educational structure

4.1 Master study programmes

Wageningen University offers the following full-time, two-year Master study programmes; language of instruction is English:

Programmes Biology, Plants & Animals:

- Animal Sciences (MAS)
- Aquaculture and Fisheries (MAF)
- Biology (MBI)
- Organic Agriculture (MOA)
- Plant Biotechnology (MPB)
- Plant Sciences (MPS)

Programmes Society & Economics:

- Applied Communication Science (MCS)
- Food Quality Management (MFQ)
- International Development Studies (MID)
- Development and Rural Innovation (MDR)
- Management, Economics and Consumer Studies (MME)

Programmes Environment & Landscape:

- Climate Studies (MCL)
- Environmental Sciences (MES)
- Forest and Nature Conservation (MFN)
- Geo-Information Science (MGI)
- Hydrology and Water Quality (MHW)
- International Land and Water Management (MIL)
- Landscape Architecture and Planning (MLP)
- Leisure, Tourism and Environment (MLE)
- Meteorology and Air Quality (MMA)
- Soil Science (MSS)
- Urban Environmental Management (MUE)

Programmes Technology & Nutrition:

- Agricultural and Bioresource Engineering (MAB)
- Bioinformatics (MBF)
- Biotechnology (MBT)
- Food Safety (MFS)
- Food Technology (MFT)
- Molecular Life Sciences (MML)
- Nutrition and Health (MNH)

4.2 Admission Boards, Examining Boards

The Executive Board has appointed an Admission Board for every group of programmes: Biology, Plants & Animals, Environment & Landscape, Society & Economics and Technology & Nutrition. The Admission Board is charged with

determining whether applicants who are not directly admitted to an MSc study programme satisfy the admission requirements.

Every group of programmes also has an Examining Board. This Examining Board is concerned with the final student evaluations (and related matters) for the study programmes. The Examining Board evaluates the examination courses, provides exemptions and ascertains the results of the final evaluations (see Appendix III). In addition, the Examining Board of a Master study programme is authorised to provide permission to certain Bachelor students of Wageningen University to take Master interim examinations (see Section 3.8). The contact person for an Examining Board is the secretary (see names and addresses).

4.3 Admission to the Master study programmes

For the Wageningen Master study programmes, three categories of candidates can be distinguished.

Direct admission candidates ((Wageningen) BSc graduates from a linked programme, see categories 1 and 2 below) can immediately enrol in the relevant MSc study programme. All non-direct admission candidates (category 3) request admission from the Admission Board of the relevant MSc study programme. Such a request is submitted to the MSc Admissions Officer using the MSc application form available on the website <http://www.wageningenuniversity.nl/UK/informationfor/>

The Admission Committee will make a decision within two months after the receipt of the completed admission form and all necessary documentation.

1. Candidates with a BSc diploma from a Bachelor study programme of Wageningen University

These candidates have direct access to at least one Master study programme that is contiguous with their BSc study. The direct admission options are listed under the relevant Bachelor study programme in the Wageningen University Study Handbook (Chapter 1.1). For access to Wageningen Master programmes that do not link up directly with the Wageningen Bachelor study, the candidate should contact the Admissions Officer.

2. Candidates with a Bachelor diploma from specific programmes of Dutch universities

For a number of study programmes (e.g. Biology, Chemistry), agreements have been made with other universities in the Netherlands (members of the VSNU) concerning automatic admission of graduates from Bachelor study programmes to Master studies at other universities.

3. Candidates with a (Dutch) Bachelor-diploma from a school of Higher Professional Education, a university or equivalent (from abroad or from The Netherlands, but not belonging to category 1 or 2)

The following general admission requirements apply to these candidates:

- a Bachelor-diploma (or equivalent) in a scientific field that is related to the intended Master study programme;
- a GPA of 70 or an average mark of at least 7*;

- outstanding competency in English (writing, reading and speaking). The English competency requirements can be found on the Internet: <http://www.wageningenuniversiteit.nl/UK/education/studentinformation/applicationadmissionMSc/admissionrequirementsMSc/>

Programme specific requirements may be added besides skills in mathematics and/or statistics and basic computer skills.

* Applications from students with a GPA between 60 and 70 (or a mark between 6 and 7) will also be taken into consideration by the Admission Board

The language of instruction at Wageningen University is English and a good command of the English language is therefore essential to be able to follow courses.

At the start of the academic year all first year MSc-students are offered a free English language test at Language Services to establish their level of English. Students can subsequently follow courses depending on their level of English.

In case a study advisor deems it necessary a student can be urged to take the English language test for free in week 7 of period 1. The result will be discussed between the study advisor and the student which may lead to the strong advice to take an English course on the appropriate level.

The English courses are subsidized by the University (student's contribution is €90 per course).

4.4 The Master study programme: nature and magnitude, parts of the programme

4.4.1 Nature, magnitude and language

The Master study programmes of Wageningen University are thesis-oriented, student-centred and demand-driven. This means that the abilities and desires of the student are the starting point for determining the study trajectory of the individual student to meet the learning outcomes that have been formulated for the relevant study programme.

A Master study programme has a magnitude of two years and a study load of 120 credits. The sequential years of the programme are indicated as M1 and M2. The study programme ends with a final Master evaluation. The individual set of examination courses is comprised of compulsory, restricted and free choice courses and requires the approval of the Examining Board.

The study load of courses and other programme components is expressed in whole European credits (ECTS credits, abbreviated as 'cr'). One credit is equivalent to 28 hours of study. These hours of study include all activities that are thought to be necessary to complete the course or other part of the programme (including the interim examination).

More detailed information can be found in the 2010/2011 Study Handbook (Information about the Master study programmes) and in the 2010/2011 Education and Examination Regulations of the Master study programmes (see Appendix III).

The Code of Behaviour for Foreign Languages states that the language of instruction in the Master study programmes is English (see Appendix V).

4.4.2 Parts of the Master study programme

Every Master study programme is comprised of compulsory, restricted and free choice courses. The Study Handbook lists the complete programme of every Master study programme (with specialisations, if any) in their entirety. In the Study Handbook a recommendation is given concerning the year of study and the period in which the course should be taken. The fact that previous knowledge is required for certain compulsory courses has also been taken into account.

Every two-year Master study programme (120 credits) has programme-specific courses, an Academic Master Cluster (12 credits) and an MSc thesis. In addition, *an MSc internship* or second MSc thesis is included in the programme or the programme offers the student the possibility to choose between an MSc internship or a second MSc thesis. Together, the MSc thesis and the MSc internship/ second MSc thesis have a magnitude of at least 60 credits. An MSc internship is the part of the academic study aimed on gaining (international) work experience outside Wageningen University. The MSc internship gives the student the opportunity to reflect on his strong and weak points in a professional environment. Students formulate their own personal learning outcomes which have been discussed with the internship coordinator of the supervising chair group. The learning outcomes and other arrangements have to be set out in the MSc internship contract. The MSc internship must be completed with a report. A self reflection can be part of this report or be presented in a separate document. The MSc internship will be graded with a mark* by the supervising lecturer.

* For students from the 2008/2009 cohort and later years (see also 5.3.2).

4.5 The individual set of examination courses: compilation and approval

4.5.1 Examination courses and exemptions, master minor

To pass the final Master evaluation, the individual set of examination courses must be passed and several supplementary requirements must be met. The individual set of examination courses is compiled based on the prescribed programme for the study and is comprised of compulsory, restricted and free choice courses (if any). Restricted choice courses (restricted optional) are contained within clusters of courses from which students must choose according to explicit rules.

In consultation with the study adviser, the student can fill in the free choice part of the programme according to his own insight; in principle, any course offered by Wageningen University can be chosen. During this process, the student can also opt for a Master minor.

An individually compiled Master minor is a cluster of courses that belong together. The master minor has a size of at least 18 credits. The student can theoretically choose/compile the minor from all courses offered at Wageningen

University. To assure the required level of quality, the minor must be approved by the Examining Board following a recommendation by the study adviser. A successfully completed minor is listed on the diploma on the condition that at least 18 credits are part of the free choice portion.

The final set of examination courses, including any requests for exemption from interim examinations, is included in the MSc study contract and must be approved by the Examining Board of the Master study programme involved. If required, the Board of the Education Institute will establish a modified MSc programme to prevent courses taken during the Wageningen BSc programme from being awarded twice (see also 4.5.2).

4.5.2 The MSc study contract, MSc internship and MSc thesis contract, MSc thesis workspace

After admission to the Master study programme, the study adviser conducts an intake interview with the student during which the abilities and desires of the student are surveyed. Based on that interview, an MSc study contract is drawn up in which the student and study adviser make agreements about the main aspects of the Master programme and about planning the education. During the first year, the individual set of examination courses will be completely specified). During this phase, the study adviser and student also discuss the study progress.

Changes can be made in the MSc study contract during the entire course of the study with the approval of both parties.

The final contract is the basis for the approval of the set of examination courses by the Examining Board (see 4.5.5).

Regarding the MSc thesis (or admission to the MSc thesis) and the MSc internship, further agreements are made between the student, the supervisor and the Examiner.

Model contracts that can be used to formalise the agreements concerning the specification, implementation, supervision and planning of the thesis and internship are available

on <http://www.wageningenuniversity.nl/UK/informationfor/Current+students/Study+handbook+scheduling+register/formsca/>

Students are advised to refer to the *Guidelines concerning the ethical aspects of research and teaching* when third parties are involved in an MSc thesis or MSc internship. The guidelines concern matters such as confidentiality of results (see www.wur.nl/intranet/ > guidelines).

The Sciences Groups are responsible for providing students their MSc thesis workspace. That may be a shared workspace or an individual one. The Executive Board mandated the Sciences Groups the responsibility for providing the necessary adaptations to the thesis workspaces due to working conditions legislation, for example related to RSI/CANS. In case of problems students may contact their study adviser.

4.5.3 Starting the MSc thesis and MSc internship

For the sake of study progress, the Education Institute and the Examining Boards can establish a norm that the students in a study programme must satisfy before being allowed to begin the MSc thesis or MSc internship of that

programme. This norm can differ between various Master programmes and depends partly on the position of the thesis and internship in the relevant study programme. The norm is expressed primarily in terms of specified programme courses (compulsory or otherwise) or in terms of a minimum number of credits earned during a specific period. The norm must be included in the MSc study contract. The relevant Examining Board decides on a case-by-case basis about allowing students to begin the MSc thesis or MSc internship. Students will be informed about the norms in the Study Handbook (in the information about the relevant programme of study) or through other channels of information.

4.5.4 Larger courses, non-WU courses, extra courses

Under certain conditions it is possible to replace courses from the study programme with *larger variants* of those courses. The extra credits provided by these larger variants are then considered to be part of the free choice part. In addition, with the permission of the Examining Board, free choice courses can also be taken at other Dutch universities and schools of higher professional education. or at institutions abroad. These institutions may apply financial conditions.

Students can request replacement of courses from the prescribed programme with *courses taken elsewhere* as part of an Erasmus exchange programme. When evaluating such a request, the Examiners are asked to take into account not only the course content, but also the added value of the exchange in terms of learning outcomes that are acquired.

Finally, it is possible to add *extra courses*, i.e. courses that increase the total study load of the examination courses to more than 120 credits. These extra courses are listed separately on the diploma supplement and do not count when determining the result of the final Master evaluation.

4.5.5 Approval of the set of examination courses

The student must submit the set of examination courses for approval to the Examining Board at least six months before graduation. This approval is provided by the study adviser, authorised to do so by the Examining Board. The student asks for the approval by sending an e-mail to his study adviser. As proof of the approval, the student will receive an e-mail.

If the study adviser is considering withholding approval of the examination courses, he will present the set of examination courses to the Examining Board. The Examining Board will give the student an opportunity to explain the submitted package of examination courses.

The Examining Board decides whether or not to approve the set of examination courses no more than six weeks after the request for approval has been submitted. If this term falls within an academic holiday, the Board must decide within two weeks after the end of this holiday. If necessary, the Board can take another two weeks to make a decision. In that case, the student concerned is informed in writing of this delay.

The Examining Board informs the student in writing as quickly as possible of its decision. If the Examining Board does not decide within the periods stipulated above or has not informed the relevant student within the relevant periods, then the set of examination courses is assumed to have been approved.

Up to 10 days before applying for the final Master examination, the student can submit a request for changing an already approved set of examination courses. The request is submitted to his study adviser. This procedure is otherwise the same as that described above.

Regarding the approval of a Free Master programme, see the following section.

4.5.6 The Free Master programme

The student has the option of compiling a Free Master programme. As regards the content the student is free to compose his own programme. The Free Programming Committee determines to which Examining Board the programme will be submitted for evaluation and what MSc study programme name will be listed on the certificate. For this purpose, the student and the study adviser use the Free Master form. In addition to the form the Committee needs a justification for the free programme.

The Examining Board evaluates if the programme meets the structural framework for MSc-programmes in general. The study load of a Free Master programme –like a regular Master programme– is at least 120 credits. The description of the complete procedure is available from the Committee (see names and addresses). Within six weeks after submitting a request for approval, the student will receive a written answer.

4.6 The final Master evaluation, graduation, degree and title, transcript

4.6.1 The final Master evaluation

A Master study programme ends with a final evaluation where the Examining Board ascertains that all parts of the previously-approved set of examination courses have been successfully completed: the final Master examination.

4.6.2 Graduation in two or more Wageningen University Master programmes

There are limiting conditions for graduating in two or more Wageningen University Master programmes. If there is too much overlap in the different programmes it is not allowed to graduate in each of the programmes (refer to master-EER, Appendix III).

4.6.3 Graduation, diploma presentation

There are ten possibilities throughout the academic year for a student to graduate. The dates are announced conditionally at the beginning of the academic year. Information about the dates relevant to graduation and as referred to in the following points 2 through 5 can be found at:

www.wageningenuniversity.nl/UK/ > Information for > Current students > Student Administration > Agenda & Calendar

In order to graduate and to receive the Master diploma, the following steps must be taken by the student and the relevant Examining Board:

1. The student must have his set of examining courses approved by the Examining Board in time (see Section 4.5.5).
2. The student must register for graduation (via the Internet) during the registration period prior to the graduation. The student can only register if

his set of examining courses has been approved. For registration it is however not necessary that students have passed all examining courses. The deadline for registration for graduation varies from 1 to 2* months (*during summer holidays) before the actual graduation day.

3. All grades for the courses that are part of the approved set of examination courses must be entered before a certain date (the 'Last day of grades') into the student Information system AIR by the concerned Chair Groups. The last day of grades is about one week before the formal meeting of the Examining Board (see point 4).
4. If all conditions mentioned under points 1 -3 are met, the relevant Examining Board ascertains in a formal meeting that the student has passed all educational parts in the approved set of examination courses or not. The student is graduated the moment the Examining Board takes the decision that the student has passed the examination.
5. Shortly after the meeting of the Examining Board, the graduate may receive the Master diploma, under the condition that all financial obligations with regard to the student's enrolment have been met. The diploma consists of a certificate (which mentions the degree, the name of the study programme, the specialisation (if any) and a minor (if any)) and a diploma supplement that lists the examination courses and possible extra courses.

Five times a year the MSc diploma is presented in a formal graduation ceremony. At the other graduation possibilities, the student can collect the diploma at the desk of the Student Service Centre.

4.6.4 Degree and title

An approved and successfully completed set of examination courses in an accredited Master study programme leads to the degree of Master of Science. It is the choice of the student whether to use the title of *ingénieur* (*ir* before the name) or the degree of Master of Science (MSc after the name).

An approved and successfully completed accredited Free Master programme also leads to the degree of Master of Science and the title of *ingénieur*.

Under certain conditions, the diploma can be awarded with distinction (see MSc Education and Examination Regulations, Appendix III).

4.6.5 Transcript

If the final evaluation requirements have not been satisfied, a student can, if he has passed at least two interim examinations, request a transcript. This is a declaration from the Examining Board listing the interim examinations that have been passed.

4.7 Objection and appeal

Refer to Chapter 13 of this Charter.

This chapter is based on the Higher Education and Research Act, the Education and Examination Regulations for the Master study programmes 2010/2011 of Wageningen University and the Education Frameworks. The latter two documents have been included in their entirety as Appendixes II and III of this Charter.

CHAPTER 5 COURSES and INTERIM EXAMINATIONS

5.1 Courses, information on educational parts, magnitude, teaching methods, compulsory participation, language

5.1.1 Courses

A study programme is comprised of courses.

Courses are divided into regular courses and individual courses. The latter category comprises theses and internships, and the Academic Master Cluster (MSc). In courses, material the design of the course and the intended learning outcomes are the same for all students. For the individual courses the intended learning outcomes of the course are the same but the content can differ. Courses that are included in the prescribed programme of study will be provided regardless of the number of students in the course.

5.1.2 Information about educational parts

All courses are published annually in the Study Handbook and on the Internet www.studyhandbook.wu.nl. In the 2010/2011 Study Handbook, the educational assortment is listed with codes in the form XYZ 12345. The Study Handbook includes in any case the name of the course, its magnitude in credits, the learning outcomes, teaching methods, the examiner and lecturer(s), the language of instruction, a brief description of the content and educational activities and the assessment. For the individual courses, the Handbook lists the name, the magnitude in credits and the examiner. The annual schedule for centrally planned courses (planning booklet) and the current detailed schedule for each period are published on the Internet: www.schedule.wu.nl

5.1.3 Magnitude of the courses

The courses that are scheduled in periods 1, 2 and 5 have a magnitude of 6 or 12 credits. Skill courses may have a different magnitude. The courses that are taught in period 3 and 4 have a magnitude of 6 credits. The courses in period 6 may be other than 6 or 12 credits.

Courses of 6 credits or less in periods 1 – 5 are only allowed with permission of the Board of the Education Institute.

In principle, courses are scheduled so that they can be taught and the relevant interim examination can be given, within a single period.

The only possible exception to the above is that a course cannot be completed in a single period due to the nature of the material in the practical course. All exceptions require the permission of the Executive Board.

5.1.4 Teaching methods

In the Study Handbook, the teaching method(s) of the courses is (are) indicated with a code. For each teaching method, the number of credits and, where applicable, the number of scheduled contact hours are listed. The codes that are used are:

C	lecture
Z	independent study
L	literature study
SW	tutorial

PE	practical: extensively supervised
PI	practical: intensively supervised
V	field practical
E	field trip (one day or multiple days, EE/ME respectively)
PJ	project education
PO	problem based education
IP	individual paper
IT	education supported by information technology
AV	thesis
PT	internship

The teaching methods C, SW, PE, PI, PJ, PO, IT and V have scheduled contact hours.

5.1.5 Compulsory participation in education, conscientious objection

Students decide for themselves what preparations to make for their interim examinations. There is no compulsory attendance for lectures (C), tutorials (SW), question and answer groups with independent study (Z) and literature study (L), but attendance is strongly recommended.

Students are required to attend the scheduled contact hours with the teaching methods PE, PI, V and E. The scheduled meetings for the PJ and PO teaching methods are also compulsory. In the Study Handbook, other attendance requirements may be stipulated than those that are listed here.

For the individual courses AV and PT, the attendance requirement is arranged on an individual basis in the thesis contract or internship contract. Model versions of these contracts are available on the web site of Wageningen University > Information for > Student Administration > Forms SSC.

If a student has conscientious objection regarding certain activities in a course, he must report this in writing to the Examining Board two months before the start of the course. The Examining Board then establishes substitute requirements for the examination or practical, or stipulates that the student can take a substitute course. For practical reasons, the two-month requirement does not apply to first-year BSc courses in periods 1 and 2.

5.1.6 Registration for courses

Students are required to register for courses. Registration takes place via Internet (ssc.wur.nl/air210/student > register for subjects) and is possible until fixed dates (see the planning booklet and www.schedule.wu.nl > Current Students > Agenda & Calender).

For certain courses, such as practical training and field trips, students have to register rather early. After registration has been closed, only the lecturer of the course can register the student for the course.

Registration also concerns the interim examination that links up with a course. First-year BSc students are automatically registered for all compulsory BSc1 courses for period 1 and are therefore also registered for the interim examinations concerned.

In principle, students are not allowed to register for more than 15 credits of courses per period. If a student wishes to take more courses, he must apply to the lecturer of the concerning course for approval. If this approval is provided

before the last day of registration for that period, the student will theoretically be assigned to the course. In such cases, the lecturer will register the student for the course concerned.

During the course registration period, students can change the registration: students can withdraw from a course and register for another.

5.1.7 Language of instruction, Code of Behaviour for Foreign Languages

At Wageningen University, a Code of Behaviour for Foreign Languages is in force. This code determines the language of instruction during a specific phase of the study programme. The first year of the Bachelor programme is taught in Dutch*; during the second year the use of English material is encouraged. Most courses in the third year of the Bachelor programme are taught in English. The language of instruction for the Master study programmes of Wageningen University is English.

* BSc Tourism is completely taught in English

The above code of behaviour also focuses on the quality of the English that is used and on the language of (interim) examinations: see section 5.3.10. The code of behaviour is included with this Charter as Appendix V.

5.2 Courses and prerequisite knowledge (compulsory, assumed)

Compulsory prerequisite courses may be required, for the Bachelor thesis (BSc), the Academic Master Cluster (MSc) and the Master thesis. These are courses offered by Wageningen University that must be taken and passed before the student can begin the course for which this knowledge is a prerequisite. The relevant prerequisite courses are included in the prescribed programme of study. Prerequisite courses for theses in the free choice part (BSc and MSc) must -to the extent that they are not included in the prescribed programme of study- also be included in the free choice courses. A maximum of 12 credits of prerequisite knowledge can be required for per course.

With courses, prerequisite knowledge can be *assumed*, which is also formulated in terms of courses from the Study Handbook. The courses that provide this assumed knowledge are also included in that prescribed programme and are scheduled in such a way that students can take these courses first. However, assumed prerequisite knowledge courses do not have to be passed before the relevant course can be taken. The relevant courses do not have to be part of the set of examination courses if they belong to a course in the free choice part of the programme.

5.3 Interim examinations

5.3.1 Types of testing, assessment, results and re-sits

Every course, with the exception of testimonial courses, is completed with an interim examination. An interim examination is a test that ascertains whether the student has attained the learning outcomes of the course.

The interim examination can have the following methods of assessment:

- a written or oral examination and/or

- an evaluation of a report, project or presentation and/or
- an assessment of the student's performance during a practical.

The student's attendance (if compulsory) can also be part of the assessment. The assessment for every course is described in the Study Handbook. The interim examination for a course can be comprised of a combination of assessment methods. If this is the case, the Study Handbook also describes the procedure how the components are combined to arrive at the mark for the interim examination. Minimum marks for each examination component may be required.

The results of assessments are expressed in marks ranging from 1 to 10 (whole numbers for marks between 0 and 6 and half numbers as from the mark of 6). A mark of 6 or higher means that the student has passed the interim examination. The publication of the assessment results has to be done within the privacy framework of the Personal Data Protection Act (*Wet Bescherming Persoonsgegevens*). That means that publishing the results in public is without mentioning the names of the students involved.

Students can re-sit examinations until they receive a 6 or higher mark for that course. Once a student has passed an interim examination, he is not permitted to re-sit that examination. The latest mark counts, also if that is a lower mark than the one before.

Students who do not show up for interim examinations they subscribed for, without withdrawing for that examination in time, are not allowed to subscribe for a re-sit in the next examination period (see 2010/2011 EER BSc, art. 28 + explanation and 2010/2011 EER MSc, art. 28).

5.3.2 Assessment of testimonial courses, final evaluation of internship (BSc, MSc)

For testimonial courses, the assessment is limited to the statement "the student meets the requirements." This is shown on the student's transcript with the code "6%." A testimonial is a declaration that the student has passed the course without receiving a mark.

A successfully completed internship being part of a set of bachelor examination courses is assessed with a testimonial unless the student and the examiner agree in the internship contract upon evaluating with a mark (see BSc EER, art. 20.3).

For students enrolled in September 2008 and afterwards a successfully completed MSc-internship is assessed with a mark (see MSc EER, art. 20.3).

For students enrolled already before September 2008 the MSc internship is evaluated with a testimonial unless the student and the examiner agree in the internship contract upon evaluating with a mark.

5.3.3 Fraud and plagiarism

Plagiarism is when parts of books or periodicals (also those available on the Internet) are included in students' papers or projects without giving credit to the author. The Examining Boards view this as fraud. In the scientific world and academic education, plagiarism is defined as using the thoughts, ideas, findings or text of another individual without giving proper credit in the in-text references and in the list of references. Moreover, if there are literal quotations of text, the graphic format must unequivocally indicate which portion has been quoted (e.g. by using quotation marks). For that matter, the ratio of quoted text to the total length of the manuscript must be proportional in view of the intention of the

manuscript. In other words, a paper that is comprised for 75% of quotations from other authors (even if the authors are credited) is unacceptable.

If an lecturer or Examiner ascertains plagiarism, he immediately informs the Examining Board as well as the student(s) involved. After providing a hearing to the student(s) involved, the Examining Board decides if fraud has actually occurred and can punish the student(s) involved by preventing them from taking the interim examination(s) or submitting the paper(s) or project(s) for up to one year. The Examining Board may also advise the Executive Board to terminate the student's enrolment (see also 2.4).

If students work together on a paper or a report, as a result of an inquiry the Examination Board may consider the ascertained fraud as group fraud. In such case the Examination Board may punish the whole group of students involved.

5.3.4 The role of the Examiner and the Examining Board

The Examiner of the course is responsible for presenting and evaluating interim examinations. The Examining Boards provide guidelines and indications to the Examiners regarding the assessment methods and procedure of the interim examination.

Every interim examination for a course concerns the learning outcomes of the material that was taught in the immediately preceding period. In no case must a student be forced to 'save' knowledge that has been taught in a period in order to take an interim examination during a following period. In all cases where students are required to take a single course for more than a single period, the Examiner makes sure that there are interim assessments that distribute the study load across these multiple periods. The use of such assessments must not lead to an actual increase of the interim examination demands; for example, the Examiner must not place separate minimum demands on the sub-tests regarding marks.

If a student is unable to take an interim examination due to illness or other special circumstances or has failed to pass that examination, he can request the Examiner to give an examination in the meantime. The Examiner must evaluate such a request using reasonable criteria.

5.3.5 Registration for interim examinations

The registration for interim examinations takes place automatically when students register for a course (see Section 5.1.6.). If the student wants to take the interim examination in another period he has to delete from registration. Students who want to register only for an interim examination and not for a course can do so via the Internet or at the Student Desk; registration is possible up to a predetermined date (see the planning booklet and the web site: www.schedule.wu.nl > Current Students > Agenda & Calendar).

5.3.6 Adaptation due to functional limitation or illness

Students with a functional limitation and/or chronic illness are offered the opportunity to take interim examinations in a way which is adapted as much as possible to their individual situation. Requests for that have to be submitted to the Examining Board. The board has to decide within four weeks. If necessary,

the Examining Board acquires a recommendation from an expert before it decides.

5.3.7 Oral interim examinations

During an oral interim examination, no more than one individual can be examined simultaneously unless the Examining Board or Examiner decides otherwise. The oral examination takes place in public, unless the Examining Board or Examiner decides otherwise in a special case, or if the student has an objection to a public examination. For reasons of public order, or at the request of the student, the Examiner may decide to discontinue the oral examination in public. Immediately after completing an oral examination, the Examiner determines the mark, gives the student a written certificate ("receipt of mark") and forwards the result to the Student Service Centre.

5.3.8 Written interim examinations

The Examiner must determine the result of a written interim examination within 14 days after the examination is completed. The Examiner forwards the results as quickly as possible to the Student Service Centre. This office is responsible for providing a written certificate to the student concerning the results of the examination.

For at least 14 days after the result of a written interim examination has been announced, the student can request to view the examination concerned. During this 14-day period, every interested party must also be able to view the questions and assignments on the relevant interim examination and the grading norms. The Examiner has to schedule at least two times when it is possible to view the examination and grading norms. If an individual can demonstrate that he was unable to attend one of these times due to circumstances beyond his control, another possibility will be offered.

5.3.9 Interim examinations other than oral or written interim examinations

For interim examinations of a form different from written or oral questioning, the examiner determines how and when the student will receive a written certificate about the results. Students will be informed beforehand.

5.3.10 Language of (interim) examinations

In principle, the (interim) examinations are given in the language of instruction. For a course taught in English, a student may ask for an (interim) examination in Dutch. If the relevant Examining Board or Examiner and the student being examined agree, (interim) examinations can be given in another language than English or Dutch.

If a student wants to deviate from the language that is customary for the (interim) examination, he should discuss this preference with the Examiner at least three weeks before the interim examination takes place. For answering the questions of an interim examination, the student may choose English or Dutch, or another language if the examiner and the student agree.

The use of dictionaries -free from notes and memos- during examinations is permitted.

In any case, the level of language other than the student's native language must not play a crucial role in the assessment. This also applies to the language used in group or individual assignments for which the assessment is part of an interim

examination. See also the Code of Behaviour for Foreign Languages (Appendix V).

5.3.11 Exemption from interim examinations

Upon the written request of the student and the recommendation of the Examiner involved, the Examining Board can provide an exemption for certain interim examinations.

If the Examining Board deviates from the recommendation of the Examiner involved, the Examiner will be given the opportunity to explain his standpoint. If there is still a difference of opinion, the Examiner can appeal to the Appeal Board for Examinations (see also Section 13.2).

5.3.12 Period of validity of interim examinations

The duration of validity of passed interim examinations for courses is limited to six years. As an exception to this rule the Examining Board may decide to extend the validity.

5.3.13 Interim examination periods and annual schedule for re-sits

Interim examinations

There are six interim examination periods in an academic year. The first, second and fifth examination periods are scheduled during the final week of the education periods. During those interim examination weeks, the examinations are scheduled for the courses that took place during that period. Concerning the third, fourth and sixth period interim examinations are scheduled throughout the period.

The scheduling of the examination periods may be found on the internet: www.schedule.wu.nl > calendar academic year. In the 2010/2011 academic year the interim examination periods are scheduled as follows:

- [1] the week of 25 October 2010
- [2] 17 -22 December 2010
- [3] 27 + 28 January 2011
- [4] 3 + 4 March 2011
- [5] the week of 25 April 2011
- [6] 2 May – 1 July 2011

The seventh period is the general re-sit period in August.

Re-sits

The following pattern for re-sits applies in principle*.

Re-sits for courses from period 1 will be offered in the interim examination week of period 2. Re-sits for courses from period 2 will be offered in the separate re-sit week after period 3. Those for courses from period 3 and 4 in the interim examination week of period 5 Those from period 5 during a separate re-sit week after period 6 and those from period 6 in the interim examination week of period 1.

*As an exception to the above pattern, if a course is offered more frequently during the year, a re-sit may coincide with a regular interim examination of the course for another study programme.

General re-sit period

In August there is a general re-sit period of three weeks for all courses (period [7], the last three weeks of August 2011). The interim examinations in period [7] are spread as evenly as possible across the available time.

5.4 Study feasibility, study load, scheduling

5.4.1 Study feasibility

In principle, all study programmes are feasible programmes. This means that an "average student" can be reasonably expected to complete the programme in the time allotted. When compiling and scheduling the programmes, the following aspects have therefore been taken into account: study load per course, study load per education period and its distribution across the days and weeks of the period, and the total study load per year.

The Student Financial Support Regulation (*FOS-regeling*) states that an insufficiently feasible study programme (i.e. the prescribed compulsory and restricted choice part of the programme) is acknowledged as ground for study delay on the basis of which a student can ask for financial support provided the student receives or has received Dutch study financing from the *IB-groep* (see Chapter 10 of this Charter).

5.4.2 Study load per course

The study load of a course is expressed in whole credits. One credit is equivalent to 28 hours of study. These hours of study include all activities that are thought to be necessary to pass the interim examination or the testimonial.

The study load for excursions is calculated at eight hours per day or four hours per half day (morning or afternoon), even if the actual duration deviates from this or if compulsory activities are organised in the evening during a multiple-day excursion.

5.4.3 Study load per period, distribution across the period

The study load standard for the periods one, two and five of the academic year (of eight weeks each) is 12 credits per period. The standard for periods three and four is 6 credits. The standard for the sixth period of nine weeks is also 12 credits. Period 6 is longer than the other periods due to a number of public holidays. When scheduling the programme courses (compulsory and restricted choice courses) this study load standard is taken into account.

In addition, as much attention as possible has been paid to the distribution of the study load during the individual weeks or across the entire period so that the courses do not interfere with each other with respect to scheduled contact hours, with respect to the desired preparation and processing time or with respect to the scheduling of the interim examinations.

5.4.4 Study load per year

The study load standard for an academic year is 60 credits. When scheduling the programme courses (compulsory and restricted choice courses) this study load standard is strictly maintained. The academic year is divided into five education periods. The first four periods each contain eight weeks, of which week seven is scheduled for independent study. The final week is an interim examination week. If a course is completed with an interim examination, the seventh week must be scheduled for independent study. Due to a number of public holidays, the sixth period comprises nine weeks. Interim examinations are scheduled during the period.

5.4.5 Education scheduling

No courses from the prescribed part of the study programmes are scheduled during the holiday periods or evening hours. Regarding education activities that, due to their nature, are inherently difficult to schedule (such as theses and internships, distance learning, "brush up" courses, summer courses etc.), other agreements are made in mutual consultation between students and lecturers where possible.

During the periods one, two and five, courses are scheduled as much as possible according to a weekly schedule with a clear distinction between morning and afternoon courses. The periods three, four and six are scheduled in blocks or according to a weekly schedule with courses in the morning and afternoon.

In December 2009, the Executive Board decided that there will be a Christmas holiday of two weeks for the academic years 2011-2012 and further.

5.5 Quality assurance, evaluations, accreditations, educational support

5.5.1 Education quality assurance

The Executive Board delegated the responsibility for the quality of the Bachelor and Master programmes to the Education Institute. This concerns both the quality and the study feasibility of the study programmes and the content and teaching of the courses themselves. Educational staff of Wageningen University has annual job performance interviews with their chair holder during which their didactic skills, among other aspects, are discussed and evaluated. For scientific staff, their I performance on education and research are given equal weight during the job performance interview. The Executive Board of Wageningen University takes the responsibility for offering programmes that provide students the best possible career perspective.

To assure and enhance the quality of the education, course evaluations, study programme evaluations, alumni surveys, external education evaluations and accreditations are used. All results of the evaluations can be found on the intranet site Quality Assurance and Enhancement (www.onderwijskwaliteit.wur.nl). The Executive Board is also responsible for making an annual review of the Education and Examination Regulations.

5.5.2 Course and programme evaluations

Every course is evaluated using an anonymous, online standard questionnaire, each time a course is delivered. On behalf of the Executive Board, the Staff Department for Education and Research is responsible for implementing these course evaluations and for reporting about the results. The questionnaire is sent to the students by email at about the end of the period in which the course was given. The questionnaire comprises approximately 25 questions about various quality aspects of the course. Lecturers can add additional questions to the questionnaire about their course.

If a question has a substandard score (45% or more negative answers), this is an issue for further consideration.

The Education Institute requires Programme Directors to take up these issues with the contact person of the course. The Programme Committee is informed by the Programme Director on the results of these discussions and decides on

further steps to be taken, where appropriate. The Education Institute is informed about the outcome of the discussions and of measures taken.

After graduation, each graduate is requested to fill in a BSc or MSc Programme Evaluation questionnaire. The evaluation reports are composed by Corporate Education & Research and sent to the Education Institute for discussion with the Programme Directors. Issues for further consideration will be discussed by the Programme committees. Furthermore, the evaluation reports are used in the accreditation process.

5.5.3 Success rate

Study progress data are collected every year from all study programmes. This analysis involves the drop out and success rates. The Programme Committees discuss these data and if necessary take measures to enhance the success rates of students. The Education Institute discusses the advices of the Programme Committees and reports to the Executive Board.

5.5.4 University education monitor, career survey

Every two years, the national university education monitor (*WO-monitor*) is carried out. It summarises the results of a survey taken of all graduates one year after their graduation. The questions concern the relevance of the study to their careers, their job level, how quickly they found a job and an evaluation of various quality aspects of their study programme.

In addition, Wageningen University conducts a career survey among their alumni every five years. This survey determines, among other things, whether the study programmes are still adequately attuned to the demands placed by society on the graduates. The results of these surveys are available to the public. The programme directors use the results to maintain or enhance the quality of their programmes.

5.5.5 Accreditation of programmes

Once every six years, all study programmes are assessed by an external education visitation committee. This accreditation is obliged by the law on higher education (WHW article 5a.9) and its aim is to assure the quality of study programmes in the Netherlands

The procedure is as follows:

- Wageningen University writes a self evaluation report about the study programme (with strong and weak points of that programme).
- The visitation committee visits WU and discusses, based on the self evaluation report, the programme with students, staff, alumni, employers and programme managers. They study the study material and theses..
- Based on the self evaluation and site visit the visitation committee writes an assessment report on the programme.
- Based on a positive assessment report the Executive Board of Wageningen University can request the NVAO (the Accreditation Organization of the Netherlands and Flanders) to accredit the programme for a period of 6 years.

In case of failure of accreditation of a study programme, WU is not allowed to enroll new students in the study programme and has to end the study programme. Students who are already enrolled in the study programme have the right to complete their study programme at WU or another university.

The self-evaluation reports and the assessment reports of Wageningen University programmes can be found on the quality assurance site of the portal of the Education Institute (<https://portal.wur.nl/sites/owi/>).

5.5.6 Educational support

The E&R group Educational Staff Development (ESD) has an extensive programme of courses aimed at professionalising the didactic skills of all lecturers at Wageningen University. Lecturers can also contact ESD for advice about planning and implementing their courses and about training in intercultural communication. In addition the staff contributes to projects in educational innovation and renewal.

Starting lecturers and newly hired personnel with more than 10% educational tasks have to earn the University Teaching Qualification (*Basis Kwalificatie Onderwijs, BKO*). They have three years to complete the UTQ programme to be full or partial responsible for the full cycle of a course at Wageningen University. The programme starts with an interview with a supervisor from ESD and is made up of:

- three electives, each of about four sessions (by choice/arrangement),
- the 'General Didactics' course of three eight-session blocks,
- the IT assignment (10-20 hours),
- two practical assignments, to be completed across the UTQ programme, with a total study load of 20 sessions,
- optional opportunities for peer meetings and coaching,
- final interview that contains at least two kinds of checks: the evidence in the portfolio and case study descriptions from teaching practice. The case study descriptions and the responses must be based substantially on the material in the portfolio.

5.6 Objection and appeal

Regarding the provisions in Sections 5.1, 5.2 and 5.3, students can appeal to the Examination Appeals Board. Regarding the provisions in Sections 5.4 and 5.5, they can appeal to the Executive Board. For more information about objection and appeal, refer to Chapter 13 of this Charter.

This chapter is based on the 2010/2011 Educational Framework of Wageningen University

CHAPTER 6 STUDENT FACILITIES

6.1 Student facilities, general

In accordance with Article 7.34 section 1d of the Higher Education and Research Act, enrolment as a *student* is accompanied by the right to use the Wageningen University 'other' student facilities (see 2.3). Together with the student facilities such as education and access to laboratories and libraries ('study facilities') those facilities contribute to a good studying and living environment. The Executive Board and the Student Council are charged with monitoring the whole of student facilities in accordance with the guidelines of the Minister.

This chapter provides an overview of the most important 'other' student facilities at Wageningen University.

In the context of the Regulations for Enrolment it has been decided that these facilities mentioned below are also open for 'guest students' including (Erasmus-) exchange students, provided they meet the specific conditions (if any) (refer to Regulations for Enrolment Non Regular Education).

6.2 Overview

For addresses, see list of names and addresses in this charter.

Student Service Centre (SSC)

The Student Service Centre of Wageningen University consists of three subsections:

- a. Student Administration
- b. International Office
- c. Student Counselling Service

Part of the SSC is the Student Information Desk.

Student Administration

Within the SSC, the Student Administration is responsible for the handling of student-related administrative matters such as: application, admission to and enrolment for BSc and MSc study programmes, *Studielink*, issuing of student WURcard and proof of enrolment, registration for interim examinations and exams, registration for courses and of marks, registration of approved study programmes of individual students, registration for graduation, organization of graduation ceremonies, issuing of study-/registration related certificates, diploma and diploma supplement, WU Travel Fund etcetera.

International Office

Within the SSC, the International Office is responsible for the handling of administrative matters especially related to international students such as: application of visa and residence permit including contact with the Dutch Immigration and Naturalization Services (IND), reception of students on arrival, insurance, fellowships, accommodation, invoicing and payment from abroad etcetera. The work is organized in three teams: International Student Support, Finances and Student Housing.

Student Counselling Service

The aim of the Student Counselling Service (*Dienst Studenten Begeleiding*) is to provide counselling, advice and help to students and promote a better study and living climate for students. The service staff comprises the deans for students (also ombudsmen), the student physician* and vaccination centre*, the student psychologists and the confidential adviser for students (see also chapter 7.4). All personal problems (social, financial, medical, housing, etc.) that affect the study, but go beyond the study programme and content itself, can be discussed with staff of the Student Counselling Service. The Service gives also information about study financing, study costs allowances and studying with a functional limitation (e.g. dyslexia, RSI, visual or hearing disorder, asthma etc). Special circumstances that cause study delay must be reported to the Student Counselling Service as soon as possible.

For more information look at the WU website > Information for > Current students > Student Counselling Service.

* As from 1 January 2001, the Student Physician and the vaccination centre staff are no longer part of the Wageningen UR organization. Limiting conditions for replacing facilities: good accessibility, no financial barriers for a.o. preventive measures related to stays in the tropics.

Student Information Desk

The SSC Student Information Desk is situated on the ground floor of the Forum at Wageningen Campus. Opening hours are Monday-Thursday: 9.00-16.00 hours and Friday: 9.00-13.00 hours.

More information about the Student Service Centre and how to contact their teams can be found at the WU website > Information for > Current Students > Student Administration > Contact SSC

Committee for Facilities for Individuals with a Functional Limitation (Werkgroep Voorzieningen Gehandicapten, WVG)

This committee provides support (and policy support) focusing on students and staff who are disabled or have a chronic illness. Attention is paid to the accessibility of Wageningen University buildings, other facilities and the application of rules and regulations. The Powur Platform especially focuses on students with a functional limitation in organising informative and social activities (see also chapter 11.3). powurplatform.wageningen@gmail.com

Student Financial Support Regulation (Profiling Fund: FOS-regeling)

Wageningen University has a Student Financial Support Regulation for students enrolled as 'a student'. This regulation, under certain conditions -such as having paid the tuition fee to Wageningen University and being eligible for a performance grant of the *DUO IB-Groep* or WU study financing- compensates study delay because of being an administrator or committee member of a student organization (student fellowship, study association etc.) or due to circumstances beyond their control. See Chapter 10: Study costs allowance and Appendix VI. deanforstudents@wur.nl

Annual Introduction Days (AID)

These getting-acquainted days are organised on behalf of the Executive Board by the AID Board (Annual Introduction Days Board) for all BSc and MSc first-year students of Wageningen University and the new Wageningen bachelor students of VHL. They usually take place in August. info.aid@wur.nl

Studium Generale

Studium Generale was established due to the statutory responsibility of the University to disseminate more general academic knowledge that benefits society (Article 1.3 Higher Education and Research Act). It organises lectures, exhibitions, workshops and study days. In addition, the University provides facilities for the 'Movie W' film house. For programme details, refer to www.studiumgenerale.wur.nl/.

info.SG@wur.nl

Language Services

Language Services offers courses for students in the following languages: English, Dutch, French and Spanish. The student's contribution for the English and Dutch courses is €90 per course (incl. QPT). The student's contribution for French and Spanish courses is €90/ €390 per course, depending on whether or not the course is necessary for an internship or thesis abroad. Most courses focus on speaking and listening, but Language Services provides writing courses such as Academic Writing as well.

The language courses are not part of any MSc programme and therefore not awarded with credits. They are also open to exchange students under the same conditions.

For further information: www.languageservices.wur.nl

ICT services

Every student gets a WURnet account after enrolment. The WURnet account includes an e-mail account and gives access to the student's own e-mailbox, work area (composing, editing and saving files), EDUweb and SSC online.

EDUweb is the digital education portal for students and lecturers. All students gets access to their personal EDUweb page. This page is the start page for the latest information regarding their study: the student will find the latest announcements from lecturers, documents needed for courses, timetables of courses, summary of e-mail, quick access to the student's own work area, access to Blackboard (E-learning environment), data from the library.

For questions and problems, the student can consult the ICT Helpdesk (Email: servicedesk.it@wur.nl or look at the WU Intranet > Services > ICT) and the EDUsupport Helpdesk (Email: helpdesk.EDUsupport@wur.nl or look at <https://portal2.wur.nl/sites/EDUsupport/en-us/Pages/default.aspx>).

Housing mediation

Wageningen University facilitates *De Kamerbalie* of the Wageningen Student Organization (WSO, wso@wur.nl), a non-commercial room rental mediation bureau for students and other young people. *Foundation Idealis, smart living* rents approximately 4500 rooms in 13 complexes in Wageningen. In special cases, staff of the Student Counselling Service can submit an urgency declaration to *Idealis*. For international students with a room guarantee the Student Service Centre provides furnished rooms via *Idealis*.

Food service facilities

As from 1 July 2009 the refectories of the student associations are only open for members. However, groups of non-members may arrange appointments with the associations to have their meals there. The restaurant of the Sports Centre *De Bongerd* also provides warm meals in the evening.

The food service facilities in the Wageningen UR buildings are contracted out to *Albron*, a commercial catering company.

Sports facilities

The Wageningen University Sports Foundation (*SWU Thymos*) and the Sports Centre *De Bongerd* (SCB) offer many sports facilities for Wageningen UR students provided they have paid for sports rights.

SWU.Thymos@wur.nl

Office.FB-Sportscentre@wur.nl

Student Chaplaincy

In de Wereld, Studentenplatform voor Levensbeschouwing

The student chaplaincy has chaplains from various religions. The student chaplaincy and Student Platform organise lectures, courses, excursions and church services and provide individual counselling regarding religious or philosophical questions.

Studentenpastoraat@wur.nl

Student.chaplaincy@wur.nl

CHAPTER 7 STUDY SUPERVISION and STUDENT COUNSELLING

7.1 Responsibilities Executive Board

The Executive Board is responsible for the necessary facilities in the area of *study supervision* (from the study programme, provided by lecturers and study advisers) and *student counselling* by Student Counselling Service (a.o. student deans, psychologist and physician*). These facilities for individual students are linked to enrolment 'as a student' in one of the Wageningen University study programmes and to enrolment as an exchange student.

The Executive Board is responsible for *registering the results* the student attained in the education and examination programme of the study. This summary must be updated at least after every interim examination period.

The Executive Board is responsible for an *annual evaluation of the Education and Examination Regulations* for the Bachelor and Master study programmes. During this process, it takes account of the amount of time the student requires for the study. The aim is to monitor, and if necessary, modify the study load.

7.2 Study supervision: programme directors and study advisers

A programme director and one or more study advisers are appointed to every study programme. The programme director is responsible for the daily course of affairs in the study programme and the curriculum.

According to the Wageningen University vision study advice supports the student to make well based choices within his study and stimulates an appropriate study progress. The study adviser supports students to prepare there future position on the labour market and in the society and related choices in the study trajectory.

With respect to the progress of study the intention of study advice is to clarify the ambitions of the student and possible hurdles to achieve these. The study adviser promotes a proper balance between the wishes of the student and the policies of the university.

The position of the study adviser towards the student is one of a coach. The coach stimulates that students find their own solutions and develop adulthood, independence and ability to choose, as a student related to the study, but also in student life and with respect to his orientation and position in society. In these processes the interests of the student are a starting point.

As a consequence the study adviser has well developed antennas to detect developments relevant for the university. The study adviser might be seen as "spider in the web", able to refer a student to lecturers, student deans, alumni organizations and institutions and businesses.

He also mediates between individual students and lecturers, examiners and Examining Boards regarding educational matters.

At the end of the first year of enrolment in a Bachelor study programme, the student receives the study adviser's statutorily mandated recommendation about the continuation of the study (see also Section 3.4, Emphatic study recommendation). It includes the advice not to continue the study programme in

case less than half of the 1st year's credits are achieved. The study supervision is also intended to help the students orient themselves in other study programmes.

During the second year of study there is a compulsory discussion with the study adviser about planning the study and about the tentative examination courses. The study adviser contacts the student and makes an appointment for this purpose.

Study advisers confirm in writing the agreements with the student (examination courses, internship and thesis contracts, MSc study contract) and provide the necessary declarations which are required when applying for grants and funding, courses taken outside Wageningen University, Master permission regulation etc.. They refer students if necessary to the Student Counselling Service.

7.3 Student counselling: Student Counselling Service

The Student Counselling Service is concerned with student supervision, advisory services and assistance to students as well as improving the studying and living environment of students. The Student Counselling Service is also available to inform students about the possibilities of applying for regulations in specific individual circumstances that may complicate the regular implementation of rules and regulations.

7.3.1 Student dean

Student deans guide students in the area of personal and study conditions, in the area of education, the educational organization and future career and in the area of legal position and finances. In concrete terms, this concerns for example the Student Financial Support Regulation (see Chapter 10), regulations with regard to dyslexia and other disabilities and questions in the areas of study delay, study choice, study financing and other financial matters, housing, professional mediation, enrolment or de-enrolment and extending the study. Deans for students can also act as ombudsperson.

7.3.2 Confidential adviser for students

One of the student deans is appointed as the confidential adviser for students. Students can contact her to talk about and find solutions for unacceptable behaviour such as bullying, (sexual) harassment, threats, stalking and gossiping. The confidential adviser is an independent staff member and everything discussed between her and the students stays confidential. Email: vpstudent@wur.nl

7.3.3 Student psychologist

The student psychologist offers help with personal problems, such as adjustment difficulties, homesickness, shyness, social anxiety, contact and relational problems, depression, mourning, eating disorders and symptoms caused by tension. The psychologist also offers help with study problems: discipline, fear of failure, fear of public speaking, lack of concentration and planning as well as psychological testing regarding choice of study and career orientation. He can also be approached with questions about dyslexia.

7.3.4 Student physician*

The student physician can be compared to a company doctor for students. He does not replace the general practitioner. Students can contact the student physician to discuss problems that may affect their study progress, such as chronic diseases, exhaustion, insomnia, RSI/CANS, headaches and lack of concentration. Students can also obtain advice in the areas of sexuality, drugs, nutrition, sport etc. Finally, the student physician provides vaccinations and advice for students who are travelling to the tropics as part of their study and conducts related examinations. For treatment of illness such as bronchitis or a bladder infection, students should contact their general practitioner.

7.4 Complaints, objection and appeal

For complaints about lecturers and study advisers, students can initially contact the programme director. If necessary, they can contact an ombudsperson (student dean) or confidential adviser for students. For complaints about a student dean, the student psychologist or student physician, the Legal Affairs Office of the University offers a complaint procedure. For more information about submitting a complaint and more general information about the possibilities for objection and appeal, refer to Chapter 13.

* As from 1 January 2001, the Student Physician and the vaccination centre staff are no longer part of the Wageningen UR organization. Limiting conditions for replacing facilities: good accessibility, no financial barriers for a.o. preventive measures related to stays in the tropics.

CHAPTER 8 FINANCIAL MATTERS: expenses paid by Wageningen University, expenses charged to students

8.1 Introduction

Based on the Higher Education and Research Act and the relevant circular (if any) from the Minister of Education, Culture and Science, this chapter explains which expenses for education and student facilities will be charged to students (enrolled as 'a student') and which expenses will be on the account of Wageningen University.

The provisions in this chapter also apply to students who are taking a Flexible Bachelor or Master programme.

For more information, contact one of the student deans (Student Counselling Service).

8.2 Expenses paid by Wageningen University

Below is a list of expenses related to educational facilities that are included in the fees and thus are not charged separately to students due to governmental provisions or policy decisions of Wageningen University.

8.2.1 Not charged separately to students due to governmental provisions

The costs for:

- enrolment and administration except the supplementary charges for payment of tuition fees in instalments (€24),
- proof of enrolment,
- the WUR card, with the exception of replacement due to loss or theft,
- access to the library,
- electronic door pass, if applicable,
- copy of the BSc information bulletin for first-year Bachelor students,
- copy of the Student Charter,
- copy of the planning booklet,
- the e-mail account,
- the operational costs of buildings,
- the final colloquium (essential expenses only, see Section 8.4.1)
- the costs for copying/printing three copies of the final version of the reports for the examiner to evaluate the bachelor completion, Academic Master Cluster, internship and thesis that are in accordance with the regulations of the study programme (see Section 8.4.2),
- the statutorily required certificates such as the foundation course and initial degree diploma (only for students who began their study programmes during the 2001/2002 academic year or before) and the Bachelor and Master diploma,
- the Diploma Supplement that accompanies the Bachelor and Master diplomas.

8.2.2 Not charged separately to students due to policy decisions of Wageningen University

The costs for:

- safety clothing (as required by working conditions legislation, see 8.4.3 and 13.4.2) ,

- a liability insurance* for study activities in The Netherlands or abroad, where this insurance applies only to activities of the student 'as a student', that take place within the framework of the study,
- a statement in Dutch and/or in English to be given to third parties in higher education for participating in higher education in The Netherlands or abroad,
- certain travel and lodging expenses for field trips (see 8.4.4),
- certain travel expenses for internships and theses (see 8.4.5),
- part of the expenses for certain language courses for internships and theses (see 8.4.5),
- collective travel insurance (see 8.4.6),
- the specific services for non-Dutch students provided by the Student Service Centre (SSC, Team International Student Support),
- Annual Introduction Days Wageningen UR for non-EU students.

* For more information and the necessary certification: please contact the SSC student desk or the Legal Affairs Office.

8.3 Expenses charged to the student

Students have to pay certain expenses related to education and student facilities themselves such as the costs for:

- materials ('pencils and paper', books, readers and sheets),
- the Study Handbook, except for first-year WU students,
- declarations for third parties outside higher education in the Netherlands or abroad,
- festivities,
- Annual Introduction Days (AID) for EU-students,
- sports facilities and sports days,
- the Student Chaplaincy/ *In de Wereld Studentenplatform voor Levensbeschouwing*,
- insurance (with the exception of liability insurance, see 8.2.2, and the collective travel insurance, see 8.4.6),
- deposits.

For international students extra costs may occur: handling fees, insurance premium (see also 8.4.7), costs of visa and fees residence permit.

8.4 Regulations for expenses paid by Wageningen University, implementation

8.4.1 Essential expenses for the final colloquium

Expenses for the final colloquium (such as the costs for making sheets) are charged to the Departments; the student can obtain a reimbursement for such expenses from the relevant Chair Group (*leerstoelgroep*) or the office of the Sciences Group. The instructor/supervisor determines which expenses will be reimbursed.

8.4.2 Copying and printing expenses

Photocopying and printing expenses for three copies of the final version of the thesis report, the internship report, the Bachelor completion report and the

Academic Master Cluster report are charged to the Department and can -if necessary via the course coordinator- be submitted for reimbursement to the relevant chair group or the office of the Sciences Group. If the student decides to spend more than is absolutely necessary, for example to improve the appearance of the report, these additional expenses must be paid by the student.

8.4.3 Safety clothing

At the beginning of the Academic Year, first-year students can obtain safety clothing that is required for education in specific programmes at no charge from the WURshop (Forum building).

Safety clothing also includes smooth-soled boots and disposable jackets, which are compulsory as part of the hygiene protocol when visiting a farm. Boots and disposable jackets are obtainable from the Department of Animal Sciences.

8.4.4 Field trips in the Netherlands and abroad

The *travel and lodging expenses* for field trips in the prescribed Bachelor programme (compulsory or limited choice) and the approved, individual set of MSc examination courses are paid by Wageningen University, in this case by the Departments. Students contribute to the costs of the field trip by paying the costs they would have anyway: *costs for meals*. It is advisable for students and field trip supervisors to make clear agreements beforehand about the costs of meals to prevent these from being prohibitive for students (suggested student contribution: €15 per person per day).

The travel and lodging costs of students who participate in field trips as part of the free-choice component of their Bachelor programme are not paid by Wageningen University.

8.4.5 Internships/ theses

In the Netherlands

If the student does not qualify for the student travel product or if the student has a weekend-only student travel product the 'Regulation for individual study activities' applies. That means that under certain conditions the travel costs individual students make for internships and theses are paid by Wageningen University.

These conditions are:

- the internship or thesis is part of the prescribed Bachelor programme or an approved, individual set of MSc examination courses, and
- the chair group involved has approved of the chosen destination for the internship or thesis beforehand.

Students can submit a request for reimbursement to the relevant chair group or the office of the relevant Sciences Group.

The travel expenses of students for internships/ theses that are part of the free-choice component of their Bachelor programme are not paid by Wageningen University.

Abroad

If an internship or thesis requires travelling abroad, the student, under certain conditions, may apply for the Wageningen University Travel Funding Regulations (10.4), private funding (10.5) or to the Research Fees Regulation for non-EU and

non-EFTA students (2.4.5). For more information, contact the Student Service Centre (SSC) and/or the Student Counselling Service.

Students can take a language course Spanish or French for their internship or thesis at Language Services. The student's contribution is €90 per course. Relevant forms may be obtained at Language Services ('Declaration Internship or Thesis Supervisor'). For students who need to take a language course Language Services does not provide, the Chair Group must reimburse these expenses. Also for these courses, the student's financial contribution is €90 per course. If the Chair Group cannot reimburse the expenses, the Executive Board has agreed to finance the particular course.

8.4.6 Collective travel insurance

Students who are travelling abroad for an internship and/ or thesis as part of an approved set of examination subjects, on behalf of and with the approval of Wageningen University, are covered by the same collective travel insurance as staff of Wageningen University. The costs of this traveller's insurance (accidents, luggage) are paid by Wageningen University. The travel insurance is in force as long as the travel duration is not longer than 365 days and the student is enrolled at Wageningen University as 'a student'. The insurance can be obtained at the student desk of the SSC in the Forum Building. It requires a declaration from the study adviser including the travel destination and dates. This regulation does not apply to travel in the Netherlands, unless such a trip is part of a trip abroad. The general terms and conditions for this insurance are available at the student desk of the SSC in the Forum building.

Table 1: Who has to pay for what travel and lodging expenses: Wageningen University (WU) or the student?

Category	<i>Individual travel expenses</i>	<i>Travel expenses Group</i>	<i>Lodging expenses**</i>	<i>Remarks:</i>
<i>Internship/ thesis* in the Netherlands</i>	WU: Regulation for individual study activities (8.4.5)	-	Student	See also: Liability insurance (8.2.1)
<i>Internship/ thesis* abroad</i>	Student and possibly WU (see remarks)	-	Student and possibly WU (see remarks)	See also: Liability insurance (8.2.1) Collective travel insurance (8.4.6) Travel Funding Regulation WU (10.4) Private funds (10.5) Research fee (2.4.5)
<i>Field trip* in the Netherlands abroad</i>	-	WU	Student: meals (see also 8.4.4) WU: accommodation, entrance fees etc.	See also: Liability insurance (8.2.1)

Explanation of table:

*Field trips, internships and theses in the free-choice component of the Bachelor programme do never qualify for full or partial funding by WU

**Lodging expenses: expenses such as expenses for accommodation, entrance fees, costs of meals;
related to the activity and other than travel expenses.

8.4.7 Health insurance for international students who require visas

To get a residence permit, international students who require visas must have valid health insurance. The costs of the insurance must be paid by the student. International students who do not have an EU Health Insurance Card must obtain health insurance upon their arrival in the Netherlands. Information about the type of health insurance that is required can be obtained at the desk of the Student Service Centre (SSC, Forum).

8.5 Objection and appeal

Refer to Chapter 13.

CHAPTER 9 STUDY FINANCING by the DUO IB-Groep and by Wageningen University

This chapter discusses, among other things, the relevant parts of the Student Financing Act. No rights can be derived from this chapter. The Student Financing Act 2000 applies in all cases.

9.1 Performance grant, for whom?

Dutch students, and in special cases non-Dutch students as well, who applied for study financing for the first time for a study programme in higher education in September of 1996 or later are affected by the 'performance grant' (*prestatiebeurs*).

A condition for obtaining the performance grant is that the student began the study for which this study financing will be granted before his 30th birthday. After his 30th birthday, the student keeps the right to study financing, as long as the study financing is continuous. Interruption due to illness or special family circumstances is permitted, however.

The following international students can also apply for the Dutch performance grant: provided they are enrolled as *a student* in an official Dutch study programme:

- students with EU, EEA or EFTA nationality* officially living in the Netherlands for at least 5 years without a break of more than 6 months,
- students with EU, EEA or EFTA nationality having a Dutch employment contract for at least about 32 hours per month,
- refugee students having a residence permit for at least three years,
- students having a residence permit, based on the fact of being a dependant from a Dutch person,
- students having a residence permit, based on the fact of being a dependant from a foreign person who lawfully resides in the Netherlands.

More information can be obtained from www.ib-groep.nl (*DUO Informatie Beheer Groep*) or the deans for students (Student Counselling Service).

* *Overview of EU, EEA and EFTA countries in Appendix I of this charter (clause 0).*

9.2 Performance grant (in effect since September 1996)

For most WU studies, the student who satisfies the conditions (see 9.1) has a right to obtain the performance grant during a period of *five* years. Students enrolled in BEB, BGM, BIN, MCS, MDR, MID or MME who satisfy the conditions have that right during a period of *four* years (see also Appendix VII).

The performance grant consists of:

- a basic grant (regardless of the income of the parents),
- an annual pass for public transportation (*student travel product*),
- possibly a supplementary grant (depending on the income of the parents),
- possibly allowances such as single parent or partner allowance,
- an interest-bearing loan for study and living costs (regardless of the income of the parents),

- an interest-bearing loan in monthly payments of 1/12 of the statutory tuition fee (*tuition fee loan: 'collegegeldkrediet'*).

In addition, the student has a right to three more years of interest-bearing loans and student travel product.

9.2.1 Converting the performance grant from loan into gift

The grant(s) and the annual pass for public transportation are initially provided as an interest-bearing loan (performance loan). If the student has earned a Bachelor or Master diploma no more than ten years after first having received study financing in higher education, the performance grant for the official duration of the relevant BSc (3 years) and MSc (1 or 2 years) is converted from a loan into a gift.

9.2.2 Special circumstances

If the student is unable to earn his diploma within the official duration of the study programme due to special circumstances, he can apply to the *DUO IB-Groep* for an extra year of performance grant. If, due to special circumstances, the student is unable to earn his diploma within ten years since the first month of performance grant, he may apply to the *DUO IB-Groep* for an extension of the diploma period. The *DUO IB-Groep* will base its decision in such cases on declarations supplied by the University. Therefore, the student should contact the Dean for Students.

9.2.3 Cancelling study financing before 1 February in the first year of enrolment in Higher Education

For students who cancel their study financing before 1 February in the first year of enrolment in Higher Education, the performance loan then is converted into a gift. However, they have used up the past months of study grant.

9.3 Part-time earnings regulation

A student who qualifies for a performance grant is not allowed to earn more than € 13.215,83 per year (taxable income 2010) without causing a reduction in the study grant.

As of calendar year 2010, new rules apply to additional earnings. If you earned too much in 2010 and did not stop your study finance in time, you will have to repay the amount you have earned above the limit, but never more than you actually received for your basic grant, supplementary grant and student travel chip card. For previous calendar years (2009 and before) different rules apply: if the maximum earnings amount is exceeded, the extra income (to a maximum of the grant received in that calendar year) must be paid back, plus public transport expenses for the student travel chip card, beginning with the first month that the student had the travel card in his possession. For more information, see the brochure of the *DUO IB-Groep, Part-time income and your study*.

9.4 Studying outside The Netherlands

From 1 September 2007 students can obtain a performance grant for various study programmes of higher education throughout the world, on condition that

the quality of the education is sufficient and of a comparative level with a Dutch programme of higher education.

The conditions which apply for eligibility for a performance grant, such as age, nationality and the full-time character of the education also apply to 'worldwide' student grants. Additional conditions can be found at www.ib-groep.nl.

9.5 Reimbursement annual student travel product during study abroad

A student who spends more than one month abroad as part of his study, has the right to a reimbursement for the public transportation fee of € 83,97 per month if he decides to return the student travel product during that period. To obtain the reimbursement, the student requires a declaration from the University (obtainable from the Student Service Centre) stating that the period he spent abroad is indeed part of his study. The student must also remain enrolled in a Dutch university during this period.

It is recommended that students authorise another individual to arrange matters with the *DUO IB-Groep* while they are abroad.

9.6 Tuition fee loan or contribution to tuition fee for foreign students without Dutch performance grant.

From 2007/2008 on an EU/ EEA or EFTA student who does not qualify for a performance grant of *DUO IB-Groep* may qualify for an interest-bearing loan in monthly payments of 1/12 of the statutory tuition fee ('*collegegeldkrediet*').

An EU/ EEA or EFTA student who has already qualified for a partial reimbursement of tuition fee in 2009/2010 retains the entitlement to this payment as a gift for a maximum of 7 years ('*Raulin Regulation*'). The request for reimbursement takes place by completing a request form from the *DUO IB-Groep*: www.ib-groep.nl. The request must be submitted before 1 January 2011. If the request is submitted after this date, only a portion of the reimbursement will be paid.

9.7 Objection and appeal

Within six weeks after receiving a decision from the *DUO IB-Groep*, an objection can be submitted to the *DUO IB-Groep*. Within six weeks after receiving a negative response to the request/objection, the student can make an appeal to the district court. A folder about your objection and appeal rights with the *DUO IB-Groep* can be obtained from the Student Service Centre or can be downloaded from the website: www.ib-groep.nl.

CHAPTER 10 STUDY COSTS ALLOWANCES

As from 1 September 2010 there is a Wageningen UR Profiling Fund (art. 7.51 WHW). In the Profiling Fund the financial support regulations for Wageningen University and Van Hall Larenstein students are brought together, until further notice each of them with its own budget, procedures and limiting conditions. New in the Profiling Fund is the study grants facility for non-EER students.

Parts of the Profiling Fund that are relevant for Wageningen University students are:

- Student Financial Support Regulation (*FOS-regeling*), including World Class Sport (10.1),
- Social Emergency Fund (10.2),
- Extra study financing for BC, IO, MCS, MDR, MID, and MME students at Wageningen University, entitled to Dutch study financing (10.3),
- Study grants facility for non-EER students.

10.1 Profiling Fund: *Student Financial Support Regulation (FOS-regeling)*

Students who receive a performance grant from the *DUO IB-Groep** can qualify for support under the Student Financial Support Regulation of Wageningen University (*FOS-regeling*) in case of study delay caused by special circumstances, including approved administrative activities. Students whose performance grant has ended, or who never qualified for Dutch study financing can still qualify for this regulation in case of approved administrative activities. The Student Financial Support Regulation is included as Appendix VI in this Charter. More information is available from the student deans.

* In 9.1 is mentioned who can apply for Dutch study financing

10.1.1 Special circumstances as defined by the Student Financial Support Regulation

Special circumstances are legally defined as follows:

- a. Circumstances beyond one's control including:
 - illness (also psychological problems),
 - special family circumstances,
 - functional limitation including chronic illness and dyslexia (see also chapter 11),
 - pregnancy,
 - a programme which has insufficient study feasibility.
- b. Membership in the Student Council, the board of the Education Institute, the board of a Programme Committee and in the boards and committees of certain student organizations determined by the Executive Board. Regarding which student organizations can apply for administrative grants, see the attachment on the Student Financial Support Regulation (Appendix VI in this charter) (see also 10.1.4).

10.1.2 World class sport

Under the Student Financial Support Regulation, students who receive a performance grant from the *DUO IB-Groep* or *WU-funding** and are considered

to be world class sportsperson according to the standards of the NOC/NSF, can qualify for reimbursement of their study delay caused by participation in world class sporting events. This reimbursement is for a maximum of 12 months for their entire study period (BSc + MSc study programme). To qualify for this reimbursement, they must apply to the head of the University Sports Centre *De Bongerd* in order to get a declaration of being a world class sportsperson and a declaration with regard to the delay, and then contact the Student Deans Office.

* According to the regulation WU funding for BC, IO, MCS, MDR, MID and MME students (Appendix VII Student Charter)

10.1.3 Timely reporting due to qualification based on circumstances beyond one's control

In order to qualify for the Student Financial Support Regulation based on circumstances beyond their control, students must notify the Student Counselling Service within two months after the start of the circumstances or within two months after the study delay has occurred.

If the starting point for the conditions causing the study delay is not clearly evident, the report must take place as soon as it is clear that an individual has incurred at least one month of study delay (or is going to incur a delay of one month or more).

10.1.4 Entitlement to payments for allocated months in administrative activities

In order to qualify for the Student Financial Support Regulation on the basis of administrative activities (see 10.1.1b), months for activities must have been allocated for the particular academic year to the organization for which the student concerned has carried out activities. Organizations must have submitted their application for allocation of the months in 2011/2012 before 1 April 2011. The Executive Board will inform the organization of its decisions on the allocation no later than 1 June 2011.

10.1.5 Application for payment of FOS compensation and frequency of payments

- a. The individual application form for payment can be downloaded from the WU website > student information. Applications must be filled in and, with any enclosures, submitted to the Student Dean's Office.
- b. Individual applications for payment of FOS compensation on the basis of *circumstances beyond one's control or top-class sport (see 10.1.1.a and 10.1.2)* must be submitted during the academic year following the academic year in which the delay took place.
- c. Individual applications for FOS compensation on the basis of *administrative activities (10.1.1.b)* must be submitted by the organization involved, grouped together for each board or committee, immediately after the period in which the board or committee was in force. The organization sends an overview of the allocation of months among the members of the relevant board or committee, along with the individual applications to the SSC secretariat. The board sends an overview of the allocation of months to the board and committees (if any) to the SSC secretariat, before the first grouped application.
The formats for the required overviews can be downloaded from the WU website > student information.

- d. If the administrative activities of an individual are granted with 12 months, there is the option of a monthly payment during the period of administrative activities. In this case, the application for payment must be made at the beginning of the period and must be accompanied by a declaration from the organization ('12 months for student x').
- e. The formal decision on the individual awarding/ payment of FOS compensation will be given in an email from the Student Dean's Office or a letter from the Executive Board.

10.1.6 Amount of FOS compensation

The amount of the FOS compensation for students with a performance grant of the *DUO IB-groep* is the same as the monthly amount of the performance grant excl. the value of the student's travel product which the student received most recently before the FOS payment, multiplied by the number of allocated FOS months.

For students who have never been entitled to claim Dutch study financing of *DUO IB-groep*, the monthly amount will be the equivalent of the basic grant plus the maximum supplementary grant. In addition these students will pay tuition fees according to the European rate over the number of approved FOS months and will receive -where applicable- compensation for the cost of the extension of their residence permit.

The FOS compensation will be paid in a single payment, apart from exceptions in conformity with Article 10.1.5c.

10.1.7 Objection and appeal

Objections may be lodged with the Executive Board of Wageningen University within six weeks of the date of the decision on the award of the FOS payment (10.1.5). If the decision on the letter of objection is negative, an appeal can be lodged with the Higher Education Appeals Tribunal within six weeks. See further under 13.2.2.

10.1.8 Compensation for study delay caused by special circumstance for students without study financing from *the DUO IB-groep*

Students without a performance grant from the *DUO IB-groep* who incur a study delay *due to special circumstances such as illness, family problems or educational problems beyond their control*, do not qualify for compensation based on the Student Financial Support Regulation/ Profiling Fund. These Dutch or international students are advised to report their special circumstances as soon as possible to the student dean, who will determine if financial compensation or extension of the scholarship (if any) is possible.

10.2 Profiling Fund: Social Emergency Fund

The Social Emergency Fund (*Sociaal Noodfonds*) of Wageningen University has the aim of helping students in urgent financial need. To qualify for funding, there must be a situation of unforeseen, non-structural financial need that is not caused by the student involved. In principle, an interest-free loan is provided. Sometimes the funding is provided as a grant. The Social Emergency Fund Board makes this decision. Students who think they qualify for assistance from the Social Emergency Fund should contact the Student Deans.

10.3 Profiling Fund: *Extra study financing for BC, IO, MCS, MDR, MID, and MME students at Wageningen University, entitled to Dutch study financing*

10.3.1 BC and IO students

Students who started the unified initial degree programme in International Development Studies (IO) or Management, Economics and Consumer Studies (BC) in the 2000/2001 academic year or later are classed in four-year study programmes for the purposes of the 2000 Student Finance Act. That means that they are only entitled to a four-year performance grant from the *DUO IB-Groep*. Since the study programmes just referred to are in fact five-year programmes, students of these programmes can get an extra grant from the university for a period of no longer than 12 months. This is on the condition that they obtain their diploma for the relevant study programme within ten years after their first registration for higher education with *DUO IB-Groep*.

10.3.2 MCS, MDR, MID and MME students

The same arrangement as set out in section 9.8.1 applies for students who have obtained their degree in the master study programmes Applied Communication Sciences (MCS), Development and Rural Innovation (MDR), International Development Studies (MID) or Management Economics and Consumer Studies (MME).

10.3.3 Application

The application must be submitted to the Central Student Administration within 6 months after the date of the relevant diploma.

10.4 Wageningen University Travel Funding

Under certain conditions, the Executive Board can reimburse the travel costs for an internship or thesis in a tropical or developing country, based on the Travel Funding Regulations of Wageningen University. These regulations are published as Appendix VIII of this Charter.

To qualify, the student must be enrolled 'as a student' at Wageningen University in one of the MSc programmes BIL, MDR, MID or MIL. In case the student is enrolled 'as a student' in another MSc- or BSc-programme of which the internship or thesis is part of the prescribed programme (BSc) or individual set of MSc examination courses, at least 18 credits aimed at tropical or developing countries, must have been earned previous to the internship or thesis. Besides that, students are obliged to have passed the ENT 50303 course successfully before leaving (Analysis and Prevention of Health Risks in the Tropics). Students who receive a grant or bursary from any third party which includes an amount designated as 'research fees' can not apply.

The internship must always be approved by the study adviser and the internship or thesis supervisor.

The regulations include:

- a list of courses aimed at tropical and/ or developing countries,
- a list of tropical and/ or developing countries.

Courses not mentioned on the list may be counted in the tropical/ developing category provided the examiner certifies its aims on the form.

As part of the application procedure for the travel funding, the income of the student's parents is taken into account. This condition does not apply for students who are considered to be financially independent of their parents.

Students may contact the student deans for an assessment of their financial situation.

The reimbursement amounts to 75% of the travel costs to a maximum of €1000. A possible contribution to the travel costs made by the person or institution who offers the internship or thesis will be deducted from the costs eligible for reimbursement.

The travel costs will be reimbursed only once to a student (either for an internship or for a thesis), regardless how many Wageningen University study programmes he is following.

The student must apply to the Student Service Centre (SSC) for travel funding within 13 weeks after the internship/ thesis is completed. He has to fill in and sign the form 'Application for travel funding internship/ thesis in tropical/ developing countries'. The form is available at the SSC and at the WU website. In specific circumstances, the student can submit a request to the student dean for payment of an advance on the travel funding prior to leaving.

The conditions of the regulations will be updated every academic year.

10.5 Private foundations

For travelling abroad as part of a thesis or internship, a student can try to acquire a grant from a number of private foundations. Private foundations can also be approached if students have serious financial problems that are not their fault. A binder with a summary of the most important private funds can be examined at the Student Desk in the Forum building. In addition, students can also search on the Internet (for example at www.wilweg.nl, www.grantfinder.nl or www.beursopener.nl) and consult the student deans for advice. The student dean can provide a letter of recommendation, if the qualities and circumstances of the student and/or the importance of the research are evident. In most cases, a letter of recommendation must be submitted to the private foundation three months before departure.

10.6 Wageningen University Foundation (*Wageningen Universiteits Fonds*)

The aim of the *Stichting Wageningen Universiteits Fonds (WUF)* is 'to promote the flourishing of Wageningen University'. The Foundation therefore organizes and finances various activities that benefit students, staff and graduates, activities which are not funded by the regular budget of Wageningen University. For example, the Foundation supports special international initiatives of groups of students, presents each year the student thesis awards, organizes the annual

election of the Teacher of the Year and finances four endowed chairs. For more information e-mail: wuf@wur.nl.

10.7 Additional information

Additional information about the various possibilities for acquiring financial support can be obtained from the Student Deans Office.

CHAPTER 11 STUDYING with a FUNCTIONAL LIMITATION

PLEASE NOTE For students who do not qualify for a performance grant of the DUO IB-Groep the study financing related sections (11.4 and 11.5) and section 11.8 are not in force, even if the students do qualify for reimbursement or tuition fee loan.

11.1 Statutory definition of a functional limitation

According to the relevant legislation, a functional limitation is a chronic (possibly temporary) disorder which structurally hampers the student in participating in education and/ or taking interim examinations. Students who think they qualify for one of the following regulations can contact the Student Deans Office

11.2 Students with RSI/CANS

Students suffering from RSI/CANS* can contact the student physician and apply for assistance. They can obtain specific advice and supervision from the student physician and the student dean, especially concerning aids for working with computers or the purchase of personal study aids (such as a mouse pen, speech recognition software or notebook computer). Section 13.4.2 addresses the Working Conditions Act and the provisions in this Act concerning RSI/CANS prevention for students.

* Repetitive Strain Injury/ Complaints of Arms, Neck and/or Shoulders

11.3 Counselling and supervision

Students with a functional limitation have the right to specialised supervision by the Student Counselling Service and the study advisers.

To obtain a declaration concerning dyslexia (for example required to use 25% extra time for interim examinations), students can contact the student psychologist.

The student deans provide information about all the functional limitation regulations and help with their implementation. They can arrange certain adjustments in education and that some special materials are supplied. If necessary, the student physician or student deans can provide an urgency declaration for the Housing Foundation *Idealis*.

Study advisers can help students by modification of scheduling, and information to lecturers. At Wageningen University, there is a Committee for Facilities for Individuals with a Functional Limitation (*WVG*). Its members include students and staff. The group promotes the interests –of Wageningen UR students and staff with a functional limitation or chronic illness, especially where policy aspects are concerned. For information you can contact the student physician or the student deans.

The WU-Powur Platform is a organization of students with a disability at Wageningen University. Its task is to give advice and feedback to various university bodies (e.g. *WVG*, *SC*, Student Counseling etc.) and to organize informative and social meetings for fellow students with a disability.

powurplatform.wageningen@gmail.com

11.4 Study financing

For students with a functional limitation as defined in Section 11.1, having a performance grant from the *DUO IB-groep*, there is a number of special regulations derived from the Study Financing Act (see chapter 9):

- The period of the performance grant can be extended by one year if the student, as a consequence of his functional limitation or long-term illness, is not able to complete his study programme within the official study period.
- A student who, as a direct consequence of his functional limitation as defined in Section 11.1, does not earn his Bachelor or Master diploma within ten years, can still convert his performance loan into a gift. For this purpose the student must submit a request to the *DUO IB-Groep* after consulting with the student physician and student dean.
- A student who, due to a functional limitation as defined in Section 11.1, is forced to terminate a study programme and begins another, more suitable study programme, may obtain new rights on study financing
- If a student becomes 80% or more disabled during his or her study according to the provisions in the Facilities for Disabled Young People Act (*Wajong*), the performance loan can be converted into a gift.

To use these regulations, students should contact either the student physician or student psychologist (depending on the type of functional limitation) and in any case the student dean. They can provide the required declarations.

11.5 Functional limitation and the Student Financial Support Regulation (*FOS-regeling, Profiling Fund*)

Students who are granted a statutory extension of the performance grant period (see above), but incur more study delay due to their disablement, may qualify for additional financial assistance under the Student Financial Support Regulation (*FOS-regeling*, see Chapter 10).

11.6 Participating in education and taking interim examinations

Based on the Equal Treatment Act, a student with a functional limitation can request special facilities that are required to participate in education and to take interim examinations. In Article 15 of the BSc Education and Examination Regulations and Article 16 of the MSc Education and Examination Regulations is stated that Examining Boards must offer students with a functional limitation a reasonable opportunity to take interim examinations that are adapted as much as possible to their circumstances. Students who require special facilities in order to participate in education or to take interim examinations are advised to contact the Student Dean well ahead.

Students with functional limitations may apply for the following adaptations:

1. Students with functional limitation can ask the Student Dean to advise the Examining Board to qualify for specific adaptations to education, the

- interim examinations and/ or extra facilities to enable them to complete the education successfully.
2. Any changes will be geared as much as possible to the limitations of the individual but may not affect the quality or degree of difficulty of parts of the study programme or an education programme.
 3. If necessary, the recommendation from the Student Dean is based on a recent medical statement by a doctor or psychologist.
 4. The Examining Board is to decide on the recommendation within 4 weeks. If the Examining Board agrees, the Student Dean will issue a letter with the adaptations on behalf of the Examining Board. Subsequently, the student can arrange the approved adaptations with the examiner or other officials involved.
 5. Adaptations to the education can include changes to:
 - the content (e.g. offering equivalent alternative material),
 - the study material (e.g. more accessible study material),
 - the form (e.g. waiver of compulsory attendance),
 - the period of time (e.g. granting waiver of entry requirements, extension of time allowance for the completion of a component).
 6. Adaptations to the method of examination can include changes to:
 - the form (e.g. replacing a written test by an oral test or vice versa, examining the study material in the shape of sub-exams),
 - the period of time (e.g. extra time during interim examinations, greater spread of interim examinations over the examination period),
 - aids which may be allowed during the test (e.g. specific hardware or software, large font size),
 - the location (sitting the interim examination in a separate low-stimulus room).
 7. A facility to help successful participation in education can include:
 - availability of specially adapted furniture in examination and education areas,
 - availability of special equipment (e.g. enlarging or braille equipment for blind or visually impaired students, induction loop systems and solo equipment for deaf or hearing impaired students),
 - availability of special computer facilities (e.g. speech recognition or speech synthesis software),
 - availability of a rest area.

If it has been determined that the student, due to a functional limitation, is not able to complete the programme in the official duration, and the time allowance is no more than twice the official length, the faculty has undertaken to enable the student to complete the study programme.

11.7 Purchase of technical study aids

The costs of aids to allow students with a functional limitation to participate in education can often be reimbursed via the Reintegration Act (*REA - Wet op de (RE)integratie Arbeidsgehandicapten*). The UWV (Employees Insurance Administration Office, www.uwv.nl) is responsible for implementing this procedure, also for students. If a request is not granted, then specialised private foundations can be approached. The foundations may be found on the website of

Foundation '*handicap en studie*'. (www.handicap-studie.nl). The student dean can give advice and support in the application.

The costs of aids that are not covered by insurance, *UWV* or private foundations, may partially be reimbursed by the university. Students who want to ask for a reimbursement from the university should contact the student dean.

11.8 *Wajong* grant

A student qualifies for the *Wajong* Act (Facilities for Disabled Young People Act) if he:

- is disabled on the day that he comes to the age of 17;
- became disabled after the age of 17 and studied during the year before for at least six months.

It is possible to have a *Wajong* grant in addition to a performance grant. There is no age limit to the grant. However, if you are a student and if you are entitled to a performance grant and if your *wajong*-application has been submitted after 2009, your *Wajong* grant will be limited to 25% of the minimum wage.

The *IB-Groep* views the *Wajong* grant as extra income. If the maximum limit of extra income set by the *IB-groep* is exceeded, the student no longer gets study financing during the relevant academic year. If there is a risk that the income limit will be exceeded, the student is advised to stop his performance grant and deactivate the student travel product for the rest of the year. A *Wajong* grant must be requested from the *UWV* (Employees Insurance Administration Office; www.uwv.nl).

More information about extra income and study financing can be found in the *DUO IB-Groep* brochure '*Extra income and your study*'.

11.9 Objection and appeal

For objection and appeal procedures, refer to Chapter 13.

CHAPTER 12 ADMINISTRATIVE ORGANIZATION of the UNIVERSITY and STUDENT PARTICIPATION

12.1 Wageningen University and Wageningen UR

Wageningen University, together with the DLO Foundation and the Van Hall Larenstein Foundation, forms the framework of cooperation called Wageningen University and Research Centre (Wageningen UR). The Executive Board of Wageningen University, the Executive Board of the DLO Foundation and the Executive Board of the Van Hall Larenstein Foundation have the same members in a personal union. These Boards form the Executive Board of Wageningen UR.

In the framework of Wageningen UR, Wageningen University, the DLO Foundation and the Van Hall Larenstein Foundation are independent legal entities.

The administration and the structure of all Dutch universities is arranged in the Higher Education and Research Act. Within the frameworks established by this Act, the administration, management and structure of Wageningen University is stipulated in the Administration and Management Regulations.

The University is comprised of a single faculty: the Faculty of Agricultural and Environmental Sciences. For the above reasons, the Executive Board is the head of the University and is responsible for the management of the faculty.

Wageningen University does not have a separate faculty council like other universities; the Rector Magnificus is also dean of faculty.

The funding of universities in the Netherlands is governed by the Higher Education and Research Funding Decree. Unlike other Dutch universities, Wageningen University is funded by the Ministry of Agriculture, Nature and Food Quality (LNV), but this funding is provided as much as possible in accordance with the funding of the other universities.

12.2 Central level

The central management level of Wageningen University is formed by the Supervisory Board and the Executive Board. The participation councils of the University are the Student Council and the Student-staff council. At the central level of Wageningen UR there is the Central Employees Council.

12.2.1 Supervisory Board

There is Supervisory Board for the University, a Supervisory Board for the DLO Foundation and a Supervisory Board for the Van Hall Larenstein Foundation, which are all comprised of the same individuals. In practice, there is a single Supervisory Board. This Supervisory Board is responsible for supervising the management and administration of the individual legal entities. It provides advice to the Executive Boards and also makes sure that both Executive Boards adequately fulfil their tasks and responsibilities.

The Supervisory Board appoints, suspends and dismisses the members of the Executive Boards. During this process the Student Council and the Central Employees Councils of the DLO Foundation provide confidential advice about a proposed appointment or dismissal. The Minister of LNV appoints the Chair and members of the Supervisory Board.

12.2.2 The Executive Board of the University

The Executive Board of Wageningen University is mandated with the management and administration of the University and provides direction to the education and research policy, personnel policy, infrastructure and the financial administration.

The Executive Board is comprised of three individuals: the Chair, the Vice Chair (also Rector Magnificus) and a Member.

12.2.3 Central Employees Council

The Central Employees Council is established by the Executive Boards of Wageningen University and the DLO Foundation to consult with and provide representation for everyone who is employed by the University and the DLO Foundation. The Central Employees Council is comprised of 16 members who are chosen from the employees councils of the Sciences Groups, and those of the other organizations within Wageningen UR (with the exception of the Van Hall Larenstein Foundation). The Central Employees Council has advisory and approval authority concerning many policy topics that affect the University and the DLO Foundation. The Central Employees Council is also authorised to appoint a standing committee, such as the Standing Committee for the Student-staff council (see 12.2.5).

There is a separate participation body for the Van Hall Larenstein Foundation.

12.2.4 Student Council

The Student Council is comprised of 12 students of Wageningen University. Every year there are central elections for the Student Council, provided there are enough candidates. If not, the nominated candidates are assumed to be elected. The Student Council has the right of approval regarding topics such as the Student Charter, the policy and budget regarding student facilities, regulations in areas of safety, health and welfare of students, certain aspects of the Education and Examination Regulations and the Student Financial Support Regulation (*FOS-regeling*).

The Student Council has the right to make proposals to the Executive Board of the University concerning all issues having to do with Wageningen University, make its standpoints known to the Executive Board and provide unsolicited advice to the Board. In addition, The Student Council also has an advisory right concerning the budget of the University, among others. Details about the Council's structure, mode of operation, elections, and authority are described in the Student Council Regulations, which can be viewed at the Student Council internet site www.sc.wur.nl/en/paperwork.html

12.2.5 Student-staff council (*Gemeenschappelijke vergadering, GV*)

The Student Council and the Standing Committee of the Central Employees Council for the Student-staff council also discuss a number of matters jointly in the Student-staff council. There are at least two meetings every year to discuss the general state of affairs at Wageningen University. In addition, the Student-staff council has the right of approval regarding the Administration and Management Regulations, the institutional plan and the quality assurance system. The Student Council and the Standing Committee each have half the votes in the Student-staff council. The regulations of the Student-staff council can be viewed at the office of the Student-staff council (*Bestuurscentrum*).

12.2.6 CMO

The central participation meeting (*centraal medezeggenschapsoverleg*) consists of the 16 members of the central employees council, 4 members of the Student Council, 2 staff members from the central VHL participation council and 4 students from this last council. The subjects of the central employees council, which are general Wageningen UR issues, are discussed within this meeting. Examples of issues discussed within the CMO are the sporting facilities at De Bongerd, development of the Campus, privacy regulations etc..

12.3 Decentralized level

The decentralized level of Wageningen UR (excluding the Van Hall Larenstein Foundation) is formed by five Sciences Groups, each of which has a management council. A Sciences Group is comprised of one Department from the University and one or more research institutes from the DLO Foundation. It is a framework of cooperation within a specific scientific domain. Every Sciences Group has its own participation organization, which sometimes includes a number of student members.

12.3.1 Management councils of the Sciences Groups

A management council is mandated with the management and administration of the relevant Department at the University and the research institute (or institutes) of the DLO Foundation that are part of the Sciences Group. The management council is responsible for the education and research, for the staff policy, the marketing and financial administration.

12.3.2 Departments of Wageningen University

A Department is a collection of chair groups (*leerstoelgroepen*) that are involved with the development of the relevant scientific field. The Department includes the scientific staff who are active in the actual research as well as the support and administrative staff who are involved with supporting the education and research of the Department.

12.3.3 DLO institutes

Every DLO institute is comprised of multiple business units/sections and conducts externally-financed research in a specific scientific field.

12.4 Education and research at Wageningen University

12.4.1 Demand-driven education

Education at Wageningen University is demand-driven. This means that the Sciences Groups provide education based on internal and external demand. The internal demand arises from the Education Institute and is reflected in the education and training programmes offered by the University. The Education Institute establishes the curricula, the internal demand for education. During this process it can work with the scientific fields from the entire University, thereby going beyond the disciplinary limits of the individual Sciences Groups (the so-called matrix model).

12.4.2 Education Institute

The University has established one Education Institute. The responsibility for the day-to-day management of the Education Institute rests with the Director. The Director is appointed by the Executive Board. The Director must not be a member of the Board of the Education Institute but acts as an adviser of the Education Institute Board.

The Board of the Education Institute consists of eight members, namely four professors who hold a chair and four student members. The Rector Magnificus will preside over the meetings of the Board of the Education Institute without forming a part of it. The Executive Board appoints the members of the Board of the Education Institute upon nomination of the programme committees. The term of the student members is one year and for the other members two years. Forthwith they are twice eligible for reappointment.

The members of the Board of the Education Institute cannot also be part of the participation council of the Sciences Group, a programme committee or a central body for co-participation.

The Board of the Education Institute determines regulations regarding its internal affairs; it is accountable to the Executive Board.

The tasks of the Board of the Education Institute are:

- establishing the curricula of the Bachelor and Master study programmes for which the Institute is responsible,
- setting the budgets for these programmes within the budget for the complete set of programmes,
- implementation of quality assurance of the study programmes.

The Board of the Education Institute can make recommendations to the Executive Board concerning:

- introducing and withdrawing study programmes,
- the educational frameworks,
- the Education and Examination Regulations,
- policies of the Executive Board with respect to quality assurance,
- general educational matters and strategies.

12.4.3 Programme Committees

A Programme Committee (*opleidingscommissie 'opcie'*) has the task of annually evaluating and updating the curriculum of the study programme for which it has been appointed and providing advice to the Board of the Education Institute accordingly. To this end, the Programme Committee consults with the Departments concerned. The Committee advises the Executive Board and the Education Institute about all matters concerning education in the relevant study programme.

A Programme Committee is comprised of six, eight or a maximum of ten members. Half of the members are comprised of students from the study programme; the other half is comprised of scientific staff appointed by the Education Institute. The term of service of the student members is one year. The term of service for the remaining members (except the term of the chairperson) is two years. Members can be reappointed twice without delay.

12.4.4 Graduate schools

The majority of the research at Wageningen University takes place within national graduate schools. The graduate school is responsible for the research programming and the quality of the research. The graduate school determines the demand for research at the Sciences Groups/ Departments. Wageningen University chairs six graduate schools. In addition, WU participates in a number of graduate schools that are chaired by other universities. The graduate schools also train researchers (PhD candidates). Every graduate school is directly responsible to the Executive Board.

12.5 Student participation

Students can be represented by a number of participation and administrative bodies, or they can become representatives on these bodies themselves. At the educational level, there are student members in the Programme Committees. Students also participate in the Board of the Education Institute, and, at the level of the Sciences Group, in the Employees Council as an advising member.

At the central level, students participate in the Student Council and the Inter-council Meeting. The regulations governing the tasks and authority of the Student Council and the Inter-council Meeting are available for view at the offices of the Student Council and Inter-council Meeting and at the Student Service Centre in the Forum building.

Students who participate in co-participation bodies may be compensated with FOS (refer to chapter 10 and Appendix VI). Students in specific boards or committees get an attendance fee (€25 for half a day): Programme Committees, the Committee for Facilities for Individuals with a Functional Limitation (*WVG*), Group Sustainability, and the *Powur Platform*. Student Council members also get an attendance fee: an amount per year instead of an amount per half a day).

12.6 Public disclosure

The Executive Board provides information about its policy and activities. This information is provided both at the Board's own initiative and at the request of other parties. The proceedings of the meetings of the Executive Board are not made public unless the Executive Board decides otherwise. As soon as possible after every meeting, the Executive Board provides a summary of its decisions and resolutions to the Employees Council and the Student Council. However, the proceedings of the meetings of the Employees Council, the Student Council and the Student-staff-council are made public. The most important Student Council publications can be seen at www.sc.wur.nl.

CHAPTER 13 LEGAL PROTECTION FOR STUDENTS

13.1 Introduction

Legal protection is an important aspect of the rights of the student. It offers the student, who in certain cases may not agree with a decision or whose interests may be damaged by a decision, the opportunity to protect these interests, if he does not agree with a behaviour or if a decision is not forthcoming.

13.2 Legal protection as stipulated in the Higher Education and Research Act

An interested party can, as described below, appeal or object to a decision that is made by individuals, committees, the Executive Board or other bodies of the University. In addition, the interested party can appeal or object if a decision is not forthcoming or is too late.

Every interested party can object, as described below, to the way in which an individual, committee, the management council or another body of the university has behaved towards the complainant.

An interested party can be a student, an applicant student, a former student, an *extraneus*, or an applicant or former *extraneus*.

The statutory provisions about legal protection can be found in Title 4e of Chapter 7 of the Higher Education and Research Act (WHW).

Each involved party can conduct the procedures autonomously, but can also be assisted by a lawyer or legal adviser. The involved party makes this choice at his or her own expense and risk.

13.2.1 Facility

A Facility has been established. Students and interested parties can acquire information at the Facility about the various procedures at Wageningen University and about legal protection. The Facility is a digital desk that can be contacted by e-mail, telephone and regular mail. It is located at the Legal Services department of Wageningen UR. The Facility is accessible for students who have questions, requests for information or who want to submit an appeal/objection or written complaint. The Facility also accepts objections, appeals and compliance.

As soon as the Facility has received an objection/appeal or complaint, the submitting party receives written or digital proof of receipt. The Facility immediately sends the objection/appeal or complaint for processing to the authorised body, such as the Examination Appeals Board, which also acts as a Objection Advisory Board, or to the Ombudsman. The date of receipt at the Facility determines whether the objection or appeal has been submitted within the stipulated time limits.

13.2.2 The Board of Appeals for Examinations (Article 7.60 ff. Higher Education and Research Act)

At the University, a Board of Appeals for Examinations has been established.

Grounds for appeal

An interested party can appeal to the Board of Appeals for Examinations against: negative decisions concerning admission to a specific study programme; decisions concerning the number of credits earned and about passing the final student evaluation;

- decisions about admission to the final Bachelor and Master student evaluations;
- certain decisions about the requirements for previous education (prerequisite subjects or profiles, see 13.2.2);
- decisions of Examining Boards and Examiners;
- decisions based on an entrance examination;
- decisions about admission to the teacher education programmes at the University.

An appeal is filed if a party does not agree with a decision as described above. An appeal can also be made against a written refusal to make a decision and against a decision which is not made in a timely fashion.

Time limits

The time limit for submitting an appeal is six weeks. This period begins on the day the relevant party is notified about the decision. The date of receipt at the Facility determines whether the objection has been submitted within the stipulated time limits.

The Board of Appeals decides within ten weeks following receipt of the appeal and informs the relevant parties about its decisions within several days.

Amicable settlement

Before taking an appeal into consideration, the Board of Appeals sends the appeal to the organisation against which the appeal is being made with an invitation to enter into a discussion with the involved parties to determine whether or not an amicable settlement of the dispute is possible. It must be clear within three weeks whether or not this is possible. If an amicable settlement is impossible, the Board of Appeals then takes the appeal into consideration.

Formal procedure

In principle, the proceedings are public. During the proceedings, the involved parties are given the opportunity to explain their standpoints in greater detail. Each party can be represented by an authorised individual or be assisted by a counsellor. For example, this could be the student dean but also a lawyer or a family member.

Judgement

If the Board of Appeals believes the appeal is well founded, it nullifies (partially or completely) the decision against which the appeal has been made. The Board is not authorised to make a new decision to replace the one that has been partially or entirely nullified.

If the appeal was filed against a body that refused to make a decision, the Board of Appeals can decide if a decision must still be made in the case, or if a new decision is required. The Board of Appeals can also decide that the interim examination, the final student evaluation, the entrance examination, the supplementary examination, or a part thereof, must be given again under conditions established by the Board of Appeals. The body whose decision was reversed takes the case under consideration again (to the extent this is required). During this process, it must take account of the decision of the Board of Appeals.

If the Board of Appeals decides that the appeal is not well founded, the decision against which the appeal was filed remains in force, or the refusal to make a decision is upheld.

The appeal can also be declared as invalid. This means that the appeal cannot be taken into consideration. In that case, the Board of Appeals cannot make a substantive judgement.

The relevant parties are notified about the judgement. It is possible to appeal judgements of the Examination Appeals Board to the Higher Education Appeals Tribunal, if this is done within six weeks (see 2.4).

If urgency is required, the Chair of the Examination Appeals Board can make a tentative judgement at the request of the individual submitting the appeal.

13.2.3 Objection

At the Facility, an interested party can submit a notice of objection addressed to the Executive Board of Wageningen University against all decisions for which no appeal is pending at the Examination Appeals Board, such as:

- decisions about enrolment, de-enrolment, tuition fees and similar matters.
- decisions concerning the Student Financial Support Regulations (*FOS*)
- Measures such as denial of entry to the buildings were grounds, or de-enrolment
- decisions concerning the provision of a degree certificate

The time limit for submitting an objection is six weeks. The date of receipt at the Facility determines whether the objection has been submitted within the stipulated time limits. The Facility sends the notice of objection by return mail to the Executive Board.

The submission of the objection is followed by a procedure during which an Objection Advisory Board, according to Article 7.13 of the General Administrative Act, provides a hearing to the complainant, and the Executive Board makes a recommendation about the objection and the decision to be made.. Based partly on this recommendation, the Executive Board then makes a decision about the objection.

13.2.4 The Higher Education Appeals Tribunal (Article 7.64 ff. Higher Education and Research Act)

A Higher Education Appeals Tribunal is located in The Hague.

To appeal a decision, court registry charges of €37 must be paid.

Grounds for appeal

The interested party can appeal the decision of the Examination Appeals Board, the decisions of bodies that are based on a judgment of the Examination Appeals Board and decisions about an objection to the Higher Education Appeals Tribunal.

Time limits

The time limit for submitting an appeal is six weeks. This period begins on the day the relevant party is notified about the decision.

Legal procedure

The procedure at the Higher Education Appeals Tribunal is largely the same as that stipulated by the General Administrative Law Act concerning appeals to the courts. More information on this topic is available on the website of the Higher Education Appeals Tribunal : www.collegevanberoepho.nl

Judgement

No higher appeal is possible against a decision of the Higher Education Appeals Tribunal.

13.2.5 Ombudsman function at Wageningen University

An interested party can submit a complaint to the Facility, but can otherwise choose to contact the ombudsman who is authorised to autonomously perform the statutory tasks of the Facility with respect to complaints (certify date of receipt, confirm receipt and send complaint to the authorised body).

Wageningen University as ombudsmen for students, a function that is practiced by the student deans. This is a supplementary procedure to the existing complaint and appeal procedures. Students can contact the ombudsman with complaints about their treatment by an employee of Wageningen UR. The same applies to complaints about an undesired situation or negligence, to the extent this concerns undesired behaviour or a formal decision.

The ombudsman procedure

The ombudsman will first consult with the student about whether it is reasonable to submit a complaint. Before a complaint is submitted, the ombudsman may encourage a student to first try to reach a solution by himself or herself. The ombudsman will then provide suggestions and information about how to do this. If necessary, the ombudsman will act as a mediator.

If a complaint is submitted which does not lead to a solution through mediation, the ombudsman will write a report in which he states his findings. The student and the party with which the student has a conflict will both receive a copy of the report. A copy will also be sent to the Executive Board.

The ombudsman can provide advice (at the request of another party or on the initiative of the ombudsman) to higher administrative bodies. The ombudsman publishes an annual report about his activities. However, the privacy of individuals will be carefully guarded during all activities of the ombudsman. If the interested party does not agree with the handling of the complaint by the intervention of the ombudsman, he or she can present the complaint to the national ombudsman, see Section

For a complaint about a student dean or the deans office, the existing complaint procedure (via the Legal Affairs Office of Wageningen University) is applicable. Regarding a complaint about unacceptable behaviour, see Section 13.4.2.

13.3 Other forms of legal protection

At Wageningen University, there are other regulations that include their own arbitration procedures. The most important of these regulations are listed below.

13.3.1 Privacy

At Wageningen University, Personal Data Protection regulations are in force. The regulations are published on the Wageningen University website. The Privacy Regulations stipulate how Wageningen UR should process personal data and how persons whose data are being processed can claim legal protection arising from the Personal Data Protection Act (*Wet Bescherming Persoonsgegevens*).

Privacy regulations for Network use are in force at Wageningen UR. The regulations relate to the monitoring and processing of data (including personal data) regarding network usage by every user, including students, and provide appropriate legal protection. These privacy regulations are linked to the code of conduct for using network facilities. This code of conduct contains rules on the permitted use of computer facilities (see 2.7). The privacy regulations on network use at Wageningen UR and the code of conduct for network facilities are published on the website of Wageningen UR: student information > regulations.

Regulations relating to camera surveillance have been drawn up. The regulations relate to the camera surveillance carried out at the various Wageningen University locations.. The regulations also provide legal protection for persons who have been filmed.

13.3.2 Working conditions

The aim of the Working Conditions Act (Arbo-wet) is to promote the safety, health and welfare of the employee in the work situation. Partly due to the special position of students, the Working Conditions Decree for Education applies to universities. This means that the Working Conditions Act applies to the activities of students unless otherwise stipulated in the Working Conditions Decree. The working conditions legislation stipulates that the Executive Board carries the primary responsibility (judicial and practical) for good working and studying conditions (including facilities for thesis work and RSI-safe workplaces for students). The Executive Board has in turn delegated this responsibility to the Departments. Students can hold the Departments and chair groups responsible for these matters, possibly by contacting the working conditions and environmental coordinator of the Department, and, if necessary, the student dean.

The AMD has developed specific modules for students for the prevention of RSI and a safety instruction course on the Internet. The safety instruction course equips future managers and researchers with the knowledge they need, also at the workplace of the future. The information will remain accessible for graduates.

See the website of Wageningen University: student information >
Health+and+safety

13.4 Confidential adviser unacceptable behaviour

Based on the Working Conditions Act, the employer must make sure that the student is protected as much as possible from undesired behaviour and the detrimental consequences thereof.

Wageningen University has therefore established the 'Complaint procedure for unacceptable behaviour' and appointed one of the deans for students as a confidential adviser for students..

13.4.1 Confidential adviser

Students who experience unacceptable behaviour of staff or fellow students can report to the confidential adviser for students. He is independent and will handle the case with strict confidentiality. The experience of the student is the starting point for advice and action. The confidential adviser for students can help in various ways, including providing referrals and arranging mediation. Complaints involving unacceptable behaviour can be discussed with the confidential adviser and possibly be submitted to a grievance committee established for this purpose.

The confidential adviser can give advice on request or independently to higher administrative bodies. He presents a yearly report (with names removed) to the Executive Board. For more information: vpstudent@wur.nl.

13.4.2 Unacceptable behaviour

Whether behaviour is unacceptable or not, depends largely on the person who experiences it. Generally speaking, the following forms of unacceptable behaviour can be distinguished:

Bullying, aggression and violence

This may include threats (also threats on the Internet), intimidation, verbal violence and systematically ignoring someone..

Discrimination

This includes making improper distinctions between groups or individuals based on race, sex, religious belief or philosophy, political viewpoint or other differences.

Sexual intimidation.

This includes:

- any undesired sexual approach or contact;
- non-verbal sexually-tinged behaviour (gestures) and sexually tinged remarks or behaviours that are experienced as being humiliating;
- open or covert coercion to engage in sexual activities where a reward is offered in return (such as higher marks, promotion);
- sexual assault or rape.

13.5 National Ombudsman

13.5.1 Complaint procedure for the National Ombudsman and his contact address at WU

The internal complaint procedure may continue on to the National Ombudsman. The complaint must always be submitted and considered first at WU. The complaint procedure at WU entails the following: the WU ombudsman discusses the complaint with the student, determines if mediation is possible and presents the complaint with the written report including any necessary recommendations to the individual/institution with whom the student has a conflict. The complaint must concern behaviours of the institution or the official who is acting on behalf of the institution. Behaviours are defined as actions that can be expressed in doing something or failing to do something. Behaviours are defined more broadly than decisions. Decisions are documents and are usually subject to objection or appeal. If a complaint concerns a decision to which objection, appeal or another form of legal protection applies, the complaint will not be taken into consideration.

