

Student Charter of the University of the Arts The Hague

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Definitions

In this Charter, the following terms have the meanings set out below:

Academic year	the period from 1 September until 31 August of the following calendar year or, for anyone enrolling from 1 February, the period from 1 February to 31 January of the following calendar year
Administrative Jurisdiction Division of the Council of State	the body to which students can appeal against a decision of the university of the arts (formerly, the Appeals Tribunal for Higher Education)
Binding negative recommendation	the recommendation as referred to in Article 7.8b (3) of the Higher Education and Research Act
Board of Appeal for Examinations	The board as referred to in Article 7.60 of the Higher Education and Research Act
Board Rules	the management regulations as referred to in Article 10.3b of the Dutch Higher Education and Research Act
Complaints desk / Accessible facility	the facility as referred to in Article 7.59a of the Higher Education and Research Act
Confidential counsellor	the first point of contact for students or staff members with personal or work- or study-related problems, who feel unsafe or have complaints, for example concerning transgressive behaviour
Disputes Advisory Committee	the committee as referred to in Article 7.63a of the Higher Education and Research Act
DUO - Education Executive Agency	The agency responsible for implementing the laws and regulations relating to education in the Netherlands
Education and Examination Regulations (OER)	the regulations as referred to in Article 7.13 of the Higher Education and Research Act
Executive Board	The board of the institution as referred to in Article 1.1 of the Higher Education and Research Act
External student	the person as referred to in Article 7.36 of the Higher Education and Research Act
Faculty	an organisational unit as referred to in Article 10.3a of the Higher Education and Research Act within which the institution provides education
Faculty council	The participation council (Academy Council, Conservatoire Council) as referred to in Article 10.25 of the Higher Education and Research Act
Foundation	the University of the Arts The Hague Foundation
Immigration and Naturalisation Service (IND)	the agency responsible for implementing Dutch immigration policy
International student	the student who is a national of a country other than the Netherlands and who – insofar as the student is required to apply for and has been granted a residence permit – is following, has followed or intends to follow education in the Netherlands
Organisational unit	a unit established by a regulation of the Executive Board as referred to in Article 10.3a of the Higher Education and Research Act

Participation Council	the council as referred to in Article 10.17 of the Higher Education and Research Act
Participation Regulations	the regulations as referred to in Article 10.21 of the Higher Education and Research Act
Programme or Study programme	a Bachelor's or Master's degree programme as referred to in Article 7.3 of the Higher Education and Research Act
Prospective student	anyone who has submitted an application for enrolment in a full-time or part-time study programme at the university via Studielink and has not yet been enrolled for the relevant programme by the university
Student	the person who is enrolled as a student, within the meaning of Article 7.32 of the Higher Education and Research Act, at the university. Student is also deemed to include an external student as referred to in Articles 7.32 and 7.36 of the Higher Education and Research Act, unless explicitly provided otherwise, as well as – where applicable – a prospective student
Study Programme Committee	the committee as referred to in Article 10.3c of the Higher Education and Research Act
Student counsellor	the person appointed by the institution to provide information and advice on student affairs to (prospective) students, the director of a faculty, the management of a programme and the Examination Committee, and – on request – to counsel students with problems of a personal nature.
Studielink	the enrolment and registration application used by all Dutch universities, universities of applied sciences and DUO
Study Guide	the digital source of comprehensive information about the study programme and the units of study
University	University of the Arts The Hague
University Council	The University Council is elected from both faculty councils, which includes the chairs of the Academy Council and Conservatoire Council, supplemented by the chairperson of the School for Young Talent's participation council.
WHW	Dutch Higher Education and Research Act

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, which applies for everyone studying at the university, and a separate section that applies for students in a particular programme. The latter section comprises the Education and Examination Regulations, the contents of which may differ – in part – from one study programme and discipline to another. The specific information about a particular department's Education and Examination Regulations is provided by the faculty under which the programme falls.

Chapter 1. General provisions

Article 1.1 Content

1. This charter governs the legal status of students (and in certain cases, participants in courses) at the university.
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, which applies for every student at the university, and a separate section relating to a specific faculty, the Education and Examination Regulations, which applies only to students who are enrolled in the relevant study programmes.

Article 1.2 Adoption and amendment

1. The general section of this charter, as well as any amendments to it, are adopted by the Executive Board and submitted to the University Council for its approval.
2. The programme-specific section of the charter, the Education and Examination Regulations, is adopted – insofar as it is not adopted by the Executive Board – by the director of the faculty after receiving the advice of the Study Programme Committee and – depending in the subject – is submitted, for approval or otherwise, to the University Council and/or the Faculty Council of the faculty that offers the study programme.
3. The institution-wide section 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, which contain:
 1. a description of the procedures for lodging objections or appeals within the university, and the rights of appeal that may be derived from the relevant laws and regulations, and
 2. a description of additional procedures adopted by the Executive Board to protect the rights of students.
4. The programme-specific section contains:
 - a. a description of the curriculum of the study programme and of the support facilities that the faculty provides for the student, in any case including information on the structure of the programme, the organisation and implementation of the teaching, the student facilities and the counselling offered to students during the programme;
 - b. the Education and Examination Regulations.
5. The provisions of the student charter apply only if and to the extent that they do not conflict with superior rules or with the relevant financial conditions.

6. If, as a result of amendments to the superior rules 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 amendments by the university of the arts.

Article 1.3 Scope

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 Executive Board of the University of the Arts The Hague shall publish the charter.
2. The director of the faculty shall ensure that every student receives the charter on their initial enrolment in a study programme at the university.
3. If necessary, the director of the faculty shall also distribute 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 their programme on the faculty's portal.
5. The Executive Board or the director of the faculty is obliged to provide adequate notice of any planned amendment to the general section of the charter and/or the Education and Examination Regulations in the course of the academic year.

Article 1.5 Objective of the foundation

1. The object of the University of the Arts The Hague Foundation is to establish and maintain one or more institutions of higher education as referred to in Article 1.1 (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, all 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 and preparatory vocational education to the highest possible international standard as preparation for creating, performing, teaching, studying and/or recording in 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 of the Arts

1. The University of the Arts The Hague has two faculties in The Hague: the Royal Academy of Art and the Royal Conservatoire. There are also two interfaculties: ArtScience and the School for Young Talent. In addition, it has jointly established the Academy of Creative and Performing Arts (ACPA) with Leiden University, in which both institutions provide opportunities for education and research (up to PhD level) for each other's students.
2. The University of the Arts The Hague has two governing bodies: the Executive Board and the Supervisory Board. The Executive Board 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 Executive Board.
4. The foundation has drawn up management regulations (Board Rules) as referred to in Article 10.3b of the Higher Education and Research Act, which can be found on the university's website. The Board Rules stipulate that:
 - a. The Executive Board will 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 Executive Board shall provide the Supervisory Board in good time with all the information it requires to perform its tasks.
 - b. The Executive Board is responsible for compliance with all relevant laws and regulations and for managing the risks associated with the institution's activities. The Executive Board 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 Executive Board's policy and the general state of affairs in the university and to provide advice to the Executive Board. The Supervisory Board 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 Supervisory Board is responsible for the quality of its own performance.

Article 1.8 Participation Councils

1. The university has a University Council and two Faculty Councils (Academy Council and Conservatoire Council).
2. The tasks, powers and size of the councils are laid down in the Participation Regulations. The procedure for elections to the councils and the facilities to be provided for them are laid down in bye-laws adopted by the University Council.
3. The Participation Regulations and the bye-laws of the University Council are published on the university's website and portals.

Article 1.9 Partners

1. The partners with whom the university has concluded a formal cooperation agreement.
2. The university has concluded 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.

Artikel 1.10 Examination Committee

1. There is an examination committee for every programme or group of programmes. The examination committee is appointed by the Executive Board.
2. The composition, tasks and powers of the examination committee are laid down in 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 or group of programmes. The members of the studyprogramme committee are appointed by the director of the relevant faculty.

2. The composition, duties 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 and the Regulations contained therein.

Chapter 2. Information for students

Article 2.1 Information for students

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

- a) the programmes offered by the faculty;
- b) the university's objective and organisational structure, including 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 may apply and the rules governing the recommendation;
- 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 tuition fees and an indication of the costs of following a programme;
- g) the student facilities.

Article 2.2 Obligation to use the university e-mail account

Some or all of the information for the students about the education and its organisation may be posted on the university's website or the intranet (portal). Students are provided with an e-mail account and address and are obliged to consult this account and to use it for communication with the university or the faculty relating to the programme.

Chapter 3. Admission, enrolment and termination of enrolment

Article 3.1 Prior education requirements and admission

1. Anyone wishing to enrol as a student for a programme must meet the criteria laid down in the relevant Education and Examination Regulations, including the requirements for prior education. 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.

Article 3.2 Additional requirements

The Executive Board may adopt additional requirements for particular programmes, in addition to the requirements for prior education and, where applicable, the subject cluster in secondary school, if:

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

Article 3.3 Enrolment procedure

1. The registration and enrolment of students is handled by the student administration office. The admission and enrolment procedure is different for each faculty and is described per faculty in a separate document that is not part of the Education and Examination Regulations.
2. Anyone wishing to enrol as a student is required to register for a study programme at the university using Studielink (see the websites of the faculties for the enrolment procedures). Enrolment applies for an entire academic year. Enrolment in the course of a year applies for the remainder of that academic year.
3. Enrolment must also comply with the procedural rules stipulated by the Executive Board, which may be different for a Master's programme than for a Bachelor's programme.
4. Every enrolled student can generate a certificate of enrolment from OSIRIS-student.

Article 3.4 Enrolment after a binding negative recommendation

1. Students in a Bachelor's programme who have received a binding negative recommendation are not permitted to re-enrol as a student or external student at the university for the same programme or for programmes with the same propaedeutic phase.
2. A student who nevertheless wishes to enrol for a Bachelor's programme for which they have received a binding negative recommendation more than one academic year ago must submit a request to that effect to the Examination Committee.

Article 3.5 Restriction of enrolment

1. The Executive Board may, having regard to the provisions of the Higher Education and Research Act:
 - a. refuse the initial enrolment on the grounds of the university's available teaching capacity;
 - b. refuse the initial enrolment 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 curtailing enrolment on the grounds of the demands of the labour market.

2. A person whose interests are affected by decisions as referred to in the first paragraph may appeal to the Administrative Jurisdiction Division of the Council of State in accordance with the provisions of Chapter 8.

Article 3.6 Refusal and revocation of enrolment

1. The student administration office shall, on behalf of the Executive Board, deny or revoke enrolment if:
 - a. the conditions for enrolment prescribed by the university are not met, including the condition that the tuition and examination fees must be paid on time;
 - b. it is found that the information provided by the candidate student to demonstrate compliance with the mandatory requirements for admission and enrolment is incorrect;
 - c. it is found that the student is abusing the enrolment and the associated rights by seriously impairing the objective of the university.
2. Decisions based on the first paragraph under a. shall be communicated via studielink, those under b. and c. in writing with reasons.
3. A person affected by decisions as referred to in the first paragraph may appeal to the Administrative Jurisdiction Division of the Council of State in accordance with the provisions of Chapter 8.

Article 3.7 Termination of enrolment and entitlement to a refund

1. Students who pay the statutory tuition fees may request termination of enrolment via studielink. The student may terminate enrolment at any time during the year, whereupon the statutory tuition fees will be reimbursed 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 institutional tuition fees can apply for deregistration via studielink. Information on tuition fee refunds can be found on the faculty website.
3. The request to terminate enrolment must be submitted via studielink. The date of the request is deemed to be the date on which it is received.
4. The institution may terminate the enrolment:
 - a. if the student fails to comply with the obligation to pay the tuition fees
 - b. for serious anti-social behaviour
 - c. if the student in question demonstrates through his/her behaviour or remarks that he/she is unfit to practise the profession for which he/she is being trained in the study programme.
5. Tuition fees shall be refunded as soon as possible after the request has been approved by the Executive Board. A request for a refund as referred to in the first paragraph must be submitted before the end of the academic year, i.e., 31 August.
6. A person who disagrees with a decision as referred to in the previous paragraphs may appeal against it to the Administrative Jurisdiction Division of the Council of State.

Artikel 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 for which the student is enrolled, provided the relevant conditions are met;
 - b. to sit the interim tests and examinations of the course units of the programme, as well as the exams for that programme;
 - c. to enter the buildings and grounds of the university, unless the Executive Board or the director of the faculty deems access to be contrary to the nature or the interests of the teaching or the research;
 - d. to use the student facilities, in accordance with the conditions laid down by or on behalf of the Executive Board for their use;

- e. to inspect the file on the student kept by the university;
 - f. to student counselling and the services of a student counsellor;
 - g. to vote in and stand for elections to the University Council and the Faculty Council of the faculty that provides the student's programme, in accordance with the provisions of the Participation Regulation.
2. Persons enrolled as an external student for a Bachelor's programme are only entitled to the rights specified under b, c, e and f in the first paragraph.
 3. If a student is unable to fully exercise the rights enumerated in the first paragraph due to a disability, the university and/or the director of the faculty is obliged – with due regard for the statutory frameworks and in accordance with standards of reasonableness and fairness – to take appropriate measures for the student.
 4. If the Executive Board decides to discontinue a programme, it shall specify a date for that decision to take effect that allows students enrolled in the programme to complete the programme within a reasonable period at the university or at 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 of conduct can be found at 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 to give third parties permission to use the name and/or the logo of the university and/or faculties without the explicit written consent of the Executive Board 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. A person enrolled as a student has at least the following obligations:
 - a. to participate in the lessons, assessments, practicals and projects prescribed in the Education and Examination Regulations of the relevant programme;
 - b. to behave properly in the buildings and grounds used by the university, in accordance with the rules laid down in this student charter;
 - c. on request, to present identification to persons designated by the Executive Board for the purpose of verifying that they are entitled to participate in the education offered by the university and to enter the university's buildings and grounds.

Article 3.9 Student card and Proof of enrolment

1. A student who is enrolled shall be issued with a (digital) student card by the university/faculty within two months of the first day of the relevant academic year or, in the case of enrolment during the course of the 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 can consult and print out their certificate of enrolment via Osiris.

Article 3.10 Change of address

1. Students who are enrolled should communicate address changes through studielink, indicating the effective date of the official residential address through the Basic Registration of Persons (BRP).
2. The university accepts no liability for the consequences of the failure to properly comply with this obligation.

Article 3.11 Tuition and examination fees

1. Students who enrol for a full-time or part-time course are required to pay the statutory or institutional tuition fees for an academic year as referred to in Articles 7.43 to 7.46 of the Higher Education and Research Act.
2. Students shall be informed of the various rates by the university and can find more information on the websites of both faculties.
3. Persons enrolling as external students are required to pay an examination fee to be determined by the Executive Board mandated by the Faculty Board.
4. Persons enrolling as course participants are required to pay a course fee.
5. No later than 1 June of each year, the Executive Board shall determine the institutional tuition fees, the examination fees and the policy on those fees for the subsequent academic year.

Article 3.12 Payment of tuition fees

1. The tuition fees shall be paid by or on behalf of the student (Article 7.47 of the Higher Education and Research Act):
 - a. in a lump sum, or
 - b. in instalments, in accordance with a payment schedule agreed between the Executive Board and the person who is obliged to make the payment, in which case the Executive Board may charge administration costs at the maximum rate permitted by law.
2. Tuition fees being paid in instalments must be paid in eight instalments spread over the entire academic year.
3. The student shall owe the institutional tuition fees from the date determined by the Executive Board and must pay them in the manner prescribed by the Executive Board.
4. On request by 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. Education and Research

Article 4.1 Policy

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

Article 4.2 Teaching objectives

1. The university's mission is set out in Article 1.6 of this student charter.
2. The university's vision of education is described in the institutional plan. The educational objectives of a study programme and the competences to be acquired with them are derived from the European core qualifications and/or those of the hbo and art education sector, from the profile of the profession or professions for which the study programme is preparing the student and from the study programme's own vision and profiling.
3. For each part of the programme, the following information will be provided in the study guide for the programme and digitally or in another form that is easily accessible for students to be determined by the Executive Board:
 - 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 aims of the university are:

1. to 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 promote the circulation of knowledge between the professional field, education and practice-oriented research and within the university;
5. to raise the qualifications of the teaching staff by encouraging teachers and alumni to obtain Master's degrees and/or PhDs;
6. to establish more national and international partnerships between researchers at the university and leading arts and educational institutions;
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 artistic practice.

Article 4.4 Quality of the education and the research

1. The Executive Board establishes the frameworks for the quality of the teaching and the research.
2. The knowledge generated by the research is at the service of the teaching and the organisation.
3. The university participates in national and/or international accreditations to safeguard the quality of the teaching and the research.
4. To safeguard the quality of the teaching and the research, the university adopts a cyclical system of internal and external quality assurance to regularly evaluate the quality of the teaching and the research. The internal system of quality assurance

represents a continuous effort to determine, measure, analyse and improve the quality of the teaching and the research. Students, teachers, staff members and external experts are regularly consulted.

5. The results of evaluations are used to maintain and improve the quality of the teaching, the research and the organisation and, where necessary, lead to improvements.
6. The mission and the profile and the connected objectives and quality criteria of the programmes are determined within the frameworks established by the Executive Board and in consultation with staff members and students.
7. These objectives and quality criteria are geared to the quality criteria laid down by the Dutch government for the accreditation of programmes.
8. The mission, vision and policy and their implementation are documented; these documents are available for inspection by all the stakeholders.
9. The Executive Board is responsible for the adequate deployment of persons and resources in quantitative and qualitative terms to ensure the quality of the education and the research.
10. The evaluations of the research in the university are conducted by independent experts and in accordance with the agreements made in the sector.

Article 4.5 Education and Examination Regulations

The Education and Examination Regulations constitute part of the Student Charter. Their contents can differ from one study programme or discipline to another. Information about the Education and Examination Regulations for a specific programme is provided by the faculty that offers the programme.

Article 4.6 Duties and responsibilities of the Examination Committee

1. The Executive Board shall:
 - a. establish an examination committee for every course or group of courses offered by the institution;
 - b. appoint the members of the examination committees from among the staff members responsible for providing the teaching in the course;
 - c. draw up Education and Examination Regulations for each course;
 - d. consult the examination committees on amendments to the Education and Examination Regulations, since the committees implement the rules in the Regulations and are authorised to grant exemptions from the Regulations;
 - e. consider including authoritative external experts in the committees, preferably including some from other countries, both to strengthen the independence of the committee and to promote European mobility.
2. The duties and responsibilities of the Examination Committee are laid down in Articles 7.11, 7.12 and 7.13 of the Higher Education and Research Act and are intended to ensure that tests and exams are conducted properly. The Examination Committee monitors the method of testing, including the current affairs of the final qualifications that are adopted. The Examination Committee reports on its activities in an annual report.

Article 4.7 Student counselling

1. Students have the right to counselling and to the services of a student counsellor (see Article 6.1).
2. The director of the faculty is responsible for arranging student counselling during the various phases of the programme, including the propaedeuse, the main phase, the internship, graduation and the international exchange.

3. Further rules on the monitoring of the counselling of individual students and the 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 Executive Board or the director of the faculty may request a contribution from students for additional facilities or for specific activities that are organised by or on behalf of the university and which are connected with the education.
2. If a student contribution is requested on the basis of first paragraph, the students must be clearly informed in the study guide of the programme or in another manner to be determined by the Executive Board that is easily accessible for the students of:
 - a. the amount and the 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.
3. If the activity for which a student contribution is requested is part of the compulsory curriculum, the university shall, if it is possible given the nature and content of the activity, offer an alternative free of charge for students who are unable or unwilling to pay the contribution.

Chapter 5. Tests and exams

Article 5.1 Tests and exams

The format of tests and exams may differ from one study programme or discipline to another. The specific information for each programme is included in the relevant Education and Examination Regulations and is provided by the faculty providing 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 a student or external student are authorised to sit the tests and exams.

Article 5.3 Legal protection

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

Chapter 6. Student facilities

Article 6.1 Student counsellors

Students can avail of the services of a student counsellor. The student counsellor can provide advice and assistance for students with questions or problems relating to:

- financial matters, such as student loans and grants;
- laws and regulations, for example in relation to student loans and grants, the complaints regulations, the student charter, the Education and Examination Regulations and the binding study recommendation;
- personal circumstances such as their family situation, mental problems, illness, disabilities (ADHD, ASS, dyslexia, chronic illness), problems in relationships and conflicts with fellow students;
- the student's studies, such as stress, procrastination, difficulty concentrating, fear of failure and stage fright;
- choice of study, for example doubts about whether the programme is the right one for them, the choice of further studies and questions about their options on completion of the programme.

Interviews with the student counsellor are confidential.

Article 6.2 Confidential counsellor

The confidential counsellor is the first person students or staff members with personal or work- or study-related problems should go to if they feel unsafe or if they have a complaint, for example concerning transgressive behaviour. The confidential counsellor is there to listen and ask questions to clarify the problem, and can provide guidance or advice and/or refer to other persons who may be able to help, and in case of a complaint can advise on how it can best be dealt with.

In the interests of optimal social safety, both students and staff members may choose who they wish to speak to. There is an external confidential counsellor who is not connected to the university; the other confidential counsellors also perform other functions within the university.

Article 6.3 Facilities

1. The university offers at least the following student facilities:
 - a. a (media) library;
 - b. reproduction facilities;
 - c. a canteen and living areas;
 - d. the necessary IT facilities for educational purposes;
 - e. concert halls and theatres (only in the Royal Conservatoire);
 - f. workshops and studios;
 - g. a shop for materials (only in the Royal Academy).
2. The Executive Board may request a contribution as referred to in Article 4.8 for the use of certain facilities or services provided in a particular domain.
3. Additional facilities are provided for students of the university in association with Leiden University.

Article 6.4 Financial support

1. Profiling fund

The Profiling Fund (het Profileringsfonds) can provide financial assistance for students who have not yet been awarded a Dutch degree for the programme (Bachelor's or Master's) for which they are enrolled at the university

- if, through no fault of their own, they have fallen behind or expect to fall behind in their studies and are consequently no longer eligible to claim any form of student loan or grant (www.duo.nl) or
- if, through no fault of their own, they find themselves in severe financial difficulties in the course of their studies at the University of the Arts, which could not reasonably have been foreseen when they began their studies, and if they are not eligible to claim any form of student grant or loan (<http://www.DUO.nl>).

2. In addition to the Profiling Fund (6.4.1), each faculty has various funds and grants for which a student may be eligible. Information about them can be found on the faculties' websites.

Article 6.5 Regulations for the protection of personal data

The university has drawn up rules for the protection of personal data based on the EU's General Data Protection Regulation (GDPR), which can be invoked by the relevant data subjects.

More information about this can be found on the university's website.

Chapter 7. House rules and disciplinary measures

Article 7.1 Policy

The Executive Board formulates rules and adopts measures to ensure the smooth functioning of the institution. Students who violate these rules may be denied access to some or all of the buildings and grounds for a maximum period of one year.

Students may appeal against a denial of access to the Administrative Jurisdiction Division of the Council of State, see Chapter 8 of this charter.

Article 7.2 House rules

1. Students are not permitted to use the university's buildings and facilities without the permission of the Executive Board or the director of the faculty, or to use them in contravention of a statutory or internal rule.
2. By virtue of the Face Coverings (Partial Ban) Act, the wearing of face-covering clothing, headgear and/or accessories that can seriously restrict non-verbal communication between staff members of the university and the student and between students is not permitted in the buildings of the university.¹ The provisions of the previous sentence also apply at times when the student is performing activities relating to his or her studies with or for third parties.
3. The Executive Board and – where it concerns a particular faculty – the director of the faculty may issue instructions and take measures relating to the proper functioning of the university. In addition to the house rules, these include all internal regulations, guidelines, protocols, codes of conduct and instructions to individuals to the extent that they relate to the proper functioning of the university.
4. If a student violates any statutory rule, internal regulation, protocol or rule as referred to in this chapter, or if for any other reason the student's behaviour provides serious cause to do so, the Executive Board or the director of the faculty may decide to apply the provisions of Article 7.1, without prejudice to the power of the Executive Board to report the suspicion of a criminal offence to the police.
5. The rules and regulations as referred to in Article 7.1 and 7.2 shall be published in the most appropriate manner and in such a way that every student can inspect them.

Article 7.3 Disciplinary measures

1. In the event of a violation of the provisions of Article 7.2 and the rules based on them, a student may be denied access to the buildings, grounds and other facilities of the university or have his or her enrolment in the university suspended for a period of up to one year.²
2. In the event of a serious violation of the provisions of Article 7.2 and the rules based on them, the enrolment of the student concerned at the university may be terminated permanently if the student has caused a serious disturbance and has not ceased to cause this disturbance after receiving a warning from or on behalf of the university.
3. The imposition of a measure as referred to in this article shall be without prejudice to the authority of the Executive Board to recover the costs of any damage caused by the culpable student or students.

Article 7.4 Procedure for disciplinary measures

1. The director of the faculty is authorised to impose a measure as referred to in Article 7.3 on behalf of the Executive Board.

¹ With the exception of protective equipment that is mandated by legislation, such as the face masks prescribed during the Covid-19 pandemic.

² If access has been denied, the other rights and obligations shall remain in force, for example the obligation to pay tuition fees and any entitlement to a student grant or loan. In the event of a temporary or permanent termination of enrolment, those rights and obligations shall lapse with effect from the date of deregistration.

2. Before a measure as referred to in Article 7.3 is imposed on a student, the student shall be given an opportunity to be heard. For this purpose:
 - a. the student shall be invited in writing to attend a hearing, with a statement of the subject to be discussed;
 - b. the hearing shall be conducted by or on behalf of the director of the faculty.
3. The head of operations is authorised to intervene directly, on behalf of the director of the faculty, in the event of incidents that cause damage to buildings, resources and/or persons. The head of operations shall immediately notify the director of the faculty of any such intervention.
4. If prompt intervention is deemed necessary, there is no requirement to wait until the student has been heard. In that case, the intervention shall have the character of a preliminary measure and the student shall still be given an opportunity to be heard by or on behalf of the director of the faculty as soon as possible after the aforementioned preliminary measure has been imposed.
5. A decision to impose a measure as referred to in Article 7.3 shall be notified to the student in writing as soon as possible by the Executive Board or the director of the faculty, with reference to the possibility for the student to submit an objection.

Article 7.5 Code of Conduct and Code of Integrity

The Code of Conduct and the Code of Integrity set out the basic principles of how staff members and students of the university should behave towards one another and those around them: they define what is regarded as desirable behaviour. The codes also provide scope for individuals to address one another for any reprehensible behaviour. These regulations can be found at www.hogeschoolderkunsten.nl.

Article 7.6 Rules on safety, health and well-being

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

Chapter 8. Legal Protection

The university pursues an active policy aimed at creating a safe social climate for students and staff members. Elements of this policy include:

1. A code of conduct, a code of integrity, requirement for staff members to have a certificate of conduct (in Dutch: *Verklaring Omtrent het Gedrag VOG*)
2. Regulation on Complaints about Inappropriate Behaviour
3. Protocol on the confidential adviser
4. Whistleblowing Regulation
5. Disputes Procedure

Although the university does everything in its power to create a safe climate for studying, incidents cannot be prevented entirely. Experience shows that most complaints, objections or appeals can be traced back to miscommunication. There are various ways in which students who are confronted with a situation that has a negative impact on their performance in the university can address that situation. Naturally, the most suitable approach depends on the subject matter of the complaint.

Complaints, objections or appeals come in all shapes and sizes. The university divides them into the following categories:

- Complaints concerning the content and arrangements for the teaching, the organisation and the general state of affairs, including the procedure or quality of the tests and exams.
Submit a complaint to the digital complaints desk at klachtenloket@hdkden Haag.nl.
- Complaints concerning undesirable behaviour such as intimidation, sexual harassment, aggression and violence, bullying, racism and discrimination. In this case, contact the internal or external confidential advisors at the University of Applied Sciences. Submit an objection to the digital complaints desk at klachtenloket@hdkden Haag.nl.
- Objection to a decision (e.g. regarding enrolment or deregistration) or after an objection or complaint. In this case, it will be handled by the Disputes Advisory Committee.
Submit an objection to the digital complaints desk at klachtenloket@hdkden Haag.nl.
- Appeals against decisions made by the Examination Board (such as the determination of a grade/mark, procedure during the test or examination, content of the test, etc.)
Submit an appeal via: CoBEx@hdkden Haag.nl
- Complaints concerning a lack of integrity due to abuse of power, negligence, fraud, theft, embezzlement, corruption etc. Submit a complaint to the digital complaints desk at klachtenloket@hdkden Haag.nl

See also <https://www.hogeschoolderkunsten.nl/en/rules-of-conduct>

Article 8.1 Complaints desk / accessible facility

1. In the context of the students' legal protection, the university has established an electronic complaints desk to receive complaints, objections and appeals from students, forward them to the appropriate person and ensure that they are handled properly. Complaints, which can be written in Dutch or English, can be sent to klachtenloket@hdkden Haag.nl
2. Appeals relating to decisions of the Examination Board will be settled in accordance with the provisions of Article 8.2 by the Examinations Appeals Board.
3. The facility confirms receipt of the complaint, objection or appeal to the individual concerned and, once the date of receipt has been registered, forwards it as soon as possible to the relevant body.
4. A complaint must be submitted within six weeks of the relevant issue.

5. The date of receipt is decisive in determining whether an enquiry or a complaint, objection or appeal has been submitted in good time.

Article 8.2 Board of Appeal for Examinations

1. Students who are directly affected by any of the following decisions can 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 on the number of the credits obtained in connection with the student's study progress;
 - c. Decisions on an individual's admission to the exams;
 - d. Decisions of examination committees and examiners.
2. Students who wish to lodge an appeal must submit a notice of appeal to the online complaints desk within thirty days of the date of the publication of the decision.
3. The rules of procedure of the Examinations Appeals Board can be found on the faculty's portal.
4. The e-mail address of the Examinations Appeals Board of the University of the Arts The Hague is CoBEx@hdkden Haag.nl

Article 8.3 Complaints Committee for Undesirable Behaviour

1. An employee or student of The Hague University of the Arts who is confronted with undesirable behaviour in the work or study situation, or has been confronted with such behaviour in the past, may submit a complaint about this.
2. The deadline for submitting a formal objection is a maximum of one year after deregistration or termination of studies or work.
3. The complaint must be submitted in writing via the digital complaints desk klachtenloket@hdkdenhaag.nl.
4. The complaints committee will issue a recommendation to the board of the university of applied sciences.
5. The board will make a decision no later than three weeks after receiving the recommendation.
6. The Complaints Procedure for Undesirable Behaviour can be found on the website www.hogeschoolderkunsten.nl.

Article 8.4 Disputes Advisory Committee

1. Students whose interests are directly affected by decisions that conflict with the student charter, other than those referred to in Article 8.2., or by the absence of a decision, can submit an objection to the university's Disputes Advisory Committee klachtenloket@hdkdenhaag.nl.)
2. Students who wish to lodge an appeal must do so in writing (digitally) within thirty days of the date of the publication of the decision.
3. A formal objection can only be submitted digitally to the complaints desk and must be addressed by the complainant to the body that made the decision (the examination board, the faculty board, the executive board, the disputes advisory committee).
4. The deadline for submitting a formal objection is six weeks after the decision which the student objects to has been communicated to them.
5. The Executive Board may decide to have the objection dealt with by the Disputes Advisory Committee (see Article 8.3.).
6. The disputes regulation can be found on the website www.hogeschoolderkunsten.nl

Article 8.5 Administrative Jurisdiction Division of the Council of State

1. Students wishing to lodge an appeal following an objection procedure must submit a notice of appeal to the Administrative Jurisdiction Division of the Council of State in The Hague.
2. An appeal can also be made against the refusal to make a new decision or the failure to make a decision in good time.
3. In urgent cases, a student who has submitted a notice of objection or a notice of appeal may request the Administrative Jurisdiction Division of the Council of State for preliminary relief. This request must be made in writing (on paper) and be supported with arguments. The court's president shall make a decision after hearing the relevant administrative body. In the decision, the court's president may determine when the preliminary relief will lapse (Article 8:81 of the General Administrative Law Act).
4. The costs of the proceedings are borne by the person bringing the appeal.
5. The e-mail address of the Administrative Jurisdiction Division of the Council of State is www.raadvanstate.nl/studentenzaken.

Article 8.6 Protection of personal data

1. Every student has the right to be informed of his or her progress with their studies.
2. Apart from the student, the data referred to in the first paragraph is accessible only to those members of the staff of the university who must have access to them for the purposes of their job.
3. Data from a register of personal data is only provided to a third party to the extent that it ensues from the purpose of the registration or is required pursuant to a statutory rule or is provided with the data subject's consent.

Chapter 9. Final provisions

Article 9.1 Unforeseen circumstances

In cases not provided for in this charter, the Executive Board of the University of the Arts The Hague shall decide.

Article 9.2 Entry into force

This charter replaces the revised version from 2023 and, subject to approval by the University Council, enters into force on 1 September 2025.

Article 9.3 Citation

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

*Adopted by the HdK Management Team on 16 June 2025
Subject to approval by the University Council on 9 October 2025*