

STUDENT CHARTER

General part

2020-2021 academic year

<i>Subject</i>	<i>2020 - 2021 Student Charter</i>
<i>Executive Board decision no.</i>	<i>2020/1680</i>
<i>Participation Council consent</i>	<i>10-7-2020</i>
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Preface

In accordance with the law, HAN adopts and publishes a Student Charter. The charter consists of two parts, an institution-specific part and a degree-specific part. The institution-specific part applies to all students and at HAN is called the Student Charter. The degree-specific part of the Student Charter is called the degree statute at HAN. The education and examination regulations (EER) are part of this degree statute.

Student Charter

The Student Charter sets out what HAN students can expect from HAN and what HAN expects from them. This charter is primarily a collection of all the rights and obligations of students and also describes what facilities are available to students. It also contains an overview of the legal rights of students. Provisions that relate to applications and enrolments for a degree course are recorded in the **Enrolment Regulations**.

Degree statute

The degree-specific part describes the structure of the degree course and the support facilities. You will find information here about the structure and delivery of education offered in the degree course, student facilities, study coaching and the EER. That means the EER is part of the degree statute.

Education and examination regulations (EER)

The law requires each degree course or group of degree courses to record all the information about the course of studies in a set of regulations. These regulations are called the EER. The purpose of the EER is to provide clarity about the degree course. This includes information about the time frame in which examiners announce the results of exams and modular exams, how exams and modular exams are reviewed, the study load, and the content of the degree course.

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Chapter 1 GENERAL PROVISIONS

Article 1.1 Terms and definitions

This charter is subject to the terms defined in appendix 1 of the degree statute: the terms and definitions.

Article 1.2 Content of Student Charter

The HAN Student Charter contains the following:

- a. an institution-specific part with at least a description of the rights and obligations of HAN students, an overview of facilities available to students, an overview of the regulations aimed at protecting student rights and the HAN rules and disciplinary measures as referred to in article 7.57h of the Higher Education and Research Act (in Dutch: Wet op het Hoger Onderwijs en Wetenschappelijk Onderwijs), and
- b. a degree-specific part (called the degree statute) with at least a description of the structure of the degree course, the support facilities offered in the domain to which the degree course belongs, an EER and a description of additional rules and procedures for the school or degree course.

Article 1.3 Adoption of Student Charter

1. The Student Charter is adopted by:
 - a. the Executive Board, with the consent of the Participation Council. This concerns the institution-specific part and the model for the degree-specific part;
 - b. the dean, with the consent of the school council. This concerns the part of the degree-specific part not yet adopted by a body as referred to under a.
2. Contrary to paragraph 1, the amounts and terms specified in article 3.4 may be adjusted annually in accordance with the statutory tuition fees laid down by the Dutch Minister of Education, Culture and Science and the institutional tuition fees and payment terms laid down by the Executive Board without explicit approval for the change from the Executive Board.

Article 1.4 Publication of the Student Charter

1. The Student Charter and any changes to it are published on the HAN website.
2. Each student who enrolls at HAN for the first time receives instructions on how to access the Student Charter.
3. The Student Charter is updated at least once a year.

Chapter 2 HAN ORGANISATION

Article 2.1 Schools, Central Policy Department, Services Department

1. At HAN, the degree courses are divided across 14 schools. The board and management regulations list all the HAN schools. On HAN Insite you can find information about the structure, organisation and staff of the degree courses and the schools to which they belong: www.han.nl/insite. The degree statute also contains information about the degree courses and the schools to which they belong.
2. Education is offered in the form of degree courses.
3. The general support services at HAN fall under the Services Department. The Central Policy Department provides policy support services to the Executive Board, the schools and other organisational units at HAN.

Article 2.2 Supervisory Board

The Supervisory Board monitors the policies of the Executive Board and the general affairs of HAN. The Supervisory Board acts in the interests of the HAN objectives. The Supervisory Board has seven members at most.

Article 2.3 Executive Board

The Executive Board constitutes the HAN board and HAN institutional board as referred to in the Higher Education and Research Act. The Executive Board is in charge of HAN, coordinates day-to-day matters, sets policy and monitors the performance of the deans. The Executive Board has three members at most.

Article 2.4 Dean

The dean is in charge of the day-to-day management of the school, and is assigned powers by the Executive Board for this purpose. With due observance of HAN policies, each dean formulates and manages the school policies. The dean is accountable to the Executive Board.

Article 2.5 Participation Council

1. HAN has a Participation Council with 16 members. The Central Policy Department, Services Department and all the schools have their own sub-council. The schools call their sub-council the school council. Half of the members of the Participation Council and school councils are elected directly from among and by staff and the other half are elected directly from among and by the students. The Central Policy Department and Services Department are an exception, as they have no student members. The councils are authorised to discuss all matters concerning respectively HAN and the school with respectively the Executive Board and the deans. During such discussions the councils may also submit proposals and communicate points of view. The Executive Board and dean are obliged to give reasoned response to the councils on these matters.
2. Each student has passive and active voting rights for the Participation Council and the school council.

Article 2.6 Degree committee

1. Each degree course or group of degree courses at HAN has a degree committee.
2. The degree committees belonging to a school meet together at least twice a year.
3. The Executive Board adopts a model for the Degree Committee Regulations. The dean subsequently adopts Degree Committee Regulations for each degree committee, i.e. for each degree course or group of courses. These regulations are recorded in the degree statute.

Article 2.7 Board of examiners

1. Following the advice of the dean and after hearing the parties involved, including the board of examiners and the school council, the Executive Board decides which boards of examiners will be established, merged or dissolved.¹
2. The board of examiners is the body that objectively and expertly determines whether a student meets the conditions set by the EER with regard to knowledge, understanding and skills required to obtain a degree.
3. The board of examiners adopts Regulations for the Board of Examiners for each degree course or group of degree courses. These regulations are recorded in the degree statute.

Article 2.8 External supervisor

1. One or more external supervisors are appointed for each degree course or group of degree courses.
2. An external supervisor has the task of evaluating and monitoring the quality of the final assessment.
3. The tasks, competences and position of the external supervisors are detailed in the Regulations for External Supervisors as adopted by the dean.

Article 2.9 Facilitating student participation

Where possible, students should not be disadvantaged by their participation in the activities of the Participation Council, school councils or degree committees. This means that the degree courses are obliged to make every reasonable effort to offer flexible study opportunities to students who participate in the activities mentioned above and if necessary, make arrangements if the above activities conflict with the educational commitments of participating students.

Chapter 3 APPLICATION, ENROLMENT AND TUITION FEES**Article 3.1 Application and enrolment**

The provisions on application and enrolment are recorded in Enrolment Regulations.

¹ See the Regulations on the Composition and Appointment of Boards of Examiners, decision 2019/1543.

Article 3.2 Tuition fees

The provisions relating to the payment and restitution of tuition fees, as well as tuition fees exemption for board activities, are set out in the Enrolment Regulations.

Article 3.3 Tuition fees exemption for board activities

1. If a student is enrolled in a government-funded degree course and engages in full-time board or public interest activities, they can submit a request to the Executive Board for exemption from paying the statutory tuition fees for a period of one full academic year (maximum). The request must be submitted by 1 September of the relevant academic year and must meet the following criteria:
 - a. the student organisation where the activities take place is an accredited student organisation according to the Financial Support Fund Scheme; and
 - b. the student organisation has at least 400 members who are enrolled as students at an institution for higher education, or in the case of a foundation, can show that the actual activities are for the benefit of at least 400 students who are enrolled at an institution of higher education, or in the case of an umbrella organisation, has at least four members whose member organisations have a combined number of at least 400 members who are enrolled as students at an institution for higher education; and
 - c. the student submits a task description demonstrating they have a board position that takes at least 40 hours a week.
2. During the entire academic year, the student may not follow any education or take any exams or final assessments at HAN or at any other government-funded educational institution.
3. Within 20 days, the Executive Board make a written decision concerning the request for exemption from paying the statutory tuition fees.
4. A copy of the decision is sent to the dean of the degree course in which the student is enrolled.

Article 3.4 Tuition fees and final assessment fees: amounts

1. Students are required to pay the statutory tuition fees or institutional tuition fees for every academic year they are enrolled in a degree course.
2. Statutory tuition fees for the full-time format, or a percentage thereof as set by HAN in the case of the part-time or work-study format, must be paid by students enrolled in a bachelor or associate degree course who have not previously earned² a bachelor or associate degree and who belong to one of the groups of people as referred to in article 2.2 of the Dutch Student Finance Act 2000 (in Dutch: Wet Studiefinanciering 2000) or who have the Surinamese nationality. The fees for the 2020-2021 academic year are as follows:

Full-time student	€ 2,143.00
Part-time student	€ 2,143.00
Work-study student	€ 2,143.00
A student who is enrolled for a bachelor or associate degree course in Dutch higher education for the first time after 2018-2019 and who is required to pay the statutory tuition fees	
	€ 1,071.00
A student enrolled after 1 September 2018 for the second academic year of a degree course in the field of education	
	€ 1,071.00
3. The final assessment fee for external students is € 2,143.00
4. Students who do not fall under the scope of paragraph 2 are required to pay institutional tuition fees. The fees for the 2020-2021 academic year are as follows:

Enrolments as of 2013-2014 low	€ 7,399.00
Enrolments as of 2013-2014 high	€ 8,668.00
Enrolments as of 2013-2014 top	€ 9,784.00
Enrolments as of 2012-2013 all degree courses	€ 7,000.00
Enrolments as of 2011-2012 all degree courses	€ 7,000.00
Enrolments for a second degree course partly in parallel with the first course for which a degree has been earned	€ 2,143.00
UAF students who do not meet the requirements of article 7.45 paragraphs 1, 2 or 6 of the Higher Education and Research Act	€ 2,143.00

²As stipulated in the Higher Education and Research Act and its implementing decree, this requirement does not apply to students enrolled for the first time in a degree course in the fields of education or health care.

- Part-time and work-study students with EEA nationality who do not meet the requirements of article 7.45a paragraphs 1, 2, 3 or 6 of the Higher Education and Research Act € 4,420.00
5. The tuition fees for a module of 30 ECTS credits of a degree course with demand-based funding are:
- For students who meet article 2.2 of the Student Finance Act 2000 € 3,250.00
- For students who do not meet article 2.2 of the Student Finance Act 2000 € 4,334.00
- Part-time students who receive a voucher for €1,250.00 from the government as part of the demand-based funding experiment will have their tuition fees for a module of 30 ECTS credits reduced by the value of the voucher.
6. The fees set by HAN will be announced before the start of the academic year.
7. A student who enrolls in a degree course after the start of an academic year pays one-twelfth of the annual tuition fees applicable to them for each full month remaining in the academic year.

Chapter 4 RIGHTS STEMMING FROM ENROLMENT

Article 4.1 Rights

1. An enrolled student has the right to participate in the education offered by all HAN schools, unless they are exempt from paying the statutory tuition fees in accordance with the provisions concerning tuition fees exemption for board activities. A school may restrict access to their education if a particular degree course has an enrolment quota or if the available teaching capacity is limited. Any limitations must be recorded in the degree-specific part of the Student Charter.
2. An external student only has the right to take exams and final assessments belonging to the degree course and to access facilities and collections belonging to HAN, unless the dean believes this conflicts with the nature or interest of the education.
3. In principle, a student has the right to take final assessments for the degree course in which they are enrolled and participate in the exams set out in the exam programme in the degree-specific part of the Student Charter. However, this right does not apply if the student is exempt from paying statutory tuition fees in accordance with the provisions concerning tuition fees exemption for board activities, or if the board of examiners has denied the student participation in one or more exams. The degree course may decide that a student must pass one or more other exams before they can participate in a particular unit of study.³
4. A student has the right to access HAN buildings and collections, unless that is deemed to conflict with the nature or interest of the education. If there are capacity problems, the dean is authorised to restrict the access to and use of laboratories, lecture halls or computer rooms. A restriction may never be to such an extent that it becomes impossible for enrolled students to make reasonable use of the facilities for normal study progress.
5. The student has the right to use the services of a student counsellor.
6. The student has the right to study coaching. Study coaching is described in more detail in the degree-specific part of the Student Charter.
7. The student has voting rights as described in article 2.5 paragraph 2.
8. If their degree course at HAN is discontinued, the student is entitled to complete that degree course, either at HAN or another university of applied sciences.
9. The student has the right to be awarded a degree as referred to in article 7.10a of the Higher Education and Research Act on issue of the degree certificate.
10. The degree is awarded once the board of examiners decides the student has passed the final bachelor assessment. The degree certificate is issued no later than the last day of the month following the date on which the student passed their final assessment, unless the student has requested a deferral based on article 8.14.5 of the EER. In principle, students pass the final assessment once they have passed all exams for the units of study in a degree course or the propaedeutic phase of a degree course and once the final and formal records in the HAN computer systems show that the student has indeed passed these exams. An exception is if the board of examiners stipulates that the final assessment also includes an inquiry to be performed by the board, as referred to in article 7.10 paragraph 1 of the Higher Education and Research Act.

³ The units of study set out in the EER must describe the entry requirements that students have to meet.

11. Paragraphs 1, 6, 7, 8 and 9 of this article do not apply to external students.

Article 4.2 Unlawful use

Compensation can be claimed from a person who makes unlawful use of the education and exam facilities. Unlawful use of education and exam facilities constitutes an offence and may lead to criminal prosecution, in addition to penalties under this charter.

Article 4.3 Procedural rules and rights

1. If a student fails to pay their tuition fees or fails to meet the payment terms for the tuition fees:
 - a. the student will no longer be entitled to the initial education or the education facilities;
 - b. the student will no longer be entitled to use facilities for exams and final assessments;
 - c. HAN will not issue a student card or will block the card;
 - d. the student will no longer have access to IT facilities;
 - e. the student will no longer have the right to use the services of the study coach⁴;
 - f. the student will no longer be entitled to the services of the student counsellor unless the student needs help setting up a payment arrangement.
2. If a student fails to pay their tuition fees or fails to meet the payment terms for the tuition fees, the awarding of their degree certificate will be postponed until the student has fulfilled all payment obligations.
3. Before the provisions set out in paragraph 1 take effect, the student will receive a payment reminder, in accordance with the reminder procedure for tuition fees, explaining the consequences of late payment and specifying a deadline by which the payment must be received.

Chapter 5 GENERAL AND SPECIAL FACILITIES FOR STUDENTS

Article 5.1. General

1. HAN students have the right to student facilities, such as student supervision from a study coach, the assistance of a student counsellor and study skills training. Information about these facilities can be found on HAN Insite under HAN Study Success.
2. HAN students have the right to use educational and other facilities, such as educational applications, IT facilities and sports facilities. Information about these can be found on HAN Insite under Get started.
3. HAN students may use the University Library at Radboud University Nijmegen.
4. HAN students may use the services of a student psychologist. The student psychologist can provide short-term care, in an individual or group setting, and may refer the student to an external care provider if necessary.
5. HAN students can purchase a sports card that gives them access to the facilities at Seneca (the HAN expertise centre for sports and health), the sports venues in Arnhem or the sports facilities at Radboud University Nijmegen.
6. If there are special circumstances, the student can contact the student counsellor.

Article 5.2 Students with a disability

1. Students who need support because of a chronic illness or disability are entitled to support and facilities.
2. The objective of the support for studying with a disability is threefold:
 - a. optimise access to education;
 - b. limit study delays; and
 - c. use resources efficiently and effectively.
3. Students with a disability use the regular HAN coaching system for students. This means the study coach is also the first point of contact for students with a disability.
4. All students who apply to HAN receive an email containing information about registering a disability. If prospective students expect their disability to affect their studies, they can request an intake interview. This intake is generally held with the study coach or senior study coach. An appointment for the intake interview can be scheduled before or at the start of the degree course. This interview does not in any way affect an applicant's right to enrolment.

⁴Other names are sometimes used for study coach, such as study career coach, student supervisor, study adviser, study coach task team, learning team coach or study coach coordinator.

5. The purpose of the meeting is to:
 - a. Assess the obstacles that the student or prospective student has encountered in their education to date. If possible, the prospective student should bring files from their previous education to the meeting.
 - b. Give the student a clear picture of the nature of the degree course they have chosen and the options the student can expect in terms of support.
 - c. Give the degree course a clear picture of the effect the disability may have on the student's studies.
 - d. Give a clear picture of the options for the student and the degree course regarding the student's study pathway, the facilities required, the internship and the job perspectives (i.e. intake, transfer and graduation) and make agreements.
6. The procedure after the interview is as follows:
 - a. If a student requests non-standard facilities, the study coach or senior study coach sends the student's request to the dean for approval on the student's behalf. If the request relates to exams and final assessment, the study coach sends the request to the board of examiners. The dean and/or board of examiners make a written decision regarding the student's request.
 - b. If the student's request is granted, the study coach records this in a contract or report. The student receives a copy of this.
 - c. The student and the study coach meet once a year to discuss whether the facilities are still suitable. If needed, adjustments can be made. The student may also request a meeting at an earlier time.
7. Students who acquire a disability during their studies or students with a disability who have not previously registered their disability can make an appointment with the study coach. The interview determines which facilities the student deems necessary and suitable for creating a feasible study programme. The meeting follows the same format as the intake interview.
8. Students who as a result of their disability are unable to pass the final assessment of their degree course in the performance-related grant period may apply for a year's extension for that grant, in accordance with article 5.2b of the Student Finance Act 2000. If they are also unable to pass the final assessment of their degree course within the extended grant period referred to in the previous sentence, they can apply to the HAN Financial Support Fund for financial support.

Article 5.3 Refugee students and other students with a language limitation

1. In addition to general facilities, refugee students and students with a language limitation are entitled to the support and facilities outlined in paragraph 6 of this article.
2. A student is considered a refugee student if they meet all of the following criteria:
 - the student has a refugee status, which forms the basis for an ongoing or completed asylum procedure; and
 - the student has undertaken prior education (secondary school) abroad in a foreign language; and
 - the student has a diploma that was awarded in a country other than the Netherlands that allowed them to be admitted to the HAN degree course based on (Nuffic) credential valuation *and* the student has passed the NT2 state exam, programme II, or the HAN degree course's own NT2 B2 test, or the student has been admitted to the HAN degree course based on a 21+ exam and has passed the NT2 state exam, programme II, or the HAN degree course's own NT2 B2 test.
3. A student is considered a student with a language limitation if they meet all of the following criteria:
 - the student recently arrived in the Netherlands for reasons other than asylum; and
 - Dutch is not their native language; and
 - the student has earned a diploma in a country other than the Netherlands that grants access to a HAN degree course, or the student has completed prior education in the Netherlands but has been living in the Netherlands for less than 3 years.
4. A student as referred to in paragraphs 2 and 3 of this article who wishes to make use of the support and facilities can contact the student counsellor.
5. The student counsellor determines whether the student meets the criteria in paragraphs 2 or 3 of this article and provides the student with a declaration of language limitation.
6. Students with a declaration of language limitation are entitled to:

- 25% extra exam time and the use of (unmarked) bilingual dictionaries from Dutch into another language or vice versa during exams in their first two years of study (in total) in a Dutch-taught degree course at a university of applied sciences;
 - free use of language support for Dutch at C1 level from De Taalkamer at HAN Study Success;
 - free use of training for personal development and study skills, such as that offered by HAN Study Success – training and coaching.
7. Students as referred to in paragraph 2 of this article are entitled to information, advice and support from the student counsellor in their first year of study.

Article 5.4 Students with a sports career (elite sport)

1. Paragraphs 2 to 10 of this article apply to:
 - a. HAN students with elite athlete or talent status, as recognised by the Nederlands Olympisch Comité * Nederlandse Sport Federatie (NOC*NSF);
 - b. HAN students regarded as elite athletes by the HAN elite sport coordinator⁵.
2. A student as referred to in paragraph 1 of this article who wishes to use the facilities specified in paragraph 5 can contact the HAN elite sport coordinator.
3. The student who is considered a HAN elite athlete as referred to in paragraph 1 of this article receives a HAN elite athlete declaration and information about the elite athlete scheme from the HAN elite sport coordinator.
4. If a student as referred to in paragraph 1 of this article is eligible for facilities provided by NOC*NSF and/or their own sports association, the student must first use those facilities before using the HAN facilities as referred to in paragraph 5c of this article.
5. The following provisions apply to students as referred to in paragraph 1 of this article:
 - a. Schools have the obligation to make every reasonable effort to offer flexible education, including personalised agreements between the HAN elite athlete and the relevant degree course. Arrangements that can be made are: timetables suited to training times, spacing or rescheduling exams or exam venues during competitions and training camps, alternative assignments if the student is absent from mandatory lectures, facilities for distance education (e.g. recordings of lectures), tutorials/lectures with other groups, etc.
 - b. Students meet with the HAN elite sport coordinator once a year and have the opportunity to participate in a number of workshops about how to balance their sports career with their studies.
 - c. Students who are unable to pass the final assessment of their degree course within the performance-related grant period can apply for financial support from the HAN Financial Support Fund. They can apply through the student counsellor.
 - d. Students have free use of the fitness facilities offered by the Seneca Sports Medical Centre at the Kapittelweg in Nijmegen. They can request access through the HAN elite sport coordinator.
6. All actions resulting from the implementation of paragraph 5 of this article fall under the responsibility of the relevant degree course and are therefore primarily the responsibility of the student's study coach or senior study coach. If a student requests non-standard facilities, the study coach or senior study coach sends the student's request to the dean for approval, or if the request relates to examinations and final assessment, to the board of examiners. The dean and/or board of examiners make a written decision regarding the student's request.
7. Each year, the HAN elite sport coordinator determines whether the student still qualifies for the status of elite athlete. The student takes the initiative for these meetings. The HAN elite athlete declaration is valid for one academic year.
8. In the case of problems stemming from the elite sport, the degree course and/or student can contact the HAN elite sport coordinator.
9. If desired, a meeting can be held between the HAN elite sport coordinator, student and study coach or senior study coach about structuring the degree course in harmony with the practice of elite sport.

⁵The HAN elite sport coordinator falls under the HAN Elite Sport Academy. The HAN Elite Sport Academy works closely with Topsport Gelderland, which has been appointed by the NOC*NSF to coach and support elite athletes and talented athletes with a recognised NOC*NSF status. Topsport Gelderland provides support in determining whether a student studying at HAN is eligible for the HAN elite athletes scheme.

10. A student who uses the provisions described in paragraph 5 of this article agrees to be available for promotional HAN activities at least once a year. The exact nature of those activities will be decided in consultation with the student and the HAN elite sport coordinator. The HAN elite sport coordinator may mediate between the requesting party and the student and offer advice on relevant promotional matters.

Article 5.5 Students with a top enterprise

1. HAN has a top entrepreneurs scheme for students who have been awarded the status of 'top entrepreneur' by the Top Enterprise Committee.
2. A student who wishes to use the facilities specified in paragraph 6 of this article can contact the HAN top entrepreneurs coordinator.
3. Top entrepreneur status is available to students who have applied to the HAN programme for entrepreneurs (<https://young-in-business.nl>) and who meet the following criteria and submit the necessary documents:
 - a. registration with the Chamber of Commerce;
 - b. a VAT number or other proof of registration with the Tax and Customs Administration;
 - c. if applicable (depending on the legal form), the articles of association for the enterprise in the form of a notarial deed or the contracts for the establishment of the enterprise;
 - d. the enterprise must have existed for at least 12 months (subject to proof);
 - e. a solid business plan; and
 - f. an existing customer portfolio consisting of at least three paying customers or, in the case of product development, the presence of investments or credit facilities of at least € 2,500.00.
4. The student with top entrepreneur status receives a HAN top entrepreneur declaration and information about the top entrepreneur scheme from the top entrepreneur coordinator.
5. If a student with a top entrepreneur status earns income from their enterprise, they must first draw upon this income before appealing to HAN facilities as referred to in paragraph 6c of this article.
6. The following provisions apply to students with top entrepreneur status:
 - a. Schools have the obligation to make every reasonable effort to offer flexible education, including personalised agreements between the student and the relevant degree course. Arrangements that can be made are: alternative assignments or changes to timetables if the student is absent from mandatory lectures or misses exams, changes in the organisation and planning for group assignments, following tutorials/lectures with other groups, interning or partly interning in the student's own company provided their company ties in with their chosen specialisation, etc.
 - b. If possible, students can be supervised by a coach/mentor from the HAN Centre for Valorisation and Entrepreneurship or an external coach/mentor.
 - c. Students who are unable to pass the final assessment of their degree course within the performance-related grant period can apply for financial support from the HAN Financial Support Fund. They can apply through the student counsellor.
 - d. Students can use the available network locations or flexible workstations free of charge. They can request access through the top entrepreneur coordinator.
7. All actions resulting from the implementation of paragraph 6 of this article fall under the responsibility of the relevant degree course and are therefore primarily the responsibility of the student's study coach or senior study coach. If a student with top entrepreneur status requests non-standard facilities, the study coach or senior study coach will send the student's request to the dean / relevant school manager for approval. If the request relates to examinations and final assessment, the study coach will send the request to the board of examiners. The dean / relevant school manager and/or board of examiners makes a written decision regarding the student's request.
8. Each year, the top entrepreneur coordinator determines whether the student still qualifies for top entrepreneur status. The student takes the initiative for these meetings. The HAN top entrepreneur declaration is valid for one year of study.
9. In the case of problems stemming from the business activities, the degree course and/or student can contact the HAN top entrepreneur coordinator.

Chapter 6 EDUCATION

Article 6.1 General

1. The education provided at HAN is taught in Dutch. Exceptions to this can be made in the following cases:
 - a. a degree course for a foreign language;
 - b. a guest lecture by a foreign lecturer; or
 - c. if the specific nature, structure or quality of the education or the students' country of origin requires it.
2. Education at HAN is organised such that students have a reasonable opportunity to meet the standards for study progress.
3. The structure of the degree course is set out in the EER for the degree course, which is part of the degree-specific part of this charter.
4. The only financial obligation for enrolment at HAN is the payment of tuition fees.
5. The cost of study materials (e.g. books, excursions, equipment for practicals) are reasonable and in proportion to an average student income. If a component of the degree course involves extra costs, the student must be offered a free alternative (with the exception of a few specific cases such as nutritional practicals and in the exceptional case that an excursion has no alternative, in accordance with the Ministry of Education, Culture and Science guidelines⁶).
6. The degree-specific part of the charter contains specific information about the cost of a degree course.

Article 6.2 Study progress and study advice

1. The EER for a degree course, which is part of the degree-specific part of this charter, contains a regulation on monitoring study progress and the corresponding individual study coaching.
2. No later than the end of a student's first year of enrolment in the propaedeutic phase of a full-time or a work-study bachelor degree course, or no later than the end of the first year of enrolment in an associate degree course, the student receives advice from or on behalf of the dean about the continuation of their studies in the current degree course or elsewhere. In the case of a part-time degree course, the advice may be given later than indicated above. The advice may be 'binding negative study advice' if the student is not considered suitable for the degree course. A student who receives binding negative study advice may not re-enrol as a student for that HAN degree course for three years. Binding negative study advice is given only after sufficient warning. A student's personal circumstances may give reason to postpone or refrain from issuing binding negative study advice. The EER, part 2 of the degree statute for the relevant degree course, contains specific rules on issuing binding negative study advice within the degree course.

Article 6.3 Assessment

1. The student's knowledge, understanding and skills are assessed by means of exams and modular exams, depending on how the degree course is structured.
2. The EER, part 2 of the degree statute for the relevant degree course, contains information on the assessment methods used in the degree course.

Chapter 7 RELATED REGULATIONS

Article 7.1 Codes of conduct

HAN has various codes of conduct:

- a. Student code of conduct;
- b. Code of conduct for the use of data and information systems;
- c. Code of integrity.

Article 7.2 Regulations concerning the protection of personal data

HAN has HAN privacy regulations.

⁶The most recent letter from the Minister of Education, Culture and Science about this is dated 28 April 2015 on the subject 'extra student contribution'.

Article 7.3 Regulations concerning financial support

HAN has various regulations concerning financial support:

- a. HAN Financial Support Fund Scheme, consisting of two parts;
- b. Internal Regulations for the HAN Financial Support Fund Committee;
- c. Emergency Fund Scheme.

Article 7.4 Regulations concerning legal protection and complaints procedures

1. HAN has various procedures for legal protection, reporting and complaints:
 - a. Regulations for the Complaints and Disputes Office;
 - b. Regulations for the Disputes Advisory Committee;
 - c. Regulations for the legal protection of decisions concerning education (Examination Appeals Board);
 - d. Regulations for complaints about unacceptable behaviour;
 - e. Complaints regulations;
 - f. Whistleblower regulations;
2. In all cases in which a student arranges to be represented in one of the procedures listed above, the student must submit a written authorisation for representation.

Article 7.5 Other regulations

HAN has the following regulations:

- a. The HAN code of conduct for education taught in other languages;
- b. Protocol for dyslexia.

Chapter 8 RELEVANT ADDRESSES

HAN Complaints and Disputes Office

A student can contact the Complaints and Disputes Office for a complaint or dispute.

Address:

HAN Complaints and Disputes Office
Attn. the secretary to the Complaints and Disputes Office
Postbus 6960
6503 CD Nijmegen
E Bureau.klachtengeschied@han.nl
T 024-3530530, 024-3530539 or 026-3691504

Het Juridisch Loket

Provides advice, information and legal aid to people on low incomes.

Arnhem: Juridisch loket
Ruitersstraat 33
6811 CP Arnhem
T 0900-8020

Nijmegen: Juridisch loket
Kronenburgersingel 2
6511 AT Nijmegen
T 0900-8020

www.juridischloket.nl

Student counsellors

The fastest way to ask one of the student counsellors a question or to make an appointment with them is to send an email.

E: studentendecanen@han.nl

Arnhem campus: Ruitenberglaan 31
Room C2.28
Dorothee Dahl,
Brenda van Koeven
T 026-3691398 or 026-3691417

Nijmegen campus: Bisschop Hamerhuis
Marcel Sprengers
Room H2.12A
T 024-3531330

Ingrid van der Heijden
Room H2.11
T 024-3530246

Astrid Sluis
Dorothee Dahl
Brenda van Koeven
Room H2.01B
T 024-3530364

Dutch Data Protection Authority

Bezuidenhoutseweg 30
2594 AV Den Haag
Postbus 93374
2509 AJ Den Haag
T 070-8888500
www.autoriteitpersoonsgegevens.nl

Higher Education Appeals Tribunal

p/a Raad van State
Kneuterdijk 22
2514 EN Den Haag
Postbus 16137
2500 BC Den Haag
T 070-4264800
I www.cbho.nl
E info@cbho.nl

Netherlands Institute of Human Rights

Kleinesingel 1-3
3572 CG Utrecht
Postbus 16001
3500 DA Utrecht
T 030-8883888
I www.mensenrechten.nl
E info@mensenrechten.nl

HAN Financial Support Fund Committee

Address:
Legal Affairs secretarial office
Attn. the chair of the HAN Financial Support Fund Committee
Postbus 6960
6503 GL Nijmegen
E Profileringsfonds@han.nl

HAN elite sport coordinator

Lotte Visschers and Martine Willemsen
Papendallaan 51, 6816 VD Arnhem
Postbus 6960
6503 GL Nijmegen
T 024-3691483 or 06-16419577 and 0612263072
E lotte.visschers@han.nl and martine.willemsen@han.nl

HAN top entrepreneur coordinator

Justin Janssen
Ruitenberglaan 26, 6826 CC Arnhem
T 06-15863414
E justin.janssen@han.nl

ECIO (Centre of Expertise for Inclusive Education)

Stationsplein 14
5211 AP 's-Hertogenbosch
Postbus 1585
5200 BP s'-Hertogenbosch
T 073 6800783
I www.handicap-studie.nl
E algemeen@ecio.nl

Dutch National Student Association, ISO

Bemuurde Weerd O.Z. 1
3514 AN Utrecht
T 030-2302666
I www.iso.nl
E iso@iso.nl

Landelijke Studentenvakbond (LSvB) (Dutch national student union)

Drieharingstraat 6
3511 BJ Utrecht
Postbus 1335
3500 BH Utrecht
T 030-2316464
I www.lsvb.nl
E lsvb@lsvb.nl

Code of Integrity Helpdesk

The helpdesk is staffed by the staff manager of HR Services.
Ruitenberglaan 26
6826 CC Arnhem
T 026-3691516

Student Housing

Arnhem and Nijmegen: SSH-Nijmegen
Laan van Scheut 4
6525 EM Nijmegen
Postbus 1175
6501 BD Nijmegen
T 024-3594939

Opening hours: Monday to Friday from 10.00 to 16.30; Tuesday from 10.00 to 19.00.

I www.sshn.nl

E info@sshn.nl

E HAN.housingOffice@han.nl (for international students)

Student Chaplaincy

Arnhem:

Arnhem Student Point

Kastanjelaan 22-e

6828 GL Arnhem

T 06-33790503

I www.arnhemstudentpoint.nl

E info@arnhemstudentpoint.nl

Nijmegen:

Student Chaplaincy

Erasmuslaan 9a

6525 GE Nijmegen

T 024-3619188

Opening hours: Monday to Thursday from 9.00 to 17.00 and Friday from 10.00 to 15.00

I www.ru.nl/studentenkerk

E info@studentenkerk.ru.nl

Student Finance

Dienst Uitvoering Onderwijs (DUO)

I www.duo.nl

T 050-5997755 (on workdays from 9.00 to 17.00)

Arnhem Servicekantoor DUO

Pels Rijckenstraat 1

6814 DK Arnhem (only by appointment via www.duo.nl)