TU/e STUDENT STATUTE
Institute section
2018–2019

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STUDENT STATUTE

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SUMMARY ............................................................................................................................. 70
What is a student statute and why does it exist? The student statute contains the mutual rights and obligations of Eindhoven University of Technology (hereinafter: 'the TU/e') and the student: the law states that there must be a student statute and that it must be made known to the students. The student statute consists of two parts: an institute section (which applies to the entire TU/e) and a program section (which varies from program to program); the program section is part of the digital study guide.

This is the institute section of the TU/e student statute. It is primarily based on the Higher Education and Scientific Research Act (WHW, Wet op het Hoger Onderwijs en Wetenschappelijk Onderzoek), but other legislation is mentioned where relevant.

1.1 Definitions

In this student statute, the following terms and abbreviations have the following meanings:

- **AWB** General Administrative Law Act
- **BSA** binding recommendation on continuation of studies
- **CBE** Examination Appeals Board
- **CROHO** Central Register of Higher Education Study Programs
- **CvB** the TU/e Executive Board
- **DUO** Dienst Uitvoering Onderwijs (national regulatory body for issues pertaining to education)
- **ESA** Education and Student Affairs (previously STU)
- **external student** a person who is enrolled at TU/e to take the interim and final examinations of a program, but is not permitted to attend lectures or practical exercises or to receive supervision
- **FR** Department Council
- **higher education** university education (WO, wetenschappelijk onderwijs) and higher professional education (HBO, hoger beroepsonderwijs)
- **institute** Eindhoven University of Technology, abbreviated as the TU/e
- **major** the compulsory discipline-specific part of a study program, worth 90 credits
- **Minister** the Dutch Minister of Education, Culture and Science (OCW, Onderwijs, Cultuur en Wetenschappen)
- **OER** the education and examination regulations, i.e. regulations concerning the education and interim and final examinations for each program or group of programs, as determined by the Department Board (or the budget holder)
- **program** a cohesive whole of study components, aimed at realizing well-defined goals with regard to the knowledge, insight and skills that must be mastered by all students who complete the program
In this student statute, wherever “he” is used, this also includes any “student”.

1.2 Legal background and how to use this statute
The rights or obligations described in the student statute are directly based on the WHW, or on regulations and decisions based on the WHW. At the end of every chapter or, if necessary, every paragraph, the relevant WHW sections are indicated under the heading “legislation” and the relevant TU/e regulations under the heading “regulations”. Anyone with specific questions or who needs further information can contact one of the departments or officials mentioned under the heading “information”. The addresses and telephone numbers of these departments and officials can be found at the back of this student statute. At the back of the statue there is also a summary of all TU/e regulations mentioned in the statute and where they can be consulted. The student statute can also be found in the digital study guide, along with all subjects and regulations covered in the statute.

1.3 Scope
The student statute only applies to TU/e students. If the provisions also apply to external students, this is mentioned explicitly.

1.4 Content and publication of the statute
The student statute describes the rights and obligations of students at the TU/e, as laid down in statutory provisions and regulations established by the CvB. This enables students to know which regulations apply to them. The statute also serves to inform every student at the enrollment of a new academic year what he can expect from the institute in terms of education, the related facilities, and what the institute expects of him. The statute also includes an overview of the legal protection to which students are entitled. In the event that the statute is or could become in breach of the law, the student cannot derive any rights from this; the formal law supersedes the statute. The CvB therefore ensures that the statute is in compliance with the law and that it is modified to accommodate changes in the law. Changes to the content of the student statute or any regulations described in the statute that are made during the academic year will be made known through the website.
The TU/e considers it very important that the students (are able to) remain informed of the content of the student statute. Upon confirmation of enrollment through e-mail, the student is referred to the student statute and its location on https://educationguide.tue.nl/.

On January 1, 2017, the Governance Reinforcement Act came into force. The act aims to strengthen the co-determination in all education sectors. A number of amendments regarding the Program Committee in Higher Education came into force on September 1, 2017. Changes in accordance with this act were taken into account in these regulations where necessary.

Further information on the student statute
Legislation: - Article 7.59 of the WHW
Information from: - ESA, tel. +31 (0) 40-2474747
2 ACCESS AND ADMISSION

This chapter describes the programs that the TU/e offers and the prior education students need to enroll in them.

2.1 The programs at the TU/e

The TU/e offers three-year Bachelor’s programs and two-year Master’s programs. More information on the education provided within the Bachelor–Master structure can be found in Chapter 4. All the following information applies to the initial education given by the TU/e, i.e. the Bachelor’s and Master’s programs following pre-university education. However, the TU/e also provides post-initial education, which can only be taken after successfully completing a Master’s program. The TU/e’s post-initial programs are the TiasNimbas, PhD programs and design programs.

For information on the Undergraduate programs within the Bachelor College, see https://www.tue.nl/en/education/tue-bachelor-college/bachelor-programs/

For information on the Graduate programs, see https://www.tue.nl/en/education/tue-graduate-school/graduate-programs/

The CROHO is a national register of all programs offered by Dutch institutes of higher education and higher professional education. It includes information about whether the program is full-time or part-time. Programs that are not listed in the CROHO are not 'programs' as referred to in the WHW. The CROHO is managed by the DUO.

The structure of the program can be seen in the OER for the program (see also https://educationguide.tue.nl/).

TU Eindhoven Honors Academy
The TU/e Honors Academy is designed for Bachelor’s and Master’s students who are looking for – and are able to take on – an additional challenge on top of their regular degree program. The TU/e Honors Academy offers Honors programs for both Bachelor's students and Master's students. More details on the setup of the programs can be found at https://educationguide.tue.nl/honorsacademy.

More information on the formal procedure for application, selection, admission and assessment is provided in the Regulations for the Honors Academy for Bachelor’s students. More information can be obtained through e-mail: honorsacademy@tue.nl.

See also https://www.tue.nl/en/education/tue-bachelor-college/education-structure/tue-honors-academy/

https://educationguide.tue.nl/programs/tue-honors-academy/bachelors-students/
Intake via a pre-Master’s program

Higher professional education (HBO) graduates or university Bachelor’s graduates can be admitted to direct-access Master’s programs by taking a pre-Master’s program worth up to 30 credits at the TU/e. Students must enroll by August 1st at the latest (or January 1st if they intend to begin on February 1st) in order to participate in a pre-Master’s program. There are pre-Master’s programs for all the Master’s degree programs at the TU/e with exception of Biomedical Engineering and Medical Engineering. For these latter programs a tailored program can be offered in exceptional cases. In cooperation with the Fontys University of Applied Sciences, the TU/e also offers ‘excellence tracks’, which are designed for excellent HBO students who take extra modules at the TU/e in addition to their HBO program. This enables them to complete all or part of the pre-Master’s program during their HBO program, which will result in a time gain for these students. The Admissions Committee for the relevant Master’s program will determine the study load for the pre-Master’s program no later than August 15th (or January 15th in the case of programs beginning on February 1st), so that the fees for the relevant program can be set on the basis of the established program. Pre-Master’s students pay fees according to the number of credits (they no longer pay regular tuition fees).

Students must have completed the pre-Master’s program before beginning a Master’s program. Pre-Master’s students must complete 100% of the program within the set term (a maximum of two semesters). If a student fails to do so, he will not be permitted to enroll for the same pre-Master’s program, or another pre-Master’s program relating to the same Bachelor’s program, for a period of three years.

If a student cannot complete the pre-Master’s program within six months of its initiation and therefore is demonstrably disadvantaged due to the timetabling of the pre-Master’s program, it is possible for the pre-Master’s program to be extended with Master’s program study components to a maximum of 15 credits, if the student has in principle attained 15 credits and the Examination Committee has granted permission for this. The Examination Committee shall assesses whether the timetabling of the pre-Master’s program did not permit for its completion and whether a student has sufficient prior knowledge to take specific Master’s components. Completed Master’s components do not count towards the 75% of the pre-Master’s program that the student must complete within one year. Any Master’s program study components that a student has taken and completed during the pre-Master’s program count as exemptions in the Master’s program.

More information on pre-Master’s programs and how to enter them can be found at educationguide.tue.nl or in the relevant OER for the Master’s program.

Further information on the programs

Legislation and regulations: - Articles 7.3, 7.3a, 7.3b, 7.3c, 7.7 and 7.13 of the WHW - Article 7.57i of the WHW - OERs of the individual programs - https://educationguide.tue.nl/organization/official-rules-and-regulations/ - TU/e Administration and Management Regulations

Information from: - Departmental academic advisors - ESA, tel. +31 (0)40-2474747, www.tue.nl/esa - educationguide.tue.nl
2.2 Required prior education and additional admission requirements for Bachelor’s programs

2.2.1 Numerus Fixus/Restricted intake programs
The TU/e believes in education with much contact time for teachers and students. There is a limit to the number of students that the TU/e can offer proper education. The TU/e has grown so rapidly in recent years that the limits to growth have now been reached. As of academic year 2018-2019 the maximum number of first-year students the TU/e will admit in certain degree programs has been determined:

- Biomedical Engineering / Medical Sciences and Technology
- Computer Science & Engineering
- Industrial Design
- Industrial Engineering

Before October 1, the Executive Board determines which degree programs will have restricted intake. Decisions regarding this are published on the following webpage: https://www.tue.nl/en/education/studying-at-tue/admission-and-enrollment/selection-bachelors-programs/

Students are selected for these degree programs. As a result, the following criteria apply to prospective students for such programs:
- must apply by January 15 latest through Studielink
- have participated in the complete selection procedure of the degree program
- have been offered a place on the program
- have accepted the place within 14 days of notification

This also means that students of other degree programs cannot transfer to a restricted intake program during the course of the academic year.

2.2.2 Prior education requirements for Bachelor’s programs
Individuals who want to enroll as a student or external student in one of the TU/e’s university Bachelor’s programs must meet the following prior education requirements:

a. VWO (pre-university education) certificate;
b. HBO (higher professional education) certificate, with a completed propaedeutic exam, propaedeutical phase, or final examination;
c. WO (university education) certificate, with a completed propaedeutic exam, propaedeutical phase or final examination;
d. a certificate specified by the Minister, issued in the Netherlands or elsewhere, which is considered to be at least equal to a VWO certificate;
e. a certificate specified by the CvB, issued in the Netherlands or elsewhere, which is at least the equivalent of the VWO certificate in the opinion of the CvB;
f. possession of an entrance-examination decision (*colloquium doctum*).

2.2.3 Requirements relating to subject packages and any deficiencies
The Minister has specified the profiles on which a VWO diploma must be based for a student to be admitted to each specific Bachelor’s program, as well as the subjects that must have been tested as part of the final VWO examination.

For the TU/e, this means (on the basis of the VWO profiles available as of August 1st, 2007) that:
• the Nature and Technology profile grants unconditional admission to all Bachelor’s programs;
• the Nature and Health, Economics and Society, and Culture and Society profiles do not grant admission to the TU/e Bachelor’s programs, unless the student has taken an examination in Mathematics B (and Physics and/or Chemistry, where relevant) before the start of the program.

The requirement of sufficient prior education also applies to holders of a 'certificate' as referred to in 2.2.1 of this statute, under b through e. They cannot be enrolled either until the deficiencies in question have been rectified.

2.2.4 Knowledge of Dutch or English
Students who have a certificate awarded abroad (in the above-mentioned cases under 2.2.1., d and e), and who wish to enroll for a Bachelor’s program must provide proof that they have sufficient knowledge of the Dutch and/or English languages. The Dutch-language requirement does not apply to the Bachelor’s programs in Architecture, Urbanism and Building Science; Data Science; Industrial Design, Electrical Engineering (majors: Electrical Engineering and Automotive), Innovation Sciences (major: Psychology & Technology and Sustainable Innovation), Chemical Engineering and Chemistry, Computer Science and Engineering, Applied Physics and Applied Mathematics as they are given in English.
For admission to an English Bachelor’s program, students must provide evidence that they have sufficient knowledge of English. The requirements for the standard of English are specified in the OER of the Bachelor’s program in question.
For admission to a Master’s program, students must provide evidence that they have sufficient knowledge of the English language. The requirements for the standard of English are specified in the OER of the Master’s program concerned. The English-language requirements do not apply to the Dutch-taught Master’s degree program in Science Education and Communication. The Master’s program Medical Engineering is partly given in Dutch and partly in English.

The ESA provides Dutch and English language courses.
The use of Dutch or foreign languages in teaching is further elaborated on in Chapter 4, section 4.8.

Further information on mandatory prior education and additional admission requirements for Bachelor’s programs
Legislation and regulations: - Articles 7.24 to 7.29 of the WWH;
- Order of the Minister April 3, 2014 regarding admission to higher education, Annex A, further requirements for degree programs and academic education;
- entrance examination decision (colloquium doctum): see the relevant article in the OERs of the various Bachelor’s degree programs

Information from: - Departmental academic advisors
- ESA / Language Center, tel. +31 (0)40-2474747;
- educationguide.tue.nl
- Central Admissions Committee, tel. +31 (0)40-2474747.
2.3 Admission to the program after the propaedeutic phase

All Bachelor’s programs, as referred to in section 2.1 of this statute, have their own propaedeutic phase. After completion the student can receive a certificate. With regard to binding recommendations on the continuation of studies, it has been determined that a student is permitted to take second-year study components and sit interim examinations if he has received a positive study recommendation, see section 4.7.

Further information on admission to programs after the propaedeutic phase

Legislation: - Article 7.30 of the WHW
Publications: - educationguide.tue.nl
Information from: - Departmental academic advisors
- ESA, tel. +31 (0)40-24747 7, www.tue.nl/esa

2.4 Admission to university teacher-training programs

The TU/e offers students the opportunity to qualify as pre-university education (VHO) teachers in Mathematics, Physics, Chemistry, Computer Science, or O&O.

- students can obtain a limited second-level teaching qualification (permission to teach at VMBO level, or the first three years at HAVO or VWO level) as part of the Bachelor’s program by successfully completing two cohesive elective packages (worth 30 credits in total), which together constitute the ‘statutory education minor’. The packages as such are widely accessible, but the teaching qualification can in principle only be obtained by students of the Bachelor’s degree subjects specified in the table for education minors drawn up by the OCW. Students can also obtain the second-level teaching qualification after completing such a Bachelor’s program by participating in the so-called ‘education module’. Its contents are the same as the ‘statutory education minor’.

- a first-level teaching qualification (permission to teach all years in secondary education) is linked to the Master’s degree program in Science Education and Communication (SEC) with the following specializations: VHO teacher of mathematics, VHO teacher of physics, VHO teacher of chemistry, VHO teacher of Computer Science, and VHO teacher of O&O. This Master’s program is worth 120 credits with enrollment in September or February, and the first of each month if a Bachelor’s program was completed the TU/e. If the ‘statutory education minor’ was successfully completed then exemptions may be requested. Students can also obtain a declaration of competence (equivalent to a qualification) as transfer students, or as participants in the national programs such as Education TraineeShip (OnderwijsTraineeShip, OTS) or Teach First (Eerst de Klas, EdK), and on the basis of components in the Master’s programs in Mathematics, Physics, Chemistry or Computer Science (educational track).

Entry to the Master’s program in SEC (teacher training) is possible via several routes:

1. After the Bachelor’s program, the Master’s degree in SEC (teacher training) is directly accessible from the Bachelor’s programs in Applied Mathematics, Applied Physics, Chemical Engineering and Chemistry of Computer Science and Engineering (majors software science and web science), Industrial Design and Architecture, Urbanism and Building Sciences. Admission is also possible from various other scientific Bachelor’s programs, such as Electrical Engineering, Mechanical Engineering, and Industrial Engineering and Management Sciences with limited additional subject requirements that can often be met within the SEC Master’s program.

2. By including teacher training in the Master’s programs in Mathematics, Physics, Chemistry or Computer Science. In this way, students become qualified teachers, but do not receive the SEC Master’s title.
3. Through a double degree, in which the Master’s program in SEC (teacher training) is combined with a Master’s subject at TU/e. The TU/e double degree regulations has special different stipulations for combinations with the Master’s program in SEC. In addition to the Master’s subject degree, the student is awarded the SEC Master’s title. The total number of credits for a double degree depends on the subject, and is between 150 and 195 credits for the two Master’s programs. For a Master’s subject degree with which explicit double degree regulations have been agreed the credits are between 150 and 180.

4. Students who hold a Master’s degree in a technical subject or an exact science can take a condensed program of one year. The student may be eligible for exemptions.

Further information on the teacher-training programs
Flexible structure within the educational minor
The program is divided into modules worth 15 credits each that are concluded with a certificate. Students can choose to include one or more modules in their electives or, with the permission of their Examination Committee, in their Bachelor’s and/or Master’s degree program.

Funding:
There is a series of financial schemes specifically for students of the teacher training or Master’s programs in education.
Students who first enroll for a teacher-training SEC Master’s program in or after September, 2015, in the areas of Physics, Mathematics or Chemistry may be eligible for additional funding of the costs of study. This additional funding amounts to a single lump sum of €5,000. This allowance is converted into a gift if students attain their first degree qualification within the nominal study term or up to six months after that. The regulation is complicated and has a number of supplementary conditions; please contact the program coordinator for details (esoe.coordinator@tue.nl). This scheme may be terminated by August 31, 2018.
Inquiries about the university teacher-training program and the latest information regarding to funding at the TU/e can be obtained via the contacts listed below (see also: www.tue.nl/esoe).

Further information on the university teacher-training program
Legislation and regulations: - Article 7.30c of the WHW;
Information from:
• Eindhoven School of Education, +31 40 247 30 95
• dr. H.J.M. Sterk (teacher for Mathematics)
- dr. PDEng L. de Putter-Smits (teacher for Physics)
- ir. P.F.A.M. Janssens (teacher for Chemistry)
- drs. E. Quant (teacher for O&O)
• H.A. Slakhorst (coordinator Master’s program SEC)
2.5 Master’s program admission requirements

The following admission requirements apply to enrollment in one of the TU/e Master’s programs:

a. a degree from a Bachelor’s program in scientific education or
b. possession of knowledge, insight, and skills at the level of the Bachelor’s degree in scientific education.

Next to these requirements (a and b), the Executive Board has established qualitative admission requirements. These requirements are stated in the OER of the relevant Master’s degree program.

All students must obtain their Bachelor’s degree before starting a Master’s program (this is known in Dutch as the ‘harde knip’, or Bachelor-before-Master rule). Students enrolled in a pre-Master’s program must complete it before they can begin the Master’s program (see also section 2.1, Intake via a pre-Master’s program). The Bachelor-before-Master rule is set out in the relevant OER.

Based on the provisions in the WHW, the CvB has established TU/e 2012 Regulations for Admission to Master’s Programs. To be admitted to a Master’s degree program, the student must submit a request to the TU/e. In the case of a degree attained outside of the TU/e this must be done before the start of the academic year to which the request applies, unless the Department Board decides otherwise. The request for admission must be submitted to ESA, where administrative procedures relating to the request and the decision on whether to grant it or not will be dealt with. If all the conditions are met, ESA will issue the decision on admission on behalf of the Department Board.

The decision on admission will be granted if the student meets all the admission requirements for the Master’s program. The requirements are equivalent to the levels of knowledge, insight and skill obtained on completion of the preceding Bachelor’s program.

The decision on admission is valid for a limited period of time. The decision on admission will state the period within which the student must have enrolled for the Master’s program concerned.

Foreign students can find more information on registering for a TU/e Master’s program at www.tue.nl/admission.
Further information on Master’s program admission requirements

Legislation and regulations:  - Articles 7.30a, 7.30b, 7.30c, 7.30d, 7.30e and 7.31 of the WHW;
    - TU/e Regulations for Admission to Master’s Programs 2012,

Information from:  - departmental academic advisors
    - http://doorstroommatrix.nl
    - ESA, tel. +31 (0)40-2474747, www.tue.nl/esa
The WHW provides for two forms of enrollment: as a student (for a full-time or part-time program) or as an external student (only for taking interim and final examinations). Different rights and obligations are attached to these forms of enrollment, and there also is a difference in tuition and examination fees. In certain cases, students who terminate enrollment prematurely may be entitled to have part of their tuition fees refunded.

3.1 Enrollment

3.1.1 Rights and obligations relating to enrollment as a student
Those who are enrolled at the TU/e as students in a full-time or part-time program have the following rights:

- participation in the initial education within the program;
- taking interim and final examinations and taking part in practical exercises within the program;
- access to library, laboratories etc., unless the CvB decides that the nature or importance of the education or research precludes this;
- use of student facilities, including ESA student advisors and student counsellors;
- study guidance (see Chapter 4.4);
- if the Minister or the TU/e decides to terminate the program: the opportunity to complete the program within a reasonable period of time at the TU/e or at another institute of higher education;
- active and passive right to vote for advisory councils.

In principle, students taking a full-time degree program are entitled to funding, comprising a student loan (previously the basic grant), a possible supplementary grant (depending on the level of the student’s parents’ income) and a student travel product (see also section 4.6 of Chapter 4 of this statute). With effect from 2016–2017, part-time students will have the right to a study advance under the Study Advance Act (Wet Studievoorschot).

Students can enroll in a single program or several programs, at the same or at different institutes. They pay the full tuition fee at the institute where they first enroll and may then, under certain circumstances, obtain a reduction of or exemption from tuition fees at the second institute at which they enroll (see also section 3.3 of this statute). The first enrollment is also known as the main enrollment and the second enrollment as secondary enrollment. This difference affects, for example, the right to purchase a notebook from the TU/e; students not primarily enrolled at the TU/e do not qualify (see section 3.4 of this statute).

3.1.2 Enrollment as an external student
Those who are enrolled at the TU/e as external students have the following rights:

- taking interim and final examinations within the program;
- access to the library, laboratories etc., unless the CvB decides that the nature or importance of the education or research precludes this.

External students cannot take part in any of the educational components and do not have the right to receive study guidance. As a result of this, it is almost impossible to graduate as an external student. External students do not have the right to financial assistance.
3.1.3 Enrollment as a contract student
Apart from the forms of enrollment prescribed in the WHW – as a student and as an external student – the TU/e also offers the possibility to enroll as a contract student. This form of enrollment has various rights and obligations and the costs are different to the regular tuition fee. This student statute does not apply to students who are enrolled on a contract basis.
For more information on enrollment on a contract basis, see the contract students’ regulations. These regulations can be downloaded from educationguide.tue.nl.

Further information on the enrollment procedure
Legislation and regulations: - Articles 7.32 through 7.37 of the WHW;
- TU/e Regulations on Registration, the Academic Career Check, Enrollment, and Termination of Enrollment;
- Regulations for Contract Students 2012 (approved by the CvB on June 21, 2012)
Information from: - ESA, tel. +31 (0)40-2474747

3.2 Termination of enrollment
Termination by the student
Students enrolled in a program can request termination of their enrollment during the academic year using Studielink. It is important to take account of the following:
1) Enrollment will always be terminated at the start of the month following the request for termination of enrollment. For example, if a request is submitted on January 19, 2018, the student’s enrollment will be terminated as of February 1, 2018.
2) Termination of enrollment cannot be backdated. It is therefore important to submit the termination request to ESA as soon as possible.

Students who have graduated must remember to request termination of enrollment in time!
Enrollment can only be terminated with full repayment of tuition or examination fees already paid up to September 1st of the calendar year in which the academic year begins.

See also paragraph 3.3.3 of this statute for tuition fee refunds in the event of termination of enrollment.

Termination by the Executive Board
The TU/e will terminate a student’s enrollment in a specific Bachelor’s program if he is issued with a negative study recommendation at the end of the first year of study. Students who have been issued with a binding study recommendation may not re-enroll in the same program at the TU/e for a period of three years. The same applies to students in pre-Master’s programs. If a student in a pre-Master’s program has not completed the entire pre-Master’s program within the set period of two consecutive semesters, he will not be permitted to continue the program. In addition, for a period of three years the student will not be admitted to the same pre-Master’s program or any other pre-Master’s program linked to the same Bachelor’s program. The Examination Committee may decide otherwise in special circumstances.

If a student fails to pay the tuition fee even after being issued with demands to do so, the Executive Board may terminate the enrollment. The law specifies that enrollment will be terminated as of the second month following the official demand. In other words, if the student receives the demand in October, his enrollment will be terminated as of December 1st.
The student still must make payment of the tuition fees until December 1. The Executive Board can also terminate the enrollment of a student whose conduct or statements make it clear that he is unfit to practice one or more of the professions for which he is being trained in the program.

Finally, on the recommendation of the Examination Committee, the Executive Board can terminate the enrollment of a student who is guilty of ‘serious’ fraud/cheating. The definition of ‘serious’ fraud can be found in the Regulations of the Examination Committee.

**Further information on termination of enrollment**

Legislation and regulations: - Article 7.42 of the WHW; - the presently valid Regulations for Registration, the Study Choice Check, Enrollment, and Termination of Enrollment

Information from: - ESA, tel. +31 (0)40-2474747

### 3.3 Tuition and examination fees

#### 3.3.1 Payment of tuition fees and tuition-fee credit

One of the conditions for being enrolled is payment of tuition fees (for students) or examination fees (for external students), or study credit fees (for pre-Master’s students). For those enrolling as students in full-time programs, there are different rates for tuition fees (see 3.3.2):

- the statutory tuition fee
- the tuition fee set by the CvB (institutional rate), which comprises two rates: 1. the low institutional tuition fee for students from within the EEA (European Economic Area) and 2. the higher institutional rate for non-EEA students.
- For students following a pre-Master’s program, fees are calculated on the basis of study credits.

#### 3.3.2 Tuition and examination fees for 2018–2019

| Conditions | Amount and type of tuition fees |
|------------|---------------------------------
| A | Bachelor’s and Master’s students who meet the nationality condition. € 2,060 (statutory fees) |
| B | Bachelor’s students who do not meet the nationality condition. € 10,000 (‘high’ institution rate for Bachelor’s student) |
| C | Master’s students who do not meet the nationality condition. € 15,000 (‘high’ institution rate for Master’s students) |
| D | External Bachelor’s and Master’s students who meet the nationality condition. € 1,030 (examination fees for external students) |
| E | External Bachelor’s students who do not meet the € 5,000 (examination fees for external Bachelor’s students) |
nationality condition.

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<tr>
<td>F</td>
<td>External Master’s students who do not meet the nationality condition.</td>
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<tr>
<td>G</td>
<td>Fees for pre-master’s students (EEA and non-EEA) taking study components of the pre-Master’s program or taking Bachelor’s/Master’s study components with the permission of the Examination Committee¹.</td>
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<td>H</td>
<td>Contract student</td>
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<td>I</td>
<td>PhD scholarship student</td>
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*Halving of tuition fees for first-year students*

The government has proposed to halve the tuition fees for first-year students. During the writing of this document it was unclear whether this proposal would be enacted; see for details: [https://www.rijksoverheid.nl/onderwerpen/hoger-onderwijs/halvering-collegegeld-eerstejaars](https://www.rijksoverheid.nl/onderwerpen/hoger-onderwijs/halvering-collegegeld-eerstejaars) (in Dutch).

The institution rate for Summa Tech EEA-students will be equal to the statutory rate for tuition fees until 2020.

*Transition regulations:*

- For European double degree programs of which an agreement was reached before February 1, 2016, the institution fees are € 4,000 for entry students and € 8,000 for exit students. For European double degree programs agreed on/after February 1, 2016, the institution rate are in accordance with the table above. On November 17, 2016, the CvB reduced the institution fees for the EIT digital program up to and including 2019-2020, resulting in fees of € 4,000 for entry students and € 8,000 for exit students.

*Requirements for tuition fees*

Nationality condition:

1. The student is a national of an EU member state or of Norway, Switzerland, Iceland, Liechtenstein or Suriname; or
2. The student is a national of another country, but holds a residence permit that entitles him to a study grant. Students can find out whether this applies to them by doing the nationality check on the DUO website: [https://duo.nl/apps/nationaliteitenschema/index.html#nl](https://duo.nl/apps/nationaliteitenschema/index.html#nl)

If the residence permit does entitle the student to a study grant, the student must provide ESA with a copy of the letter from the DUO to confirm this.

¹ Due to additional administrative processing of payments for Master’s courses, there are administrative costs of € 24, which is equal to the fee for payment in installments of tuition fees.
Refugee students supported by the Stichting voor Vluchteling-Studenten UAF are entitled to pay the low institutional rate.

The EU runs various Erasmus Mundus (EM) programs. There are also several Knowledge and Innovation Communities (KIC) programs run by the European Institute of Innovation & Technology (EIT). For further information on these programs and the relevant tuition fees, please contact ESA.

**Payment of tuition fees**

The TU/e offers students the option of paying the tuition fee in installments. This option is not available for examination fees or fees for pre-Master’s programs. Examination fees and fees for pre-Master’s programs must be paid in full by September 30th or February 28th (enrollment February 1st) at the latest. When it sends the enrollment documents, the TU/e will inform students how and under what conditions the tuition fees can be paid in installments. As of the academic year 2017-2017, the TU/e started a pilot project in which students have the option to pay tuition fees in ten installments. The administrative costs for payment in installments are €24. In order to take advantage of the option to pay in installments, students must submit an authorization for direct debit to the ESA. They can do this before every academic year. The direct debit option is open only to students who have a Dutch bank account, and if they have authorized the direct debit from that account.

The single direct debit payment for the full amount takes place on September 25.

The direct debits in installments (ten terms) are as follows:
1. September 25, 2018
2. October 25, 2018
3. November 26, 2018
4. December 21, 2018
5. January 25, 2019
6. February 25, 2019
7. March 25, 2019
8. April 25, 2019
9. May 27, 2019
10. June 25, 2019

Enrollment may not be dependent on any other monetary contribution than the tuition or examination fees mentioned in or based on the WHW. The cost of study materials for the student’s own use (e.g. books and materials for practicals) for the purpose of following the program or taking the interim and final examinations are always borne by the student (including external students).

**Tuition-fee loan**

Students in higher education can also apply to the DUO for a loan to pay their tuition fees. This is known as ‘tuition-fee loan’ and is part of students’ financial assistance. Similar to the rest of the assistance, the tuition fee loan is paid per month. Students can obtain a tuition-fee loan for the statutory fee as well as the institutional fee. They can borrow the whole amount, or part of it. They can always obtain a tuition-fee loan up to the amount of the statutory tuition fee. A higher loan, if required, is possible where the student pays an institutional fee that is
higher than the statutory fee. They can obtain a higher loan if their institute rate is higher than
the statutory rate, up to a maximum of five times the amount of the statutory fee.

Voucher
In the four years following the introduction of the Study Advance Act (Wet Studievoorschot)
students entering higher education receive a voucher. They can use the voucher five to ten
years after graduation to take a funded or non-funded higher education course in the
Netherlands accredited by the NVAO (Accreditation Organisation of the Netherlands and
Flanders). The voucher is worth €2,000 and is index linked. Students should apply for this
voucher when they register. It is intended as compensation for study costs, not as funding for
a full degree program. The voucher will be paid to the institution at which the student is
continuing his education. The student should indicate on enrollment whether he will be
making use of a voucher. It may be the case that the voucher does not all cover the costs, in
which case the student has to pay any additional amount.

Further information on tuition and examination fees
Legislation and regulations: - Articles 7.24 through 7.47 of the WHW;
- Article 7.57i (in relation to fees for pre-Master’s programs)
- the presently valid Regulations for Registration, Study Choice
  Check, Enrollment and Termination of Enrollment;
- Letters from the minister of July 26, 1989, August 25, 1994, and
  April 2, 2009, regarding students’ own contributions.
For more information: - ESA, tel. +31 (0)40-2474747, www.tue.nl/esa

3.3.3 Reduction of or exemption from tuition fees
The statutory and institutional tuition fees will be reduced by one twelfth for every month that
a student is not enrolled:
- for those who are enrolled as of February 1;
- for those whose enrollment has been terminated during the academic year, on request or
  by or on behalf of the Institute board, in the cases referred to in paragraph 3.2b of this
  statute, and wish to be re-enrolled in a program during the same academic year.

Reduction of or exemption from statutory and/or institutional tuition fees or fees for a pre-
Master’s program is possible in the case of secondary or subsequent enrollment at a Dutch
university or institute of higher professional education. This can be the same university as the
main enrollment or a different one. If the secondary enrollment is more expensive than the
first one, the student will pay the difference. If the secondary enrollment is less expensive
than the first one (e.g. the first enrollment is for a full-time program and the secondary
enrollment is for a part-time program), the student can never be reimbursed for the difference;
he will be exempted from paying the tuition fees for the second program.

Reduction of or exemption from statutory and/or institutional tuition fees or fees for a pre-
Master’s program are only possible if the student provides the original Proof of Tuition Fees
Paid (BBC) from the institution of first enrolment. Often this can be obtained from the Central
Student Administration of the institution of first enrolment.

If a student wishes to go to another university or institute of higher professional education for
a secondary or subsequent enrollment, for which he must pay institute tuition fees, it is
suggested that he enquires first about regulations in force at the institute regarding reduction
of or exemption from institute tuition fees.
Further information on reduction of or exemption from tuition fees
Legislation and regulations: - Article 7.48 of the WHW;
- the presently valid Regulations on Registration, Academic Career Check, Enrollment and Termination of Enrollment
For more information: - ESA, tel. +31 (0)40-2474747

3.3.4 Reimbursement of tuition fees
Partial or full reimbursement of the statutory and institute tuition fees is possible in the following cases:

- in the case of termination of studies on the request of the student. Every month after enrollment has been terminated, one twelfth of the tuition fee will be reimbursed. If enrollment is terminated as of July 1st or August 1st, no tuition fees will be reimbursed.
- in the case of the student’s death during the academic year, one twelfth of the tuition fee paid will be reimbursed to his relatives for every subsequent month after the student's death. In this case, the tuition fee will be reimbursed for the months of July and August.

Reimbursement of fees paid for a pre-Master’s program is not possible; the student is not entitled to a refund.

The CvB has established a procedure for reimbursement of tuition fees. This can be found in the presently valid Regulations for registration, academic career check, enrollment, and termination of enrollment. Reimbursement will only take place if a termination request has been submitted and approved (see also section 3.2 of this statute); in such cases, reimbursement will occur automatically.

Further information on the reimbursement of tuition fees
Legislation and regulations: - Article 7.49 of the WHW;
- the presently valid Regulations on Registration, Academic Career Check, Enrollment and Termination of Enrollment;
For more information: - ESA, tel. +31 (0)40-2474747

3.4 Notebook scheme
In order to take programs at the TU/e, it is essential that students have a notebook computer at their disposal. Students are obliged to have a notebook computer that meets the specific minimum requirements for participation in digital testing.

The TU/e offers the opportunity to first-year Bachelor’s students to purchase a notebook. The notebook is supplied with a package of accessories, software, insurance, a guarantee and support. The conditions are as follows:

Target group:
The target group consists of students who have enrolled for the first time as Bachelor’s student at the TU/e that year and who pay their tuition fees there. This means that their main enrollment is at the TU/e. (See also paragraph 3.1.2 of this statute.) Master’s and pre-Master’s students, secondary enrollment students and external students are not entitled to take part in the notebook scheme. They qualify for the cost price scheme.

Students who re-enroll at the TU/e after a break from their studies can submit a request to the director of the ESA to see whether they qualify for a notebook.
Participation agreement:
Students in the target group who wish to take part in the TU/e notebook scheme will be asked to sign a participation agreement. This agreement sets out all rights and obligations regarding the notebook. The agreement specifies, among other things, that if students wish to be eligible for a notebook, they have to transfer a certain amount of money to the TU/e and sign a certificate of indebtedness.

Every Bachelor’s student who enrolls (full-time or part-time) at the TU/e for the first time in the academic year in question and pays his tuition fees there qualifies – once – for a subsidized notebook. Full-time and part-time students of Bachelor’s and Master’s programs must pay and sign a TU/e notebook obligation for the remaining amount. For Bachelor’s, Master’s students, and pre-Master’s students who previously bought a notebook through the TU/e, the amount specified in the obligation is reduced annually by the amount specified in the participation agreement, and the remaining amount will be canceled if the student successfully completes the Bachelor’s or Master’s program, or if he was enrolled at the TU/e (main enrollment) for three consecutive years.

Premature termination of enrollment:
Students who terminate their main enrollment at the TU/e prematurely can choose whether they want to keep their notebook computer or sell it to the TU/e. The TU/e will buy the notebook computer from the student for the amount outstanding on the TU/e Notebook obligation. Any amount paid in excess is calculated and settled with the student. If the student wishes to keep the notebook, he must pay the outstanding amount on the obligation, and the loan (if one was taken out) comes into effect immediately. Notebooks can only be kept if the software has been removed. To this purpose, students must report to the Student IMS.

A notebook can only be sold back to the TU/e if it is in good condition. When a student finishes his study, he must return the notebook computer to the Student IMS or have the software removed by the Student IMS within five working days. If the notebook is returned or the software removed too late, administrative costs of €50 per month or part of a month will be charged.

Once a student graduates, he can no longer sell the notebook back to the TU/e.

Cost price regulation
Pre-Master’s and Master’s students are eligible for the cost price regulation. They can order a notebook computer at a reduced rate between July 15 and October 1. This order is directly sent to the supplier by means of a portal, after which the notebook is delivered to the home address. The TU/e is not a party in this purchase and not a port of call.

Students not making use of the notebook scheme
Students who cannot or do not wish to make use of the notebook scheme must purchase a notebook themselves that minimally meets the requirements for digital tests for notebooks as those supplied by the TU/e. The TU/e expects active participation of its students. Using a notebook for education (including testing) is part of this. Only in extreme cases, and only on an incidental basis, shall the TU/e lend notebooks for education or testing. Student may make use of Student IMS for support in the installation of educational software.
Note that the notebook must meet the minimum hardware requirements for the educational
software. Particularly the graphics card (GPU) of the TU/e notebook was chosen for the following software packages:
- Revit
- Autocad
- Unigraphics NX10
- SolidWorks

The requirements that a student’s notebook must meet to have support from Student IMS are the following:
- Dutch or English operating system
- An operating system supported by the developer (Windows, MacOS and Linux) with the exception of preview and RTM versions
- In the case of new releases of operating systems, IMS may require some time to gain sufficient knowledge of its use
- An installed and active virus scanner
- An active and correctly installed firewall
- An up-to-date operating system
- Keyboard layout: English or International English.

The requirements a notebook computer must meet for digital tests are stated in the digital education guide.

Further information on notebooks
Legislation and regulations: - proposed decision of the Executive Board, April 5, 2018

For more information: - ESA, tel. +31 (0)40-2474747
- educationguide.tue.nl
- Student IMS, tel. +31 (0)40-2478888

3.5 Clickers

In order to take programs at the Bachelor College, students must have certain study material and digital resources (e.g. a clicker) at their disposal. Clickers are designed to make education more interactive, for example by asking students to provide feedback, or through quizzes. They can also be used in interim tests. Students must be in possession of a clicker before the degree program commences. Students who begin a Bachelor’s program at the TU/e in September will be provided with a loan clicker at the same time as the notebooks are issued. After this, clickers can be obtained from the Student IMS.

Support
Students who have questions about the clicker or any technical matter can contact the Notebook Service Center. All information relating to other matters, such as reimbursement and clicker loan, can be found at the ESA website https://educationguide.tue.nl/studying/services/clicker/.

Method of issue
The TU/e loans clickers to students, who will be required to sign a loan agreement. No costs are involved for students. Students are expected to return their clicker to the TU/e upon termination of enrollment or completion of their study program.

Loan agreement
Students who enter into a loan agreement for a clicker are expected to take good care of the clicker. If the clicker gets lost or broken as a result of negligence on the part of the student, the student must pay replacement costs of €60 or provide a replacement clicker. The replacement clicker must be of the same type as that loaned to the student by the TU/e.

**Loan clickers for non-Bachelor College students**

Non-Bachelor College students, who in certain cases require a clicker for their degree program, can request a loan clicker from the Student IMS. The clickers can be borrowed for one quartile, and are registered as such. The loan period can be extended if the clicker is required for a further quartile. Non-Bachelor College students are entitled to borrow a clicker if they require it for no more than three subjects. If a student is taking four or more courses for which a clicker is required, he must enter into a loan agreement for the clicker.

**Students who terminate their studies:**

- The ESA deals with the financial settlement.

Students who have a loan clicker and terminate their studies can hand it in to the Student IMS at the TU/e. Students who fail to return their clicker will be charged replacement costs of €60.

### 3.6 Financial support regulations for students

#### 3.6.1 TU/e Financial support regulations for students 2018–2019

The TU/e Financial support regulations for students 2018–2019 (*Regeling Profileringsfonds*, abbreviated as the RP 2018–2019) offers two forms of financial support for students:

- **Graduation allowance:** available to students who have yet to pass the final examination, who have received or still receive study grants or have experienced one or more exceptional circumstances during the time in which they received those grants, due to which their studies have suffered delay or are likely to do so (Article 7.51 ff. of the WHW.

- **Administrative grant:** available to students who have successfully completed the propaedeutic phase, in the years preceding the academic year in which they perform an administrative function, have achieved at least 75% of the nominal study progress.

While performing an administrative function, students must fulfill a study progress requirement specified in the regulations (12 or 15 credits).

For a student who needs to obtain 12 credits or less (for Bachelor College students 15 credits or less) in order to qualify for a Bachelor’s or Master’s degree, the academic progress requirement is equal to the remaining number of credits to be obtained. There is no study progress requirement for a student who has nominally studied and no longer needs to obtain any credits on September 1st in order to be eligible for his Bachelor’s degree, provided the student subsequently enrolls in a Master’s program. Students who re-enroll in a Bachelor's program are not eligible for a grant.

A maximum of **nine months**’ financial support can be provided for each academic year in which the student holds an administrative function.

The exceptional circumstances under which a student is eligible for a graduation allowance are:

- illness
- a disability or chronic illness
c. pregnancy and childbirth
d. exceptional family circumstances
e. membership of a study program committee, being a student representative for a Department Board, the University Council, or the Department Council, as specified in Appendix 1
f. an insufficiently manageable study program
g. a delay in study resulting from participation in sports at a top level
h. a program no longer receives accreditation so that a student cannot apply for a student loan

Foreign students are eligible for graduation support in the case of illness, if they meet the requirements.
In cases as referred to in b to g, foreign students can, at the discretion of the student counselor, be eligible for a graduation allowance if they comply with the remaining requirements of these regulations.

Exceptional circumstances on the basis of which a student may be eligible for an administrative grant include:
  a. membership of the board of a student organization with a sufficient number of members and with full legal authority;
  b. activities of an administrative or social nature that the CvB also considers to be in the interest of the university or of the program that the student is taking.

Foreign students are also entitled to an administrative grant, in accordance with paragraph 3, as long as they meet the relevant requirements. If a request for financial support submitted on the basis of circumstances other than those specified in paragraphs 2 and 3 is not granted by the Executive Board and this would lead to a situation of significant unfairness, said circumstances could also be seen as reason for granting financial support.

The administrative grant for the 2018–2019 academic year is €409.65 per month. The financial support is €294.65. In the case of students who are eligible for a supplementary grant, these amounts can be raised by a maximum of 69% of the supplementary grant. There is no difference anymore between students living at home and those not living at home.

For foreign students, the support is the same.

**Reporting to and maintaining contact with academic advisors and/or ESA student counselors**
The conditions for receiving a graduation allowance and the procedures for requesting it are specified in the RP 2018–2019. The CvB has assigned the implementation of this regulation to ESA student counselors.
Students who expect to suffer delay in their studies as a result of one of the circumstances listed above under a, b, c, d, f and g should report (or have someone report on their behalf) to the academic advisor in the department or the ESA student counselor as soon as possible, but in any case within two months. If the exceptional circumstances are expected to last longer than two months, reporting later could have consequences for any additional payment from the graduation support fund.
Students who decide to terminate or suspend their studies are also obliged to contact the student counselor. They must do so within a specific period.
N.B. An application for a graduation allowance must be submitted no later than December 31 of the academic year following the year in which the exceptional circumstances occurred. For administrative grants, the federations must provide the names of students entitled to grants before April 1 to the student counselor, who will then invite the student to make an application through OSIRIS. For financial support, the student can make an appointment with a student counselor or contact them through e-mail. After the interview with the student counselor, the student can be invited to make an application. For further conditions, see the relevant regulations at www.educationguide.tue.nl.

Further information on financial support
Legislation and regulations: - Article 7.51 of the WHW;
- TU/e Financial support regulations 2018–2019
Publications: - various booklets from the ESA
For more information: - ESA, tel. +31 (0)40-247 4747/ Studentendecanen2@tue.nl

3.6.2 Special forms of financial support
The forms of financial support that exist are described below. Further information is available from the STU.

Private funds and study and internship scholarships abroad
The TU/e offers ample opportunities to partly finance a study or internship period abroad. For information, students should contact the ESA. The Nuffic Beurs Opener also offers detailed information on scholarships and funds for study, internships and research abroad (www.tue.nl/goingabroad - www.nuffic.nl - www.wilweg.nl – www.beursopener.nl).

Fund book
The fund book (FondsenDisk 2011) contains an address list of all private funds in the field of education and culture. The FondsenDisk 2011 is available in the reading hall of the Central Library, under code AEH00FON (CD section) in the Metaforum, tel. +31 (0)40-247 2381.

Eindhoven University Fund Foundation
Associations (including study associations), students and staff of the TU/e can apply to the Eindhoven University Fund Foundation (Stichting Universiteitsfonds Eindhoven, UFe) for financial support for projects. The application is assessed against the objectives of the fund to determine whether the project is eligible for financial support. It is important that several aspects of the project align with the principles of the fund.

The UFe only provides support to projects (preferably large projects) that benefit several staff/students of the TU/e. The UFe attaches great importance to the potential international character of projects, and to affinity with the business world and possibilities for knowledge exchange. The UFe also seeks to contribute to the student climate of the TU/e and the city of Eindhoven.

Further information can be obtained via ufe@tue.nl. University Fund, tel. +31 (0)40-247 4141 (www.tue.nl/ufe).
3.7 Damages or back-payment of tuition and examination fees

Anyone who wishes to receive a certificate as proof of a successfully completed examination must submit a request to this effect to the CvB. If it should emerge that he was not enrolled or not enrolled correctly during a specific year but still took programs or examinations, the CvB may decide that the certificate can still be issued, but only after the tuition or examination fees in question have been paid.

Anyone who is not enrolled and makes use of the study or examination facilities must pay damages to the TU/e. The amount that must be paid is the tuition fee that would have been due on correct enrollment. In addition, anyone using the study or examination facilities without authorization may be prosecuted and punished with a second category fine (currently up to €4,100).

Further information on damages or back-payment of tuition and examination fees

Legislation: - 15.2 and 15.3 of the WHW
For more information: - ESA, tel. +31 (040-247 4747
4 EDUCATION

The education provided is dealt with extensively in the digital study guide, which sets out the specific aspects of programs. This chapter deals only with general matters that apply to all programs.

4.1 The supply and structure of programs

In 2018–2019, the TU/e will provide 12 Bachelor’s programs and 23 Master’s programs.

Bachelor’s programs

The Bachelor’s programs last three years (180 credits). They consist of a propaedeutic (first year) phase (60 credits), which concludes with a propaedeutic examination, and a main phase lasting two years (120 credits), which concludes with the final examination (Bachelor’s examination).

The new Bachelor’s programs, in accordance with the Bachelor College model, have a number of study components that are briefly explained below: major components, basic components, elective components and elective packages, and USE (User, Society and Enterprise) study components. All modules provided by the TU/e are listed in the digital course catalogue, which can be found at http://mytue.tue.nl (OSIRIS course catalogue).

The major study components comprise the discipline-specific part of the program and together account for 90 credits.

The six basic study components (together 30 credits) are compulsory for all students: Calculus, Natural Sciences, Data Analytics for Engineers, USE Basis, Design and Professional Skills. Professional Skills is not a separate study component but an integral part of the major. The skills it teaches, and how these are assessed and completed, are specified in the OER. The basic study components prepare students both for their own major and for their elective study components.

The electives account for 45 credits. Students can choose from the complete range of individual electives on offer, each worth 5 credits, or complete elective packages (mostly worth 15 credits). The requirements that a student’s choice of electives must fulfill are specified in the OER.

In addition to the basic USE study component, students must take a USE learning track: three study components and five Studium Generale activities earmarked as USE. A USE learning track consists of study components in which the discipline of the major is seen from the perspective of the user, society and/or enterprise. Students can choose from all USE packages on offer to fill in the USE learning track.

Further information on the new style Bachelor’s programs within the Bachelor College

Legislation and regulations: - OERs
Policy: - Bachelor College Guideline, approved on April 13, 2017
For more information: - ESA

Master’s programs
Master’s programs last two years (120 credits) and comprise compulsory study components worth up to 30 credits, a number of specialist elective study components, and Master’s-level free electives worth at least 15 credits, possibly including an internship (if this is not included in the compulsory or specialist study components) and a final internship worth 30 or 45 credits. The degree program must be structured in a way that students can earn 15 credits’ worth of experience abroad. This part of the Master’s programs is not compulsory, but is strongly encouraged, unless a student has already gained international experience during the Bachelor’s program or completed previous training abroad. In addition, every student is assigned a mentor at the end of the second quartile, who will interview the student about the choice not to obtain any international experience.

On the recommendation of the mentor, the Examination Committee makes a decision regarding the student’s choice of specialist elective study components. Students do not need to ask their mentor or thesis supervisor when choosing free electives. Homologation study components (which students take in order to rectify any deficiency) count as elective courses, but must not account for more than 15 credits within the full degree program. Within the Graduate School, it is also possible to allocate 15 credits to Bachelor’s study components on level 3, including possible homologation courses.

The OER for the program specifies the choices made by the Department Boards and how the program is structured within the frameworks of the Graduate School. Information on the structure of the program and specializations can be found in the digital education guide (https://educationguide.tue.nl/) and on the TU/e website.

Intake for the Master’s program Business Information Systems was terminated as of September 1, 2018.

4.2 The right to a manageable study program

The OER is assessed on a regular basis, during which the emphasis will be on the time demanded by the study load. This is the Department Board’s responsibility. The OER text for each program is included in the relevant digital study guide, which can be consulted online (educationguide.tue.nl).

The CvB will ensure that the following information is published in good time before the academic year starts:

- the programs on offer
- for which programs a reference can be made to graduation tracks and the rules that apply. The information must be published in such a way that prospective students can form a clear opinion of the content and structure of the program and the examinations.

Programs must be structured in such a way that students have a reasonable opportunity to meet the requirements for study progress laid down in the Student Finance Act (Wet studiefinanciering, WSF 2000).

4.3 Study load and credits

Each program has a number of study components. The number of components and their weight determine the program’s study load. The study load of the programs and the corresponding study components are defined by the Department Board as a number of credits. The study load of each program as a whole and of the separate study components is included in the OER.
In the provisions above and elsewhere in this statute, the term ‘credits’ is used in accordance with the European Credit Transfer System (ECTS). This is a credit system which is used in the EU and which became law in the Netherlands with the introduction of the Bachelor’s–Master’s structure. Credits are calculated in this system as follows: the study load for an academic year is 60 credits, and one credit equals 28 study hours. Therefore, 60 credits equals 1,680 hours of study.

4.4 Study guidance

Students have the right to study guidance and the services of a student advisor and/or student counselor. Special attention must be given to students who belong to an ethnic or cultural minority.

Each department has one or more academic advisors to support students. Individual student guidance must be regulated in the OER.

In addition to the support of an academic advisor from their own major and a student advisor/counselor from the ESA, students who study within the Bachelor College are also entitled to coaching from a study coach and – in the first semester after enrollment – the support of a student mentor (a senior student from the same program). The OER specifies what this coaching and the various forms of support focus on. The tasks of the study coach, student mentor, academic advisor and student advisor are described below.

Tasks of study coaches in Bachelor’s programs

Each student is entitled to four meetings with the study coach, spread over the academic year. The study coach, who may not be a program director or academic advisor, supports and coaches the student in:

- the development of the student’s professional identity as a future engineer;
- the necessary selection process that this entails. This relates to choices such as selecting electives, including a USE package, whether to take part in an honors program, and selecting a Master’s program;
- the managing and shaping of his own choices, i.e. learning how to make study-related choices in the light of the ambitions he hopes to achieve;

The study coach can refer the student to the academic advisor (own major) if he encounters problems that hamper his study progress. With permission of the Dean Bachelor College, the Department Board may elect to alter the role of the study coach.

Tasks of student mentors in Bachelor’s programs

The student mentor, who is appointed by the department and trained by the student advisors at ESA, supports students individually and in groups with regard to:

- becoming a part of the program, the department and the university socially and academically,
- having contact with other students, being part of the program and studying,
- learning by working with others, and developing study skills in consultation with the student advisors at ESA. The student mentor provides information and answers questions about the major, the department and the university, as well as information about whom to contact in case of questions or problems.

Tasks of the academic advisor (own major)/graduate program
The academic advisor
- advises the student, at the student’s request or on his own initiative, on all aspects of the student’s program;
- conducts individual and group interviews with students about study progress, study planning, study progress resolution (pre-Master’s students) and the binding study recommendation (Bachelor’s students);
- maintains an overview of the coaching and support for students and is the contact person for all parties involved: the student, study coach (Bachelor’s programs), student mentor (Bachelor’s programs), mentor/thesis supervisor (graduate program) and student advisor;
- provides (depending on his or her substantive expertise) information on the structure, sequence and coherence of the study components, elective options, possibilities after the Bachelor’s program, opportunities to transfer to other majors within the TU/e or other Bachelor’s programs outside the TU/e, possibilities for specialization in the graduation programs, and opportunities for studying abroad;
- discusses, at the student’s request, any problems with the coaching or the study coach (Bachelor’s programs) or the mentor/thesis supervisor (graduate program) and takes action where necessary;
- advises the student and the study coach (Bachelor’s programs) or the mentor/thesis supervisor (graduate program) on referral to a ESA student advisor/counselor if there are exceptional circumstances or problems relating to study skills, the selection process, or personal problems that affect the student’s ability to study.

Tasks of the mentor (graduate program)
The mentor
- is an assistant professor, associate professor or a full professor. In many cases, the mentor is the thesis supervisor, but this is not a requirement;
- provides guidance at the student’s request;
- guides the student during the Master’s program with regard to:
  - the student’s chosen career path and the related choices within (and, where relevant, outside) the degree program;
  - the composition of the program (specializations, free electives, internship, main topic for graduation);
  - the student’s development of his own professional skills, in which the mentor involves the development plan for professional skills that the student designed at the beginning of the Master’s program.
- should advise the student on the specializations he has chosen in his degree program;
- discusses the Code of conduct for academic practice with the student, who, in the presence of the mentor, signs a statement to the effect that he will comply with the rules of academic integrity.

Tasks of the student advisor (ESA)
The student advisor advises and supports the student in:
- (problems relating to) studying and study skills (including motivation, fear of failure, study attitude, study behavior, procrastination);
- personal problems that affect the student’s ability to study (where necessary, the student advisor refers the student to a student counselor or to external bodies);
overcoming a stagnating choice process: career guidance and preparation for the labor market (Career Academy).

**Tasks of the student counselor (ESA)**
The student counselor advises the student in:
- personal circumstances (including functional impairments such as dyslexia, autism, or chronic illness);
- administrative matters, such as admission, registration and termination, study grants, administrative grants and top-level sports.

### 4.5 Studying with a functional impairment

Students with a functional impairment or chronic illness (referred to below for the sake of brevity as ‘functional impairment’) often suffer delays to their study. This is because, as a result of the impairment, they cannot devote as much time and energy to their program as the average student or must devote more time and energy to their program than the average student. The TU/e must take reasonable measures to make it possible for students with a functional impairment to take part in the program and in examinations.

A request for facilities can be submitted to the Examination Committee or the Department Board, if possible three months before taking part in the program, examinations or practical exercises. If a student wishes to make use of facilities, this is usually arranged through the student counselor, who submits a request for special facilities to the Examination Committee on behalf of the student. The request should be accompanied by any documents that could reasonably be considered necessary to assess the request. This should in any case include a recent statement from a medical doctor or psychologist, or from a testing bureau registered with the BIG, NIP or NVO.

**Further information on the supply and structure of programs, study load, student counseling, studying with a functional impairment, etc.**

**Legislation and regulations:**
- Article 7.3, 7.3a, 7.4, 7.4a, 7.7, 7.8, 7.13, 7.15, 7.34 of the WHW;
- OERs

**Policy:**
- TU/e policy 2013 memorandum on studying with a functional impairment,

**For more information:**
- ESA, tel. +31 (0)40-247 4747/Studentendecanen2@tue.nl
- educationguide.tue.nl
- Departmental academic advisors

### 4.6 Study progress and financial assistance

For further information, visit www.duo.nl and www.startstuderen.nl

**Further information on study progress and financial assistance**

**Legislation and regulations:**
- Articles 7.4, 7.9a, 7.9c, 7.9d of the WHW;
- Study Advance Act (*Wet Studievoorschot*)

**For more information:**
- ESA, tel. +31 (0)40-247 4747
- Departmental academic advisors
- various DUO brochures
4.7 Binding recommendation on the continuation of studies at the end of the first academic year of the Bachelor’s programs

As stated above, the TU/e has a system of binding study advice (BSA) for students enrolled in a Bachelor’s program.

After the first semester of the propaedeutic year, the student will be issued with a provisional positive or negative study recommendation, known as a pre-recommendation. If a student receives a negative provisional study recommendation, this gives him a reasonable amount of time in which to meet the BSA standard.

Students who obtain fewer than 45 credits at the end of the propaedeutic year are issued with a negative binding recommendation on the continuation of studies. Those who obtain 45 credits or more receive a positive binding recommendation.

The Examination Committee sets an adapted BSA standard of 40 credits if a student has obtained 40 credits at the end of an academic year but has an insufficient for a study component for which there is no resit in the running academic year, while the final test was sufficient (6.0 or higher). Furthermore, the Examination Committee shall set a standard in the following instances:

a. a student has been granted exemptions within the propaedeutical phase and he/she is starting the program on September 1, or
b. a student who has or has not been granted exemptions within the propaedeutical phase and starts the program after September 1 but before February 1 (third quartile), or
c. a student transfers to a different program after the first quartile but before the fourth quartile, or
d. the student meets the requirements of a top-level athlete, as defined within the Financial Support Regulations 2018-2019 of the TU/e.

Credits obtained through exemptions do not count towards the standard that must be met for the BSA.

Now that the present OER offers the choice to add further requirements to the 45 study credit norm (the so-called BSA group), a degree program can make use of this provision after receiving consent from the Dean of the Bachelor College. The departmental OER indicates whether a study program has made use of this provision.

The propaedeutic year has three statutory functions: orientation, selection and referral. The first year of study should therefore make it clear whether the student is suited to the program and whether the student can be expected, under normal circumstances, to complete the program within a reasonable period of time.

The total study counseling system has an important role to play in respect of these functions. The advice given to students is provided in phases and with caution. It employs categories that distinguish between students who, according to the objective standards for study progress set by the program, can be expected to complete the program with either no or almost no delay and those who cannot be expected to do so.

The BSA is compulsory for both the student and the university: it is compulsory for the student because he is obliged to make sufficient progress in the first year of the Bachelor’s program to ensure there is a good chance of completing the program within a reasonable time (under penalty of not being permitted to enroll for the same program a second time); and it is
compulsory for the university, because it has a duty to provide the conditions under which students can make good study progress and optimal support so that students can fulfill the standards for study progress (under penalty of losing appeals and suffering damage to its reputation).

Students wishing to study part-time must contact the Examination Committee before starting their program or immediately afterwards to determine the BSA standards that apply to them.

Further information on study advice
Legislation: Art. 7.8b of the WHW
For more information: - OER of the Bachelor’s program
- departmental academic advisors
- ESA, tel. +31 (0)40-247 4747

4.8 Bachelor-before-Master rule
Students must have obtained their Bachelor’s degree before starting a Master’s program (this is known in Dutch as the ‘harde knip’, or Bachelor-before-Master rule). The ‘harde knip’ applies to all students, including those starting a corresponding Master’s program after completing their Bachelor’s program, and transfer students. The Bachelor-before-Master rule also applies to pre-Master’s students: they will have to complete their pre-Master’s program before they can enroll in a Master’s program. All students are affected by the new system, irrespective of how they are enrolled (full-time, part-time, main or secondary).

Starting dates for Master’s programs
All Master’s degree programs at the TU/e have at least two starting dates: in September and in February (beginning of quartiles 1 and 3).
The Department Board is responsible for ensuring that, with sufficient effort, it is possible to complete the Master’s program within two years of enrolling.
Students who have completed their Bachelor’s degree at the TU/e may join the Master’s program on the first day of the month following successful completion of the Bachelor’s degree exam. In other words: they do not have to wait until one of the formal starting dates. However, if these students start their Master’s program at a time other than the formal starting dates, the department cannot guarantee that it will be able to offer a study program that will enable the student to complete the Master’s program within two years. Requests to enrol in the Master’s program are approved according to the TU/e 2018 Regulations for registration, Study Choice Check, enrollment, and termination of enrollment.

Separation of Bachelor’s and Master’s study components
At the start of the study program, all students are provided with a program of examinations containing the study components their study program consists of. Students add their own electives via the Planapp. The conditions that apply are recorded in the OER. As regards the choice of electives, Bachelor’s students can select from earmarked courses in the course catalogue. In this way, the Bachelor’s and Master’s programs are separated.

Bachelor’s and Master’s students must register for the study components they will be taking (including practicals and components that are examined in other ways than with a written test). This is necessary for organization and administration, and desirable for monitoring and
control. If the student has not registered on time for one or more study components from the same quartile and the quartile has not yet begun, he can still do so, within the given term, by making a payment of €20 per component. If a Bachelor’s student does not register for a study component, he cannot in principle take the examination (interim and final test). This obligation to register does not apply to Master’s students.

The law prescribes that students may only take and be examined in study components that are a part of their study program. If a student wishes to take a study component outside his program and sit the relevant interim examination, this is of course possible, but these shall only be recognized as part of the curricular program of examinations upon the approval of the Examination Committee.

**Pre-Master’s programs**
The ‘harde knip’ also applies to students taking a pre-Master’s program.
The main rule is that students must complete 100% of the program within set term (a maximum of two semesters). Students who fail to do so are not permitted to continue with the pre-Master’s program. The Examination Committee can approve exceptions to this rule in exceptional cases. The rules for this are laid down in the OER.

**Extra examination opportunities in relation to the Bachelor-before-Master rule (hardship clause)**
There is a hardship clause for urgent cases of students who are disproportionately affected by the introduction of the ‘harde knip’ system. The hardship clause is implemented by the Examination Committees on the basis of centrally determined guidelines.
The hardship clause is included in the OER for the Bachelor’s program. The Departmental Examination Committees are responsible for implementing the clause. They are supported by the Central Committee for Personal Circumstances (the same committee that assesses personal circumstances in relation to the binding recommendation on the continuation of studies).
The hardship clause was drawn up on the basis of the following basic principles:
- students with exceptional personal circumstances or who have (almost) completed their programs within the nominal period (three – three and a half years) and still need to obtain a maximum of ten credits;
- in the case of students who have (almost) completed their programs within the nominal period, the Examination Committee can take account of administrative activities within the student associations;
In these cases students can request an extra resit for the Bachelor’s study components they still need to pass.
- The procedure regarding exceptional personal circumstances is the same as that for the BSA. Students who qualify under the hardship clause but who do not know their grades for all the Bachelor’s study components at the start of the Master’s program in the first or second semester, may take Master’s study components for which they have sufficient prior knowledge, with the permission of the Examination Committee. However, they may not yet enroll in the Master’s program. The students should not begin work on projects during a Master’s program. If a student has not passed his Bachelor’s degree, he is not permitted to continue with the Master’s study component he was taking.

**Further information on the ‘harde knip’ system**
For more information:
- OER of the Bachelor’s program
- departmental academic advisors
- www.tue.nl/hardeknip
4.9 Teaching in a language other than Dutch

The law assumes that teaching is given in Dutch. In derogation of this another language may be used:

- if the program is given in that language;
- if a foreign teacher gives a guest lecture;
- if the specific nature, structure or quality of the education, or the nationality of the students justifies this, in accordance with the code of conduct determined by the institute’s board.

The CvB has established the 2016 TU/e Code of Conduct for language, which makes it possible to use English – as the only foreign language – during teaching and examinations. Based on this code of conduct, the Department Board may decide that the program and examinations will be given in English if:

- the internationalization of the program justifies this
- the quality of the program and the specific expertise on the subject require the involvement of non-Dutch teachers
- the teaching is aimed wholly or partially at non-Dutch students.

Such Department Board decisions must state which part of the teaching will be given in English, and must be included in the OER and announced in good time.

For students in the Bachelor College programs, the majors will be taught in Dutch or in English. Students are expected to take the study components as they are given in their program. In other words, students who are taking an English-language program are expected to take English-language study components. The Master’s programs at the TU/e are given in English, with the exception of Science Education and Communication. The placement and the clinical modules in the Medical Engineering program at the Academisch Ziekenhuis Maastricht are given in Dutch.

Requirements for the level of English

For study programs given wholly or partially in English, the student is expected to have a sufficient level of English to successfully complete the program. This level is equivalent to the VWO (pre-university education) examination requirement for English.

The requirements for foreign students regarding the level of English is announced in the relevant OER of the study program. The same applies to exemptions to this admission requirement. The Executive Board decided to alter the language requirements for the level of English as of the academic year 2017-2018, because departments have indicated some students with foreign previous training are not performing sufficiently concerning written and spoken English. By only demanding an average final score, students with a low score (5 or 5.5) for written and/or spoken English can attain an acceptable average and be admitted to a TU/e program. This later results in problems for the students during their studies at the TU/e. For this reason, the requirements are as follows as of the academic year 2017-2018:

- IELTS, academic version: a minimum score of 6.0 for each component and a total score of a minimum of 6.5.
- TOEFL, internet-based text: a minimum score of 21 for each component and a total score of a minimum of 90.
English language proficiency of teachers
All teachers who use English to perform their educational duties must have the required C1 proficiency level to correctly perform the given educational duty.

Dutch language proficiency
Dutch as a second language courses on six levels are offered to international students and staff (from beginner to advanced: 0 – B2/ C1 CEFR). These are offered each quarter as open courses. International students and staff can register through OSIRIS. The courses are free for students and for staff the courses up to level A2 (Dutch for Beginners II) are free. For further courses or personal training fees must be paid.

Further information on teaching in Dutch
Legislation and regulations: - Article 7.2 of the WHW;
- 2016 TU/e Code of Conduct for language
- Resolution of the Executive Board in connection with the alteration in admission requirements regarding the English language, dated August 25, 2016
For more information: - ESA, tel +31 (0)40-247 4747
- departmental academic advisors

4.10 Studying abroad as part of a program at the TU/e
The TU/e has the ambition to have the majority of its students graduate with at least 15 study credits acquired abroad. A period abroad means that students can acquire knowledge and experience that is not available at the TU/e, enriching and expanding the program provided in Eindhoven.
This is possible through internships abroad or by taking elective subjects at a foreign higher education institute, with the Examination Committee’s approval. In this context, various cooperative agreements have been made with foreign institutes.
TU/e students who go abroad in connection with their program are, in many cases, eligible for financial support to help cover the additional costs incurred during their study/internship.

Financial assistance and studying abroad
If a student studies abroad, his study grant continues, subject to certain conditions. This applies if he goes abroad for a limited period to study or do an internship. A student retains his right to financial assistance during a temporary period of study or placement abroad if he remains enrolled in a Dutch program and his study or placement abroad is part of that program.

Students can receive a study grant not only for a temporary study or internship, but also for a full program of study abroad. The application form and brochure for a study grant while following a higher education program abroad can be requested from DUO. This form should also be used if a student is already receiving a study grant while studying abroad and wishes to report a change of circumstances.
The length of a comparable Dutch program is important in determining the right to a study
Further information on studying abroad
For more information:
- departmental internationalization coordinators
- departmental academic advisors
- DUO +31 (0)50-599 7755, www.duo.nl
- ESA / International Office, tel. +31 (0)40-247 4747, https://www.tue.nl/goingabroad
- www.wilweg.nl

4.11 Code of conduct for international students in Dutch higher education

The Code of conduct for international students in Dutch higher education came into force on May 1st, 2006. It was reviewed on December 4th, 2009, March 1st, 2013 and August 1st, 2014. If foreign students register for a study program at an educational institute that has signed the code, the Dutch Immigration and Naturalization Service (Immigratie-en Naturalisatiedienst, IND) can accelerate the processing of their application for a residence permit. The TU/e has signed this code. This means that the TU/e undertakes to provide foreign students with good supervision and guidance. The code contains agreements on the minimum level of English that foreign students must possess before they are permitted to come and study in the Netherlands. It also contains guidelines for recruiting students abroad. Signing the code of conduct also means that TU/e can make use of the official Netherlands Education Support Offices (NESOs) in other countries, as well as the Short Study Help Desk. Students from non-EEA countries can apply for a student visa and/or residence permit via the help desk.

Legislation and regulations: - Code of conduct for international students in Dutch higher education of February 28th, 2006 (revised version September 1, 2017)

4.12 Quality assurance in education

The TU/e regards achieving high quality, measured by external national and international standards, as an essential precondition for all of its activities, including the education it provides. To guarantee the quality of its education, the TU/e has established a central committee for quality assurance (centrale commissie kwaliteitszorg onderwijs, CCKO). Among other things, the CCKO monitors compliance with the conditions relating to the binding recommendation on the continuation of studies.

The TU/e will keep working on improving the quality and manageability of its programs. Within the ESA (and also in the departments), the quality-assurance officer focuses on matters including conducting internal program evaluations and providing education-related support for projects to improve quality and manageability. The TU/e considers external evaluations indispensable to ensure that the quality of the education provided is adequately safeguarded and stimulated. The didactic training and certification of teachers is the responsibility of the Personnel and Organization Department.
The quality care of study programs is executed in accordance with the quality care plans of the department. The program committees have right of approval through the OER and oversee the execution of these plans.

The quality care plans are discussed with the Dean of the Bachelor College and the Dean of the Graduate School.

**Quality assurance within the Bachelor College**

In connection with the start of the Bachelor College and the implementation of a number of design rules aimed at attracting a larger and more diverse group of students (increasing and widening intake), increasing returns and throughput, better preparing students for subsequent (Master’s) tracks and future work – i.e. training the engineers of the future – and increasing their commitment (especially teaching them to study independently and consider it normal to manage that process effectively), the Bachelor College will work together with the quality assurance officers in the departments to monitor the quality of the education provided, through management reports of evaluation results, and discuss it with the stakeholders within the departments. In addition, the Bachelor College, in collaboration with the Bachelor College monitor group (comprising mainly the education commissioners of the study associations) shall be responsible for additional qualitative feedback on the basic subjects and the USE tracks. The information from the monitor-group meetings will be communicated immediately to the lecturers responsible for the basic study components and to the coordinator of the USE tracks.

**Information:**

Central committee for educational quality assurance: dr. D.M. de Haan, secretary, tel. +31 (0)40-247 3011
Bachelor College: dr. G.A. van de Watering, policy officer, tel. +31 (0)40-247 2003
This chapter looks at interim and final examinations in general. Specific features and further details regarding individual programs can be found in the digital study guide, which includes the relevant program's OER.

5.1 Examination Committee and examiners
In order to conduct examinations and for the benefit of the organization and coordination of examinations, the Department Board has set up an Examination Committee for each program or group of programs in its department. The Department Board ensures that expertise in the following areas is present within the Examination Committee: content knowledge of the program, knowledge about testing, knowledge about quality assurance, and legal knowledge related to the OER, the Examinations Regulations, and relevant stipulations in the Higher Education Act (WHW). At least one member will be a staff member responsible for teaching that program or group of programs. Staff with managerial or financial responsibilities are not permitted to serve as members of an Examination Committee.

The Examination Committee appoints examiners to conduct examinations. The examiners can also be experts from outside the institute.

To guarantee the quality of exams and final exams, the Examination Committee establishes rules and related measures. These rules and measures are included in the Examination Regulations, which also address fraud during examinations and the ensuing sanctions. In the event of fraud, the Examination Committee may rule that the student cannot take part in one or more specified interim or final examinations for up to one year. In the case of serious fraud, the Department Board can decide, on the recommendation of the Examination Committee, to permanently terminate the enrollment of the student concerned.

The Examination Committee provides regulations and guidelines to examiners to assess and determine the results of examinations.

5.2 Taking interim and final examinations
Each study component concludes with an interim examination. An interim examination is designed to test the knowledge, insight and skill of students and external students regarding a certain study component, and to reach an assessment of the results of that test. Interim examinations can be conducted in various ways: orally, in writing or in some other manner. The OER describes the way in which a certain examination is to be conducted. The OER must also state in what way students can take cognizance of the questions and assignments of a written examination and of the assessment criteria. The assessment criteria for practicals must also be made known before the practical starts.

For students on a Bachelor’s program in the Bachelor College, an examination in the propaedeutic year of the program consists of at least two interim tests and a final test. For second and third-year courses, the obligation has been revoked that an examination must consist of at least one interim test and a final test. Study components must be structured as follows:
- during the study component students must have insight into and receive feedback about their progress
- during the study component they must obtain insight into the requirements for the final test (in other words, there is proper preparation for the final test).
- students are stimulated to make an active contribution to the study component.

The assessment of an examination is expressed by a final grade. The OER specifies the maximum part of the final grade for a study component that can be determined by the final
test of the examination. The interim tests for each study component are set out in an annex to the OER. Interim and final tests can be conducted in various ways: orally, in writing or in some other manner. The OER describes the way in which a final test is to be conducted. The OER must also state in what way students can take cognizance of the questions and assignments of a written final test and of the assessment criteria. The assessment criteria for practicals must also be made known before the practical starts. The way in which a certain interim test must be conducted and the assessment criteria are specified in the study guide for the study component concerned. The study guide also states how the grades for the interim and final tests count towards the final grade for the study component.

There is no final test for the basic study component Professional Skills. A professional skills test is assessed as an interim test in the study component of which this skill forms part. A student successfully completes the Professional Skills basic study component when he has received a sufficient grade for all the skills tests (and therefore all skills tracks). The OER specifies how many skills tests there are in total, how a skills test is assessed, and how much the assessment counts towards the final grade for the study component of which the skill forms part.

The Examination Committee determines the result of the final examination by establishing whether all interim examinations for a certain program (or a phase of the program) have been successfully completed or, if that is not the case, have been sufficiently compensated, based on the program OER. If this is the case, the final examination for the total program or a phase of the program has been passed.

The final examinations relating to a specific program must be specified in the OER. As explained in Chapter 2, the TU/e offers Bachelor’s programs and Master’s programs. The Bachelor’s programs have a propaedeutic phase of one year and a post-propaedeutic phase of two years, which concludes with a final examination. The Master’s programs have one examination for the program as a whole: the final examination.

Further information on the content of the propaedeutic examination and final examination of Bachelor’s programs can be found in the appropriate digital study guide (educationguide.tue.nl).

Only those who meet the admittance requirements for the program in question and who are enrolled at the institute as a student or external student are authorized to take interim and final examinations.

A student can also design a program himself from study components, which is linked to an examination (this is known as the ‘free-study’ program). If the Examination Committee gives its approval, it will indicate to which program the free-study program belongs.

5.2.1. ‘Quarantine’ regulation
A number of departments have a ‘quarantine’ regulation. This means that, under certain conditions, students are given the opportunity to take final examinations that have been scheduled at the same time in succession. This regulation has been recorded within the TU/e Examination Regulations. For further information, students can consult the program’s academic advisor.
5.2.2 Central Examination Regulations

The institute board is responsible for the practical organization of examinations and final examinations. This was the reason for drawing up the 2015 Central Examination Regulations. The regulations specify, among other things, the duties of examiners/subject experts and invigilators during examinations. The regulations also include the rules for students, such as permission to use a lavatory during an exam or having a mobile phone in your possession.

**Legislation and regulations:** Central Examination Regulations, adopted by the CvB on December 4th, 2014, including annexes.

5.2.3 TU/e testing policy

The purpose of the TU/e Assessment Framework is to enable the institute as a whole to account for testing methods and to promote, monitor and safeguard the quality of assessment. On the basis of the TU/e-wide assessment framework and policy, each department (or part of it, e.g. school) draws up a testing policy with the same aims, but geared to department level (or part of it). It is useful for students to know how responsibility for the quality assurance of assessment processes is assigned.

The responsibilities are split into two parts. On the one hand, the program board undertakes to ensure quality in the manner set out in the testing policy regarding ensuring the quality of assessment. On the other hand, each program has an Examination Committee whose duties include the proactive monitoring of compliance with agreements made and safeguarding assessment quality.

For the purpose of achieving a certain level of quality for assessment, the institute has, for example, formulated a vision on assessment, set up processes for support and expertise development, and drawn up regulations. In order to enable the safeguarding of assessment quality the institute has, for example, drawn up a guide to the composition and duties of Examination Committees to ensure that they can work as independently as possible.

**Legislation and regulations:** The TU/e Assessment Framework, formerly the outline policy document for the TU/e assessment policy (*Contourennota TU/e toetsbeleid*), adopted by the CvB on June 24th, 2013, revised version adopted by the CvB on October 23rd, 2014

5.2.4. Fraud policy

"Cheating in tests and in applications for exemptions or examinations comprises any act or omission on the part of a student that makes it partially or completely impossible for the examiner to form an accurate opinion of his or her knowledge, understanding and skills, and/or deliberate attempts on the part of a student to influence any part of the examination process for the purpose of influencing the results of the examination."

Students must be clearly informed during their studies that fraud is not compatible with an academic study program and that the probability of being caught is high. To this end, the CvB has commissioned the compilation and further development of the TU/e-wide Education Fraud Policy. Plagiarism is a specific type of fraud and combating it falls within the scope of the TU/e Education Fraud Policy. As stated in Chapter 8, failure to comply with copyright
regulations is a form of plagiarism and also constitutes fraud. The fraud policy is divided into four elements, namely:

1. **Informing**: The boundaries of what is permissible are communicated to the student in a clear manner by the university.
2. **Prevention**: Any situations conducive to fraud shall be precluded by the university and its students.
3. **Detection**: The institution shall ensure that no cheating occurs during examinations.
4. **Imposing sanctions**: In the event of fraud, the Examination Committees will impose sanctions on the offending students that, in light of the breach of trust, are appropriate to the type of fraud committed.

The fraud policy describes the actions that the institute will take for each element in order to maintain, on the basis of those elements, a culture of academic integrity in the study environment.

**Legislation and regulations**: TU/e Education fraud policy (adopted by the CvB on March 5th, 2015, addition of Chapter 7 on April 9th, 2015) Model 2017–2018 Examination Regulations

**5.3 Education and examination regulations (OER)**

The OER can be considered as a set of regulations that the Department Board has to determine, after obtaining prior permission from the University Council (*universiteitsraad*, UR) and the Department Council for some points (*faculteitsraad*, FR), the Program Committee (OC) and the Joint Program Committee, for each program or group of programs in its department. Program means: a Bachelor’s or Master’s degree program.

The law prescribes that the following must be included in the OER:

a. the program content and the corresponding examinations; a1 the way in which education in a program is evaluated
b. the major subject contents within a program;
c. the qualities relating to knowledge, insight and skills a student must have obtained by the end of the program;
d. where necessary, the structure of practical programs;
e. the study workload of the program and of each of the accompanying study components;
f. the detailed regulations regarding the binding study recommendation and other academic progress requirements;
g. specification of which Master’s programs the institute assigns a higher study load than 60 credits;
h. the number and sequence of interim examinations, and the times at which they can be taken;
i. the structure of the program (full-time, part-time or dual);
j. where necessary, the sequence in which, the periods within which and the frequency per academic year with which interim and final examinations can be taken;
k. detailed rules for which successfully completed interim examinations are valid;
l. whether interim examinations have to be taken orally, in writing or otherwise – the Examination Committee has the authorization to determine otherwise in special cases;
m. the way in which physically or mentally disabled students are, within reason, given the opportunity to take interim examinations;

n. the extent to which oral interim examinations are open to the public – the Examination Committee may determine otherwise in special cases;

o. the period within which the examination results have to be published, as well as the conditions under which it is possible to deviate from this period;

p. how and when students who have taken a written interim examination can see their assessed work;

q. within what period and how students can see the questions of his written interim examination and the assessment criteria applied;

r. on what basis (e.g. interim examinations passed elsewhere in the higher education sector, knowledge or skills acquired outside the higher education sector) the Examination Committee can grant exemptions;

s. where necessary, passing interim examinations is a condition for taking other interim examinations;

t. if the program contains practical exercises, it must be specified whether students are obliged to take part in them in order to take certain interim examinations – the Examination Committee reserves the right to grant exemption from practical exercises or impose replacement requirements;

u. monitoring academic progress and individual study counseling;

v. the way in which students are selected for a special track within the program;

w. the actual design of education within the program.

The OER also includes the requirements set for the entrance examination (*colloquium doctum*) and prior education requirements to obtain admission to the program.

The OER for the corresponding Master’s program must also specify the admission requirements for students taking the preceding Bachelor’s program but who have not yet completed it, and for students who are not taking the Bachelor’s program or who have taken it but who want to apply for the Master’s program through a proof of admission. For proof of admission, see section 2.5.

As of September 1st, 2012, all students, including (HBO) pre-Master’s students, have to complete their Bachelor’s program before being admitted to a Master’s program.

If a Bachelor’s or Master’s program is being offered for the first time, the OER must be established no later than three months before the start of the academic year.

Within the TU/e, the use of the model OERs for the Bachelor’s and Master’s programs as guidelines is prescribed in general terms by the CvB. The parts of the OER that serve as a guideline are submitted to the University Council for approval.

These rules are the same for all programs. The model OERs for the Bachelor’s and Master’s programs can be found on http://educationguide.tue.nl.

### 5.4 Certificates and statements

Examination results are disseminated to the students through email. As an extra service, students can retrieve their own results from the internet with a personal access code. The results can also be announced on the official noticeboards. Students who pass an examination will receive a certificate as proof. To receive a certificate, students must sign up for an Examination Committee meeting via the system used by the TU/e. The Examination Committee will deal with this request as quickly as possible.
The certificate of the university teacher-training program must also mention the competence requirements fulfilled by the holder.

The examination certificates for final exam of the Bachelor’s and Master’s programs must contain the following information:

- the name of the institution and the specific program (as mentioned in the CROHO);
- which components the examination covered;
- (if applicable) what qualification is connected to the certificate (e.g. teaching qualification);
- what degree was awarded (see also section 5.6);
- when the program was most recently accredited.

The certificates are drawn up and presented in Dutch and English. In addition, a supplement has been added to the certificates for the final examinations of the Bachelor’s and Master’s programs. The supplement provides information on the nature and content of the program completed by the student, partly to aid international recognition of programs. The supplement will in any case comprise the following information:

- the name of the program and the institute providing it;
- whether it is an academic or a higher vocational program;
- a description of the content of the program; and
- the study load of the program.

The TU/e will draft the supplement in English. The supplement provided with the Bachelor’s degree certificate also states that the student has successfully completed the basic study component in Professional Skills.

Students who have passed at least two interim examinations, but not the final examination for that component, will receive a statement from the Examination Committee on request stating which interim examinations the student passed.

5.5 Double degree

5.5.1 Internal double degree

Definitions:
Study program: an accredited study program with its own independent CROHO position.
Internal double degree Bachelor’s programs: the situation in which a student seeks to obtain the degrees and accompanying certificates of several Bachelor’s programs of the TU/e through additional effort up to a maximum of 90 credits.
Internal double degree Master’s programs: the situation in which a student seeks to obtain the degrees and accompanying certificates of several Master’s programs of the TU/e through additional effort up to a maximum of 75 credits.

An internal double degree refers to situations in which a student wishes to be awarded certificates, with a limited extra study load, from more than one – partly overlapping – Bachelor’s program or Master’s program at the TU/e. This means that the student will receive two degree certificates if the following requirements are met.
Please note, the guideline for double degrees issued by the CvB on June 15, 2017, has additional requirements for the double degrees of both Bachelor’s and Master’s programs of the TU/e. The introduction was therefore set at the beginning of the academic year 2017-2018 and only applicable to students entering their study programs from that year on. For students who entered before September 1, 2017, the guidelines apply that were valid on August 31, 2017.

**Bachelor’s programs**

To be eligible for an internal double degree, a student must have at least 45 credits from the successful completion of major study components in addition to the regular study load of a program, in order to fulfill the final requirements of both programs. Students who obtain 90 credits more than the regular study load are not eligible for a double degree. To obtain two Bachelor’s degrees in the context of an internal double degree with accompanying certificates, students must therefore achieve an extra study load of at least 225 and no more than 270 credits. To obtain more than two Bachelor’s degrees with accompanying certificates (triple degree), the study load is increased by a further 45 – 90 credits of courses with respect to the double degree for each additional Bachelor’s program. An extra separate Bachelor’s final project must be completed as well.

If the student conducts one Bachelor’s final project, the core elements of both programs must be clearly recognizable within it. This will be assessed by the relevant Examination Committees. Such a joint Bachelor’s final project encompasses 20 credits of which 10 credits are part of the extra 45 – 90 credits of the double degree.

Requests for an internal double degree and, if applicable, a joint Bachelor’s final project, must be submitted in writing to the relevant Examination Committees before the beginning of the student’s third year of enrollment.

**Master’s programs**

To be eligible for an internal double degree, a student must have at least 45 credits from the successful completion of courses plus the graduation project/final project in addition to the regular study load of a program, in order to fulfill the final requirements of both programs. Students who obtain 75 credits more than the regular study load are not eligible for a double degree. To obtain two Master’s degrees with accompanying certificates in the context of an internal double degree, students must therefore achieve an extra study load of at least 165 credits and no more than 195 credits. To obtain more than two Master’s degrees with accompanying certificates (triple degree), the study load is increased by a further 30 – 60 credits of courses plus 15 credits for graduation project/final project with respect to the double degree for each additional Master’s program.

If the student conducts one graduation project or final project, the core elements of both programs must be clearly recognizable within it. This will be assessed by the relevant Examination Committees.

If two Master’s programs have jointly determined and published a double degree program, they may reduce the minimum of 45 credits to 30 credits of additional study load. This deviation is in any case applicable to the double degree of the educational Master’s program Science Education and Communication.

Requests for an internal double degree and, if applicable, a joint graduation or final project, must be submitted to the relevant Examination Committees before the beginning of the student’s second year of enrollment.
Further information on internal double degrees
Legislation and regulations: Art. 9.5, 7.59, 9.33 WHW;
Art. 3.6 section d, 2.2, 2.35 BGR/TU/e

CvB guidelines of June 15, 2017 on the internal double degree within the TU/e.

5.5.2 Double degree on the basis of agreements with a foreign institute
A double degree here means that, based on a cooperation agreement with a foreign higher education institute, part of the program can be taken at that institute; on the basis of the results obtained at both the Dutch and the foreign institute, students who complete the program successfully have the right to two certificates: a Dutch certificate and a foreign one.
Information on the possibilities for double degrees is available from the academic advisors of the different programs. See: https://educationguide.tue.nl/programs/graduate-school/masters-programs/

5.6 Degrees and titles
The act that introduced the Bachelor’s–Master’s structure states that students who pass the final examination of a Bachelor’s or Master’s program will be awarded a Bachelor’s or Master’s degree, respectively.

Depending on the discipline in which the final examination was taken, the suffixes “of Arts or “of Science” will be added. The TU/e Bachelor’s and Master’s programs lead to “Bachelor of Science” or “Master of Science” degrees.
Graduates can add these titles to their names. The degrees are abbreviated to BSc and MSc respectively, and placed after the name.
Students who have obtained a Master of Science degree at the TU/e may also adopt the Dutch title “ingenieur” (engineer), abbreviated to “ir.”, which is placed before the name. An exception to this rule is the Master’s program in Science Education and Communication. This program falls under 'education' and entitles graduates to use the title doctorandus abbreviated as “drs.”.
Graduates have to choose whether to use the title “ir.” or “drs.” before their name or MSc after it, but cannot use both at the same time.

Further information on interim and final examinations
Legislation and regulations: - Articles 7.10a through 7.11, 7.20 of the WHW.

For more information: - ESA, tel. +31 (0)40-247 4747
- Departmental academic advisors
- educationguide.tue.nl
Students have the right to participate in various university bodies. This chapter outlines the relevant bodies and their competencies.

6.1 Student participation

The TU/e has three participatory bodies in which students and staff can consult each other: the University Council (UR) at central level, and the Department Council (FR) at department level, and from September 1, 2017, on the program committee (OC) at study program level.

Students can vote for and be elected to the UR and FR: they have both the active right to vote and the passive right to be elected. The elections for the UR and FR are held in accordance with the TU/e Electoral Regulations, which specify the procedures for nominating candidates, voting, and determining the election results. The term of office for students in both the UR and the FR is one year. How the OC is composed and what the term of office is for students in the OC is arranged in the Department Regulations for the time being.

In addition, students have a say in:

- the Student Advisory Body (SAO): one student representative per program (based on the Bachelor’s programs) plus a number (currently limited to four) of international students from various programs
- the Master’s Programs Monitoring Group
- the Department Board: one student with an advisory vote
- the Joint Program Committee (GOC)
- TU/e PhD-PDEng Council: one PhD candidate supplemented by one PDEng student per department
- the Bachelor College Monitoring Group

The TU/e’s governing structure is explained below, to ensure that the position of the above-mentioned bodies in this structure is clear; the composition and tasks of those bodies will also be further elaborated.

6.2 Governing structure of the TU/e

Institute level

There is one governing body at the top level, the CvB, and a supervisory body, the Supervisory Board. The UR is a representative body.

The tasks and authorizations of these bodies are described in the WHW and in the TU/e Administration and Management Regulations.

Supervisory Board

The Supervisory Board is a supervisory body, consisting of three to five members appointed by the Minister. One of the members is nominated by the UR. The UR must nominate at least two names. This board monitors the CvB in general outline and is responsible for appointing members of the CvB. The Supervisory Board holds consultations with the UR at least twice a year.

Executive Board (CvB)

The CvB is the governing body at institute level. It is responsible for the strategic policy and daily management of the institute as a whole, and is accountable for this responsibility. The
CvB is accountable to the Supervisory Board, which monitors its activities in general outline. The CvB consists of three members, including the Rector Magnificus, who are appointed, suspended and dismissed by the Supervisory Board. Before appointing or dismissing a CvB member, the Supervisory Board will consult with the UR in confidence. The CvB established the Administration and Management Regulations to regulate the administration, management and organization of the university, as well as the institute plan and the budget. The TU/e secretary supports the CvB, but is not a member.

**Dean of the Bachelor College**

The Dean of the Bachelor College coordinates the Bachelor’s programs within the Bachelor College on behalf of the CvB. His main tasks are:
- development and implementation of the institute's policy and administrative guidelines in relation to the Bachelor’s programs;
- quality assurance in relation to the Bachelor’s programs; and
- innovation and strengthening of the Bachelor’s programs.

More detailed rules regarding the TU/e Bachelor College and the Dean of the Bachelor College are specified in the TU/e Bachelor College Regulations. The Dean of the Bachelor College is appointed by the CvB for a period of four years.

**Dean of the Graduate School**

The Dean of the Graduate School coordinates the Master’s and designer programs as well as PhD programs within the Graduate School on behalf of the CvB. His main tasks are:
- development and implementation of the institute’s policy and administrative guidelines in relation to the graduate programs;
- quality assurance in relation to the graduate programs; and
- innovation and strengthening of the graduate programs.

Further regulations relating to the TU/e Graduate School and the Dean of the Graduate School are stipulated in the Graduate School Regulations. The Dean of the Graduate School is appointed by the CvB for a period of four years.

**University Consultative Council**

The University Consultative Council (Bestuurlijk Overleg) is established by the CvB and not based on law, for consultation between the CvB and the departmental deans, the Dean of the Bachelor College and the Dean of the Graduate School. The University Consultative Council convenes on a regular basis, enabling the CvB to consult with the deans on the institute’s policy on education and science and related issues.

**University Council (UR)**

The UR consists of nine students and nine staff members. The law specifies the general competencies of the UR. Generally, the UR has the right of approval, the right to give advice, the right to initiate and the right to request information. The UR has, for example, the right of approval concerning:
- the student statute;
- the Administration and Management Regulations;
- the institute plan;
- the TU/e Students’ financial support regulations (profileringsfonds).

Full details on the UR’s right of approval can be found in the TU/e Administration and Management Regulations, which specify the cases in which the CvB needs prior permission from the UR. The WHW and the TU/e University Council Regulations specify the subjects on
which the UR must give advice. In any event, the CvB must submit to the UR for advice every intended decision on matters relating to the continued existence of and orderly daily routine within the university. This also applies to the budget. The staff section has the right of approval regarding a number of staff matters. The student section has the right to give advice on these matters.

**Program Director Council (OO)**
The Program Director Council (*Overleg Opleidingsdirecteuren, OO*) is a consultative body consisting of the directors of the Bachelor’s programs, the ESA director, the Dean of the Bachelor College and the Rector Magnificus. The OO has monthly meetings about education policy affairs and education management matters, under the chairmanship of the Rector Magnificus.
The OO advises the CvB, on request or on its own initiative, about educational matters relating to the Bachelor’s programs.

**Joint Program Committee (GOP)**
The Joint Program Committee ensures optimum cooperation between the departmental Study Program Committees, resulting in a coherent policy on Bachelor’s education. The duties of the committee are specified in the *TU/e Bachelor College Regulations*. The Joint Program Committee consists of one member of the academic staff and one student member of the Study Program Committee of each Bachelor’s program. It meets at least once every semester.

**Student Advisory Body (SAO)**
The SAO is a committee set up by the CvB that has two functions, namely:
- giving advice, on request or on its own initiative, to the CvB regarding education and student policies;
- conducting consultations between students and the CvB.
The SAO is chaired by the Rector Magnificus. The ESA Director and the Dean of the Bachelor College are the vice and second vice-chairs, respectively.

**Bachelor College Monitoring Group**
The BC Monitoring Group consists of the education officer of the study associations and the meetings are chaired by the Dean of the Bachelor College. The Monitoring Group meets twice every quartile and during the meetings the feedback collected on education and all aspects of the BC are discussed by the officers. The feedback is collected by the officers through the propaedeutical advisory council for education, study component monitoring group, or student advisory council for education. The feedback is an integral part of the quality assurance of BC. The feedback is used to improve the setup, organization, and education of the BC. Where applicable the feedback is shared directly with the stakeholders in question.

**Graduate School Consultative Meeting (OGS)**
The Graduate School Consultative Meeting (*Overleg Graduate School, OGS*) is a consultative body consisting of the directors of the graduate programs at the TU/e (including the directors of the Master’s, PDEng and PhD programs), the ESA director and the Dean of the Graduate School. The OGS is chaired by the Dean of the Graduate School and meets every month to discuss education policy and management matters.
It offers advice, on request or on its own initiative, to the CvB regarding post-Bachelor’s education.

**Master’s Programs Monitoring Group**
The Master’s Programs Monitoring Group is an informal consultative body that meets periodically for consultation with the Dean of the Graduate School. The group consists of students from various programs.

**TU/e PhD-PDEng Council**
The TU/e PhD-PDEng Council (PPC) is an informal consultative body consisting of PDEng and PhD students. The PPC gives advice, on request or of its own initiative, to the Rector and the Dean Graduate School in the field of training trajectories (education) of PDEng and PhD students. The meetings are chaired by the Rector or if absent by the Dean of the Graduate School.

**Advisory Committee on Bachelor’s Program Examinations/Advisory Committee on Master’s Program Examinations (AEB/AEM)**
The Advisory Committee on Bachelor’s Program Examinations and the Advisory Committee on Master’s Program Examinations have been merged and are tasked with ensuring close cooperation between the departmental Examination Committees to assure the quality of the Bachelor’s/Master’s degree certificates. The duties of the advisory committee are set out in the TU/e Bachelor College Regulations/TU/e Graduate School Regulations. The Advisory Committee on Bachelor’s Program Examinations/Advisory Committee on Master’s Program Examinations consists of the chair of the Examination Committee of each program and meetings are chaired by one of the Examination Committee chairs. The advisory committee convenes approximately eight times per year.

**Doctorate Board**
The Doctorate Board was set up for decisions regarding doctorates. The board consults with the CvB about granting honorary doctorates. Its members are all the deans, under the leadership of the Rector Magnificus.
6.2.2 Departmental level
At departmental level, there is one governing body: the Department Board (FB). The Department Council (FR) is a representative body within the department.

Department Board
The FB is the governing body at departmental level. Its three or four members, including the dean, are assigned by the CvB. A student attends meetings of the board, and has an advisory
vote. The advisory student member of the Department Board is appointed as follows. The FB invites the student members of the FR to submit a recommendation for the position of advisory student. This nomination shall contain the names of one or more students who are not members of the FR. The student advisory member is appointed by the CvB on the recommendation of the FB, normally for a period of one year.

The FB is ultimately responsible for the content and design of the education and research. The implementation of education and research is coordinated by the program directors and research school directors. They are directly responsible for the implementation of the education and research programs and for spending the budgets for the programs. They are directly accountable to the FB. The academic staff, with possible exceptions, are assigned to certain groups or sections by the FB.

The FB is accountable to and offers information on request to the CvB and, with regard to Bachelor’s and graduate education, to the Dean of the Bachelor College and Dean of the Graduate School respectively, acting on the CvB’s behalf.

**Department Council (FR)**

The FR is the representative body at departmental level. It consists of five students and five staff members. It has approximately the same competencies as the UR, with the focus on matters that concern the departments. The FR also has the right of approval and the right to give advice. It also has the right to initiate and the right to request information. In addition to the WHW and the Administration and Management Regulations, the tasks and competencies of the UR are also laid down in the departmental regulations.

The most important rights of approval of the UR are:

- establishing or changing the departmental regulations;
- establishing or changing the OER (with the exception of matters prescribed by the CvB as instructions and matters that, under law, are the responsibility of the Department Board).

In addition, the FR has the right of advice regarding affairs that are of especial concern to the department.

**6.2.3 Program level**

**Program director**

The administrative responsibility for education at program level lies with the program director. A distinction is made between Bachelor’s programs (Bachelor’s Program Director) and Master’s, PDEng and PhD programs (Graduate Program Director).

**Program committee**

For every program or group of programs at the department, a program committee must be set up. Half the program committee consists of students who are enrolled in the program in question, and the other half consists of staff members. As of September 1, 2017, the program committee will be a participatory body. The composition and method of appointing members are specified in the department regulations.

The program committee’s tasks are:

- to give advice on establishing and changing the OER;
- to evaluate the implementation of the OER annually;
- if requested, or on its own initiative, to advise the program director and the Department Board on all matters the education provided by the program in question.
Department Manager of ESA

The Department Manager of ESA is responsible for proper arrangement of education and is the right hand of the program director(s). The manager is responsible for the daily management of all educational support officers. The Department Manager of ESA is the point of contact for teachers with questions about policy and education support. At the central level, the Managing Director of ESA manages one or more education support processes.

Further information on the university administration

Legislation and regulations: - Chapter 9 of the WHW;
- TU/e Administration and Management Regulations;
- TU/e University Council Regulations;
- Departmental regulations;
- General Electoral Regulations

For more information: - general: Legal Affairs, tel. +31 (0)40-247 2211
- on elections: Central Voting Bureau, tel. +31 (0)40-247 55054
- regarding the UR: UR secretary, tel. +31 (0)40-247 2554
- regarding the FR: departmental secretariat, see educationguide.tue.nl
- regarding the OC: department secretariat; see educationguide.tue.nl
- regarding the Joint Program Committees: drs. D.M. van Dongen
- Advisory Committee on Bachelor’s Program Examinations/Advisory Committee on Master’s Program Examinations: dr. D.M. de Haan
As a student, you have both rights and obligations. Students can enforce their rights via objection and appeal procedures. This chapter describes how and with whom students can lodge an objection or appeal. There is also the possibility of lodging complaints.

7.1 The facility

With the coming into force of the Administrative Reinforcement Act on September 1st, 2010, the university is obliged to establish a single facility for students with disputes and complaints. This facility has been set up under the STU. Students can submit disputes and complaints online, in writing or at the ESA reception desk. Disputes can be divided into appeals and objections. The facility decides what constitutes a complaint, an appeal or an objection.

The facility ensures that the date of receipt is noted on the complaint or dispute, which is then passed on for further processing. It sends the student a confirmation of receipt. If a dispute or complaint is sent directly to a body of the university, the body concerned first sends the document to the facility for registration before it starts dealing with it. If the facility sends a dispute or complaint to an unauthorized body, the body concerned will return the document to the facility as soon as possible.

Appeals are processed by the Examination Appeals Board (*College van Beroep voor de Examens*, CBE). In the case of objections, the Disputes Advisory Committee (*geschillenadviescommissie*, GAC) offers advice to the body that made the decision. This is usually the CvB or the Department Board. Disputes must be submitted to the department within six weeks of the date on which the decision was made.

Complaints can be registered at the STU. Verbal complaints are processed after the student (perhaps with the help of a student advisor or academic advisor) has filled in and submitted the digital form. The ESA official charged with dealing with complaints passes the complaint on to the department or service where the person referred to in the complaint works. The complaints official monitors the progress of the complaint.

Determining whether a complaint or dispute has been submitted in time depends on the moment at which the complaint or dispute is received by the department.

The facility draws up an annual report describing the way in which complaints and disputes have been dealt with.
Below the procedure for dealing with disputes and complaints is described, after the ESA has passed the dispute or complaint on to the body or official responsible for processing it. In this chapter, ‘students’ includes ‘external students’.

7.2 Disputes
As already stated, disputes can be divided into appeals and objections. Appeals are dealt with by the CBE and objections are dealt with by the competent body, which is advised by the GAC.

7.2.1 Appeals
If a student does not agree with an individual decision, he can lodge an appeal with the facility, against:

- decisions by Examination Committees and examiners;
- a negative binding study advice;
- decisions concerning admission to examinations, e.g. a decision by an entrance examinations committee;
- decisions regarding the number of obtained credits, in connection with study progress and performance grants;
- committee decisions regarding the evaluation of suitability for the study and command of the Dutch language;
- decisions relating to admission to the supplementary investigation;
- decisions relating to exemptions;
- decisions relating to access to one or more specializations, if the nature and content of the various specializations within the program differ such that exercise of this authority is justified.

In addition, appeals can be made:

- against a written refusal to take a decision;
- if a decision is not taken within the specified period.

The facility passes the appeal on to the CBE as soon as possible for further processing.

Students can appeal against a decision by the CBE to the Higher Education Appeals Tribunal (College van Beroep voor het Hoger Onderwijs, CBHO). The CBHO is a national board located in The Hague.

7.2.2 Procedures of the Examination Appeals Board

Appeal
The CBE deals with appeals. An appeal procedure can be instigated by submitting a written appeal to the ESA facility within six weeks of the decision being made known in the prescribed manner. This period can only be deviated from if the person involved can prove that it was not reasonably possible to submit the appeal earlier. A person lodging an appeal is called the “appellant”. No legal charges are imposed for submitting a written appeal.

The written appeal must be signed and must contain, at least:

- the name and address of the appellant;
- the date;
- a description of the decision against which the appeal is being made;
- the grounds of the appeal.

If the written appeal does not meet these requirements, it is not admissible.
Amicable settlement
Before dealing with the appeal, the CBE will send the written appeal to the body (usually the Examination Committee) that made the decision or refused to do so. This body must consult with the student to see whether it is possible to reach an amicable settlement. This must occur within three weeks of receipt of the appeal by the facility. If the appeal is against the decision of an examiner who is a member of the Examination Committee, this examiner must not take part in the deliberation of whether an amicable settlement is an option.
The CBE will be notified of the outcome of the deliberation within three weeks. If a settlement cannot be reached, the written appeal will be dealt with and the body concerned will be asked to submit a written defense. The written defense is a response to the student’s appeal.

Further treatment
The hearing
Before the CBE decides on the appeal, it will give the parties the opportunity to be heard. The hearings will in principle be open to the public.
During the hearing, both parties will be given the opportunity to elaborate on their points of view. Each of the parties may be represented by an authorized person or legal counsel. This could be a lawyer, but also, for example, a family member. In addition, the parties can call witnesses and experts.
The parties can submit documents up to ten days before the hearing. All documents which apply to the written appeal will be available for viewing at the CBE secretariat at least a week before the hearing. If there are good reasons for maintaining confidentiality, the CBE can decide not to permit the documents to be viewed.

Simplified procedure
When dealing with the written appeal, the CBE may decide not to hold a hearing if:
- the appeal is clearly non-admissible;
- the appeal is clearly unfounded;
- the parties declare that they wish to waive the right to be heard.

The temporary judgment
In urgent cases, the student can request a temporary judgment from the CBE chairman, pending judgment in the main case. This request must be submitted in writing, giving reasons. There must be directly provable evidence of the need for a rapid judgment. The chairman will make a decision after the body or examiner concerned has been heard, or at least summoned.

The judgment
The CBE will decide within ten weeks, calculated from the day after the deadline for submitting the written appeal.
The judgment can take the following forms:
- The CBE may rule that the appeal is legitimate and the decision will be totally or partly quashed. The CBE may rule that a decision be made again, or in the case of a refusal to make a decision, that the decision must be made, or that the interim or final examination, supplementary investigation or admission investigation, or any part thereof, be conducted again. All of this must occur within a period set by the CBE and under conditions to be determined by the CBE;
- the CBE may rule that the appeal is unfounded: the decision stands, or the refusal to make a decision is considered correct;
the appeal can be declared inadmissible, which means that the appeal will not be considered: the CBE does not assess the content of the appeal, for example, because time limits have been exceeded.

The judgment will be sent to all parties. Further appeal against the CBE’s judgments must be submitted to the CBHO (Higher Education Appeals Tribunal) within six weeks. For more on the CBHO see section 7.3.

7.2.3 Objections
If a student does not agree with a decision regarding him taken by a body of the TU/e, he can report this to the ESA facility, digitally or in writing. The facility is responsible for ensuring that the objection is passed on to the body that made the decision as quickly as possible. The body is obliged to ask the GAC for advice on how to deal with the objection. The objection will then lead to a review of the decision. This is known as the ‘decision on objection’ (‘beslissing op bezwaar’)

If the student is also not in agreement with the decision of the CvB after reconsideration, he can submit an appeal to the CBHO. The decision on objection states that an appeal can be lodged at the CBHO within six weeks. For more on the CBHO see section 7.3.

7.2.4 Written objection procedure
Written objection
Objections can be submitted in writing to the ESA facility within six weeks of the decision being made known in the prescribed manner. No legal charges are imposed for submitting a written objection.
The written objection must meet the same requirements as a written appeal. See also paragraph 7.2.2.1. of this chapter.

Amicable settlement
The GAC will investigate whether an amicable settlement between the parties is possible. This can take place before or during the hearing.

Immediate haste
In cases of immediate haste, the chairman of the GAC van on request specify that the committee issues its advice to the CvB/Department Board as soon as possible. The chairman will decide within one week of receiving the objection whether it is a case of immediate haste and inform the person concerned and institute board as soon as possible. The board will take a decision within four weeks of the objection being received by the facility.

Treatment of a written objection
The hearing
Before the governing body makes a decision, it will give the parties the opportunity to be heard. The GAC will conduct the hearing.
During the hearing, both parties will be given the opportunity to elaborate on their points of view. Each of the parties may be represented by an authorized person or legal counsel. In addition, the parties can call witnesses and experts.
The parties can submit documents up to ten days before the hearing. All documents which apply to the written objection will be available for viewing at least a week before the hearing. If there are good reasons for maintaining confidentiality, it may be decided not to permit the documents to be viewed.
**Simplified procedure**
During the treatment of the written objection, it may be decided not to hold a hearing if:
- the objection is clearly non-admissible;
- the objection is clearly unfounded;
- the parties state that they wish to waive the right to be heard.

**The decision on the written objection**
The competent governing body will decide within ten weeks of receiving the written objection.
If the objection is admissible, the disputed decision will be reviewed. If the results of the review make this necessary, the governing body will cancel the decision and, if necessary, make a new decision.
The decision will be sent to all parties.
Appeals against the governing body’s decision can be submitted to the CBHO. The appeal procedure is described in detail below in section 7.3.

**7.3 The Higher Education Appeals Tribunal**
The Higher Education Appeals Tribunal (CBHO) is a national board located in The Hague.
Students can lodge appeals to the CBHO against decisions by or on behalf of the CvB relating to decisions taken by bodies of the TU/e that concern them, on the basis of the WHW and the regulations based on it.

Issues that may be the subject of an appeal include:
- negative binding study advice;
- decisions relating to enrollment and intermediate termination of enrollment;
- payment, exemption, reduction of reimbursement of tuition fee;
- financial support on the basis of the Profileringsfonds;
- measures to restrict access to the university premises and grounds.

Further appeal can also be lodged:
- against a written refusal to take a decision;
- if a decision is not taken within the specified period.

Before a student can lodge an appeal at the CBHO, he must have submitted a dispute to the ESA facility.

**7.4 Procedures of the Higher Education Appeals Tribunal**

**7.4.1 Written appeal**
A student who does not agree with the judgment of a governing body on a written objection against one of the decisions referred to in paragraph 7.1.1.b of this chapter can appeal to the CBHO.
He must submit a written appeal within six weeks of the judgment being made known by the governing body. The charge for an appeal is €46 (in 2018).

**Treatment of a written appeal**

*The preliminary investigation*
A copy of the written appeal will be sent to the governing body which has taken the disputed decision. The governing body must send all documents regarding the case to the CBHO within four weeks; it is also given the opportunity to submit a written defense.
The CBHO can give the person submitting the written appeal the opportunity to respond in writing (i.e. to reply to the written defense). In that case, the governing body will be given the opportunity to respond in turn in writing (i.e. to answer the reply). The CBHO specifies terms within which the responses must be submitted.

The CBHO can summon the parties to appear, in person or through an authorized representative. The tribunal can request the parties and others to provide written information, which must be submitted within a time limit set by the CBHO. The CBHO can call witnesses, appoint experts and interpreters, and conduct an on-the-spot investigation.

If the case is urgent, the CBHO may rule that the case be treated more rapidly.

The CBHO can close the investigation if it is not necessary to proceed with it for the following reasons:

- the tribunal is clearly not authorized to deal with the appeal;
- the appeal is clearly inadmissible;
- the appeal is clearly unfounded;
- the appeal is clearly legitimate.

Objections can be made against such judgments.

**The investigation during the hearing**

After the preliminary investigation, parties will be invited at least three weeks in advance to appear at a CBHO hearing, at a time and place specified in the invitation.

During the session, all parties will be given the opportunity to elaborate on their points of view and to answer questions from the tribunal. Each of the parties may use representatives. They may also call witnesses and experts, provided they notify the tribunal and the other party at least a week before the hearing. The hearing is in principle open to the public.

Parties can submit further documents until ten days before the hearing.

**The judgment**

The CBHO will pass written judgment within 12 weeks of the termination of the investigation. The tribunal can also pass oral judgment during the hearing, immediately after the termination of the investigation.

The judgment of the CBHO can take the following forms:

- the appeal is legitimate: the decision in question will be totally or partially quashed. The CBHO can also specify the consequences of the cancellation. The defendant will have to make a new decision taking account of the tribunal’s judgment. In some cases, the decision will set a new time period;
- the appeal is unfounded: the disputed decision stands;
- the appeal is inadmissible, which also means that the appeal is rejected; the CBHO does not assess the content;
- the CBHO is not authorized to deal with the appeal.

The judgment is sent to all parties. No appeals are possible against judgments by the CBHO.

**The temporary provision**

In urgent cases, the appellant can request a temporary provision from the CBHO, pending judgment in the main case. This request must be submitted in writing, giving reasons.

**7.5 Complaints**

Students can submit complaints about the actions or behavior of the university or of persons falling under its responsibility. It is not possible to submit an objection or appeal against these actions. General complaints about policy or teaching or about how these are implemented will not be considered.
As of September 1st, 2010, a complaints official has been appointed at the ESA. This official is responsible for passing on complaints and monitoring their progress. He ensures that the complaint is passed on to the appropriate body that is responsible for dealing with it. He also monitors progress to ensure that the complaint is dealt with within six weeks. There is no collective right of complaint.

### 7.5.1 Complaint regulation for psychosocial work pressure at the TU/e

In this complaint regulation, which is part of the Code of Conduct regarding psychosocial work pressure (i.e. inappropriate behavior and work pressure) established by the CvB (see also Chapter 8, section 8.1 of this statute), the TU/e has determined a uniform procedure for processing complaints about sexual and non-sexual harassment, aggression and violence, bullying, discrimination and excessive work pressure. Students who are confronted with inappropriate behavior can report it to a confidential advisor or lodge a complaint with the complaints committee on psychosocial work pressure. The advisor acts as a contact for students who experience sexual or non-sexual harassment, aggression, violence, bullying, discrimination or excessive work pressure; his or her tasks include assisting these students, providing aftercare, or giving advice on possible procedures. The complaints committee for psychosocial work pressure is responsible for investigating the complaints it receives and submitting a written report to the CvB (or the responsible administrator), along with advice on appropriate measures or sanctions. During the treatment of complaints about undesirable conduct, the privacy of the persons involved will naturally be protected.

### 7.5.2 Processing a complaint

A student can submit a complaint within one year of the actions or behavior taking place. The complaint has to be submitted to the ESA facility. The complaints official will supervise and monitor further treatment of the complaint. Complaints will not be considered if a complaint has already been submitted and dealt with, or if it was possible for the student to submit an objection or appeal. If the complaint is part of a criminal process, the complaint will not be taken into consideration either. If the interest of the student concerned or the seriousness of the behavior is clearly not sufficient, the governing body does not have to consider the complaint.

Complaints are dealt with as described in the table below.

<table>
<thead>
<tr>
<th>The complaint relates to actions and behavior of the following governing body:</th>
<th>Dealt with by:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department/Bachelor’s program</td>
<td>Program director</td>
</tr>
<tr>
<td></td>
<td>Bachelor’s program</td>
</tr>
<tr>
<td>Department/graduate program</td>
<td>Graduate program director</td>
</tr>
<tr>
<td>Service department</td>
<td>Director of service department</td>
</tr>
<tr>
<td>Bachelor’s program director</td>
<td>Dean of the department</td>
</tr>
<tr>
<td>Graduate program director</td>
<td></td>
</tr>
<tr>
<td>Director of the service department</td>
<td>Secretary of the university</td>
</tr>
</tbody>
</table>

Complaints are dealt with in accordance with chapter 9 of the AWB. The main rule is that a complaint is dealt with by a person who is not involved in any way with the behavior about which the complaint has been submitted. The person or body who is the subject of the complaint will receive the complaint and any subsequent documents relating to it. The person submitting the complaint will be given the opportunity to be heard. A report
will be made of this hearing. This is only unnecessary if the complaint is clearly unfounded or if the complainant does not wish to be heard. The complaint must be dealt with within six weeks; this term can be extended by four weeks.

7.5.3 Preliminary procedure
Before submitting a formal complaint, it is advisable for the student concerned to contact the person to whom the complaint relates, or to contact the person who, given his position, seems to be the most appropriate. This can help to ensure that a complaint is taken seriously and may be solved before resorting to the formal procedure.

7.5.4 National Ombudsman
Students with complaints about the conduct of governing bodies or a TU/e employee can lodge their complaint with the National Ombudsman in The Hague. The incident that the complaint relates to must not have occurred more than one year previously.
Before a complaint can be treated by the National Ombudsman, the student must first contact the body to which the complaint applies. If the TU/e has established a complaint regulation (e.g. the sexual intimidation regulation), this procedure must be carried out first.
Not all complaints are treated by the National Ombudsman. For example, matters that can or could have been submitted to the CBE or the CBHO will not be dealt with by the National Ombudsman.
A complaint that is dealt with may lead to an investigation, which concludes with a written report in which recommendations can be made. The TU/e is not obliged to act on these recommendations.

Further information on legal protection
Legislation and regulations: - Chapter 7, title 4 WHW
- Chapters 6, 7, 8 and 9 AWB
For more information: - CBE: Mr A.D. van Eggelen, secretary, tel. +31 (0)40-247 2272
- GAC (Disputes Advisory Committee): Mr A.D. van Eggelen, tel. +31 (0)40-247 2272
- complaints from students on the basis of the Code of Conduct for psychosocial work pressure or complaints about sexual and non-sexual harassment, aggression, violence, discrimination and excessive work pressure: confidential advisors:
  Ms M.M. van den Bosch-Doreleijers +31 (0)40-247 3475
  Drs J.M. Beenhakker +31 (0)40-247 4535
- National Ombudsman complaints procedure: tel. +31 (0)40-356 3563

Further information on the procedures of the CBE and the CBHO
Legislation: - Chapter 7, title 4 of the WHW
For more information: - general: Legal Affairs, tel. +31 (0)40-247 2272
- CBE procedure, Mr A.D. van Eggelen, CBE secretary, tel. +31 (0)40-247 2272
  - written objection procedures: Mr A.D. van Eggelen, tel +31 (0)40-247 2272
- CBHO procedure: CBHO secretariat, tel. +31 (0)70-381 3044, www.cbho.nl
  - students’ individual right of complaint: ESA complaints officer, tel. +31 (0)40-247 4747.
In addition, for information on several aspects of legal protection and for regular legal aid, please contact:

- LSVb student line, tel. +31 (0)30-231 3029, www.lsvb.nl, e-mail: studentenlijn@lsvb.nl
- LSR (Landelijk Studenten Rechtshuis – National Students Legal Organization), tel. +31 (0)30-223 1644, fax +31 (0)30-223 1645, www.lsr.nl, e-mail: info@lsr.nl
- ISO (Interstedelijk Studenten Overleg – Dutch National Students Association), tel. +31 (0)30-230 2666, fax +31 (0)30-230 4411, www.iso.nl, e-mail: iso@iso.nl
8. RULES OF CONDUCT

Rules of conduct have been drawn up to ensure that activities at the university can be conducted without problems arising. These are sometimes stipulated in the law, or have been established by the institute on the basis of legislation. The rules of conduct refer to the way in which activities are conducted in the university buildings and on the university premises, the prevention of sexual harassment, working conditions, and protecting privacy.

8.1 House rules and measures to maintain order

Students are expected to conduct themselves in a way that does not contravene the TU/e house rules in the university's buildings or on its premises. The following are important in this respect:

The TU/e Code of Conduct for Scientific Integrity came into effect on September 1st, 2014 and applies to academic staff as well as students. At the TU/e students are trained to carry out scientific research with integrity. To make clear what scientific integrity constitutes a Code was established that recognizes five central values with a number of accompanying standards: reliability, intellectual honesty, transparency, independence and social responsibility. For example, as a scientist a student may lay no claim to results he did not contribute to; that is a matter of intellectual honesty. The Code was drawn up in consultation with scientists from various fields and was officially adopted in 2014. The TU/e Code is a collection of guidelines, which express how a student as a scientist should behave, and also what a student can expect of other scientists. The Code is not a legal document or a contract that the student enters into with the university. For other often more specific issues, such as committing fraud during examinations or the confidentiality of data, there are other regulations and documents, which often do have a legal status. All scientific staff and Master’s students are asked to sign the TU/e Code and thus declare that they uphold the central values and shall strive to carry out their research in accordance with the standards for integrity. At the start of the Master’s program, Master’s thesis, and upon its completion, but also at the start and completed of the Bachelor’s final project, the student must sign a declaration that he shall act in accordance with the code of conduct for scientific integrity and also that he completed his final project or thesis with integrity. See https://www.tue.nl/en/research/scientific-integrity/. This website also provides information about the complaints procedure.

The TU/e Regulations on Reporting Irregularities were adopted by the CvB on September 13th, 2012. The regulations have a broad scope, which means that anyone at the university should feel free to report irregularities. The regulations also define what constitutes an irregularity, and specify to whom an irregularity should be reported. A Committee for the Reporting of Irregularities and confidential advisors have been appointed to investigate reported incidents. Incidents can be reported when they involve a serious criminal offense, a gross violation of regulations, misleading an accountant appointed by the university, a serious danger to public health, safety or the environment, or if it is suspected that information about such incidents has been deliberately withheld. The regulations do not cover suspected violations of scientific integrity, or individual work- or study-related matters.
• ‘Regulations for the use and management of university buildings’, adopted by the CvB in its meeting of October 16th, 2003. These regulations provide the ground rules for operational managers in the academic departments and the heads of service departments regarding their competencies and responsibilities with respect to the management of TU/e buildings and premises. The regulations also provide guidelines for ensuring that the quality of the buildings and premises is maintained. As such, they are intended for all TU/e employees, students and tenants who have a contract with the TU/e and who make use of the public parts of the buildings. For students, the most important parts of the regulations are those relating to security and access to buildings, reporting incidents, computer use, eating and drinking, and the use of bicycles and mopeds. In addition it is important to note that, as of March 15th, 2004, the Eindhoven police will be responsible for enforcing the parking and traffic policy. Cars and motor-cycles that pose a danger by being incorrectly parked will be towed away. The complete regulations can be consulted via educationguide.tue.nl.

• The TU/e Code of Conduct on psychosocial work pressure (inappropriate behavior and pressure of work), approved on October 4th, 2000, was most recently modified on October 4th, 2012, under Article 1.12 of the collective labor agreement for Dutch universities, January 1st, 2011 – January 1st, 2014. This code of conduct includes a complaint regulation describing the procedures for dealing with complaints in this regard. In addition, two confidential counselors have been appointed to provide assistance in cases of sexual and non-sexual intimidation, aggression, violence, bullying, discrimination or excessive work pressure (see also Chapter 7, paragraph 7.4.1. of this statute).

• TU/e non-smoking regulation 2007 Under this regulation, there is a general smoking prohibition in the buildings at the TU/e, unless indicated otherwise.

• On July 1st, 2012, the TU/e regulation on computer and network use 2012 adopted by the CvB came into force. Among others, this regulation applies to students and staff who have obtained permission to use TU/e computer and/or network facilities. The regulation explicitly describes what is not allowed during the use of the facilities (art. 4). It also contains provisions on handling reported incidents of misuse of TU/e computer and/or network facilities and the countermeasures that the TU/e can take. The following measures can be taken against students:
  a. A written warning, including a written warning with conditions;
  b. The immediate removal or blocking of information. This might also include the removal or blocking of other information belonging to the student concerned. The student is responsible for all damage caused by the removal or blocking of information, as referred to in this article, also when this involves the removal or blocking of other information than that belonging to the student involved;
  c. The conditional or unconditional denial of access to and/or use of the facilities and/or use of the user code, password and/or email address, and/or conditional or unconditional denial of access to TU/e buildings, as described in the regulations on the use of university buildings;
  d. Lodging a complaint about an unlawful act;
  e. If a third party can prove that his rights have been violated, the identity of the student involved can be made known to that third party. The
regulation explains how complaints about the misuse of computer facilities are dealt with. The starting point for the regulation is that a complaint is submitted. This notification can relate to misuse by either students or staff. Misuse by students can be reported to the Computer Use Committee (Commissie Gedragscode Computergebruik, CGC). If the misuse is not serious, the program director himself, rather than the CGC, can deal with the complaint. Incidents of serious misuse are reported to the full CGC, which issues advice to the competent authority. The CvB may impose one of the aforementioned measures. The TU/e 2012 regulations for computer and network use can be found online at www.tue.nl/esa.

Further information on house rules and measures to maintain order
Legislation and regulations: - Article 7.57 of the WHW;
  Regulation and guidelines for the use and management of university buildings, dated October 16th, 2003;
  - Code of conduct on psychosocial work pressure, and complaints regulations on psychosocial work pressure;
  - TU/e non-smoking regulations 2007;
  - TU/e computer use regulations 2012, approved by the CvB on June 14th, 2012;
  - TU/e Code of Conduct for Scientific Integrity, applicable as of September 1st, 2014.

For more information: - general: Legal Affairs, tel. +31 (0)40-247 2272
  - complaints relating to the code of conduct on psychosocial work pressure: confidential advisor:
    - Ms M.M. van den Bosch-Doreleijers +31 (0)40-247 3475
    and drs J.M. Beenakker +31 (0)40-247 4535
8.2 Health, safety and working conditions

The CvB is responsible for the health, safety and other working conditions in the buildings and on the premises of the TU/e.

The provisions of the Working Conditions Act for TU/e staff activities apply equally to TU/e students and external students. They are expected to observe the necessary precautions and care. In particular, they are obliged to:

- use the provided personal protection equipment properly and to store it in their appropriate places after use;
- use instruments, equipment, and dangerous materials properly and not to make alterations to the provided safety devices;
- comply with further rules and instructions regarding safety and health;
- immediately report matters that can jeopardize safety and health to those responsible on the spot or to the CvB.

The TU/e, in particular the AMVS (Arbeidsomstandigheden Milieu Veiligheid Stralingsbescherming), provides students with information on RSI (Repetitive Strain Injury) and CANS (Complaints of Arm, Neck and/or Shoulder) resulting from working with monitors, computer mice and keyboards. The AMVS has published a brochure on this subject, and more information can be found online (www.tue.nl/amvs). Students who have RSI symptoms are advised to contact their academic advisor.

Further information on health, safety and working conditions
Legislation: - Working Conditions Act
For more information: - AMVS, tel. +31 (0)40-247 3500, amvs@tue.nl

8.3 Protection of personal data

Students (including external students) have the right to protection of their personal data as stored in TU/e files. This is the responsibility of the CvB. On May 25, 2018, the General Data Protection Regulation was enacted.

Further information on personal data protection
Legislation and regulations: - General Data Protection Regulation
For more information: Legal Affairs, tel. +31 (0)40-247 2272
ESA, tel. +31 (0)40-247 4747

8.4 Copyright law

In two cases, students and external students have to deal with matters of copyright during the course of their studies.

These cases are as follows:
1. Making analogue or digital copies of publications.
2. Making use of sections of work published by another author in their own work.
Sub 1. Making analogue or digital copies of publications
In a limited number of cases, it is permitted to make photocopies or otherwise copy existing texts and pictures, without needing further permission from the patent owner. In these cases, the following rules apply in accordance with the Copyright Act:

Reproducing the publications of another author (analogue, digital)
Making photocopies of another author’s work (paper → paper) without the consent of that author is permitted if:
- the photocopies are for personal use or studying;
- the number of photocopies made is small (maximum three);
- the photocopies are made by the future user himself (or at his request);
- it concerns no more than a small part of the publication (no more than 10% of the text and no more than 10,000 words).

The latter condition does not apply to publications that are out of print (e.g. a unique antique book), or to short articles in newspapers or magazines. These may be copied in their entirety.

The above relates to photocopying for personal use or study and also applies to printing (digital → paper) and scanning (paper → digital) publications by another author.

Digital publications, even when these are still available, may be reproduced digitally (downloading, digital → digital) in their entirety without permission for personal use or study.

Sub 2. Making use of sections of work published by another author in their own work
It is forbidden to use parts of a publication by another author without the consent of that author and without including references in the correct manner. When someone acts in this manner – in other words, attributing the text of another author to himself – this is plagiarism. Plagiarism is a serious offense and a specific form of fraud/cheating. The Examination Committee may take action if fraud is found to have been committed.

An exception to the above is the use of citations. This means that, in order to cite another author’s work, no prior permission is required (but the title, date or edition and any relevant number must be referenced). However, citations – quoting from the text of another author word for word – must meet a number of requirements. The citation must:
- be used in an academic context;
- be functional. The text cited must be relevant to the subject;
- be short. It is not possible to state a maximum length for a citation here;
- originate from legally published material. Citing from confidential or as yet unpublished material is not permitted;
- not be a misrepresentation or distortion of the cited work;
- include the source and name of the cited work.

An author must also be referenced if the text of another author is not cited word for word but is paraphrased using different words.

Citations are usually associated with quoting text excerpts, but they may also take the form of photographic material, illustrations, tables and video excerpts.

Further information on copyright law
Legislation: - Copyright Act 1912
For more information: Legal Affairs, tel. +31 (0)40-247 2272
8.5 Patent law
By signing the enrollment form, students waive all entitlements regarding intellectual property rights to work, models, drawings or inventions produced in the context of their study (and/or in the context of projects relating to the program conducted by the TU/e or third parties in which they are involved) throughout the entire period that they are enrolled as a student at the TU/e (or are otherwise employed by the TU/e) in favor of the TU/e.

If the TU/e has to undergo certain procedures at a later date to acquire or preserve these rights, the students concerned may be asked for their cooperation. In such cases, they are obliged to cooperate without imposing further conditions. If any costs should be incurred by third parties (including official bodies) they will be borne by the TU/e.

In the case of placement, graduation or involvement of other companies, etc., in the program, a supplementary statement relating to property rights will often also be drawn up. This supplementary statement will take precedence over the general statement regarding waiver of intellectual property rights.

Students participating in research in the context of a research contract may be asked to sign a confidentiality statement.

Further information on patent law
Legislation and regulations:
- Patents Act
- Patents and TU/e staff and student inventions regulation of June 29, 2006 (which came into force on January 1, 2006; modified on September 4, 2008 and November 17, 2016).

For more information: Legal Affairs, tel. +31 (0)40-247 2272 or Mr G.N.M.J. Verschuren of the TU/e Innovation Lab, tel. +31 (0)40-247 5626.
SUMMARY
of TU/e REGULATIONS mentioned in the Student Statute

Departmental regulations

- Education and examination regulations of the programs:
  included in the relevant digital study guide (educationguide.tue.nl).

Central regulations

These regulations are available for inspection at:
- ESA
- the Central Library and the departmental libraries
- the offices of departmental academic advisors

Most regulations can be found at educationguide.tue.nl. Only the most recent version is applicable.

- TU/e Regulations on administration and management
- TU/e Code of conduct for language, 2016
- TU/e Code of conduct on psychosocial work pressure 2000
- TU/e Code of conduct for Scientific Integrity
- TU/e Non-smoking regulation 2007
- TU/e Student financial support regulations 2018–2019
- TU/e Computer use regulation 2012 of June 14th, 2012, which came into force on July 1st, 2012
- Regulation and guidelines for the use and management of university buildings, dated October 16th, 2003
- Order of the Minister of Education, Culture and Science of April 3rd, 2014 regarding admission to higher education, Annex A, further requirements for academic study programs
- TU/e Patents and inventions regulation of June 29th, 2006 (which came into force on January 1st, 2006; modified on September 4th, 2008);
- TU/e Regulations for registration, Study Choice Check, enrollment, and termination of enrollment 2016
- TU/e Regulations for admission to Master’s programs 2016, adopted by the CvB on June 16th, 2016;
• Regulations for contract students 2012
• Code of conduct for international students in Dutch higher education
• TU/e Policy memorandum on studying with a functional impairment
• TU/e Regulations for reporting irregularities
• TU/e Code of conduct for scientific integrity
• TU/e University council regulations
• Departmental regulations
• General electoral regulations
• TU/e Bachelor College guideline
• TU/e Bachelor College regulations
• Guidelines on the revision of Master’s programs
• TU/e Graduate School regulations
• TU/e Assessment framework
• TU/e Education fraud policy

**Higher Education and Scientific Research Act**

The WHW is available for inspection at: 
ESA
Legal Affairs
The Central Library
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