



**LEIDEN UNIVERSITY OF APPLIED SCIENCES
STUDENTS' CHARTER**

This Students' Charter was adopted by the Executive Board on 12 December 2022, following approval by the Student Council on 29 November 2022.

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CHAPTER 1 GENERAL

Article 1.1 Definitions

For the purposes of this Charter, the following definitions shall apply:

- a. department: organisational unit of one or more degree programmes within a faculty;
- b. Leiden University of Applied Sciences management regulations: board and management regulations as referred to in section 10.3b of the Higher Education and Research Act (WHW);
- c. person concerned: a student, prospective student, former student, external student, prospective external student or former external student, as referred to in Section 7.59(a) of the 'WHW' (Higher Education and Scientific Research Act);
- d. Binding Study Recommendation (BSA, *Bindend StudieAdvies*): a study recommendation which is accompanied by a binding rejection, as referred to in section 7.8b, paragraph 3 of the WHW, for the relevant degree programme or for the degree programmes with which the relevant degree programme shares a propaedeutic phase;
- e. Executive Board: the board of Leiden University of Applied Sciences Foundation, also the institutional board of Leiden University of Applied Sciences;
- f. course participant: a person who is registered at Leiden University of Applied Sciences other than as a student or an external student and who participates in the education;
- g. DUO (*Dienst Uitvoering Onderwijs*): Education Executive Agency;
- h. external student: a person who, in accordance with section 7.32 et seq. of the WHW, is registered as an external student at the university of applied sciences. An external student does not have the right to receive education, but is allowed to take (interim) examinations and use certain study facilities;
- i. faculty: organisational unit of Leiden University of Applied Sciences consisting of multiple degree programmes within which contract activities and research also take place;
- j. faculty director: head of a faculty and supervisor of the education managers in the relevant faculty;
- k. unit of study: unit of study as referred to in section 7.3 of the WHW, which, in conjunction with other units of study, forms the curriculum of the degree programme and to which an examination is attached;
- l. education and examination regulations (OER): regulations containing information on the degree programme and on the applicable procedures, rights and obligations in respect of education and examinations (section 7.13, paragraphs 1 and 2, WHW);
- m. education manager: head of one or more degree programmes within a faculty of the university of applied sciences;
- n. degree programme: a degree programme is a coherent set of units of study aimed at achieving competencies or objectives in the field of knowledge, insight and skills which the person completing the degree programme should possess (section 7.3, paragraph 2 of the WHW);
- o. Students' Charter: the Students' Charter of Leiden University of Applied Sciences as referred to in section 7:59 WHW;
- p. student: the person who is registered as a student in a degree programme at Leiden University of Applied Sciences as referred to in section 7.32 of the WHW;
- q. WHW (*Wet op het hoger onderwijs en wetenschappelijk onderzoek*): Higher Education and Research Act.

Article 1.2 Scope of Students' Charter

1. The scope of this Charter is limited to those who are registered as a student at Leiden University of Applied Sciences.
2. References in this Students' Charter to students include external students, unless otherwise stated.
3. This Students' Charter of Leiden University of Applied Sciences does not apply to course participants.

Article 1.3 Contents of Students' Charter

1. This Students' Charter describes the rights and obligations of students registered at Leiden University of Applied Sciences.
2. These rights and obligations arise from the WHW and from regulations drawn up by the Executive Board on the basis of the WHW. These regulations can be consulted on the website of Leiden University of Applied Sciences and include the:
 - Registration Regulations of Leiden University of Applied Sciences;
 - House Rules of Leiden University of Applied Sciences;
 - Regulations Use of ICT-facilities;
 - Privacy Statement Students;
 - Integrity Code;
 - Undesirable Behaviour Complaints Procedure;

- Reporting code for domestic violence and child abuse;
 - Profiling Fund (*Profileringsfonds*);
 - Student Council regulations.
3. The Students' Charter of Leiden University of Applied Sciences comprises:
 - a. an institution-specific part containing a description of the rights and obligations of students at Leiden University of Applied Sciences; and
 - b. a degree programme-specific part, in which the degree programme-specific rights and obligations are described in the established education and examination regulations and in supplementary rules and procedures at degree programme level.

Article 1.4 Amendment of the Students' Charter

1. If, as a result of decisions made by or on behalf of the Executive Board, parts of the Students' Charter are no longer in accordance with those decisions, the Students' Charter will be amended and resubmitted for approval to the Student Council.
2. The provisions of the Students' Charter are only valid if and insofar as they do not conflict with higher regulations or with the relevant funding conditions. In that case, no rights can be derived from the relevant provisions of the Students' Charter.
3. If the Students' Charter is amended in the course of the academic year, the students are informed immediately. The amended text is included in the electronic version of the Students' Charter.

Article 1.5 Adoption and publication of Students' Charter

1. The Student Charter will be adopted by the Executive Board with the consent of the Student Council.
2. The Students' Charter is made available to all students studying at Leiden University of Applied Sciences.
3. Students are expected to be familiar with the Students' Charter and to be aware of any changes.
4. Information about the Students' Charter is provided in any case via the [website of Leiden University of Applied Sciences](http://www.leidenuniv.nl) and can be found under 'Practical Information' on mijn.hsleiden.nl.

Article 1.6 Management Organisation of Leiden University of Applied Sciences

1. Leiden University of Applied Sciences (HSL, *Hogeschool Leiden*) has two statutory bodies: the Executive Board and the Supervisory Board.
2. The management organisation of Leiden University of Applied Sciences is adopted in the board and management regulations. The board and management regulations describe the board, management and organisation of the HSL.

Article 1.7 Co-determination

1. Leiden University of Applied Sciences has the following co-determination bodies:
 - a. Joint Meeting;
 - b. works council;
 - c. Student Council.
2. The staff are represented in the Works Council and the students in the Student Council.
3. Issues that exclusively concern students are discussed in the Student Council. For issues that concern both students and staff, there is the joint meeting. The joint meeting consists of the members of the works council and the Student Council.
4. Each co-determination body has its own regulations, which regulate its powers, its composition and its working methods.

Article 1.8 Degree programme committee

1. Each degree programme or group of degree programmes has a degree programme committee. One of the tasks of a degree programme committee is to advise on the promotion and safeguarding of the quality of the degree programme(s).
2. The composition, powers and duties of the degree programme committees are set out in the Degree Programme Committee Regulations.

Article 1.9 Examination Board

1. Each degree programme or group of degree programmes has an examination board. The examination board is the body that objectively and expertly determines whether a student meets the conditions set by the education and examination regulations with regard to the knowledge, insight and skills required to obtain a degree.
2. The composition, duties and powers of the examination board are regulated in the Examination Board Regulations of Leiden University of Applied Sciences.

CHAPTER 2 INFORMATION FOR (PROSPECTIVE) STUDENTS

Article 2.1 Information for prospective students

1. Prior to registration, the prospective student can obtain information on the following subjects:
 - a. the aims and organisational structure of Leiden University of Applied Sciences;
 - b. the prerequisites and additional registration and admission conditions that are imposed on students;
 - c. the structure of the study programme of the degree programme;
 - d. the professional field which the student is training for;
 - e. an indication of the costs involved for the student in following the degree programme;
 - f. the facilities for students with disabilities;
 - g. the Students' Charter;
 - h. the student facilities.
3. The information as referred to in the first paragraph can be found on the [website of Leiden University of Applied Sciences](#) under the relevant degree programme.

Article 2.2 Information for students

1. Students of Leiden University of Applied Sciences are, in addition to the information listed in article 2.1, informed about the following relevant parts of the education and examination regulations :
 - a. the curriculum and the estimated average study load;
 - b. the rights associated with registration as a student as referred to in section 7:34 paragraph 1 of the WHW;
 - c. the way in which the study career coaching is arranged;
 - d. the possibilities for students with disabilities;
 - e. the requirements and procedures need for issuing a study recommendation in the propaedeutic phase.
3. The information as referred to in the first paragraph can be found on the [website of Leiden University of Applied Sciences](#) under the degree programme concerned

Article 2.3 Processing of personal data of individual students

1. Leiden University of Applied Sciences processes data concerning individual students in accordance with the General Data Protection Regulation.
2. Information on the processing of personal data of students can be found under 'Privacy Statement Students'. This statement is published on the [website of Leiden University of Applied Sciences](#).

CHAPTER 3 REGISTRATION

PARAGRAPH 3.1 PRIOR EDUCATION, ADMISSION REQUIREMENTS

Article 3.1 Prior education and admission requirements

The education and examination regulations of the degree programme include:

- a. (further/special/supplementary) educational entry requirements which apply as a condition for admission to a certain bachelor's, master's or associate degree programme;
- b. possibilities and procedures available for obtaining an exemption;
- c. admission requirements for a master's degree programme.

Article 3.2 Admission to the post-propaedeutic phase

1. For registration for a bachelor's degree programme after the propaedeutic examination, it is required to have a certificate of:
 - a. passing the propaedeutic examination of that degree programme; or
 - b. passing the propaedeutic examination that this degree programme and one or more other degree programmes have in common.
3. The education and examination regulations regulate the possibilities and procedures for exemption from the requirements referred to in the first paragraph.

Article 3.3 Additional requirement for part-time degree programme

The education and examination regulations describe the (work) activities required for following a part-time degree programme.

PARAGRAPH 3.2 LIMITATION OF REGISTRATION

Article 3.4 Selection procedure

1. The Registration Regulations of Leiden University of Applied Sciences contain an overview of the degree programmes that are subject to an enrolment restriction. Admission to the first year of these degree programmes is on the basis of a (decentralised) selection procedure.
2. To take part in the selection procedure, the procedure set out in the Registration Regulations of Leiden University of Applied Sciences must be followed. Additional information on the (decentralised) selection procedure of the relevant degree programme can be found on the [website of Leiden University of Applied Sciences](#).

Article 3.5 Limitation of registration for the post-propaedeutic phase

If the registration in the propaedeutic year of a degree programme is subject to the selection procedure referred to in article 3.4, access to the post-propaedeutic phase of the degree programme may be restricted to the student who has successfully passed (at least) the aforementioned selection procedure. If this is the case, the education and examination regulations, the Registration Regulations or the degree programme's website contain the relevant information.

PARAGRAPH 3.3 PROCEDURE FOR REGISTRATION, WITHDRAWAL AND REFUSAL

Article 3.6 Registration

1. Anyone wishing to make use of educational, examination or other facilities for initial education at Leiden University of Applied Sciences must be registered as a student.
2. Those who wish to enrol in a degree programme for the first time must register in advance via 'Studielink' (www.studielink.nl).
3. The rules for registration are set out in the Registration Regulations of Leiden University of Applied Sciences. These regulations contain the provisions regarding:
 - the first registration,
 - a re-registration,
 - an interim registration,
 - a refusal of registration,
 - the (compulsory) study choice check,

- the statutory tuition and examination fees,
 - the institutional tuition fees,
 - the termination of registration.
- 4 The Registration Regulations of Leiden University of Applied Sciences apply to the academic year stated in the regulations. The regulations can be found on the [website of Leiden University of Applied Sciences](#)

Article 3.7 Financial condition for registration

1. Registration as a student will not take place until proof has been submitted that the tuition fees owed have been (or will be) paid.
2. A corresponding condition applies to the examination fee (applicable to external students).

Article 3.8 External students

Registration as an external student is only possible if, in the opinion of the Executive Board, the nature or the educational interests of the chosen degree programme dictate otherwise.

PARAGRAPH 3.4 RIGHTS AND OBLIGATIONS UPON REGISTRATION

Article 3.9 Students' rights

1. Registration as a student at Leiden University of Applied Sciences entitles the student, for the academic year to which the registration applies, to:
 - a. participation in initial education, unless the Executive Board has attached varying conditions to such registration. These varying conditions can be found in the Registration Regulations of Leiden University of Applied Sciences;
 - b. taking the interim examinations of the units of study belonging to the degree programme, as well as the examinations of that degree programme;
 - c. access to the buildings and facilities of Leiden University of Applied Sciences, unless the nature or interest of the education or research should dictate otherwise;
 - d. make use of other arrangements made for the benefit of the students, including the services of a student counsellor;
 - e. student counselling;
 - f. in the case of a decision to terminate the degree programme taken by the Minister of Education, Culture and Science or Leiden University of Applied Sciences: the possibility of completing the degree programme within a reasonable period of time, if necessary at another institution;
 - g. Voting and be elected for the Student Council and degree programme committee.
2. The rights set out in the first paragraph may be (partially) limited as a result of a measure imposed, as mentioned in Article 7.2.

Article 3.10 Students' obligations

1. Registration as a student shall in any case entail the following obligations:
 - a. participation in compulsory practical exercises and other educational activities, as mentioned in the education and examination regulations of the degree programme;
 - b. complying with the regulations set out in the House Rules within the buildings and grounds of University of Applied Sciences Leiden;
 - c. payment of the full amount of tuition fees in a lump sum or in instalments, of the student's choosing.

Article 3.11 External students' rights

1. Registration as an external student confers the following rights:
 - a. taking the interim examinations of the units of study belonging to the degree programme, as well as the examinations of that degree programme;
 - b. access to the buildings and facilities of Leiden University of Applied Sciences.
2. The rights set out in the first paragraph may be (partially) limited as a result of a measure imposed, as mentioned in Article 7.2.

Article 3.12 External students' obligations

Registration as an external student shall in any case entail the following obligations:

- a. complying with the regulations set out in the House Rules within the buildings and grounds of University of Applied Sciences Leiden
- b. the payment of the full examination fee.

Article 3.13 Unsuitability for the degree programme

1. In special cases and after careful consideration of the interests involved, the Executive Board may decide to refuse the (re-)registration of a student or terminate it with effect from the following month if the student's behaviour or remarks have shown him to be unsuitable for the performance of one or more professions for which the degree programme is preparing him or for practical preparation for the practice of a profession.
2. 'Special cases' as referred to in paragraph 1 include students who have been irrevocably convicted under criminal law and this conviction is directly related to the education or the profession for which the degree programme is being taught. The special case may (also) manifest itself in (sexual) harassment, aggression, violence or general dysfunction. The above list is not exhaustive.
3. If the board of an institution other than Leiden University of Applied Sciences has refused a student for a degree programme in a procedure as described in the first paragraph, and Leiden University of Applied Sciences offers the same or a related degree programme for which the student applies for registration, the provisions of the first paragraph apply accordingly and the student will not be (re)registered for the requested degree programme.
4. If a student whose (re-)registration was refused in accordance with the first or second paragraph, is registered for another degree programme and is following the education of a main subject that corresponds with or, in view of the practical preparation for the professional practice, is related to the degree programme for which he was rejected, the student may be denied the right to follow education and taking interim examinations in that main subject or other parts of that degree programme.

Article 3.14 Procedure for establishing unsuitability

1. The decision referred to in article 3.13 is preceded by a motivated recommendation from the examination board and/or the education manager of the degree programme concerned. This recommendation is submitted to the faculty director. The faculty director will then consider whether to submit the recommendation to the Executive Board. If the recommendation is submitted to the Executive Board, it shall in any case include:
 - which student it relates to;
 - what the situation is;
 - how long this situation has been going on;
 - previous solutions that have been attempted and why these failed, or the reason why no further delay can be required;
 - the contents of the report referred to in the second paragraph;
 - if possible, how the student sees the situation;
 - the identities of those involved in this situation, if and to the extent that aspects of privacy do not dictate otherwise;
 - all other subjects of direct relevance.
2. Before the recommendation is submitted to the Executive Board, the student in question will be given the opportunity to be heard. A report of the hearing is drawn up and sent to the student as soon as possible.
3. The decision that the Executive Board takes in response to the recommendation is reasoned and will be communicated to the student (in writing). A copy of the decision shall be given to the relevant faculty director.
4. If the Executive Board decides to grant the faculty director's request, the (former) student in question will not be able to re-register for the degree programme concerned, unless he demonstrates - to the satisfaction of the Executive Board - that he is no longer unsuitable.

Article 3.15 Termination of registration

The termination of the registration (in addition to the situations referred to in articles 3.13 and 3.14 of this Charter) is regulated in the Registration Regulations of Leiden University of Applied Sciences.

Article 3.16 Tuition and examination fees

1. Students must pay statutory or institutional tuition fees for each year of study in which they are registered for a degree programme at Leiden University of Applied Sciences.
2. External students pay examination fees for each year of study in which they are registered for a degree programme at Leiden University of Applied Sciences.
3. The amount of the statutory tuition fees and the institutional tuition and examination fees set by

the Executive Board are made known annually to prospective students, students and external students by including them in the Registration Regulations of Leiden University of Applied Sciences.

3. The Registration Regulations of Leiden University of Applied Sciences set out the procedures for paying the various types of tuition and examination fees.

PARAGRAPH 3.5 VIOLATION OF THE REGISTRATION RULES

Article 3.17 Compensation for unauthorized participation in education

Persons who are not registered and yet make use of educational or examination facilities provided for the education at Leiden University of Applied Sciences owes Leiden University of Applied Sciences a compensation as determined by the Executive Board and specified in the Registration Regulations of Leiden University of Applied Sciences.

Article 3.18 Fine for unauthorized participation in education / identification requirement

1. Anyone who participates in educational or examination facilities for the purpose of initial education is obliged to make his/her name and address known at the first request of (or on behalf of) the Executive Board on that occasion (or immediately thereafter). In doing so, he must show proof that he is entitled to use those facilities.
2. The person violating the first paragraph shall be punished by the central government with a fine of the first category (as set out in section 15.4 WHW).

Article 3.19 Reporting

If a person participates in the education but is not authorized to do so, Leiden University of Applied Sciences may file a report with the Police.

CHAPTER 4 EDUCATION

PARAGRAPH 4.1 PROVISIONS RELATING TO EDUCATION

Article 4.1 The education and examination regulations

1. Each year, the Executive Board determines the contents of the education and examination regulations for each degree programme. The education and examination regulations consist of two parts:
 - part A: the institution-wide part. This contains the provisions that apply to all degree programmes;
 - part B: the degree programme-specific part. This contains the provisions that apply specifically to a degree programme.
2. The education and examination regulations are adopted in accordance with the procedure in the board and management regulations.
3. The education and examination regulations shall at least include the subjects referred to in section 7.13 of the WHW.
4. The education within a degree programme is provided in accordance with the education and examination regulations of the degree programme concerned. Any deviations will be published on time and in a clear manner in the digital learning environment used by the degree programme. This is done through an addendum or by a revision of the regulations.

Article 4.2 Degree programme structure

1. The study load of each degree programme and each unit of study is expressed in European Credits (EC). One EC amounts to 28 hours of study. The study load for an academic year is in principle 60 EC and therefore 1680 hours of study. The study load of a unit of study is expressed in whole ECs.
2. A degree programme is organised in such a way that a student is able to obtain the number of ECs on which the study load for an academic year is based. The study load of a degree programme is in principle the following:

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| associate degree programme | 120 ECs |
| bachelor's degree programme | 240 ECs |
| master's degree programme | 60 ECs |

Pursuant to section 7.4b WHW, a different number of ECs is permitted in some cases. If this has been chosen, it is stated in part B of the relevant education and examination regulations.

3. The education and examination regulations state the study load of the degree programme as a whole, as well as the study load of the separate units of study.
4. If the structure of the education makes it impossible for the student to complete their studies within the nominal time, the Profiling Fund can offer a solution. Information about the Profiling Fund can be found on the [website of Leiden University of Applied Sciences](https://www.leidenuniv.nl/en/website-of-leiden-university-of-applied-sciences) and under 'Practical Information' on mijn.hsleiden.nl

PARAGRAPH 4.2 AFFORDABLE EDUCATION

Article 4.3 Educational contributions

1. Costs arising from the statutory duty of the HSL are not charged to the student. Therefore, no fees are charged for teaching, using the library, accessing buildings or taking interim examinations. The costs of study materials such as books, syllabi and (digital) learning aids, materials and certain costs associated with practical exercises (e.g. safety goggles and a lab coat) will be charged. The student is expected to bear the cost of these educational supplies him-/herself. If the HSL provides these materials, a contribution may be required. The student may choose to purchase his/her supplies elsewhere. If the student chooses to do so, he is responsible for checking the correctness / suitability of the supplies.
2. Whether costs can be charged to students depends on the category in which the costs fall. Three categories can be distinguished, namely:

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| Category I: | costs that arise from the legal obligations that the university of applied sciences has by virtue of the law (WHW), and which therefore may not be charged to students (<i>the university of applied sciences pays these costs</i>). |
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| Category II: | the costs associated with educational supplies and certain educational facilities may only be charged to students on a voluntary basis (<i>both the student and the university of applied sciences pay these costs</i>). |
| Category III: | costs related to extra services and facilities offered to the students, whether or not for payment (<i>the student pays these costs</i>) |

3. The amount of the contributions for excursions, introduction days, working weeks and work placements, together with the other costs for study materials, must be in reasonable proportion to the (standard) student grant. If the costs are no longer in reasonable proportion to the standard grant, while an activity or facility is part of a compulsory component of the degree programme, the student is offered the opportunity to choose an alternative.

PARAGRAPH 4.3 STUDY PROGRESS, STUDY CAREER COACHING AND RECOMMENDATION

Article 4.4 Student counselling, student counsellor and student psychologist

1. Students are entitled to student counselling, which includes the services of a student counsellor.
2. The student counsellor informs, recommends and coaches in the field of:
 - a. study delay, interruption or discontinuation;
 - b. studying with a disability and testing/educational facilities;
 - c. personal circumstances;
 - d. illness;
 - e. (binding) study recommendation;
 - f. study and career choice;
 - g. laws and regulations;
 - h. study financing and financial support;
 - i. elite sport.

The student counsellor recommends the degree programme (lecturer or education manager) and the examination board of the degree programme on the relationship between personal circumstances and study progress. The Student Counselling Service also offers training in study skills and student welfare.
4. In the performance of the above duties, the student counsellor applies the 'Code of Conduct for Student Counsellors' as adopted by the Executive Board.
5. The student counsellor ensures that the information provided by a student is treated confidentially.
6. The student counsellor may also refer a student to the student psychologist if the student counsellor believes that the student would benefit from this, given the nature of their complaints. Students with mild mental health complaints can receive individual and group counselling from the student psychologist. Referrals are made only in consultation with the student.
7. Further information on the student counsellors and student psychologists can be found on the [website of Leiden University of Applied Sciences](https://www.leidenuniv.nl/en/education/education-services/student-counselling) and under 'Practical Information' on mijn.hsleiden.nl

Article 4.5 Study career coaching

1. A student is entitled to study career coaching within his/her degree programme.
2. Study career coaching can take the form of study career coaching, work placement supervision, graduation guidance and guidance in international exchange.
3. Part B of the education and examination regulations of the degree programme specifies how study career coaching is organised.
4. More information on internationalisation can be found on the [website of Leiden University of Applied Sciences](https://www.leidenuniv.nl/en/education/education-services/student-counselling) and the page of the International Office under 'Practical Information' on mijn.hsleiden.nl. The contact persons per degree programme or faculty can also be found there.
5. The study career coach ensures that the information provided by a student is treated confidentially.

Article 4.6 Inspection of results

Students can find the current status of their study progress in their study progress overview, which is included in the Digital Learning and Working Environment (DLWO) on mijn.hsleiden.nl.

Article 4.7 Study recommendation propaedeutic phase full-time / dual bachelor's or associate degree programme

1. Students who are in the propaedeutic phase of a (full-time or dual) bachelor's degree programme will receive their study recommendation from the examination board - no later than at the end of their first year of registration.
Students following an associate degree programme will receive their study recommendation at the end of the first year of registration.
2. If the study recommendation is positive, this means that degree programme management is confident that the student will complete the degree programme properly and expeditiously.
3. The study recommendation of the examination board referred to in the first paragraph may be 'binding' (also referred to as: BSA). This means that a student has not achieved the minimum requirements (BSA standard). As a result, the student is deregistered from the programme and can no longer continue his/her studies at Leiden University of Applied Sciences.
4. The BSA referred to in paragraph 3 may also apply to other degree programmes (within Leiden University of Applied Sciences) that have the same propaedeutic examination as the degree programme for which the BSA has been issued.
5. A BSA can only be awarded if all applicable all procedural requirements have been complied to. The complete regulations are included in the education and examination regulations of the degree programme that the student is following. These regulations state, among other things, that:
 - a. the student must have received a warning before a BSA is issued, so that he has had the opportunity in time to improve his study results;
 - b. the student must have been given the opportunity to be heard. This means that he has been able to verbally explain why he did not achieve the BSA norm;
 - c. the personal circumstances of the student must be taken into account. This means that if one or more of the matters below has or have contributed to the student not achieving the BSA standard, this must be taken into account in the study recommendation. The personal circumstances to be taken into account include:
 - i. illness of the student;
 - ii. physical, sensory or other functional impairment of the student;
 - iii. pregnancy of the student;
 - iv. special family circumstances;
 - v. membership, including chairpersonship, of the Student Council or a degree programme committee;
 - vi. membership of the board of a student organisation of any size with full legal capacity, or of a comparable organisation of any size, in which the promotion of the general social interest is paramount and which actually develops activities to this end;
 - vii. personal circumstances other than those referred to in paragraphs i to vi, which, if they were not taken into account by the HSL in the study recommendation, would lead to serious unfairness.
6. Personal circumstances may lead to the postponement of the study recommendation. Whether this happens depends on the influence that the personal circumstances have had on the student's study progress. In addition, the personal circumstances must have been communicated to the examination board in good time. 'In good time' means no later than at the hearing referred to in paragraph 5(b) above. If the personal circumstances have not been disclosed in good time, the examination board will decide whether they will be taken into account in determining whether a BSA should be given.
7. Some personal circumstances are unpleasant to share with others. In that case, the Student Counselling Service can provide a helping hand. The staff of the Student Counselling Service can advise the student on the matter and (if required) review the personal information provided by the student. Subsequently, the Student Counselling Service can give advice to the examination board. In the end, it is the examination board that makes the decision, but the Student Counselling Service's point of view is strongly taken into account in that decision.
8. If a student receives a BSA, he can appeal against it through the Legal Protection for Students Office. Chapter 8 of these regulations sets out the manner in which the student may file such an appeal.

Article 4.8 Study recommendation part-time degree programmes

As far as the part-time bachelor's degree programme or the part-time associate degree programme is concerned, the education and examination regulations regulate the point in time at which the study recommendation is issued. This may deviate from that of the full-time/dual bachelor's degree programme or associate degree programme.

For the rest, the provisions as stated in the education and examination regulations of the part-time degree programme apply.

Article 4.9 Referral in the post-propaedeutic phase

If a degree programme has several main subjects, a particular main subject may only be open to students who have successfully completed a particular degree programme during their propaedeutic phase. If this has been chosen, the education and examination regulations of the degree programme contain the necessary information on the matter.

Article 4.10 Confidential Adviser

1. A student who has experienced or observed undesirable behaviour can turn to the confidential adviser. The confidential advisers can be found on the [website of University of Applied Sciences Leiden](#) and under *Practical Information* on [mijn.hsleiden.nl](#).
2. A student can turn to a confidential adviser verbally or in writing. The confidential adviser acts as a point of contact for the student and in, doing so, acts as a sounding board. The confidential adviser may also take action, for example mediate or initiate a complaints procedure to have appropriate measures taken against the accused, as well as provide support in doing so if necessary.
3. Full confidentiality applies to the information shared with a confidential adviser. Deviation from this principle can only be made with the express written consent of the student or if required by law.
4. If the confidential adviser deems that another department within the university of applied sciences is more suited to handling the report, the student will be referred to the relevant department.

PARAGRAPH 4.4 EXAMINATION AND CERTIFICATE

Article 4.10 Propaedeutic and final examination

1. As proof that the propaedeutic and final examination have been passed, the examination board will issue a certificate, once the Executive Board has declared that the procedural requirements for issuance have been met.
2. If the procedural requirements have not been met (such as paying the tuition fee), the certificate will not be awarded.
3. The Executive Board notifies the Minister before the end of the second month following the month in which a student successfully completes the final examination. As a result, DUO is aware of the student's graduation. Simultaneously with that announcement, the Board will send a message (of the sending thereof) to the student.
4. The graduation date is determined by the examination board of the degree programme. That date is the date of the last examination. Twice a month, these dates are set during a meeting of the examination board. The graduation date is then registered and the creation of the certificate is initiated.
5. Student Registration (SI, *StudentInschrijving*) regularly checks whether a student's graduation date has been established. If this is the case, the student will be deregistered from Leiden University of Applied Sciences. The student will be personally responsible for ending the student finance, the public transport (OV, *Openbaar Vervoer*) travel card and any other items provided by or because of their studies.
6. Additional provisions regarding graduation are set out in the education and examination regulations of the degree programme the student is following. Additional information can also be requested via Student Registration or the Service Desk. Contact details can be found on the [website of Leiden University of Applied Sciences](#) and under 'Practical Information' on [mijn.hsleiden.nl](#)

Article 4.11 Postponement of issue of certificate and graduation

If a student is of the opinion that the awarding of the certificate - and with that also their graduation - should be postponed, he may submit a request to postpone the awarding of the certificate to the examination board. It is important that the student submits this request well before the final examination, as the graduation process is initiated by the HSL from the moment the student has successfully completed the final examination. A student should therefore submit such a request well before taking the last examination component (test/interim examination), otherwise a postponement is in principle no longer possible.

PARAGRAPH 4.5 WORK PLACEMENTS

Article 4.12 Work placement periods

1. A work placement period may be part of the degree programme. A work placement serves as a practical preparation for professional practice outside Leiden University of Applied Sciences.
2. In principle, the student is responsible for finding a work placement. If the degree programme organises this differently, this can be found in the education and examination regulations.
3. If the student has found a work placement, the degree programme must first inspect that work placement for suitability, before it can be used for the degree programme.
4. Under certain circumstances it is possible to complete a work placement partly abroad. The possibilities thereto depend on the degree programme and the options within the programme.
5. The requirements for a work placement are determined per degree programme. The basis of these requirements can be found in the education and examination regulations of the degree programme.

6. The student is entitled to receive guidance from the degree programme both in preparation for the work placement and during the work placement
7. If a student is to follow a work placement, his rights and obligations are laid down in a work placement agreement.

PARAGRAPH 4.6 PROFESSIONAL PRACTICE WITHIN A DUAL DEGREE PROGRAMME

Article 4.13 Agreement on professional practice for dual degree programme

1. A dual degree programme is structured in such a way that education during one or more periods alternates with professional practice related to that education. The part of a dual degree programme that consists of attending education is called the 'educational component'.
2. The education and examination regulations for a dual degree programme describe in any case:
 - a. the minimum study load of the educational component;
 - b. the minimum duration of the period spent in professional practice; and
 - c. the minimum study load of the part of the degree programme that is formed by professional practice.
3. Professional practice within a dual degree programme takes place on the basis of an agreement concluded between the HSL, the student and the organisation / company where the work is carried out. The agreement stipulates the rights and obligations of the parties and includes at least provisions concerning:
 - a. the duration of the agreement and the duration of the period of professional practice;
 - b. the supervision of the student;
 - c. that part of the qualities which the student must realise during the period of professional practice, and the assessment thereof; and
 - d. the manner in which the agreement may be prematurely terminated.

CHAPTER 5 STUDENT FACILITIES

Article 5.1 General student facilities

1. Students are entitled to use the student facilities available at Leiden University of Applied Sciences. You can find out what these facilities are in the education and examination regulations or under 'Practical Information' on mijn.hsleiden.nl.
2. Student facilities are understood to include among others the following facilities:
 - a media centre / library;
 - ICT-facilities for education;
 - printing and copying facilities;
 - an in-house restaurant and staying spaces.
3. Regulations apply to the use of the facilities. These may include: opening hours, charges for use, damage or loss, application procedures and deposits. Information about this can be obtained from the Service Desk.
4. In addition to the above, students have the opportunity to make use of the Student Counselling Service in Leiden University of Applied Sciences, as described in article 4.4. as well as the Confidential Advisor as described in Article 4.10.

Article 5.2 Special student facilities

1. Students who think they qualify can apply for special facilities. The facilities that can be applied for depend on the specific situation of the student and on what is (im)possible within the degree programme. Such facilities at Leiden University of Applied Sciences focus on:
 - absence during educational activities;
 - absence during tests and interim examinations;
 - possibilities with regard to the binding study recommendation;
 - adjustments to the curriculum, work placement and/or graduation;
 - the facilities in the building.
2. A request for the above-mentioned facilities is submitted to the Executive Board and is processed by the Student Counselling Service.

Article 5.3 Students with disabilities

1. Students with disabilities can request adjustments to their education. By disability we mean conditions that are chronic in nature and (may) lead to study delay, such as (not exclusively):
 - a motor or sensory handicap;
 - chronic disease(s);
 - dyslexia;
 - dyscalculia;
 - a disorder on the autism spectrum;
 - psychological barriers;
 - ADD or ADHD;
 - a speech disorder.
2. If a disability causes barriers to study, resources should be sought as far as reasonably possible to overcome these barriers. For example, supporting examination and/or educational facilities may be required or, in the case of study delay, financial provisions may be claimed from DUO and/or the Profiling Fund.
3. Information about the Profiling Fund can be found on the website of Leiden University of Applied Sciences and also under 'Practical Information' on mijn.hsleiden.nl.
4. Students with a disability that impedes their studies are advised to contact the Student Counselling Service ([via: studentendecaan@hsleiden.nl](mailto:studentendecaan@hsleiden.nl)). During an intake interview the question of whether and how the student can be helped will be looked into.

Article 5.4 Support for student organisations

1. Leiden University of Applied Sciences may provide support in becoming a member of, establishing of and maintaining a student organisation.

2. A student organisation is a study society or a student association. A study society is aimed at students of the same degree programme or group of degree programmes. A student association is aimed at every student, regardless of their degree programme.
3. The way in which student organisations are facilitated can be found, among other things, in the 'Covenant on study associations'. Further information can be obtained from the Student Participation Advisor at the Administrative Office.
4. In order for students to be eligible for financial support for membership of a student organisation, they must meet a number of conditions. These conditions are included in the Profiling Fund. Information about the Profiling Fund can be found on the [website of Leiden University of Applied Sciences](#) and under 'Practical Information' on mijn.hsleiden.nl

CHAPTER 6 STUDENT COUNCIL

Article 6.1 Co-determination bodies

1. Leiden University of Applied Sciences has shared co-determination. This means that there is a *works council*, a *Student Council* and a *joint meeting* as referred to in the WHW.
 - a. The joint meeting is the co-determination body formed by the members of the works council and the Student Council jointly.
 - b. The works council focuses mainly on issues regarding employees. The Student Council focuses on matters concerning students. The joint meeting focuses on issues that concern the HSL in its entirety.
 - c. The legal basis of the aforementioned divided co-determination can be found in section 10.16a and 10.16b of the WHW.
2. In addition to the abovementioned co-determination bodies, the degree programme committees also have co-determination rights as referred to in the WHW. These rights focus on the quality of the education as well as on the way in which this education is included in (part B of) the education and examination regulations.
3. The rights and duties of the co-determination bodies can be found in the following regulations in:

| | |
|--------------------------------|---|
| - Works council: | Works Council Regulations; |
| - Student Council: | Student Council Regulations; |
| - Joint Meeting: | Joint Meeting Regulations; |
| - Degree programme committees: | Degree Programme Committee Regulations. |

Article 6.2 The Student Council

1. The Student Council represents the students of Leiden University of Applied Sciences vis-a-vis the Executive Board. The Student Council advises on policies that directly or indirectly affect education and students. To this end, the Student Council maintains contacts with, among others:
 - degree programme committees;
 - study societies;
 - faculties and services of Leiden University of Applied Sciences;
 - Student Co-determination Council in higher professional education (SOM, *Studenten Overleg Medezeggenschap*);
 - the National Union of Students (LSVB, *Landelijke Studentenvakbond*) and the Dutch National Student Association (ISO, *Interstedelijk Studentenoverleg*).
2. The Executive Board asks the Student Council to advise on or consent to various topics. These are topics such as the Students' Charter, the Registration Regulations, the honours degree programme, the talent policy and the Profiling Fund. In addition, the council can also issue advice on its own initiative. This includes topics such as housing, student workplaces, digitalisation of education, study associations and degree programme committees.
3. The Student Council stands up for the interests of the student by asking critical questions, entering into dialogue with the Executive Board, proactively discussing subjects and giving unsolicited advice. Students of Leiden University of Applied Sciences can therefore ask the Student Council for advice or give advice if they wish to do so.
4. The Student Council consults with the Executive Board several times a year. Not only is assent or advice requested, but also the general state of affairs within the HSL is discussed.

Article 6.3 Protection of members of the Student Council

The Executive Board shall ensure that the members of the council are not disadvantaged because of their membership of the Student Council. The same applies to candidate- and former members.

Article 6.4 Student Council Regulations

1. There are Student Council Regulations which are adopted by the Executive Board after discussion with and consent of the Student Council.
2. In the Student Council Regulations regulate at least the subjects named in Section 10.22 of the 'WHW' (Higher Education and Scientific Research Act).

Article 6.5 Internal regulations

In addition to the Student Council Regulations, the Student Council can define regulations for household

matters. These regulations contain the provisions that provide the basis for the proper (practical) functioning of the Student Council. If the Student Council draws up internal regulations, it is clear from the Student Council Regulations what subjects they should in any case cover.

Article 6.6 Information Executive Board

1. At the beginning of the academic year, the Executive Board provides the Student Council in writing with the basic information on the composition of the Executive Board, the main points of the policy already adopted and the organisation.
2. At least once a year, the Executive Board will inform the Student Council in writing of the policy pursued in the past year and of the policy intentions for the coming year. The topics covered are those of a financial, organisational and educational nature.
3. In addition to the matters referred to above, the Executive Board shall also provide the Student Council, on request or otherwise, with all information that it reasonably requires for the performance of its duties.

Article 6.7 Student council and the Supervisory Board

With regard to the Supervisory Board, the Student Council exercises its rights in the joint meeting. The Joint Meeting Regulations contain the relevant information.

CHAPTER 7 HOUSE RULES

PARAGRAPH 7.1 HOUSE RULES

Article 7.1 General house rules

1. Within Leiden University of Applied Sciences, everyone is treated with respect and politeness.
2. Everyone on the grounds or in any of the buildings of Leiden University of Applied Sciences must comply with the house rules.
3. The house rules can be found on the [website of Leiden University of Applied Sciences](https://www.leidenuniv.nl/en/hsleiden) and under 'Practical Information' on mijn.hsleiden.nl.

PARAGRAPH 7.2 MEASURES

Article 7.2 Measures

1. In case of violation of the house rules, measures can be taken by or on behalf of the Executive Board. A measure shall not be imposed until the offender has been given the opportunity to be heard.
2. The measures for students can be:
 - a. a written warning;
 - b. reprimand;
 - c. denial of access to educational activities;
 - d. denial of the use of facilities;
 - e. denial of access to the buildings and grounds;
 - f. prohibition of using ICT-facilities;
 - g. termination of enrolment;
 - h. obligation to return goods placed at their disposal;
 - i. blocking the account that gives the student access to the network.
3. A decision by (or on behalf of) the Executive Board to impose a measure shall be communicated with reasons to the offender in writing within 14 days. The decision shall not enter into force until it has been notified to the offender, unless immediate urgency justifies otherwise.
4. A measure may be imposed in combination with one or more other measures and, with regard to the measures referred to under c to f of the previous paragraph, shall apply for a maximum period of one year.
5. The measure aimed at terminating the enrolment of the student may be imposed temporarily for a period not exceeding one year or permanently.
6. For students and external students, the legal protection applicable on the basis of the WHW and the Students' Charter is applicable, namely the procedure described in paragraph 8.5 of this Charter.
7. A measure such as referred to in paragraph 3 under d is also a ground for exclusion as a member of the co-determination bodies and the degree programme committee, because the student is unable to fulfil their obligations as a member of the relevant bodies.
8. In case of theft or fraud, the Executive Board may decide to report this to the police.

CHAPTER 8 LEGAL PROTECTION

PARAGRAPH 8.1 LEGAL PROTECTION OFFICE

Article 8.1 Legal Protection Office

1. University of Applied Sciences Leiden has a Legal Protection Desk, which is the accessible and unambiguous facility referred to in Section 7:59(a) 'WHW' (Higher Education and Scientific Research Act).
2. Complaints, objections or appeals shall be submitted in writing to the Legal Protection Office by the parties involved.
3. The Legal Protection Office can be contacted
 - via the digital form available on the [website of Leiden University of Applied Sciences](#) and under 'Practical Information' on [mijn.hsleiden.nl](#); or
 - per mail: Legal Protection Office Leiden University of Applied Sciences, P.O. Box 382, 2300 AJ Leiden.
 - via email: loket.rechtsbescherming@hsleiden.nl
4. A complaint, objection or appeal may be submitted by a student, former student, prospective student, external student, prospective external student or former external student.
5. The submission of a notice of objection or appeal by a student is in principle done via the digital form to be found on the website of Leiden University of Applied Sciences, at the Legal Protection Desk.
6. Correspondence about cases handled by the Office can be sent to the email address loket.rechtsbescherming@hsleiden.nl

Article 8.2 Procedure Legal Protection Office

1. The Legal Protection Office shall confirm in writing to the person concerned the receipt and the date of receipt of a complaint, objection or appeal received and shall forward it, together with all documents, to the competent body as soon as possible. The person concerned shall be informed which body their complaint, objection or appeal has been submitted to.
2. The date of receipt, as referred to in paragraph 1, shall determine whether a complaint, objection or appeal has been submitted on time.
3. If a complaint, objection or appeal has been lodged with another body of the HSL, this body will forward the document concerned and the documents submitted with it to the Legal Protection Office as soon as possible. The person concerned shall be informed immediately.

Article 8.3 Support for the Student Counselling Service

1. Anyone wishing to go through a procedure under this chapter may seek help and advice from a student counsellor.
2. The student counsellor does not act as the student's defence counsel during the procedure.

Article 8.4 Registration and reporting

The Legal Protection Office takes care of the registration of the objections, appeals and complaints submitted. The number of registered objections, appeals and complaints is published in the annual report of Leiden University of Applied Sciences.

PARAGRAPH 8.2 EXECUTIVE BOARD COMPLAINTS PROCEDURE

Article 8.5 Complaints

1. The person concerned whose interests have been directly affected by an act or omission on the part of a member of staff, a body or a student of the HSL may lodge a complaint with the Legal Protection Office. The procedure for complaints to the Executive Board is only initiated if the complaints procedure under the National Education Complaints Committee (Landelijke Klachtencommissie Onderwijs), the appeal procedure under the Examination Appeals Board, or the complaints procedure under the Disputes Advisory Committee is not applicable.
2. Complaints are handled by the Executive Board.

Article 8.6 Term of complaint submission

Complaints must be submitted with the Legal Protection Office within one year after the act or omission has taken place.

Article 8.7 Content of written complaint

1. A written complaint is dated and contains at least:
 - a. name, address and place of residence of the petitioner;
 - b. an indication of the person or body against whom the complaint is directed;
 - c. a clear description of the complaint;
 - d. all relevant documents;
 - e. a description of why the petitioner's interests are affected.
2. If the written complaint does not meet the requirements as set out in the first paragraph of this article, the petitioner will be informed accordingly. The plaintiff is given the opportunity to submit a written complaint that does meet the requirements within a certain period of time. If the plaintiff fails to do so within the set time frame, the complaint may be declared inadmissible.

Article 8.8 Complaints excluded from consideration

1. The complaint shall not taken into consideration if it relates to an act or omission:
 - a. about which a complaint has already been made and dealt with;
 - b. which took place more than one year before the complaint was filed;
 - c. which may form the basis for an objection to be filed by the complainant;
 - d. which may form the basis for an appeal to be filed by the complainant.
2. The complaint may be disregarded if the interest of the complainant or the weight of the conduct is manifestly insufficient.
3. If the complaint is handled, the complainant shall be informed of this in writing as soon as possible, but no later than four weeks after receipt of the written complaint.

Article 8.9 Copy to the accused person

1. A copy of the complaint and a copy of the documents enclosed with the written complaint will be sent to the person against whom the complaint is made (the accused person).
2. If the plaintiff objects to the written complaint being forwarded to the accused person, he or she should state this directly in the complaint.

Article 8.10 Hearing

1. The Executive Board shall give the complainant and the accused person the opportunity to be heard in the form of a meeting.
2. The hearing of the complainant and/or defendant may be dispensed with in the following cases:
 - a. if the complaint is manifestly unfounded;
 - b. if he has declared that he does not wish to exercise the right to be heard.
3. A report shall be made of the hearing.

Article 8.11 Decision on the complaint

The Executive Board assesses whether the complaint is admissible and informs the complainant in writing, stating reasons, of the findings of its investigation into the complaint, its judgment on the complaint and the possible consequences and measures to be taken.

Article 8.12 Complaint handling period

1. A complaint shall be handled within six weeks of receipt of the complaint at the Legal Protection Office.
2. The term for handling the complaint may be extended by the Executive Board by a maximum of four weeks. The complainant and the accused person shall be informed of this in writing.

Article 8.13 Appeal

No appeal can be lodged against a decision of the Executive Board on a complaint.

PARAGRAPH 8.3 PROCEDURE FOR COMPLAINTS CONCERNING UNDESIRABLE BEHAVIOUR TO THE UNDESIRABLE BEHAVIOUR COMPLAINTS COMMITTEE

Article 8.14 Complaint concerning undesirable behaviour

1. An employee or a student who is confronted with undesirable behaviour in the context of work or studies may submit a written complaint to the Complaints and Objections Committee for Senior Secondary Vocational Education and Higher Education of the Education Disputes Foundation as soon as possible, though no later than one year after the event occurred.
2. The Regulation on the Complaints Procedure for Undesirable Behaviour regulates the method of submission to the Legal Protection Desk and complaint handling after processing by the Complaints and Objections Committee for Senior Secondary Vocational Education and Higher Education.

PARAGRAPH 8.4 EXAMINATION APPEALS BOARD APPEAL PROCEDURE

Article 8.15 Examination Appeals Board

Leiden University of Applied Sciences has an Examination Appeals Board as referred to in section 7:60 WHW.

Article 8.16 Composition and size of the Examination Appeals Board

1. The Examination Appeals Board has three members, including the chairperson, a lecturer member and a student member and also has one or more deputy chairpersons and deputy members.
2. The members and deputy members including the chairperson and deputy chairperson(s) are appointed by the Executive Board.
3. The chairperson and the deputy chairperson(s) shall meet the requirements for appointment as judicial officers as referred to in section 5 of the Judicial Officers (Legal Status) Act.
4. At their own request, members and deputy members of the Appeals Board shall be dismissed. On reaching the age of seventy years, they resign with effect from the following month. They shall be dismissed if they are unfit to perform their duties due to illness or infirmity and if they have been convicted of a crime in a court judgement which has become final and conclusive. Before dismissal on the grounds of the third sentence, the person concerned shall be notified of the intention to dismiss and shall be given the opportunity to be heard on the matter.
5. The members and deputy members of the Examination Appeals Board are functionally independent. The members and deputy members are not part of the institutional board or the inspectorate.

Article 8.17 Jurisdiction of the Examination Appeals Board

1. A person concerned may lodge an appeal with the Examination Appeals Board against:
 - a. a binding study recommendation (as referred to in section 7.8b paragraphs 3 and 5 WHW)
 - b. a decision on the (denial of) access to one or more main subjects within the degree programme (as referred to in section 7.9 paragraph 1 WHW);
 - c. a decision on having passed the final examination (as referred to in section 7.9d WHW);
 - d. a decision in respect of an individual person regarding prior education and admission requirements for a degree programme (as referred to in section 7 title 2 WHW);
 - e. a decision on additional examinations for admission to a degree programme (as referred to in sections 7.25 paragraph 5 and 7.28 paragraph 4 WHW);
 - f. decisions of examination boards and examiners;
 - g. a decision of examination boards on exemption from prior education requirements on the basis of an admission test (as referred to in section 7.29 paragraph 1 WHW));
 - h. a decision on admission to a master's degree programme (as referred to in section 7.30b WHW).
2. A decision as referred to in the first paragraph also includes a refusal to make a decision, as well as the failure to make a decision in time.

Article 8.18 Grounds for appeal

An appeal may only be filed on the grounds that a decision is contrary to law.

Article 8.19 Filing an appeal

1. The person concerned shall file the notice of appeal within **six weeks** of the date of publication of the

decision. If the appeal is against a refusal to make a decision or against the failure to make a decision in due time, the appeal shall be lodged within a reasonable period of time.

2. The date of receipt of the notice of appeal by the Legal Protection Office shall determine whether the appeal was filed in time.
3. With regard to appeals lodged before the start of the time limit, they shall not be declared inadmissible on that ground if the decision, at the time of lodging the appeal:
 - a. had already been made, or
 - b. had not yet been made, but the appellant could reasonably believe that it had already been made.
4. If the notice of appeal is submitted after the expiry of the period referred to in the first paragraph of this article, the notice of appeal may be declared inadmissible, unless it is shown that the appeal was lodged as soon as could reasonably be expected.
5. The notice of appeal shall be submitted in the manner prescribed in article 8.1. Further communication for the handling shall also be made via the contact details of the Legal Protection Office as listed in that paragraph.

Article 8.20 Contents of the notice of appeal and remedy of noncompliance

1. The notice of appeal shall be dated and signed and shall in any case contain:
 - a. the name, address and place of residence of the student;
 - b. identification of the relevant body which has taken the contested decision;
 - c. a clear description of the decision. If the appeal is against a refusal to make a decision or failure of taking a decision: a clear description of the decision which, in the opinion of the person concerned, should have been taken;
 - d. the grounds on which the action is based;
 - e. all relevant documents (including in any event a copy of the contested decision), unless it is an appeal against the refusal of a decision or the failure to take a decision.
2. If the notice of appeal does not meet the requirements set in the first paragraph of this article, the person concerned will be informed accordingly. The person concerned will be given the opportunity to submit a notice of appeal that does meet the requirements within a certain period of time. If the person concerned fails to do so within the set period, the appeal may be declared inadmissible.

Article 8.21 Attempt to reach an amicable settlement

1. Before the appeal is handled, the Examination Appeals Board forwards the notice of appeal to the body against which the appeal is directed. This body is requested to examine, in consultation with the person concerned, whether an amicable settlement is possible. The person concerned shall receive a copy of this request.
2. If the appeal is directed against a decision of an examiner, the notification referred to in the first paragraph will be sent to the relevant examination board. If the examiner against whom the appeal is directed is a member of the examination board, he shall not participate in the deliberations.
3. The Examination Appeals Board may, in order to speed up the procedure, simultaneously with a request as referred to in the first paragraph of this article, already set a deadline within which the body against which the appeal is directed must submit a written response as referred to in article 8.22.
4. The body concerned will inform the Examination Appeals Board in writing of the outcome of the deliberation within three weeks of receiving the request to reach an amicable settlement. Documents supporting the outcome will be sent along.
5. If an amicable settlement of the case has been reached, the person concerned shall inform the Examination Appeals Board whether he withdraws the appeal.
6. If an amicable settlement proves impossible, the notice of appeal is handled by the Examination Appeals Board.

Article 8.22 Statement of response

1. If an amicable settlement as referred to in article 8.19 has proven impossible, the relevant body, against which the appeal is directed shall be requested to submit a statement of response. The body concerned will receive an invitation to do so and must submit the statement of response to the Examination Appeals Board within 5 working days. The body concerned shall also submit the documents relating to the appeal. After receipt, the Examination Appeals Board will send a copy of the statement of response and accompanying documents to the person concerned.

2. The chairperson of the Examination Appeals Board may determine that the statement of response may be submitted later, before a time he deems reasonable.
3. Parties may submit documents relating to the proceedings up to 8 days before the hearing.

Article 8.23 Hearing both sides

1. If the appeal is considered by the Examination Appeals Board, parties will be given the opportunity to be heard.
2. The hearing may be waived if:
 - a. the appeal is manifestly inadmissible;
 - b. the appeal is manifestly unfounded;
 - c. parties have stated that they do not wish to avail themselves of the right to be heard; or
 - d. the appeal is fully settled and the interests of other interested parties are not harmed as a result.

Article 8.24 Urgent cases

1. In urgent cases, a person concerned may request a preliminary relief to the chairperson of the Examination Appeals Board, pending a decision on the main proceedings. This request must be made in writing and must be supported by reasons. There must be a directly demonstrable interest that requires an urgent relief.
2. The chairperson decides on the request after having heard, or at least summoned, the person concerned, the body concerned or the examiner concerned and, if necessary, other persons directly involved.
3. The decision of the Examination Appeals Board on a preliminary relief is of a preliminary nature and is not binding in the proceedings on the merits. The preliminary relief lapses as soon as the Examination Appeals Board has decided on the main proceedings, unless otherwise provided by the preliminary relief.
4. There is no appeal against the ruling on a preliminary relief.

Article 8.25 Proceedings at the hearing

1. The appeal of the main proceedings is dealt with by the Examination Appeals Board in a public hearing. In special cases, the Examination Appeals Board may decide that the appeal will be heard wholly or partly behind closed doors. Both parties shall be invited to the hearing no later than 10 days before it takes place, unless parties agree to a shorter period.
2. The hearing in court will take place under the direction of the chairperson of the Examination Appeals Board. Members will have the opportunity to ask questions to the parties.
3. The chairperson of the Examination Appeals Board shall give each of the parties the opportunity to explain their position.
4. The parties may amend the contents of the appeal and of the response, as well as the grounds, on which these are based, until the closing of the hearing, unless the Examination Appeals Board is of the opinion that the other party would be unreasonably disadvantaged by such amendment.
5. If it appears before the closing of the hearing that the investigation has not been completed, the chairperson of the Examination Appeals Board may determine that the hearing will be continued at a time to be determined by the chairperson. Parties may be given indications regarding the evidence to be provided.

Article 8.26 Assistance and representation

1. The person concerned may be represented at the hearing by an authorised representative or may be assisted by a defence counsel.
2. If the person concerned is represented by an authorised representative, he must submit a written authorisation to the Examination Appeals Board.

Article 8.27 Witnesses and experts

1. Parties may bring witnesses and experts to the hearing. To this end, they must provide the Examination Appeals Board with the names of these persons in writing no later than the second working day before that of the hearing.
2. The Examination Appeals Board may summon witnesses and experts officially or at the request of the parties. The Examination Appeals Board will notify parties of such a summons as soon as possible.

Article 8.28 Failure to appear

If a party or their authorised representative does not appear at the hearing, but has been duly invited, the chairperson may decide that the hearing of the appeal will take place in the absence of that party.

Article 8.29 Obligation to provide information

1. The chairperson of the Examination Appeals Board may, of his own accord, obtain any information and request any documents he deems necessary.
2. The bodies and staff members as well as the examiners of Leiden University of Applied Sciences provide the Examination Appeals Board with the data it considers necessary for the execution of its task.

Article 8.30 Decision

1. The Examination Appeals Board will decide within ten weeks, calculated from the day after the day on which the term for submitting the notice of appeal has expired.
2. The decisions of the Examination Appeals Board are dated and include:
 - a. the names of the parties and their authorised representatives;
 - b. the grounds on which the decision is based;
 - c. the decision as referred to in the third paragraph of this article;
 - d. the names of the members who delivered the decision.
3. The Examination Appeals Board may deliver the following decisions:
 - a. the Board is incompetent;
 - b. the appeal is inadmissible;
 - c. the appeal is unfounded; or
 - d. the appeal is well-founded.
4. If the Examination Appeals Board considers the appeal to be well-founded, the contested decision shall be annulled in whole or in part. The Examination Appeals Board may determine that:
 - a. the case is to be decided again or, if the decision is rejected, after all by the relevant body; or
 - b. the interim examination, the examination, the admission test, the supplementary examination or any part thereof is to be retaken under conditions to be laid down by the Examination Appeals Board.
5. The body whose decision has been annulled shall, insofar as is necessary, make a new decision in the case with due observance of the decision of the Examination Appeals Board. The board may set a deadline for this in its decision.
6. The Examination Appeals Board is not authorised to take a new decision in place of the decision that has been wholly or partially annulled.
7. The decision is signed by the (deputy) chairperson and the secretary of the Examination Appeals Board who have handled the appeal and copies are sent to the parties in any case.
8. The decisions of the Examination Appeals Board are published online anonymously under 'Practical Information' of Leiden University of Applied Sciences.

Article 8.31 Appeal

1. Appeals can be lodged against decisions of the Examination Appeals Board, in writing to the person concerned.
2. The appeal period is six weeks and starts the day after the day on which the decision of the Examination Appeals Board has been announced.

Article 8.32 Review

Either party may request the Examination Appeals Board to review the decision on the basis of further facts or circumstances which, had they been known earlier, might have led to a different decision.

PARAGRAPH 8.5 OBJECTION PROCEEDINGS WITH THE DISPUTES COMMITTEE

Article 8.33 Disputes Committee

Leiden University of Applied Sciences has a Disputes Committee as referred to in section 7.63a of the WHW.

Article 8.34 Composition and size of the Disputes Committee

1. The Disputes Committee consists of three members, including the chairperson, a lecturer member

and a student member, and also has one or more deputy chairpersons and deputy members.

2. The chairperson and the deputy chairperson(s) do not work at or under the responsibility of the HSL. They meet the requirements for appointment as judicial officers as referred to in section 5 of the Judicial Officers (Legal Status) Act.
3. The members and deputy members including the chairperson and deputy chairperson(s) are appointed by the Executive Board.
4. At their own request, members and deputy members of the Disputes Advisory Committee shall be dismissed. On reaching the age of seventy years, they resign with effect from the following month. They shall be dismissed if they are unfit to perform their duties due to illness or infirmity and if they have been convicted of a crime in a court judgement which has become final and conclusive. Before dismissal on the grounds of the third sentence, the person concerned shall be notified of the intention to dismiss and shall be given the opportunity to be heard on the matter.
5. The members and deputy members of the Disputes Committee shall be functionally independent. . The members and deputy members are not part of the institution's board or inspection.

Article 8.35 Jurisdiction of the Disputes Committee

The Disputes Committee advises the Executive Board on objections concerning decisions (or the lack thereof) based on the WHW and ensuing regulations, which do not fall under the Examination Appeals Board.

Article 8.36 Filing of the objection

1. The deadline for filing the objection is **six weeks**. The term shall begin on the day following that on which the contested decision is published in the prescribed manner. If the objection concerns the absence of a decision, the objection shall be submitted within a reasonable time frame.
2. The date of receipt of the objection by the Legal Protection Office shall determine whether the objection was submitted in time.
3. If the objection is submitted after the term as referred to in the first paragraph of this article has expired, the Disputes Committee may recommend that the objection be declared inadmissible, unless it is demonstrated that the objection was submitted as soon as this could reasonably have been expected.
4. The objection shall be submitted in the manner specified in article 8.1. The further communication for the handling of the objection shall also be made via the contact details of the Legal Protection Office listed in that paragraph.

Article 8.37 Content of objection and omission

1. The objection shall be signed and dated and shall in any case contain:
 - a. name, address and place of residence of the person concerned;
 - b. identification of the body which took the contested decision;
 - c. a clear description of the decision against which the objection is directed. If the objection is directed at the refusal or failure to take a decision: a clear description of the decision which, in the opinion of the person concerned, should have been taken;
 - d. a justification of the reasons why the decision is being contested;
 - e. all relevant documents (including in any event a copy of the contested decision), unless it is an objection against the refusal of a decision or the failure to take a decision.
2. If the objection does not meet the requirements set out in the first paragraph of this article, the person concerned will be informed of this by the Legal Protection Office. The person concerned will be given the opportunity to submit a notice of objection that does meet the requirements within a certain period of time. If the person concerned does not do so within the set period, the objection may be declared inadmissible.

Article 8.38 Attempt to reach an amicable settlement

1. Before dealing with the objection, the Disputes Committee shall send the objection to the body against which the objection is directed. The body concerned shall be requested to investigate, in consultation with the person(s) concerned, whether an amicable settlement of the dispute can be reached.
2. The result of the settlement attempt shall be made known no later than within three weeks following the receipt of the request to reach an amicable settlement. The body concerned shall inform the Disputes Committee in writing of the result of the settlement attempt and submit the relevant documents.
3. If reaching an amicable settlement proves impossible, the objection is taken up by the Disputes Committee.

Article 8.39 Statement of response

1. In the event that reaching an amicable settlement as referred to in Article 8.38 has proven to be impossible or has not been utilised, the relevant body that took or refused to take the decision shall be requested to submit a statement of response. The body in question will receive an invitation from the Disputes Committee and must submit the statement of response to the Disputes Committee within 5 working days. The body concerned shall also submit the documents relating to the objection.
2. The chairperson of the Disputes Committee may determine that the statement of response can be submitted later, within a period that he considers reasonable.
3. The parties may submit documents relating to the proceedings up to 8 days before the hearing.
4. The Disputes Committee may, of its own accord, obtain any information it deems necessary and request any documents relating to the dispute.

Article 8.40 Hearing both sides

1. If the objection is dealt with by the Disputes Committee, the person concerned and the body that took the

- decision shall be given the opportunity to be heard.
2. The hearing may be waived if:
 - a. the objection is manifestly inadmissible;
 - b. the objection is manifestly unfounded;
 - c. the person concerned has stated that he does not wish to avail him-/herself of the right to be heard;
or
 - d. the objection is fully settled and the interests of other stakeholders are not adversely affected.
 3. If the hearing is waived, this shall be explained within the advice of the Disputes Committee.

Article 8.41 Hearing in court

1. The objection is dealt with at a hearing of the Disputes Committee. Both parties shall be invited to the hearing no later than 10 days before it takes place, unless otherwise directed by the chairperson.
2. The chairperson of the Disputes Committee shall preside over the session and shall give each of the parties the opportunity to further explain their position.
3. The parties may alter the content of the objection and of the response, as well as the grounds on which they are based, until the close of the hearing, unless the Disputes Committee is of the opinion that the other party would be unreasonably disadvantaged by this alteration.
4. If before the close of the hearing it appears that the investigation has not been completed, the chairperson of the Disputes Committee may determine that the hearing shall be continued at a time to be determined by the chairperson. The parties may be given indications regarding the evidence to be provided.

Article 8.42 Assistance and representation

1. The person concerned may be represented at the hearing by an authorised representative or may be assisted by a defence counsel.
2. If a person concerned wishes to be represented by an authorised representative, this authorised representative must submit a written authorisation to the Disputes Committee.

Article 8.43 Witnesses and experts

1. Parties may bring witnesses and experts to the hearing. To this end, they must provide the names of these persons in writing to the Disputes Committee no later than the second working day before that of the hearing.
2. The Disputes Committee may summon witnesses and experts officially or at the request of the parties. The Disputes Committee shall inform the parties of such summons as soon as possible.

Article 8.44 Failure to appear

If a party or its representative does not appear at the hearing, but has been duly invited, the chairperson may decide that the objection will be heard in the absence of that party.

Article 8.45 Immediate urgency

1. In the event of immediate urgency, the chairperson of the Disputes Committee may, at the request of the person involved, determine that the committee will issue its advice to the Executive Board as soon as possible.
2. The chairperson of the Disputes Committee shall determine within one week of receipt of the objection whether there is an immediate urgency and shall inform the person involved and the Executive Board accordingly as soon as possible.
3. The Executive Board will then, contrary to article 8.45, decide on the objection within **four weeks** after receipt of the objection by the Legal Protection Office.

Article 8.46 Advice of the Disputes Committee

1. The Disputes Committee will issue its advice to the Executive Board in writing as soon as possible, but **no later than eight weeks** after receipt of the objection, and will include a report of the hearing.
2. The Disputes Committee bases its advice on the documents that have been submitted, documents that it has requested and/or obtained itself, and on what was said during the hearing.

Article 8.47 Decision of the Executive Board

1. The Executive Board will decide within **ten weeks** of receipt of the objection by the Legal Protection Office. The advice of the Disputes Committee shall be added to the decision.
2. The Executive Board takes a decision based on the advice. If the objection is upheld, the contested decision shall be reconsidered. In so far as the reconsideration gives cause to do so, the Executive Board shall revoke the contested decision and take a new decision in its place.
3. If the decision on the objection deviates from the advice of the Disputes Committee, the decision shall state the reason for the deviation.
4. The decision, together with the advice, shall be sent in writing to the parties and other interested parties.

Article 8.48 Appeal

1. The person concerned may lodge a written appeal against the decision of the Executive Board with the Administrative Law division of the Raad van State (for more information, go to www.raadvanstate.nl).
2. The appeal period is six weeks. The appeal period shall commence on the day after the day on which the decision of the Executive Board was announced.

CHAPTER 9 FINAL PROVISIONS

Article 9.1 Entry into force and short title

1. The Students' Charter replaces the Students' Charter of Leiden University of Applied Sciences adopted on 10 August 2020 and will enter into force on 1 January 2023.
2. Before the Executive Board can adopt these regulations, the Student Council must have approved their contents.
3. The Student Council gave its consent on 29 November 2022.
4. This regulation may be cited as "Leiden University of Applied Sciences Students' Charter"

Article 9.2 Hardship clause

The Executive Board may deviate from the provisions of this Student Charter in individual cases if, in the opinion of the Executive Board, these regulations result in an unreasonable or unfair situation

Article 9.3 Evaluation and publication

1. The Students' Charter is evaluated periodically.
2. The Students' Charter is published on the [website of Leiden University of Applied Sciences](#) and can be found under 'Practical Information' on mijn.hsleiden.nl.