



**Hogeschool  
der Kunsten  
Den Haag**

**University  
of the Arts  
The Hague**

**Koninklijk  
Conservatorium  
Royal Conservatoire**

**Koninklijke Academie  
van Beeldende Kunsten  
Royal Academy of Art**

**Student Charter  
of the University of the Arts, The Hague**

**– 2012 –**

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# **Student Charter of the University of the Arts, The Hague**

The student charter of the University of the Arts, The Hague consists of a general section that is applicable for every student at the university and a separate section that applies to students of specific programmes. This special section contains the Education and Examination Regulations, the contents of which may differ in some respects depending on the study programme. The information about the Education and Examination Regulations for a specific programme is provided by the faculty that offers the course.

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## **Chapter 1. General provisions**

### **Article 1.1. Contents**

1. This charter governs the legal status of those persons falling within the scope of the charter as defined in Article 1.3.
2. The rights and obligations attached to the legal status referred to in the first paragraph are further determined by:
  - a. the law and regulations based on it;
  - b. the decisions of bodies and officers of the university.
3. This charter consists of a general section that is applicable for every student at the university and a section relating to a specific faculty, the Education and Examinations Regulations, which apply only to students that are enrolled in the relevant study programmes.

### **Article 1.2. Adoption and amendment**

1. The general part of this charter – and any amendments to it – is adopted by the Board of Governors and submitted to the Participation Council for its approval.
2. The programme-specific part of the charter, the Education and Examination Regulations as referred to in Article 7.13 of the Higher Education and Research Act, is adopted– insofar as it is not adopted by the Board of Governors – by the director of the faculty after receiving advice from the education committee and – depending on the subject – is submitted, for approval or otherwise, to the Participation Council or the Faculty Council of the faculty that offers the study programme.
3. The institution-wide part of the charter in any case includes:
  - a. a description of the rights and obligations of the students as defined by law, and
  - b. a list of the regulations intended to protect the rights of students, including:
    1. a description of the procedures for lodging objections or appeals within the university, as well as the rights of appeal that may be derived from this law and other laws and regulations, and
    2. a description of additional procedures adopted by the Board of Governors to protect the rights of students.
4. The programme-specific part of the charter contains:
  - a. a description of the curriculum of the programme and of the support facilities that the faculty provides for students, in any case including information on the structure, organisation and implementation of the teaching, student facilities and student counselling offered in the programme;
  - b. the Education and Examination Regulations.
5. The provisions of the student charter only apply if and to the extent that they do not conflict with superior rules or with the relevant financial conditions. In that case, no rights can be derived from the relevant provisions of the student charter.
6. If as a result of amendments to superior regulations or the financial conditions parts of the student charter are no longer compatible with the relevant law, decision, regulation or financial conditions, the student charter shall be amended. Students shall be notified of any such amendment.

### **Article 1.3. Scope**

Subject to the other provisions of this article, the scope of this charter is confined to students and – where applicable – participants in courses provided by the university.

### **Article 1.4. Disclosure**

1. The Board of Governors of the University of the Arts, The Hague shall publish the charter.

2. The director of the faculty shall ensure that every student receives a copy of the student charter on his or her initial enrolment in a programme at the university.
3. If necessary, the director shall also distribute copies of the student charter at the time of enrolment for a subsequent academic year.
4. The director of the faculty shall ensure that students have access to and can inspect the Education and Examination Regulations for the programme on the faculty's website.
5. The Board of Governors or the director of the faculty is obliged to provide adequate notice if the general part of the charter and/or the Education and Examination Regulations are to be amended in the course of an academic year.

### **Article 1.5. Objective of the foundation**

1. The object of the foundation is to establish and maintain one or more institutions of higher education as referred to in Article 1.1 under b of the Higher Education and Research Act and legal entities to provide this education, as well as to perform any actions connected with, arising from or that may be conducive to those objectives, in the widest sense of the terms.
2. The objectives in the first paragraph shall be achieved in a manner that attests to respect for religious, cultural, philosophical and social convictions and streams, to the extent that they are in accordance with the Constitution.

### **Article 1.6. Mission and basic principles**

The university's mission is:

- a. to offer students a higher professional education at Bachelor's and Master's level and preparatory vocational education to the highest possible international standard as preparation for creating, performing, teaching and studying and/or recording of the visual arts, music and dance;
- b. to conduct research;
- c. to contribute to the development of the students;
- d. to contribute to the development and practice of the arts.

### **Article 1.7. Organisation of the University**

1. The Academy of Fine Arts, Music and Dance was formed on 1 January 1990 by the merger of the Royal Academy of Art (KABK) and the Royal Conservatoire (KC) in The Hague. Since then it has formed a vertical, mono-sectoral institution of higher education in the field of fine art and design, music and dance. In July 2010, the university's name was changed to the University of the Arts, The Hague.
2. The University of the Arts, The Hague has two governing bodies: the Board of Governors and the Supervisory Board. The Board of Governors manages the foundation and is the board of the institution as referred to in Article 1.1, under j of the Higher Education and Research Act.
3. All tasks and authorities relating to the management of the foundation and the university that are not vested in the supervisory board by law or by the articles of association are vested in the Board of Governors.
4. The foundation has drawn up management regulations as referred to in Article 10.3b of the Higher Education and Research Act. The management regulations provide for the following:
  - a. The Board of Governors shall be guided in the performance of its duties by the interests of the university and in doing so shall take into account the relevant interests of the stakeholders of the university. The Board of Governors shall provide the supervisory board in good time with all the information it requires to perform its tasks.
  - b. The Board of Governors is responsible for compliance with all relevant laws and regulations and for managing the risks associated with the institution's activities. The Board of Governors shall report on the risks to and discuss the internal risk management and control systems with the supervisory board.
  - c. The task of the supervisory board is to exercise supervision of the policy of the Board of Governors and the general state of affairs in the university and to provide advice to the Board of Governors. The supervisory board shall be guided in the performance of its tasks by the interests of the university and in doing so shall take into account the relevant interests of the stakeholders of the university. The supervisory board is responsible for the quality of its own performance.

### **Article 1.8. Participation Council**

1. The university has a Participation Council and Faculty Councils.
2. The tasks, powers and size of the councils referred to in the first paragraph are laid down in the Participation Regulations. The procedure for elections to the councils and the facilities provided for them are laid down in bye-laws adopted by the Participation Council.

3. The regulations referred to in the second paragraph are made available for inspection by depositing them in the faculty libraries and/or by posting them on the university's website(s).

#### **Article 1.9. Partners**

1. The partners with whom the university has made a formal cooperation treaty.
2. The university has various bilateral agreements with universities and universities of applied sciences in relation to teacher and student mobility and joint curriculum development.
3. The university is a member of various international associations of universities and universities of applied sciences in the field of the arts.

#### **Article 1.10. Examination committee**

1. There is an examination committee for every programme or group of programmes. The examination committee is appointed by the Board of Governors.
2. The composition, tasks and powers of the examination committee are laid down Article 4.6 of this charter and in the Education and Examination Regulations of the two faculties.

#### **Article 1.11. Study Programme committee**

1. There is a study programme committee for every programme. The members of the study programme committee are appointed by the director of the relevant faculty.
2. The composition, tasks and powers of the study programme committee are laid down in the Statutes of the Study Programme Committees of the University of the Arts, The Hague.

## Chapter 2. Information for students

### **Article 2.1. Information for students**

The director of the faculty shall ensure that information on the following subjects is available to students before the start of the academic year:

- a) the programmes offered by the faculty;
- b) the university's objective and organisational structure, consisting of quality assurance;
- c) the main points of the Education and Examination Regulations for the faculty's programmes;
- d) the programmes for which a binding study recommendation might apply and the rules on which it is based;
- e) the professional field for which students are being trained, as well as the related professional profile and the available information about the position of graduates in the labour market;
- f) the size of the tuition fees and an indication of the costs of following a course;
- g) the facilities provided for students.

### **Article 2.2. Obligation to consult the website**

Some or all of the information about the programme or its organisation may be provided for students on the website. Students are provided with an e-mail account for the purposes of the programme and are obliged to consult this account.

## Chapter 3. Enrolment and termination of enrolment

### **Article 3.1. Prior education requirements and admission**

1. Anyone wishing to enrol as a student in a programme must – having regard to the provisions of the Higher Education and Research Act and other provisions laid down in or by virtue of this charter – fulfil the requirements for prior education laid down in the relevant Education and Examination Regulations. For admission to a Master's programme a certificate of admission as referred to in Article 7.30b of the Higher Education and Research Act is required:
  - a. Pre-university education (VWO) diploma;
  - b. HAVO diploma;
  - c. MBO diploma, level 4;
  - d. A diploma demonstrating that the propaedeutic examination of a university or HBO programme has been passed;
  - e. A final degree certificate from a university of applied sciences or a university;
  - f. a certificate approved by the minister, which may or may not have been issued in the Netherlands, which is deemed at least equivalent to a diploma as referred in a, b or c;
  - g. a certificate recognised by the Board of Governors, which may or may not have been issued in the Netherlands, which the Board of Governors considers to be at least equivalent to a diploma as referred to under a, b or c;
  - h. a declaration issued by the director of the faculty following an entrance examination (*colloquium doctum*) by virtue of Article 7.29 of the Higher Education and Research Act, that the individual concerned has demonstrated suitability for the relevant course and possesses sufficient command of Dutch or English; the faculties adopt different procedures for this and they are described in their Education and Examination Regulations.

### **Article 3.2. Additional requirements**

By virtue of Article 7.26a of the Higher Education and Research Act, the Board of Governors may stipulate additional requirements, in addition to the requirements for prior education and the subject cluster, if:

- a. the practice of the profession or professions for which students are being trained imposes specific demands in terms of knowledge or skills that are not sufficiently covered in secondary education;
- b. the organisation and curriculum of the course impose specific demands in terms of the student's personal profile.

### **Article 3.3. Enrolment procedure**

1. The student administration office handles the registration and enrolment of students. The admission and enrolment procedure is different for each faculty and is described in the current Education and Examination Regulations for the relevant programme.
2. Anyone wishing to enrol as a student is obliged to register for a study programme at the university. Enrolment applies to an entire academic year. Enrolment in the course of a year shall apply to the remainder of the academic year.
3. Enrolment must also take place in accordance with the procedural rules laid down by the Board of Governors, which may be different for a Master's programme than for a Bachelor's programme.
4. Enrolment as a student is only open to persons whose parents, guardians or carers demonstrate or, if the student is an adult and is capable of performing legal acts, persons who demonstrate that they:
  - a. have Dutch nationality or are treated as a Dutch national by virtue of a statutory provision;
  - b. are not Dutch nationals and are younger than 18 years on the first day of the course for which they wish to enrol for the first time;
  - c. are not Dutch nationals, are 18 years or older on the first day of the course for which they wish to enrol for the first time and are legal residents of the country on that day within the meaning of Article 8 of the Aliens Act 2000;
  - d. are not Dutch nationals and reside outside the Netherlands on the first day of the course for which they wish to enrol for the first time; or
  - e. are not Dutch nationals, no longer comply with any of the conditions referred to under b, c or d of this paragraph and were previously enrolled for a course at the university in accordance with one of those sections, which course is still being followed and has not yet been completed.
5. A student's enrolment shall be terminated immediately if it later emerges that for any reason the enrolment was not in compliance with the fourth paragraph.
6. Enrolment shall not proceed until the receipt confirming payment of the tuition fees or the examination or course fees has been submitted. Enrolment shall not be dependent on payment of any other monetary contribution than those referred to in Article 3.11.
7. If an adult student or external student enrolling only for exams does not pay the tuition fees or examination fees personally, enrolment will not proceed until the student or external student has declared in writing that he or she agrees that the third party mentioned in that statement shall pay the tuition fees or examination fees for him or her.

8. Enrolment as an external student or course participant is only possible if, in the opinion of the director of the faculty, the nature or interests of the course do not dictate otherwise.
9. A person who wishes to enrol is required to register for the entrance examination in accordance with the Education and Examination Regulations and/or the procedure published on the website.
10. Enrolment shall only become final if the student is actually admitted and given a place.
11. A student who is enrolled shall receive a certificate of enrolment from the director of the faculty. The certificate of enrolment shall include a declaration that the student charter is applicable to the legal relationship between the student and the institution.  
The student is also entitled to adequate information about the course for which he or she has enrolled.
12. A person who is enrolling for the propaedeuse phase for the first time must register with the Dienst Uitvoering Onderwijs (DUO) in Groningen before being enrolled.

### **Article 3.4. Enrolment after a binding negative recommendation**

1. Students who have received a binding negative recommendation for a Bachelor course may no longer be enrolled with the institution as a student or external student for the same course or for courses with the same propaedeutic phase.
2. A student who still wishes to enrol for a Bachelor course for which he or she has received a binding negative recommendation must submit a request to the examination committee, which shall consider the request.

### **Article 3.5. Restriction of enrolment**

1. The Board of Governors may, having due regard to the provisions of the Higher Education and Research Act:
  - a. refuse the initial enrolment on the grounds of the available teaching capacity of the university;
  - b. refuse the initial registration on the grounds of the available teaching capacity nationwide;
  - c. limit enrolment for the post-propaedeutic phase;
  - d. limit enrolment on the grounds of a ministerial regulation limiting enrolment on the grounds of the needs of the labour market.
2. A person whose interests are affected by decisions as referred to in the first paragraph may appeal to the Board of Appeal for Higher Education in accordance with the provisions of Chapter 9.

### **Article 3.6. Refusal and revocation of enrolment**

1. The student administration office shall deny or cancel enrolment on behalf of the Board of Governors if:
  - a. the conditions for enrolment prescribed by the university are not complied with, including the condition that the tuition and examination fees must be paid on time;
  - b. it emerges that the information provided by the candidate student to demonstrate compliance with the mandatory requirements for admission and enrolment are incorrect;
  - c. it emerges that the individual concerned is abusing the enrolment and the associated rights by seriously impairing the objective of the foundation.
2. Decisions based on the first paragraph shall be made in writing and accompanied by reasons.
3. A person whose interests are affected by decisions as referred to in the first paragraph may appeal to the Board of Appeal for Higher Education in accordance with the provisions of Chapter 9.

### **Article 3.7. Termination of enrolment and entitlement to refund**

1. Students who pay the statutory tuition fees may request termination of enrolment. A student may terminate enrolment at any time during the year, whereupon the statutory tuition fees will be refunded from the month following the date of receipt of the request. No fees will be refunded if the enrolment is terminated with effect from 1 July or 1 August.
2. Students who pay the institution tuition fees may submit a request for termination of enrolment, accompanied by reasons. Interim termination of enrolment and refunds of tuition fees are only possible on the basis of exceptional circumstances, in the opinion of the Board of Governors. No refund will be made if enrolment is terminated with effect from 1 July or 1 August.
3. The request for termination of enrolment must be submitted in writing to the director of the faculty. The date of the request is deemed to be the date on which it is received.
4. The institution may terminate the enrolment (Article 7.57h of the Higher Education and Research Act):
  - a. if the student fails to comply with the obligation to pay the tuition fees;
  - b. for serious anti-social behaviour
  - c. *Iudicium Abeundi* (7.42a of the Higher Education and Research Act)

5. Tuition fees shall be refunded as soon as possible after a refund has been approved by the Board of Governors. A request for a refund as referred to in the first paragraph must be submitted before the end of the academic year, this being 31 August.
6. The request for a refund shall not be granted if the certificate of enrolment as referred to in Article 3.9 has not been submitted. Contrary to the provisions of the previous sentence, the request for a refund shall be approved if the student shows that the certificate of payment for acquiring a valid residence permit was submitted to the Immigration and Naturalisation Service (IND) of the Ministry of Justice and the student declares in writing that he or she is not enrolled and does not intend to enrol as a student with another institution of higher education in the relevant academic year. The penalty for failing to meet this condition is damages, payable immediately and not subject to mitigation, in the amount of the refund.
7. A person who does not agree with a decision as referred to in the previous paragraphs, may appeal against it to the Board of Appeal for Higher Education, as referred to in chapter 10, with the exception of a decision as referred to in the first sentence in the sixth paragraph.

### **Article 3.8. Rights and obligations of students and external students**

1. A person enrolled as a student has the following rights:
  - a. to participate in the education of the programme in which the student is enrolled, provided the relevant conditions are complied with;
  - b. to sit the interim tests and examinations of the course units of the study programme, as well as the exams for that programme;
  - c. access to the buildings and grounds of the university unless, in the opinion of the Board of Governors or the director of the faculty, the nature or the interests of the teaching or research dictate otherwise;
  - d. to use the student facilities, in accordance with the conditions of use laid down by or on behalf of the Board of Governors;
  - e. to inspect the file on the student maintained by the university;
  - f. to student counselling and the services of a student counsellor;
  - g. to vote for and eligibility to stand for election to the Participation Council and the Faculty Council of the faculty that provides the student's course, in accordance with the provisions of the Participation Regulations.
2. Enrolment as an external student for a Bachelor programme only gives entitlement to the rights provided for in the first paragraph under b, c, e and f.
3. If the rights mentioned in the first paragraph cannot be fully exercised by a student as a result of a disability, the university and/or the director of the faculty is obliged – having regard to the legal frameworks and according to standards of reasonableness and fairness – to take appropriate measures for the student.
4. If the Board of Governors decides to discontinue a study programme, it shall determine a date on which the decision will take effect such that students enrolled in the programme can complete the programme within a reasonable period of time at the same or another institution.
5. The university subscribes to the code of conduct for international students in Dutch higher education. This means that the university and the student can derive rights and obligations from this code of conduct. The code is to be found at [www.hogeschoolderkunsten.nl](http://www.hogeschoolderkunsten.nl).
6. Students, external students and course participants are not permitted to enter into obligations at the expense of the university and/or give third parties permission to use the name and/or the logo of the university and/or use facilities without the explicit written consent of the Board of Governors or the director of the faculty, even for the purpose of educational activities. The university reserves the right to recover damages from the offender in the event of a violation of the terms of the previous sentence.
7. The enrolment of the student or external student shall create at least the following obligations:
  - a. to participate in the lessons, practicals and projects that are prescribed in the Education and Examination Regulations of the relevant programme;
  - b. to behave properly in the building and the grounds used by the university, in accordance with the rules laid down by or by virtue of this student charter;
  - c. on request, to present identification to persons designated by the Board of Governors in order to verify that he or she is entitled to participate in the education provided by the university and to enter the building and grounds of the university.

### **Article 3.9. Proof of enrolment**

1. A person who is enrolled shall be issued with a student card within two weeks of the first day of the relevant academic year or, if enrolment occurs during the course of a year, within two months of the date of enrolment. The student card must bear a recent photo with a good likeness of the student.
2. Students whose student card as referred to in the first paragraph is lost or stolen may apply to the student administration department for a duplicate.
3. The student may be charged the costs of a duplicate as referred to in the second paragraph.
4. The student card must be collected in person.

### **Article 3.10. Change of address**

1. Students who are enrolled must notify the student administration department of a change of address in good time and in writing and/or electronically.
2. The university accepts no liability for the consequences of the failure to comply properly with the obligation referred to in the first paragraph.

### **Article 3.11. Tuition and examination fees**

1. Students who register for a full-time or part-time course are required to pay the statutory tuition fees or the institution tuition fees for an academic year as referred to in Articles 7.43 to 7.46 of the Higher Education and Research Act.
2. The student shall be informed of the various rates and can find more information on the websites of the two faculties.
3. Persons enrolling as external students will be charged an examination fee to be determined by the Board of Governors.
4. A course fee shall be charged for enrolment as a course participant.
5. No later than 1 June of each year, the Board of Governors shall establish the institution tuition fees, the examination fees and the policy on those fees for the succeeding academic year.

### **Article 3.12. Payment of tuition fees**

1. The tuition fees shall be paid by or on behalf of the student by:
  - a. payment of a lump sum, or
  - b. payment in instalments in accordance with a payment schedule agreed between the Board of Governors and the individual who is obliged to make the payments, in which case the Board of Governors may charge administration costs at the maximum rate permitted by law.
2. If the tuition fees are paid in instalments, the instalments must be spread over the entire academic year.
3. Persons as referred to in Article 3.11, paragraph 1 shall owe the institution tuition fees from the date determined by the Board of Governors and must pay them in the manner prescribed by the Board of Governors.
4. At the request of the student, the financial administration department of the relevant faculty may issue a receipt showing that the tuition fees have been or are being paid.

## Chapter 4. Teaching and research

### **Article 4.1. Policy**

The proposed policy for safeguarding the quality of the education and research is laid down in the university's annual report or institutional plan and is based in part on the outcome of the quality review referred to in Article 4.4 and other information regarding the quality of the institution.

### **Article 4.2. Teaching objectives**

1. The university's mission is set out in Article 1.6 of this student charter.
2. The educational objectives of a programme and the competences to be acquired from it are derived from the core qualifications for HBO and KUO, the profile of the profession or professions for which the course is preparing the student and the vision and profile of the course itself.
3. In the study guide for the course and in a digital or other manner to be determined by the Board of Governors and easily accessible for the students, the following information will be provided about each part of the course:
  - a. the learning objective (in relation to the competences);
  - b. the syllabus;
  - c. the teaching methods;
  - d. the study load;
  - e. the form and content of tests;
  - f. the assessment criteria.

### **Article 4.3. Research objectives**

The aim of the university is to:

1. strengthen the link between art and science;
2. to enable the results of research to have a permanent impact on the teaching;
3. to strengthen the process of talent development—prior education programmes -Bachelor-Master-PhD-lifelong learning;
4. to encourage the circulation of knowledge between the professional field, education and practical research and inside the institution;
5. to raise the qualifications of the teaching staff by encouraging teachers and alumni of the university to earn a Master's degree and/or PhD;
6. to establish more national and international partnerships between researchers at the university and leading art and research institutes;
7. to create an infrastructure to help teachers and students expand their research skills;
8. to further expand the network of lecturers and other researchers in the university as a link between science and the practice of art.

### **Article 4.4. Quality of teaching and research**

1. The Board of Governors establishes the frameworks for the quality of the teaching and research.
2. The knowledge generated by the research is at the service of the teaching and the organisation.
3. To safeguard the quality of the teaching and the research the university participates in national and/or international accreditations.
4. To safeguard the quality of the teaching and the research the university adopts a cyclical system of internal and external quality assurance with which the quality of the teaching and research is regularly evaluated. The internal system of quality assurance involves a permanent effort to determine, measure, analyse and improve the quality of the teaching and research. Students, teachers, staff members and external experts are regularly consulted.
5. The results of evaluations are used to preserve and improve the quality of the teaching, the research and the organisation and, where necessary, lead to improvements.
6. The mission and profile and the related objectives and quality criteria of the programmes are established within the frameworks established by the Board of Governors and in consultation with staff members and students.
7. These objectives and quality criteria are the same as the quality requirements laid down by the government for the accreditation of courses as referred to in Articles 5a.8 to 5a.16 of the Higher Education and Research Act.
8. The mission, vision, policy and implementation are documented; the documents are available for inspection by everyone concerned.
9. The Board of Governors is responsible for the adequate deployment of persons and resources in qualitative and quantitative terms for assuring the quality of teaching and research.

10. The evaluations of the research in the university are conducted by independent experts in accordance with the agreements made in the sector.

#### **Article 4.5. Education and Examination Regulations**

The Education and Examination Regulations constitute part of this Student Charter. The contents of the regulations can differ from one course to another. Information about the regulations for specific courses is provided by the faculty responsible for providing the course.

#### **Article 4.6. Duties and responsibilities of the Examination Committee**

1. The Board of Governors shall:
  - a. establish an examination committee for each course or group of courses offered by the institution (Art. 7.12 of the Higher Education and Research Act);
  - b. appoint the members of the examination committees from the staff members responsible for providing the teaching in those courses (Art. 7.12);
  - c. draw up Education and Examination Regulations for each course (Art. 7.13);
  - d. consult the examination committees on amendments to the Regulations, since the committees implement the rules in the Regulations and have the authority to grant exemptions from the Regulations;
  - e. consider including authoritative external experts in the committees, preferably including some members from other countries, both to strengthen the independence of the committee and to promote European mobility.
2. The examination committee:
  - a. draws up rules to ensure tests and examinations are administered properly (Art. 7.12);
  - b. appoints the examiners, including the chairperson of a board of examiners (Art. 7.12);
  - c. may issue guidelines and instructions to the examiners regarding the assessment and the adoption of the results of the exams (Art. 7.12);
  - d. applies the rules for exceptions, such as exemptions, and in some cases decides on individual exceptions to the rules (Art. 7.13);
  - e. is authorised to take measures in the event of fraud by a student (Art. 7.12);
  - f. presents the diploma to students who have passed an exam (art. 7.11);
  - g. reports on its work in an annual report, not only about incidental decisions that have been made but also about the steps that have been taken to guarantee that the certificate permanently retains its value;
  - h. monitors the method of testing, including the currency of the final qualifications that are adopted.

#### **Article 4.7. Student counselling**

1. Students are entitled to counselling and to the services of a student counsellor.
2. The director of the faculty is responsible for arranging student counselling during the various phases of the programme, including the propaedeutic, the main phase, the internship, graduation and the international exchange.
3. Further rules on the monitoring of the counselling of individual students and of progress with their studies are laid down in the Education and Examination Regulations.

#### **Article 4.8. Additional facilities**

1. In addition to the tuition fees referred to in Article 3.11, the Board of Governors or the director of a faculty may demand a contribution from students for additional facilities or specific activities that are organised by or on behalf of the university and that are connected with the education.
2. If a student contribution is requested on the basis of the first paragraph, the students must be clearly informed in the study guide for the course or in another manner to be determined by the Board of Governors that is easily accessible to the students of:
  - a. the amount and specification of the requested contribution;
  - b. the facility or activity for which the contribution is requested;
  - c. the fact that students who do not pay the contribution will not be allowed to use the relevant facility or participate in the relevant activity.

## Chapter 5. Tests and exams

### **Article 5.1. Tests and exams**

The format of tests and exams may differ from one programme to another. The information for specific programmes is included in the relevant Education and Examination Regulations and is provided by the faculty offering the programme.

### **Article 5.2. Admission to tests and exams**

Those persons who comply with the admission requirements for the relevant programme and who are enrolled as students or as external students are authorised to sit the tests and exams.

### **Article 5.3. Legal protection**

Students can appeal against decisions of examination committees and boards of examiners to the Board of Appeal for Examinations (see Chapter 8, Legal protection).

## Chapter 6. Student facilities

### **Article 6.1. Student counsellors**

1. The university has a student counsellor for the students. The student counsellor mediates in the event of problems between students and the course, provides help, information, advice and counselling for students in relation to their studies, education and student facilities, as well as for students with a disability.
2. The tasks of the student counsellor are performed in accordance with the code of conduct for student counsellors adopted by the Board of Governors.
3. Interviews with the student counsellor are confidential and any information provided by the student will be treated in confidence, subject to observance of the relevant statutory rules.
4. The services provided by the student counsellor are described in the study guide.
5. The student counsellor publishes an annual report on his or her activities.

### **Article 6.2. Facilities**

1. The university has at least the following facilities for students:
  - a. a media library/library;
  - b. reproduction facilities;
  - c. a canteen and relaxation areas;
  - d. IT facilities required for educational purposes;
  - e. concert halls and theatres (only KC);
  - f. workplaces and studios;
  - g. a shop for materials (only KABK).
2. The Board of Governors may request a contribution as referred to in Article 6.3 for the use of certain facilities or services relating to a specific domain.
3. Additional facilities are offered to students of the university in association with the University of Leiden in relation to elective subjects and minors.

### **Article 6.3. Additional facilities**

1. In addition to the tuition fees as referred to in Article 3.11, the Board of Governors may request a contribution from students for additional facilities or special activities that are organised by or on behalf of the university or a faculty and that are related to the education.
3. If faculties request a student contribution on the basis of the first paragraph, the students must be clearly informed in the study guide for the course or in another manner to be determined by the Board of Governors that is easily accessible to the students of:
  - d. the amount and specification of the requested contribution;
  - e. the facility or activity for which the contribution is requested;
  - f. the fact that students who do not pay the contribution will not be allowed to use the relevant facility or participate in the relevant activity.

### **Article 6.4. Profiling Fund**

The purpose of the Profiling Fund is to provide financial assistance for:

- students who have suffered a delay in their studies – through no fault of their own – and are consequently no longer receiving a student grant (Articles 1 to 10);
- students from outside the European Economic Area (EEA) who pay the high rate of institution tuition fees (Art. 11).

The Profiling Fund is not intended to provide compensation for any negative consequences of statutory measures.

- Students who have fallen behind in their studies
1. A student who is enrolled for a course at the University of the Arts, The Hague and who not yet been awarded a degree and who has fallen behind in his or her studies may, under certain circumstances, qualify for financial support (graduation support). Applications must be made through a student counsellor.
  2. Students who pay the statutory tuition fees and are entitled to a student grant or loan qualify for assistance.
  3. The student must have fallen behind in the studies during the period when there was mixed study financing (a loan can be converted into a grant on the basis of the student's performance in his or her studies); in other words, as a rule in the first four years of entitlement to a student grant.

4. The student must also have fallen behind purely because of one of the following special circumstances:
  - membership of the executive of a student organisation of some size with full legal authority, an education committee attached to the university or a participation council;
  - participation in administrative or social activities that, in the opinion of the Board of Governors, are also in the interests of the institution or of the programme that the student is following;
  - illness or pregnancy and confinement;
  - a physical, sensory or other functional disability;
  - special family circumstances;
  - a delay that is the result of the way in which the institution actually provides the education;
  - other circumstances that could lead to serious unfairness if no financial assistance were to be granted.
5. Administrative or other activities for commercial organisations or organisations that, by statute or in fact, promote discrimination on the grounds of religion, belief, political affiliation, race, gender or sexual proclivity, fall outside the conditions for awarding assistance.
6. As a rule, no assistance shall be provided if the delay in studies is the result of administrative activities for a student or other organisation /foundation and those activities are mainly intended to earn income (paid work).
7. Special circumstances must be notified to the student counsellors as soon as possible; the existence of the circumstances must also be demonstrated with documentary evidence at the time of the application.
8. In establishing the duration of the financial assistance the link between the special circumstances and the teaching programme will be taken into account.
9. The amount of the financial support is related to the last student grant received and is generally not higher than the student grant the individual concerned received or would have been entitled to. In exceptional cases, an additional provision is possible.

Students from non-EEA countries who pay the high rate of institution tuition fees

11. The Board of Governors may adopt measures for students from non-EEA countries (except for students with Surinamese or Swiss nationality) who pay the institution tuition fee because of their nationality. The student must comply with the domicile requirement and must not have a degree (from the Netherlands).
12. The Board of Governors shall inform the student of the decision on the application in writing.
13. The decision shall specify when the support will commence, how much it will be and how long it will be provided.

Explicitly excluded from receiving support are students with a Dutch degree and students who do not comply with the residence requirement, and in fact most students from EEA countries (not being Dutch nationals).

#### **Article 6.5. Regulations for the protection of personal data**

The university has rules for the protection of personal data that are based on the Personal Data Protection Act and which can be invoked by the relevant individuals.

#### **Article 6.6. Health, safety and welfare policy**

1. The university has a policy designed to protect students against risks to their safety, health and well-being within the university. The policy is based on the Working Conditions Act and the Working Conditions (Education) Decree based on it.
2. The rights of the student ensuing from the first paragraph in any case include:
  - a. the right to information and training with regard to the risks connected with their studies;
  - b. the right to information about security precautions and protective equipment;
  - c. the right to interrupt studies if there is an immediate threat to the student's safety or health;
  - d. the right to report problems with regard to safety, health and well-being to the faculty director;
  - e. the possibility of making a complaint under the rules laid down in the Procedure for dealing with complaints about inappropriate behaviour of the University of the Arts, The Hague (the procedure is to be found at [www.hogeschoolderkunsten.nl](http://www.hogeschoolderkunsten.nl)).

## Chapter 7. Rules of procedure

### **Article 7.1. Policy**

The Board of Governors issues rules and takes measures to maintain the proper state of affairs within the institution.

Students who break the rules may be denied access to the buildings and grounds of the university, wholly or partially, for a period of up to one year.

A student may appeal against the decision in which access is denied to the Board of Appeal for Higher Education, see chapter 8 of this charter.

### **Article 7.2. Protection of personal data**

1. Every student has the right to be informed about the progress of his or her study.
2. Apart from the student, only those employees of the institution who must have access by reason of their posts shall have access to the information referred to in the first paragraph.
3. Information from the personal records shall only be provided to third parties insofar as this follows from the purpose of the records or is required by virtue of a statutory rule or occurs with the consent of the person to whom the information relates.

### **Article 7.3. Integrity Code or Code of Conduct on Standards of Behaviour**

The Integrity Code or Code of Conduct on Standards of Behaviour of the University of the Arts, The Hague lays down the basic principles governing the way in which staff and students should behave towards each other in the university. The code of conduct provides the framework for creating a safe and stimulating environment for studying and working at the university.

Other elements of the policy are:

- Procedure for dealing with complaints of inappropriate behaviour
- The Protocol for the Confidential Adviser

The Integrity Code or Code of Conduct on Standards of Behaviour are to be found at [www.hogeschoolderkunsten.nl](http://www.hogeschoolderkunsten.nl).

### **Article 7.4. Rules on safety, health and welfare**

1. The rights of students and external students designed to protect them against risks to their safety, health and well-being within the institution, as provided for in the Working Conditions Act and the Working Conditions (Education) Decree based on it, are laid down in the second paragraph.
2. The rights of the students include:
  - a. the right to receive information about the risks connected with their work or study and how they can be avoided;
  - b. the right to receive information about safety precautions and protective equipment;
  - c. the right to discuss safety and health risks with teachers and managers;
  - d. the right to interrupt work and study in the event of an immediate risk;
  - e. the right to report problems to teachers, managers or the Health and Safety Service and the Environmental department.

## Chapter 8. Legal protection

### **Article 8.1. Complaints desk / accessible facility**

1. For the legal protection of students, the university has established an online complaints desk which receives all complaints, objections or appeals from students, passes them on to the correct body and ensures that they are dealt with. Complaints, written in Dutch or English, can be sent to: [klachtenloket@kabk.nl](mailto:klachtenloket@kabk.nl) or [klachtenloket@koncon.nl](mailto:klachtenloket@koncon.nl)
2. Complaints or objections relating to decisions of an examination committee are handled according to the procedure in Article 8.2.
3. The facility confirms receipt of a complaint, objection or appeal and forwards it, when the date of receipt has been registered, to the competent authority as soon as possible.
4. The date of receipt determines whether the enquiry or complaint, appeal or objection has been submitted in time.
5. A formal notice of objection may only be submitted online to the complaints desk and must be addressed by the complainant to the body that made the decision (the examination committee, the director of the faculty, the Board of Governors, the Disputes Advisory Committee).
6. The deadline for submitting a formal notice of objection is six week after the decision being objected to be notified.
7. The Board of Governors may decide to ask the Disputes Committee to handle the objection (see Article 8.3.).
8. The notice of objection must state:
  - the name and address of the student and student number,
  - the date,
  - reference in the subject line that it is a 'notice of objection ',
  - reference to the decision against which the objection is being made; a copy of it, scanned if necessary, must be enclosed,
  - the ground of (reasons for) the objection.
9. If the student fails to mention any of the above points, he shall be given an opportunity to rectify the omission – within a specified period
10. There are no costs for the student for the objection procedure, even if the objection is rejected or declared inadmissible. The student must bear the any costs of legal assistance personally.
11. If the objection is declared unfounded or inadmissible, the student may appeal to the Board of Appeal for Higher Education (see Article 8.4.).

### **Article 8.2. Board of Appeal for Examinations**

1. A student whose interests are directly affected by any of the following decisions may appeal to the Board of Appeal for Examinations of the University of the Arts, The Hague.
  - a. a binding negative study recommendation;
  - b. a decision establishing the number of credits a student has earned in connection with their progress with the course;
  - c. decisions concerning an individual's admission to exams;
  - d. decisions of an examination committee or an examiner.
2. A student who wishes to appeal must submit the appeal to the online desk within thirty days of the date of the announcement of the decision.
3. Before handling the appeal, the Board will send the notice of appeal to the Board of Governors or the examination committee that made the decision or refused to make it, which must then review with the student whether an amicable settlement can be reached. A settlement must be reached within three weeks. If no settlement can be reached, the appeal will be dealt with.
4. The Board must make a decision within 10 weeks of receipt of the notice of appeal. The following decisions are possible:
  - a. the appeal is dismissed and the decision is upheld;
  - b. the appeal is declared inadmissible: the Board does not make a decision on the merits of the appeal, for example if the deadline was exceeded;
  - c. the appeal is upheld and the decision is overturned: the body that made the decision may be instructed to reconsider or make a decision having regard to the Board's ruling; the Board may set a deadline for making a decision in its ruling; it may also decide that the exam, the test, the entrance examination or the additional examination must be taken again subject to conditions specified by the Board.
5. Copies of the Rules of Procedure of the Board of Appeal for Examinations can be found on the website [www.hogeschoolderkunsten.nl](http://www.hogeschoolderkunsten.nl).
6. The address of the Board of Appeal for Examinations of the University of the Arts, The Hague is P.O. Box 11670, 2502 AR The Hague.

### **Article 8.3. Disputes advisory committee**

1. A student whose interests are directly affected by decisions that are contrary to this student charter, other than those referred to in Article 8.2., or by the failure to make a decision, can submit an objection via the complaints desk to the University's Disputes Advisory Committee ([klachtenloket@kabk.nl](mailto:klachtenloket@kabk.nl) or [klachtenloket@koncon.nl](mailto:klachtenloket@koncon.nl))
2. A student who wishes to lodge an appeal must do so in writing (online) within thirty days of the date of notification of the decision.
3. The disputes advisory committee will investigate whether an amicable settlement can be reached between the parties.
4. The members of the disputes advisory committee shall perform their tasks independently, which means that they are not members of the Board of Governors, the supervisory board, the board of a faculty or the Participation Council.
5. The disputes advisory committee will present its advice to the Board of Governors.
6. The Board of Governors will make a decision within 10 weeks of the objection.

### **Article 8.4. Board of Appeal for Higher Education**

1. A student who wishes to lodge an appeal following an objection procedure must submit a notice of appeal to the Board of Appeal for Higher Education in The Hague.
2. An appeal may also be made against the refusal to make a new decision or the failure to make a decision in time.
3. In urgent cases, the student who has submitted an objection or an appeal may ask the chair of the Board of Appeal for Higher Education for a provisional remedy. This request must be made in writing and supported by arguments. The chair will make a decision, after hearing the relevant authority. The chair may decide in the ruling when the provisional remedy will lapse (Art. 8:81 of the General Administrative Law Act). For further information, see [www.collegevanberoepho.nl/procesregels](http://www.collegevanberoepho.nl/procesregels).
4. The costs of the procedure for the appellant are at least:
  - a. the fee for the appeal (in 2012: €42 / in 2013: € 44);
  - b. any costs of the procedure that he or she is ordered to pay (if the appeal is found to be manifestly unreasonable).
5. The address of the Board of Appeal for Higher Education is:  
Board of Appeal for Higher Education, P. O. Box 20302, 2500 EH THE HAGUE.

## Chapter 9. Final provisions

### **Article 9.1. Unforeseen circumstances**

In cases not provided for in this charter or by law, the Board of Governors of the University of the Arts, The Hague will decide.

### **Article 9.2. Entry into force**

This charter replaces the Student Charter of the Academy of Fine Arts, Music and Dance that entered into force on 1 March 1997 and takes effect on 1 September 2012.

### **Article 9.3. Official name**

This charter can be cited as the **Student Charter of the University of the Arts, The Hague.**