

Student Charter 2003-2004

This is the main section of the Student Charter of Delft University of Technology (TU Delft). The Student Charter contains a description of the relationship between the university and its students in terms of the performances to be delivered by both parties. The charter specifies the rights and obligations of both parties – the student and the university - involved in the educational process. The obligation of exertion on the part of the university as described in this charter is complemented by the obligation of exertion on the part of the student to meet all the requirements for passing the final exam within the time allotted for this purpose. The rights that he/she is entitled to on the basis of this charter are granted to him/her in order to do so. The charter has its legal basis in article 7.59 of the Law of Higher Education and Scientific Research (*WHW: Wet op het hoger onderwijs en wetenschappelijk onderzoek*). The Student Charter consists of:

- a section that applies to all of TU Delft,
- a section that applies to a specific program.

The actual contents of the program-specific section are defined by the faculties. Faculty regulations apply only to the program in question. They are localized and may be differ from each other.

This document contains the section of the Student Charter that applies to all of TU Delft and, therefore, concerns all TU Delft students. It consists of two sections:

The first section contains a description of the rights and obligations of the student, which find their basis in law. It defines the legal position of the student as specified by law, and, therefore, is descriptive in nature. The term 'law' here also comprises those regulations that the Executive Board is legally obliged to make, such as the Financial Aid Regulations for Students. Such regulations are added as an appendix to this charter. An integral part of the student's legal position is the ability to enforce the observation of his/her rights. The possibilities for doing so are described in the chapter, 'Legal protection'.

Note that although the Financial Aid Regulations for Students is often touched upon in this section, it is not treated separately, as the Informatie Beheer Groep - which is charged with the execution of financial support for students - has published an extensive range of leaflets; these leaflets are available for free from the Front Office of the Student Facility Center, from Central Student Administration and from the student counselors of the respective faculties. Moreover, the Informatie Beheer Groep periodically publishes the Information Bulletin (*Informatiekrant*) for students in the Netherlands, which is sent directly to students.

The second section of the charter is primarily about the substantive educational aspects of the Student Charter.

Finally, the appendixes contain the integral texts of the most important university regulations for students.

More information about the significance and scope of this charter can be obtained from the Front Office of the Student Facility Centre, Julianalaan 134, 2628 BL Delft, tel. 015 - 2788012, and from the student counselors of the various faculties.

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Part I

Legal section

Chapter 1 General terms

1.1 Definition of Terms

The following definitions are used in the Student Charter:

- a. Law: the Law of Higher Education and Scientific Research (*Wet op het hoger onderwijs en wetenschappelijk onderzoek*), abbreviated as WHW (Stb. 1992, 593) and as since modified in a number of laws.
- b. AWB: (*Algemene wet bestuursrecht*), General Administrative Law.
- c. Charter: the document as mentioned in article 7.59 of the WHW.
- d. Institution: Delft University of Technology (TU Delft).
- e. Program: a coherent structure of educational components as described in article 7.3, paragraph 2, of the WHW, aimed at the realization of well-defined goals relating to the knowledge, insight and skills that a person completing the program is expected to have.
- f. Student: a person enrolled at TU Delft for the purpose of receiving education and taking exams.
- g. Extraneus: a person enrolled at TU Delft for the purpose of taking exams.
- h. Examinee: a person who takes an exam.
- i. Propedeuse or first-year program: the 'propedeutical' (first-year) phase of a Bachelor program as described article 7.8 of the law.
- j. Bachelor program: a program as described in art. 7.3a ff. of the law.
- k. Master program: a program as described in art. 7.3a ff. of the law.
- l. Component: an educational unit of the program with respect to article 7.3 paragraph 2 of the law.
- m. Subject: a part of an educational unit that is evaluated separately.
- n. Exam: an examination of the knowledge, insight and/or skills of the student taking the exam in relation to a specific component of the program.
- o. Partial examination: an examination of the knowledge, insight and/or skills related to a subject.
Wherever this charter mentions 'exam', 'partial exam' is also meant where applicable.
- p. Graduation professor: a professor at the faculty who, as the primary examiner, is charged with the education and testing of the component 'graduation project'.
- q. Practical exercise, as mentioned in article 7.13 paragraph 2 sub d of the law, for example:
 - writing a thesis,
 - writing an essay or drafting a design,
 - doing a research assignment,
 - participating in field work or an excursion,
 - undertaking an internship.

- r. Academic year: the period that begins on September 1 and ends on August 31 of the following year.
- s. Time period: a period in which students are educated and which is concluded by an exam(s); or a period prior to the academic year that has been reserved for holding exams.
- t. Education and Exam Regulation (*Onderwijs- en Examenregeling, OER*): a regulation defined by the dean for every program, taking into account article 9.38 sub b, in which at least the topics mentioned in article 7.13 paragraph 2 sub a through v have been regulated.
- u. University: TU Delft.
- v. Executive Board (*College van Bestuur, CvB*): the Executive Board of TU Delft.
- w. Higher Education: scientific education (WO) and non-academic higher education (HBO).
- x. Open University (OU): the Open University as mentioned in article 1.3 paragraph 3 of the WHW.
- y. Dean: if relevant, 'Executive Board' may be read instead of 'dean'.
- z. Miscellaneous student financial aid: student financial aid in the form of a scholarship, possibly extended with a supplementary scholarship and/or an interest-bearing loan, as specified in the WSF.
- aa. Cohort: a collection of students from a specific year.

1.2 Relation to the WHW

This charter is a Student Charter as mentioned in art. 7.59 of the law. It is primarily based on the law (WHW). Other laws, such as General Administrative Law, are also –sometimes only indirectly – mentioned.

The terms of the Student Charter are only legally valid if and to the extent in which they do not conflict with whatever is determined by or by virtue of the law. The Student Charter itself also establishes rights and obligations.

When article numbers between brackets are mentioned in this charter, then these are the relevant articles from the Law of Higher Education & Scientific Research. If some other piece of legislation is intended, this is explicitly specified. In a situation in which the charter was to come in conflict with the law, the student cannot derive any rights from this: **formal law supersedes the charter**. That is why the Executive Board supervises the modification of the charter to adhere to the law, if there is a conflict with the law, or, if, because of changes to formal law, a conflict between the law and charter is created. In the case of differences of interpretation between the English and the Dutch text, the Dutch text prevails.

The Executive Board also ensures that each year the charter is scrutinized to examine whether and to what extent it is in need of modifications, and the Executive Board announces major changes to the charter at the beginning of the

academic year. Possible intermediary modifications that are significant are announced by the Executive Board through the channels available to the university.

1.3 Scope and public availability of the charter

The scope of the Student Charter is limited to TU Delft students. A number of topics are also applicable to *extraneuses*. This is apparent from the text. The university is obliged to make the charter available to its students every year. TU Delft chooses to offer the integral text of the charter on the university's Internet site. Additionally, each first-year student is issued an abridged public version, in which the most important topics in the charter are detailed, along with their location in the charter.

Chapter 2. Enrollment and admission

2.1 Educational Admission Requirements

(art. 7.24-7.29 WHW)

Access to a university bachelor program can be obtained in a number of ways:

- a. VWO (specifically pre-academic high school) diploma;
- b. WO-first year's program certificate;
- c. WO-bachelor's certificate;
- d. HBO-first year's program certificate;
- e. HBO-bachelor's certificate;
- f. WO-master's certificate;
- g. a certificate approved by the Minister of Education, possibly issued in the Netherlands, that is considered at least equivalent to a VWO diploma;
- h. a certificate approved by the Executive Board, possibly issued in the Netherlands, that is in the opinion of the Executive Board considered at least equivalent to a VWO diploma;
- i. a colloquium doctum decision.

2.2 Specific Educational Admission Requirements

Profiles

As of August 1, 1998, the so-called Profile Legislation has become active. In scientific education, this legislation means that enrollment for a specific program is only possible on the basis of a VWO diploma that is related to a specific type of profile.

Nature and Technology

For TU Delft, only the profile 'Nature and Technology' entitles students to admission without any additional requirements being set. Students with this profile are directly admitted to the programs at TU Delft.

Nature and Health

For the 'Nature and Health' program, direct access is only obtained if Mathematics B1,2 was a part of the curriculum.

By governmental decree, however, it has been determined that students without Mathematics B1,2 can enroll in a program at TU Delft. In this case, the student must have successfully completed the module 'Analysis 1' from the institutional package when the first-year (*propedeuse*) phase has been completed.

Architecture students are subject to a different regulation: they must have finished the module 'Linear Models' from the institutional package successfully when the first-year (*propedeuse*) phase has been completed. For the program 'Life Science & Technology', the N & H profile is sufficient for admission to TU Delft without any additional condition.

For more details, see Appendix 1, concerning the Reimbursement & Enrollment policy, and the Regulation Educational Admission Requirements N & H (appendix 10).

Economics/Culture & Society

VWO graduates with an Economics & Society or a Culture & Society profile can only be admitted if, before the program in question at TU Delft begins, they have met the additional requirements set by the Minister of Education with regards to mathematics (for all programs), physics (all programs except Technical Computer Science and Technical Mathematics) and chemistry (only a requirement for Life Science & Technology and Chemical Technology). Please consult the diagram on page 43 of the Enrollment Information Booklet 2003-2004 (*Informatieboekje inschrijving 2003-2004*), which is also included in Appendix 1 of the charter.

VWO diploma (old)

With regard to the educational admission requirements for enrollment at a university, the old admission rules of the WHW remain applicable until the academic year 2004-2005 for those who have an old VWO diploma that was obtained according to regulations established prior to August 1, 1998 (that is, prior to profile legislation). The old deficiency regulation remains in place until September 1, 2005. This regulation is shown below.

For more information about these older admission rules, students may consult the Front Office of the Student Facility Centre (see chapter 8).

Deficiencies (old)

For the purpose of admission to exams, the Minister of Education may indicate

one or two subjects per program that must be a part of the VWO curriculum. For TU Delft, these subjects are Mathematics B and Physics. Students that have not made this/these subject(s) a part of their curriculum and are therefore deficient must show that they have sufficient knowledge of those subjects to be able to be educated in a productive manner. In the OER, the requirements to be set for this purpose are indicated. To this end, this section of the charter refers to the program-specific part. This deficiency, or deficiencies, must, in any case, have been rectified before an exam can be taken.

The Executive Board may specify that a student is not enrolled in the desired program as long as he/she has not rectified the deficiency or deficiencies. This is only possible if the deficiencies cannot be reasonably eliminated within the first year of enrollment. This rule also applies to those in possession of diplomas other than a VWO diploma.

When considering a diploma that was obtained abroad, the Executive Board may specify that the owner of such a diploma may not take exams or examination "until he/she has proven to the respective board of examiners that he/she is sufficiently proficient in the Dutch language to be able to follow the program effectively". The Executive Board can additionally determine that the person in question is not enrolled until such proof has been delivered.

Colloquium doctum

(art 7.29 WHW)

A colloquium doctum decision (admission investigation) is granted by the Executive Board after a university committee has investigated the aptitude for following the respective program. This includes the requirement of proficiency in the Dutch language.

In order to be able to pass a colloquium doctum, one must be at least 21 years old. The Law of April 3, 1999 states that the Executive Board may deviate from this age limit if in special cases no diploma can be produced. This stipulation is primarily intended for refugees.

The requirements set for the colloquium doctum are included in the OER. Refer to the program-specific part of the Student Charter for details.

A colloquium doctum decision granted by the Executive Board only gives access to the program in question at the institution.

Information about the colloquium doctum may be obtained from the Front Office of the Student Facility Centre (see chapter 8).

Admission requirements for Master's programs

(art. 7.13 paragraph 3 WHW)

a. *connecting Master's program*

A requirement for the enrollment in a Master's program is having a certificate of a connecting Bachelor's program. Some Master's programs also demand that the student has chosen a certain graduation specialization in his Bachelor's program. The board of examiners can permit the student to start the Master's program even if some subjects have not been passed in the bachelor's program. The faculty arranges this through the Education & Exam Regulation.

b. admission requirements for other Master's programs

The admission requirements for a Master's program that does not connect to an existing Bachelor program are included in the Education & Exam Regulation. Students who wish to enroll in such a Master's program submit a request to the board of examiners to obtain an admission certificate. This admission certificate can be used to enroll in the Master's program in question. If a student does not meet the admission requirements and if it may be expected that he/she will be able to do so within a reasonable time period, he/she is offered the opportunity to rectify the deficiency. See also Appendix 1 concerning Reimbursement & Enrollment policy.

A detailed overview of how one can move on from a Bachelor's program into a Master's program at TU Delft is found at:

<http://www.tudelft.nl/images/doorstroommatrix.pdf>

2.3 Access to the university teacher's program

(art. 7.31 WHW)

Prior to admission to the university teacher's program, one must have an admission certificate. This certificate is issued by the Executive Board. The Executive Board determines the admission procedure. The admission takes place on a yearly basis, while the Minister of Education can determine the maximum number of openings.

The university teacher's program contains 60 ECTS (42 course credits). This program follows a previously completed program of 240 or 300 ECTS (168 or 210 course credits).

TU Delft offers the possibility to obtain the authorization to be a first-grade mathematics, physics or chemistry teacher. This program takes place partly before completion of the MSc phase, and partly after obtaining the MSc diploma. Further information may be obtained from the secretary's office of TULO (*technische universitaire lerarenopleiding*/technical university teacher's program) TU Delft (tel. 015 - 2785594).

Chapter 3. Enrollment

3.1 Enrollment Procedure

(art. 7.32, 7.33 and 7.37 WHW)

Anyone who wishes to use the educational facilities, exam facilities or other education-related facilities at TU Delft, must be enrolled in this institution: this can be as a student or as an extraneous.

Enrollment occurs for one program and is done, in principle, for a full academic year. If the enrollment occurs after the academic year has started, it is valid for the remainder of that academic year.

The conditions for enrollment into a Bachelor's program are:

- having sufficient educational experience (see chapter 2, Enrollment & Admission);
- submitting a written request to be enrolled;
- payment of a tuition fee or exam fee;
- for an extraneous: admission by the Executive Board, which is only granted if the nature or the interest of the education does not conflict with this;
- for those in possession of a foreign diploma: a demonstration of sufficient proficiency in the Dutch language.

As of September 1, 2003, it is no longer possible to enroll for the first time in a Bachelor's program in Architecture after the academic year has commenced. This means that entering the program after commencement of the academic year can lead to a delay in academic progression, the consequences of which are the student's responsibility. Entering the program at a later date is only possible on the basis of a written recommendation by the Board of Examiners of the Bachelor's program. The above applies to students who, on the basis of exemptions in the second or later academic year, start the Bachelor's program, and also to entering the Master's program.

3.2 Enrollment as a student

(art. 7.34 WHW)

A person who is enrolled as a student has the following rights:

- a) participation in education within the program and, in principle, within all of TU Delft;
- b) taking exams and examinations within the program;
- c) access to the libraries, laboratories and so on;
- d) use of student facilities;

- e) academic support, noting that the institution gives extra attention to those who are part of an ethnic or cultural minority (see the program-specific section for a description of the term 'academic support');
- f) in the event of a decision to terminate the program, made by the Minister of Education or TU Delft: the opportunity to finish the program within a reasonable amount of time, at the same or a different higher education institution than TU Delft;
- g) an active and passive right to vote for university institutions.

3.3 Enrollment as extraneous

(art. 7.36 WHW)

A person who is enrolled as an extraneous has the following rights:

- a) taking the program's exams;
- b) access to collections and institutions of the university.

3.4 Termination of enrollment

(art. 7.42 WHW)

A person who is enrolled in a program can submit a request to terminate enrollment in the following situations:

- a. When graduating: termination takes place starting from the month following the month of graduation;
- b. In cases of illness or special family circumstances: termination takes place two full calendar months after the start of the special circumstances (on condition that the special circumstances have prevented the student from participating in his/her studies for the entire period);
- c. During the first year of enrollment for the first-year (*propedeuse*) phase: starting the second full month following the month in which the Executive Board has received the written request for termination;
- d. Starting the first month following the month in which the request to terminate the enrollment has been received, if the student cannot study for a period of time as a result of the organization of the program, e.g. in cases of waiting periods for internships;
- e. Starting the second full month after the month in which the person involved has submitted the request. The request is approved if, in the opinion of the Executive Board, it is 'reasonable'; that is to say, the student must have a valid reason as the basis for his/her request. This does not necessarily need to be a case of *force majeure*;
The request for termination must be submitted to the Executive Board. The Executive Board establishes rules related to the procedure. In the aforementioned cases, reimbursement of the tuition fee or exam fee is possible (see paragraph 3.5.3).

3.5.1 Payment of the tuition fee

(artt. 7.43-7.47 WHW)

One of the conditions for enrollment is the payment of a tuition fee (for students) or an exam fee (for extraneuses). The law distinguishes two types of tuition fees:

- the legal tuition fee;
- the tuition fee as established by the institution.

Legal amount

The legal tuition fee has been set at € 1,445 for the academic year 2003/2004. The WHW and the WSF 2000 determine which students have a right to this legally determined amount, and for which students institutions may deviate from this. For the academic year 2003/2004, all students who had not yet reached the age of 30 on August 31, 2003 and are from a country that is a member of the European Union (EU) or the European Free Trade Association (EFTA), or from another country but receiving student financial aid by virtue of the Law of Student Financial Aid (*Wet Studiefinanciering*, WSF 2000), are entitled to payment of the legal amount.

Institutional fee II

After the period in which students have been entitled to payment of the legal tuition fee, the institutional fee II as established by TU Delft itself is to be paid (€ 1,965 for the academic year 2003-2004).

Institutional fee I

Apart from the institutional fee II (€1,965), TU Delft also uses two other institutional fees. Institutional fee I is equal to the legal tuition fee (€ 1,445) and applies to a small number of strictly defined categories of students (for example, refugee students).

Institutional fee III

Institutional fee III (€ 5,900) applies in principle, as of the academic year 2003/2004, for all non-EU/EFTA-nationals who enter one of the Master's programs of TU Delft. Apart from this amount, such students are also obliged to pay a service fee of € 2,370 for the first year.

However, TU Delft has determined that, given the integration of the MSc International Program as of September 2002 into the regular Bachelor-Master structure, it must also take into account those students from non-European countries who are currently enrolled and who wish to continue their studies and who were already participating in the regular Dutch-language Bachelor's degree program. All students who were already enrolled on September 1, 2002, or who were going to register in September of 2002, can finish the complete program (Bachelor's and Master's programs) under the established institutional fee II

(€ 1,965 for 2003/2004), even if this would mean that they would not enter the Master's program until three years hence. This is intended as a transitional measure.

This exception to being classified for payment of institutional fee III, then, is not applicable to students from non-EU/EFTA-countries who have entered the Bachelor's program after September 1, 2002 and who wish to move on to the Master's program at TU Delft, nor to those students who, in 2002/2003, have already moved directly into the Master's programs, paying Institutional fee III. As of September 1, 2002, students from non-EU/EFTA-countries who on or after September 1, 2002 have entered or will enter one of the Bachelor's programs of the TU Delft, starting the month following the month in which the last academic activity for the Bachelor's exam was performed, are obliged to pay institutional fee III.

Furthermore, students from non-EU/EFTA-countries who have enrolled before September 1, 1997 are entitled to pay institutional fee I for a full-time enrollment, for a period of 72 months (four year course) or a period of 84 months (five year course).

Fee for a part-time program

The fee for the part-time program (Technical Computer Science and System Engineering, Policy Analysis & Management (SEPAM)) is € 1,209 for the academic year 2003/2004.

Fee for extraneous

The enrollment fee for an extraneous is € 903 for the academic year 2003/2004.

The detailed description of these categories and conditions can be found in the Reimbursement & Enrollment Policy 2003/2004 (Appendix 1).

Price index

From 1999-2000 onwards, the tuition fee is adjusted to the development of the price index for average family consumption on a yearly basis.

Payment in installments

TU Delft is obliged to offer the possibility of paying the tuition fee in at least five installments. TU Delft includes in the yearly distribution of enrollment documents an announcement of the manner and conditions involved in the payment in installments of the tuition fee for that academic year. This is also announced through TU Delft's publication channels. The administrative costs charged for this may not exceed € 13.61 (*art. 7.47 paragraph 1 WHW*).

TU Delft offers the possibility of paying the tuition fee in 12 months and by

authorization, depending on the applicable fee. The costs involved in payment in installments in the academic year 2003/2004 are € 11.50. This arrangement also applies to the exam fee and part-time tuition fee.

3.5.2 Reduction and waiving of tuition fee

(art. 7.48 WHW)

A reduction or waiving of the tuition fee is possible in the following situations:

- A student is eligible for a reduction or waiving of the tuition fee in the case of a second or subsequent paid enrollment in a WO or HBO institution. This can be the same or a different WO institution. This is also the case if the person involved has first registered as a student for a school or course in secondary education;
- If a student's enrollment as a student has been terminated on the grounds of illness or special family circumstances and he/she has received restitution of a part of the tuition fee (see 3.5.3), he/she must, upon resuming his/her studies, pay one-twelfth of the full tuition fee for each month in which he/she is enrolled in that same academic year.

A student who enrolls at the beginning of the academic year, pays the full tuition fee.

A student who enrolls after the beginning of the academic year pays one-twelfth for each month in which he/she is actually enrolled. TU Delft also applies this rule to the institutional tuition fees, the part-time tuition fee, and the exam fee.

3.5.3 Restitution of tuition fee in cases of termination of enrollment

(art. 7.49 WHW)

Restitution of (a part of) the tuition fee is possible in the following situations:

- a) If the enrollment has been terminated after graduation. According to the law, for each month following termination, one-tenth of the tuition fee must be paid back, except for the months of July and August. TU Delft has a more beneficial restitution policy than the one prescribed by law: July and August can also be repaid. For more information about TU Delft's policy, see the (Dutch) Information Leaflet Enrollment academic year 2003-2004, under 'restitution' (*restitutie*);
- b) In all other situations enumerated, one-twelfth of the tuition fee is paid back for each month starting from the termination of enrollment;
- c) In the case of a student's death, one-twelfth of the tuition fee is paid to the relatives each month after death.

The Executive Board establishes the procedure related to restitution. Restitution is never automatic: the student must request it. The only exception to this is in

case of death: the law does not state that relatives must submit an explicit request. The regulations described here are, legally speaking, only applicable to the legal tuition fee. TU Delft, however, also applies them to the tuition fee as established by the institution.

3.6 Compensation for damages for late payment of tuition fee or exam fee

(art. 15.2 WHW)

A student who wishes to receive a certificate of his/her having passed an exam in a certain academic year must submit a request to this effect to the Executive Board. He/She must produce, along with this request, the enrollment certificates for the years in which he/she used the educational and/or exam facilities. If he/she is found to have been incorrectly enrolled while still receiving education and/or taking examinations, the Executive Board may decide that the certificate still be issued, but only after the tuition fee or exam fee in question has been paid.

Whoever is not enrolled and uses educational or exam facilities must pay damages. At TU Delft, this compensatory amount is € 200 for each month that one was not officially enrolled.

3.7 The Reimbursement & Enrollment Policy of TU Delft

On a yearly basis, TU Delft establishes the Retribution & Enrollment Policy. It states which rules are applicable regarding enrollment and tuition fees. These rules cannot deviate from what has been established by the law. Wherever the law prescribes a route to take, it is followed. Where there is room for freedom of policy, it is specified in detail. As Appendix 1 to this Charter, the Reimbursement & Enrollment Policy 2003/2004 is included. This appendix states exactly which rules TU Delft applies in this respect.

Chapter 4. Financial Aid for Students

4.1 Financial support ex art. 7.51 WHW

Students at TU Delft who, as a result of certain circumstances, have been delayed in their studies, can be compensated financially for this delay by the university or other institutions. This chapter details under which conditions and in which ways you, as a student, can be eligible for compensation.

Within TU Delft, a Central Committee for Financial Aid (*Centrale Commissie Financiële Ondersteuning*, CCFO) has been established, whose task is to advise the Executive Board on its decisions related to compensation requests.

The Committee adheres to the Financial Aid Regulations for Students (*Regeling Financiële Ondersteuning Studenten*, RFOS), which has been included in this Charter as Appendix 2a, as a basis for its recommendations. In cases that occur, references to that regulation will be made.

Requests are, formally speaking, submitted to the Executive Board, but in practice, the request is submitted to the Central Student Administration, a department charged with dealing with the matter administratively. Requests are made using a form that can be obtained from the Central Student Administration, from the Front Office of the Student Facility Center, or from student counselors. Since a request must always be accompanied by a recommendation from the students' counselor, you must always have a meeting with this official before proceeding with the request. The student counselor will discuss the reasons for making the request with the student and include a recommendation to the committee.

If you wish to obtain general information about the possibilities of financial aid, you can also contact the Front Office of the Student Facility Center or the Central Student Administration.

4.2 Special circumstances

A 'delayed' student is defined as: a student who as a consequence of special circumstances is delayed in his/her studies.

These special circumstances are:

- illness;
- pregnancy;
- a handicap;
- special family circumstances;
- educational *force majeure*;
- (administrative) activities;
- high-level professional sports.

Illness:

a temporary physical, sensory or psychological ailment of a certain magnitude and significance, to be established by a medical statement.

Pregnancy:
self-evident.

Handicap:
a fundamental physical, sensory or psychological disability.

Special family circumstances:
special situations in your immediate family, for example, the death of a close relative.

Educational *force majeure*:
the program has been organized in such a way that the student cannot have been reasonably capable of successfully completing the final exam within the period in which he/she was entitled to miscellaneous student financial aid. Educational *force majeure* is applicable if the organization of education is insufficient to render the following the program possible.

(Administrative) activities:

- Membership of the Student Council (on an institutional or faculty level), as well as membership of the board of a foundation whose purpose is to exploit student facilities or an institution deemed equivalent to this by the Executive Board.
- The circumstances indicated in the Guarantee Months List, in which the party involved performs activities for the benefit of the TU Delft university community.
- Membership in the board of a student organization of some size, or of a comparable organization which advocates the promotion of society's interests and actually performs activities to that end. The organization must have at least 75 members (to be established on December 1 of the academic year prior to the academic year mentioned in the request) and must be completely legally authorized.
- Participation in the project 'TU Delft helps schools to reduce the teacher deficit in schools'. For students who have been asked to participate in this project, the condition for compensation is the attendance of the preparatory educational course and the 'training on the job' during the activities. Students can be eligible for this arrangement for a maximum of two academic years (2 x 3 guarantee months).

High-level professional sports: this is the case if you participate in national or international championships, or are preparing for them. The condition is usually

that the Olympic Support Office (*Olympisch Steunpunt*, NOC/NSF) in The Hague categorizes the level of the sport achievements as category S1 or S2. Other categories of professional sports may also render individuals eligible for financial aid, provided that this request is supported by a professional sports statement from the Olympic Support Office.

In addition to the cases mentioned here, an appeal can be made to the regulation in exceptional circumstances in which not applying the regulation would be highly unreasonable.

The special circumstances mentioned here are explained in further detail in the Financial Aid Regulations for Students

4.3 Procedure for financial aid

As soon as possible after the special circumstances have occurred, the student reports these circumstances to his/her student counselor. This official and the student discuss the consequences of this delay for his/her academic progression. In doing so, counselors also consider the program's academic schedule; for example, if you miss an exam period because of illness, this is taken into account. The student counselor also discusses whether you can catch up on the academic work missed during the delay in the time remaining for completion of your academic program, and, if so, how. Then, the student must submit a request for financial aid to the Executive Board for the duration of the period of the delay. You must include statements from professional experts; for example, in cases of illness, a medical statement, and in cases of psychological problems, a declaration from a student psychologist.

It is necessary here to state separately the regulations that apply for longer delays. If the delay is expected to last longer than 6 months, you must discuss the possibility of terminating your enrollment with the student counselor, student dean or student psychologist. If you have not contacted one of these officials or have not followed his/her advice, your request for financial aid will be denied. If your request is granted, you must at some period of time request that the support* be paid. In principle, financial aid is given directly after the period in which you are entitled to your basic student grant (and possible supplementary scholarship). This means that in most cases, the request for payment must be submitted 2 months prior to the end of the fifth year (of normal student financial aid). Only then can you count on an uninterrupted payment of financial aid after your student grant runs out. If you submit the request later, but before your basic student grant period ends, you retain all rights for graduation support; however, timely payment cannot be guaranteed. If you submit the request after your basic student grant period expires, you start receiving financial aid on the first day of the month in which you submitted the request. The months without a

basic student grant that have passed in between are no longer paid. If you submit the request after graduation, your request will be denied.

For students who received their first student financial aid between September 1, 1995 and September 1, 1996, payment will occur at the end of the sixth year. This is because that year will be transferred into a grant if you graduate on time (normally within eight years) and have obtained 30 ECTS (21 course credits) in the sixth year.

If you have transferred to TU Delft from another university, and you have received an approval of your request there, then you can receive the payment at the appropriate time at TU Delft. You will then receive the financial aid under the conditions in place at TU Delft.

4.4 Compensation for not achieving the academic progress standard

Students who have already received student financial aid prior to September 1, 1996 for following higher education can, in addition to recognition of their delay because of special circumstances, also submit a request to the Executive Board for compensation for not having achieved the academic progress standard in a certain academic year. As a rule, this can only be done if it can be shown that the special circumstances were responsible for not meeting the academic progress standard. This generally means that in the entire academic year, at least 6 months of delay must have occurred.

Requests for compensation for not meeting the academic progress standard of the '*tempobeurs*' (progress-related grant) are only considered if they are submitted before February 1 of the following academic year in which the academic progress standard was not achieved.

Those students who, because of special circumstances, failed to obtain 30 ECTS (21 course credits) in the first year of student financial aid or did not graduate within the allocated diploma time limit of 10 years, can also submit a request for a belated transformation of the '*prestatiebeurs*' (performance-related grant). However, this is an IB Group procedure, which nevertheless must be submitted through the Executive Board (formally speaking: to the Central Student Administration) and following a recommendation from a student counselor, because the university must endorse the request.

Furthermore, the so-called 'possibility to retake' exists for those students who, in their first-year (*propedeuse*), did not meet the performance standard of 30 ECTS (21 course credits); if, after the first year in which the performance standard was not met, the graduating exam *was* passed within the diploma time limit (10 years), the performance-related grant for the first year is still converted into a gift by the IB Group.

4.5 Administrative activities

TU Delft attaches importance to (partially) compensating students financially, under certain circumstances, for activities pursued as a student. This is done to ensure that the community of student organizations remains at a high level. As of the academic year 2002-2003, a new system for supporting administrative activities exists in the form of guarantee months. For more information, refer also to the appendix of the Financial Aid Regulations for Students.

The new regulation for administrative compensations grants a predetermined number of guarantee months (12 months maximum) to each recognized administrative activity. Payment of the guarantee months occurs at the end of the period of miscellaneous student financial aid (basic student grant period). The total amount at the time of payment of these guarantee months is generally the same as the basic student grant amount (plus the possible supplementary grant amount) last allocated.

Full-time administrative compensations are defined in the new regulation as exercising an administrative activity for which 10, 11 or 12 months are granted. These compensations, too, are paid at the end of the period of miscellaneous student financial aid.

Only recognized student and academic organizations may apply to be put on the list of guarantee months. To qualify, the organization must have at least 75 members, be completely legally authorized, and be registered with the Chamber of Commerce.

The organizations that were eligible for guarantee months have been included in the list of those listed in Appendix 2A.

The TU Delft Executive Board has allocated a limited number of administrative grants per academic year for high-level professional athletes. You are only eligible for this if your sport is categorized as a 'high-level sport' (*topsport*) by the Dutch Olympic Support Office (NOC/NSF). As a result, you must include a statement from the NOC/NSF with your request, see Appendix 2A.

A precondition for a student being eligible for guarantee months is that, when the recognized administrative activities commenced, at least 72 ECTS (50 course credits) for the first-year (*propedeuse*) exam have been obtained.

Additionally, for full-time administrative compensations, a progress requirement must be met that is defined as an average progress percentage of 70% prior to the commencement of the administrative year, with an absolute minimum percentage of 50% in the case of recognized special circumstances. Before you can be eligible for the administrative compensation, however, you must have discussed the matter with your student counselor. In that discussion,

an assessment is made whether, in light of the academic progress achieved thus far, it is proper to embark on an administrative year in your case. TU Delft generally only grants administrative compensation to students who have performed well in the year prior to the intended administrative year.

Finally, it is the case for all administrative activities that only activities that occur within the period of miscellaneous student financial aid (basic student grant and possible supplementary grant) are supported. Administrative activities that occur later are no longer recognized. If the administrative period only partly coincides with the period of miscellaneous student financial aid, a proportional compensation will occur.

Note: Foreign students who are not entitled to standard student financial aid can, under certain circumstances, be eligible for financial aid because of administrative activities.

4.6 Payment of Financial Aid for Students (RFOS)

The only condition attached to payment by TU Delft of RFOS (including guarantee months) as a gift is that the student must be enrolled at the university and that the student has not yet graduated.

The recognized delay in studies or guarantee months are generally paid in monthly installments after the period of miscellaneous student financial aid.

Simultaneous to the payment of RFOS, the student can exercise his/her right to borrow money from the IB Group. If the student wishes to waive this right, then an additional request for an interest-bearing loan (using the same percentage as the one used by the IB Group) may be included with the request for payment of RFOS. This request is granted only if the student, according to his/her latest statement from the IB Group, was already receiving a loan from the IB Group. Additionally, the student who stops his/her IBG-loan for the period in which RFOS is paid, may request to be compensated by the Executive Board for not possessing a Public Transport Student Card (*OV-Studentenkaart*). This compensation is equal to the amount the IB Group determines for not being able to use the Public Transport Student Card.

4.7 Financial Aid for Foreign Students.

For foreign students, that is, students who cannot apply for student financial aid, the Executive Board has allowed a limited possibility for financial aid. This regulation is roughly similar to the principles behind the RFOS, taking into account that compensation is only given in cases of:

- Illness;

- Handicap;
- educational *force majeure*.

The financial aid is, in addition, limited to a maximum of 12 months, and to the amount of the basic student grant for students not living with their families. As an extra condition, the person submitting the request must have realized an average academic progress of 70% in the years prior to the circumstances in question.

The complete Financial Aid Regulations for Foreign Students (*Regeling Financiële Ondersteuning Buitenlandse Studenten, RFOBS*) has been included in Appendix 2b.

Note: Foreign students who are not entitled to student financial aid support can, under certain conditions, be eligible for financial aid because of administrative activities. These conditions are described in section 4.5.

4.8 RFOS compensation untaxed

According to the Income Tax Law (*Wet Inkomstenbelasting*) 2001, payments because of RFOS (including guarantee months) are considered non-taxable income. These payments do, however, form a threshold for the deduction of educational study costs. For this reason, payments granted by TU Delft are reported to the Tax Office.

4.9 Other Funds TU Delft

Finally, TU Delft offers the opportunity to appeal, in certain cases, to specific funds with strictly defined goals. Examples of these are the University Fund, the Executive Board Fund, the Emergency Fund or the Activity Fund of the Student Facility Center.

Furthermore, there is a grant regulation for graduates of (non-academic) Higher Technical Education (*Hoger Technisch Onderwijs*). This is a temporary arrangement, on the basis of which graduates following a higher technical education may be awarded a grant under certain conditions.

For studying and pursuing an internship abroad, TU Delft offers so-called mobility grants.

Information regarding the financial possibilities offered by all these funds can be obtained at the Student Facility Center. These information brochures contain detailed descriptions of the regulation in question.

If you still have questions, visit the Student Facility Center or consult your student counselor.

4.10 National Graduation Financial Aid

Students who are a member of the board of a national political youth organization or of a national organization protecting the interests of education, and students who are a member of a visitation committee for at least one month, can appeal to the Ministry of Education, Culture and Welfare (*Ministerie van OC&W*) for compensation from the national graduation fund, if they have encountered a delay in their studies because of their activities.

An organization of which a member of the board wishes to be eligible for such financial aid must have at least 250 paying members. Such organizations may appoint one member of their board for financial aid from the fund. This member may be replaced by another member three times. The date of registration for board members is November 1.

The financial aid payment is approximately € 1,000 per month and is subject to fiscal tax.

4.11 Special arrangement for cohort 1995-1996

In 1995-1996, the five year curriculum was regulated by law, with the accompanying rights for student financial aid, which means that this cohort receives an extra year's loan that is then transformed into a gift if the program is completed within two years after the sixth year of student financial aid (that is, usually, within eight years). Also, the academic progress standard of 30 ECTS (21 course credits) must have been met in the sixth year of student financial aid. This special arrangement only applies to those who received student financial aid for following a technical program in higher education, mentioned by name in the law, for the first time in the year 1995/96.

The Board of Appeal for Student Financial Aid has declared that those students who have transferred into new programs with a five-year duration by September 1, 1995 (for example, students from HBO programs or other non-technical WO programs), are entitled - under certain circumstances - to the extra year's loan. This special arrangement for cohort 1995-1996 does not apply to the cohort 1995-1996 of System Engineering, Policy Analysis & Management (SEPAM). For this cohort, the old rule remains in place: 5 years of grants and a two-year loan.

4.12 Special procedures IB-Group for handicaps

Although this extension is not contained in the this appendix, because it is not paid for by the funds but rather by the Informatie Beheer Group, this provision is briefly noted for the sake of completeness.

If, as a result of a physical or psychological handicap, you are unable to take the final exam within the period of miscellaneous student financial aid, you may ask the Informatie Beheer Group for a one-time-only extension of 12 months, in which case there is a right to student financial aid in the form of a mixed allowance.

This extension is requested from the IB Group using the form 'Request Provision Performance-related Grant' (*Verzoek Voorziening Prestatiebeurs*), which can be obtained from the Central Student Administration, from the Front Office of the Student Facility Center or from the faculties' student counselors. You must include a medical statement with the request, as well as a statement from the Executive Board. A request related to obtaining the latter statement is submitted, along with the RFOS form, signed by the student counselor, and in combination with the other required documents, to the Central Student Administration. Usually, a request for an extension of student financial aid can only be submitted after two years of study at TU Delft. Only then can it be established whether the handicap or chronic illness actually caused a delay that cannot be rectified within the period of miscellaneous student financial aid.

A request to extend the duration of the student financial aid on the basis of a handicap generally does not lead to an extension of the diploma time limit of 10 years (for students whom the 'performance-related grant applies). This time limit can, however, be extended by the duration of the special circumstances, and it is also possible that the IBG, in cases of chronic illness, decides to convert the performance-related loan into a gift, without the need for obtaining a diploma.

Chapter 5. Education

5.1 Degree program structure

Section 7.7 jo 7.13 subsection 2 sub i and t WHW

Degree programs can be full-time, part-time or dually structured. Currently, all programs at Delft University of Technology are full-time, with Management of Technology & Information Technology Systems offering a part-time variant as well. As of yet, TU Delft does not offer any dual programs.

The program structure is regulated by the dean of Teaching & Exam Regulations (TER), which is the part of the course bound to the Student Charter. The obligation to take part in practical exams can also be included in the TER. As far as it is not included in the TER, a student cannot be obliged to participate in courses. A student that does not take part in lectures, for example, should not be considered inferior to those students who do partake.

5.2 A academic course load and course credits

Section 7.4 WHW

Of each degree programme and course unit, the academic course load is expressed in course credits and ECTS credits (European Credit Transfer System). One course credit is equal to 40 hours of study, and a year consists of 42 course credits, the equivalent of 60 ECTS credits. One ECTS credit therefore equals 28 hours of academic study. The academic course load of the Bachelor's programs

at TU Delft is 180 ECTS (126 course credits), and that of the Master's degree program is 120 ECTS (84 course credits). The academic course load of a course unit is expressed in whole credits and whole ECTS credits. The academic course load is spread out evenly over the course year.

In addition to the regular degree programs, DUT also offers post-graduate teaching programs in Mathematics, Physics and Chemistry. The Technical University Teacher's Training program is a 60 ECTS credit course (42 course credits).

5.3 Program accessibility and teaching quality

Section 7.13, 7.14, 7.15 and 1.18 WHW

Students have the right to an accessible program. This right has been translated by law into a university duty to arrange its program in such a way that the student can reasonably graduate within the time allotted for the program's duration. The TER must be assessed regularly and, in particular, the amount of time required as a result from the academic course load must be weighed. This is the dean's responsibility.

The Executive Board must publish the programs on offer and an outline of the TER well in advance of the start of the academic year. This must be done in a way that enables the prospective student to form a correct opinion about the content and structure of the program and its exams. This concerns the programs on offer and the outline of the teaching and exam regulations, as well as the academic evaluation that must be given at the end of the student's first academic year (*propedeuse*).

Partly in view of the above-mentioned academic evaluation, the foundation course must be structured in such a way that students are enabled to get a clear overview of the content of the entire degree program. This will also help students to make up their minds on whether to continue with the program. The teaching quality at TU Delft is assessed periodically by means of a so-called 'program visitation' by independent experts. The Executive Board ensures that these visitations occur regularly.

When a student encounters a delay as a result of the program's structure, under certain conditions (see RFOS and section 7.51 WHW) the student can appeal for financial compensation.

5.4 Tutoring and monitoring of academic progress

Section 7.34, 7.13 subsection 2 sub u, 7.8 subsection 4 and 7.9 subsection 3 WHW

Students have the right to receive tutoring, whereby personal circumstances including ethnic or cultural origin, are taken into account. In addition to the right

to tutoring, students also have the right to make use of services offered by the student counselor. Further interpretation of the right to tutoring and monitoring of academic progress will be included in the TER. A faculty student counselor fulfills an important role in both individual tutoring and monitoring of academic progress.

5.5 Academic evaluation at the end of the first academic year

Section 7.8b WHW

First-year students who, upon assessment by the Board of Examiners, obtain an insufficient number of course credits after the first academic teaching period (*propedeuse*), receive a written warning that will be included in the student's file. The student will receive this warning before February 1. It is important to state that February 1 is also the date on which a student should know whether or not he/she will – temporarily – suspend his student grant in connection with the academic progress standard of the 'performance-related grant'.

After 12 months, students receive an academic evaluation that contains an opinion of whether the student should continue within the program or in another program. A negative evaluation is given when less than 30 ECTS credits (21 course credits) have been obtained for elements of the first-year curriculum (section 7.8b subsection 1). Although this evaluation should not be taken lightly, it is not binding.

Those who receive a negative evaluation will, upon request, receive active mentoring in helping them to find another, more appropriate, program (at TU Delft or another institution).

5.6 Programs in Dutch

Section 7.2 WHW

All Bachelor's degree program are taught in Dutch. Exceptions can be made for the following:

- a foreign language program;
- a guest lecture by a foreign teacher;
- when the specific nature, structure or quality of the program or the origin of the participating students, makes it necessary in compliance with a code of conduct specified by the Executive Board.

All Master's degree programs are taught in English.

The Executive Board has specified a 'code of conduct for English-language Master's degree programs', which is included as an appendix to this Student Charter.

5.7 Facilities for disabled students

Section 7.13 subsection 2 sub m WHW

Students with disabilities, medical conditions or dyslexia (forthwith stated as a 'disability') often experience delays in their studies as a result of their disability. Because they often cannot devote as much time and energy to their coursework, compared to the average student, TU Delft must do everything possible to reasonably enable disabled students to take part in academic program and examinations.

Concerning facilities for students with disabilities, three areas can be distinguished:

- accessibility of academic buildings;
- program structures;
- alternative arrangements for assessments and examinations.

Students who wish to use the facilities for students with disabilities should contact their student counselor. If necessary, a medical statement is required, in which the nature and extent of the disabilities are stated. Moreover, special requirements must be reported in time for the required facilities to be established.

Chapter 6. Course credits

6.1 Academic course load and course credits

Section 7.3, 7.4a and 7.8 WHW

Each program is made up of certain course units (or subjects). Depending on the number of course units and their weight, a program has a certain academic course load. The academic course load of both programs and course units is expressed in whole course credits. One course credit equals 40 hours of academic study, and an ECTS credit equals 28 hours of academic study. A course unit or subject therefore consists of 40 hours of academic study or a multiple of 40 hours.

The academic course load of Bachelor's degree programs at TU Delft consists of 180 ECTS credits (124 course credits), while Master's degree programs consisting of 120 ECTS credits (84 course credits).

Within the Bachelor's degree program, TU Delft specifies a foundation course, which consists of a academic course load of 60 ECTS credits (42 course credits). As of September 1, 2003, all course units are expressed in ECTS credits.

The postgraduate teaching course amounts to 60 ECTS credits (42 course credits). The TER must include the academic course load of a program as a whole and that of separate course units.

The Bachelor/Master structure was introduced at TU Delft on September 1, 2002 and as of that date the university adapted the so-called 'Anglo-Saxon model'. This means all existing TU Delft programs are split into a first part of 3 years, the Bachelor's degree program, which is concluded with a BSc degree, and a second part of 2 years, the Master's degree program, which leads to an MSc degree or an engineering diploma.

The TER of each program states that obtaining the first 180 ECTS credits (126 course credits) earns the right to the BSc degree. Students who obtained 180 ECTS credits (126 course credits) within the five year curriculum, before the Bachelor's degree was introduced, can also be awarded with the BSc degree, under the condition that their 180 ECTS credits form a coherent whole and the students discontinued their studies after September 1, 1998, or they submit their request in view of a stay at a foreign university.

Current academic course credits will be replaced by ECTS credits, as standardized on the European level. A 60 ECTS credit academic year equals 42 course credits. The exchange rate is 0.7 and credits are rounded off to whole credits.

6.2 Exams

Section 7.3, 7.8, 7.10, 7.11, 7.12, 7.13 and 7.30 WHW

Each course unit has an exam. An exam is an enquiry into knowledge, insight and skills of the examinee regarding a specific course unit. This enquiry results in a grade: the student either passes or fails an exam. The Executive Board can supply examiners with guidelines and indications regarding assessment of the examinee and determination of the exam result. The period, during which someone who took a written exam is allowed inspection of his/her graded work, as well as the way of inspection, must be stated in the TER. When a student has passed all the exams of a specific program (or a certain phase of the program), or if that is not the case and he/she has sufficient compensation, based on the faculty TER (see the program bound part), then he/she has passed the final exam for the entire degree program or phase, unless the Board of Examiners determines that further enquiry by them is necessary (i.e. a paper that needs to be publicly defended).

Those who pass an exam receive a certificate from the examiner(s) as evidence of passing. Those who pass a final exam receive a certificate as evidence of passing, which states all parts of the program and possible qualifications that go with the certificate. Those who pass at least two exams, but not the final exam of which those exams are part, can request to receive a statement from the Board of Examiners, at least stating which exams were passed: this is called a file diploma.

Each program has at least one conclusive exam. By law this legally compulsory exam is called the final exam. Each program has a foundation course, with its own conclusive exam, consisting of 60 ECTS credits (42 course credits).

The TER determines the exams that a program contains.

A student can choose his/her own course units to make up a degree program that is concluded with a final exam. If the Board of Examiners gives its consent to this course structure, it also states the program it belongs to: this is called a flexible degree program.

The Board of Examiners determines regulations regarding correct proceedings during exams and regarding measures that can be taken in this context.

These measures may include depriving a student who committed fraud of taking part in one or more academically required exam at the educational institution, during a period determined by the Board of Examiners, with a maximum of one year.

6.3 Titles

Section 7.19a and 7.20 WHW

Those who have passed the Bachelor's exam are authorized to use the title of 'Bachelor of Science'. See section 6.1 for more details. In addition to section 6.1, final paragraph, it is noted to students of the old curriculum that they have the opportunity to inquire about the Bachelor's degree at their faculty.

Those who have passed a Master's exam at TU Delft have the right to use the title '*ingenieur*' (ir.). The abbreviation should be placed in front of a person's name. Those who are entitled to use 'ir.', are also entitled to use the English term 'Master of Science' instead, which is placed behind a person's name and abbreviated to 'MSc'.

6.4 Teaching and Exam Regulations (TER)

Section 7.13, 7.25, 7.28 and 7.29 WHW

The TER can be viewed as regulations that have been drawn up by the dean of a faculty, in compliance with section 9.38 subsection b WHW, for each program or group of programs. The law states a number of points, mainly for the benefit of students' legal position, that must be included in the TER. The enumeration can be found primarily in section 7.13 subsection 2 (presented according to relevance):

- content of a degree program and its exams (a);
- content of a Major within a degree program (b);
- qualities in the field of knowledge, insight and skills, that a student must have acquired by the end of his/her studies (c);
- structure of practicals, if practicals are part of a degree programme (d);
- academic course load of a degree program and separate course units (e);
- further regulations regarding the first-year academic evaluation and referral regarding continuation (f);
- to which programs an academic course load of more than 240 ECTS credits (168 course credits) or the introduction of a 'candidates' phase' (*kandidaatsfase*) applies (g);
- the number and consecutiveness of exams, as well as the times at which they can be taken (h);
- full-time, part-time or dual program structure (i);
- where necessary, the order in which, the period within which, and the number of times per year exams are held (j);
- where necessary, the period of validity of passed exams, at least when restriction of validity is required. The legislator considers all exams to have unlimited validity, unless the TER states differently, and in that case restrictions must be well substantiated (k);
- whether exams should be taken as written, oral or otherwise, with the Board of Examiners having authority to decide differently in specific cases (l);
- ways in which students with physical or sensory disabilities can take exams (m);
- the public nature of oral exams, whereby the Board of Examiners can decide differently in special cases (n);
- the term within which exam results must be made public and also if and how deviation from this term is possible (o);

- how and when a student that took a written exam is allowed inspection of his/her assessed work (p);
- the term within which and how a student is allowed inspection of the questions of the taken written exam and the assessment criteria that were used (q);
- which elsewhere passed higher education exams and which elsewhere acquired knowledge or skills, entitles a person to be exempted from exams (r);
- where necessary, that having passed exams is required in order to be allowed to sit other exams (s);
- in case of practicals, it must be stated whether attending them is compulsory in order to sit the exam. The Board of Examiners has the right to give exemption from practicals or to enforce substitute requirements, for example, when it concerns tests on human beings or animals (t);
- monitoring of academic progress and individual coaching (u).

Also included in the TER are:

- the indication of at least one Master's degree program relating to the Bachelor's degree program (7.13 subsection 3 WHW);
- requirements of the university entrance exam (section 7.29 subsection 2 WHW);
- compulsory subjects that must have been part of preliminary training (VWO diploma or equal) (section 7.25 subsection 3 WHW and 7.28 subsection 5 WHW). These are the old regulations. To see during which period they still apply, see section 2.1. The new regulations will be as follows: "requirements, as meant in section 7.25 subsection 4 WHW." See chapter 2 section 1 for the date of commencement.

The above regulations have been laid down according to law and apply generally. For program bound aspects of the TER, see the program bound part, of which the TER of the relevant programme forms a part. Each program has a TER. The Executive Board has requested that all faculties to pay attention to the Sustainable Development variant and the acknowledgement of course credits within the scope of the 'TU Delft helps schools to reduce the teacher deficit in schools' project in their TER. Faculties have drawn up the TER on the basis of the Executive Board's model TER for the Bachelor's and Master's degree programs.

6.5 Arrangement of procedures regarding the TER

Section 9.38 jo. 9.18 WHW

Before the dean structures the TER, the Education Committee advises him/her on the structure, further regulations or execution of the TER. The Education Committee, half of which consists of students who are enrolled in the program

concerned, is established for each program according to departmental regulations.

Preliminary approval by the Student Council on a departmental level is required before the dean establishes the TER. However, this does not apply for the subjects named in section 7.13 subsection 2 sub a to g and that determined in section 7.13 subsection 3.

6.6 Other regulations regarding exams

Section 7.2, 7.23, 7.24, 7.28, 7.29, 7.34 and 7.36 WHW

Only those who meet the admission requirements of the higher education program concerned and are enrolled at the university as a student or extraneous student are allowed to take exams. According to section 7.2 WHW, exams must be given in Dutch. Exams in another language are allowed in certain situations. (see section 5.6).

Chapter 7. Participation

7.1 Law on Modernization of University Administration (MUB)

On February 28, 1997, the law on Modernization of University Administration (Stb. 1997 nr. 117) was enforced. The university is governed by the Executive Board (the institutional administration). The Supervisory Board is in charge of supervision of the university administration as a whole. The head of the faculty is the dean, and the appointment of a director of study provides program administration.

Furthermore there is a system of participation. The Executive Board is legally bound to make a number of administrative choices regarding the participation system that applies to the university. TU Delft's Executive Board has chosen the so-called joint participation system. Staff participation is regulated in compliance with the law governing the Works Councils. There is a Works Council on the institutional level and on faculty level, and the Works Council has implemented subcommittees.

Student Councils have been established on the institutional and faculty level for student participation.

7.2 Student Councils

Powers of Student Councils on the institutional level are described in section 7.3. Faculty Student Councils can be given extra rights, beside their legal rights, in the faculty regulations. These extra rights are described in the program bound parts of the Charter, and are therefore the legal rights.

7.3 Student Council on the institutional level

Section 9.30a and following WHW

The Student Council has:

- the right of referral;
- the right of approval;
- the right to make proposals and to state points of view;
- the right to information.

The right of referral applies to:

- the budget;
- all affairs regarding existence and correct procedures within the university;
- code of conduct foreign language;
- binding study advice;
- numerous clauses;
- Examinations Appeals Board regulations;
- student facilities (including student housing);
- TU Delft policy regarding academic staff where quality of education is influenced directly.

The right of approval relates at minimum to the arrangement of and changes in:

- the Student Charter;
- the financial aid regulations for students;
- regulations regarding safety, health and well-being;
- the choice of a participation system, as meant in section 9.30, first subsection of the WHW;
- the Student Council regulations.

The joint assembly of the Works Council and Student Council has the right of approval on:

- the institutional plan, as well as proposed policies in light of the quality assessment results as stated in section 1.18 WHW;
- administration and management regulations;

- the quality care system structure, as well as proposed policies in light of the quality assessment results.

The Student Council regulations state the matters on which the TU Delft Student Council is entitled to the right of advice or approval (see appendix 4).

The Student Council is authorized to make proposals to the Executive Board or state its opinions on all affairs relating to the university. The Executive Board responds to these proposals within three months by means of a written substantiated reply formulated as a proposal. Before the Executive Board publishes its response, it enables the Student Council to at minimum consult the Board once on its proposal.

The Executive Board provides the Student Council with all the information reasonably necessary to fulfill its duty.

At least once a year the Board notifies the Student Council in writing of:

- its pursued policy in the previous year;
- policy intentions for the forthcoming year regarding the university in the areas of finance, administration and education.

The Board notifies the Student Council immediately on:

- intentions regarding affairs described in the institutional plan.

Moreover the Student Council guards against discrimination on any grounds whatsoever and especially stimulates the equal treatment of men and women, as well as bringing in persons with disabilities and foreigners.

Furthermore, the Student Council will be confidentially heard on appointments and dismissals of members of the Supervisory Board or members of the Executive Board.

7.4 Faculty participation

Section 9.37 WHW

Apart from participation on a centralized level, TU Delft also participates on a decentralized, faculty level. To this end, faculty Student Councils are established. Generally speaking, it can be stated that regarding issues on which the dean has decision-making power, faculty participation can be called upon. The following then applies, largely in analogy with the central Student Council: when the Student Council is allowed participate in certain subjects in which the Executive Board decides, then the faculty Student Council is allowed participate on similar subjects in which the dean has decision-making power.

The faculty Student Council also participates in subjects in which the dean is particularly competent, like arranging faculty regulations and the Teaching & Exam Regulations. The rights of students of a faculty are stated in more detail in the faculty regulations.

7.5 Program Committee

A Program Committee is established for each program. Half of the committee members are students who are enrolled in the program concerned.

The Program Committee's task is to:

- give advice on the TER;
- annually assess execution of the TER;
- advise the faculty administration and the dean on all affairs regarding teaching within the program concerned, whether invited or uninvited.

For further specifications, see the program bound parts.

Chapter 8. Student facilities

8.1 General

Students have the right to student facilities, which also includes the services of a student counselor. It is the student counselor's task to provide support in realizing the preconditions that apply to the possibility of unobstructed academic progress. Special care is given to ethnic minorities.

The right to mentoring by academic counselors and teaching staff is described in the program bound section.

Apart from direct educational facilities, TU Delft has a number of student facilities. One important function of those facilities is to avoid or eliminate obstructions to academic progress as far as possible. To that end, for example, all faculties have academic counselors who can be consulted for information or assistance on a variety of academic-related affairs.

On a centralized level, there are also a number of functionaries who can offer assistance and support in various areas (like student counselors and student psychologists). They can be contacted via the Student Facility Centre.

Other, different types of facilities are also served by the Student Facility Centre: the Central Student Administration office, the Sports Centre and TU Delft's Cultural Centre.

8.2 Who can use the services of the SFC?

The SFC is meant for TU Delft students who have questions or encounter certain problems they need assistance with. Additionally, it is also meant for high school students, foreign students and other interested persons who want information or advice on studying at TU Delft. The SFC is also responsible for student facilities in the field of sports and culture.

8.3 What questions can be answered by the SFC?

You can go to the SFC with all questions or problems that require a specialized approach which sometimes is not, or is insufficiently, available at the faculties, or for which faculties have specifically referred service to the SFC. The SFC can hereby either be directly of service to you, or will help you find an answer by referring you to the relevant person(s). Several questions that you as a student can refer to the SFC for are stated below:

Questions regarding:

- enrollment rights;
- study financing;
- legal matters;
- funding and financial aid;
- educational choices;
- obstructions relating to academic progress;
- personal problems;
- foreign placements;
- university exchange programs;
- preparing for the job market;
- handicaps and study;
- courses;
- information on (student) societies;
- home and abroad educational programs;
- sports and culture;

Questions by international students regarding:

- housing;
- issues related to entrance requirements;
- language courses;
- residence permits;
- money-related affairs;
- insurance;

8.4 Of which sections does the SFC consist of?

The SFC consists of a number of sections, as described below.

Front Office

The Front Office is the SFC's initial consultation point and provides information to (aspiring) students on enrollment, registration, academic progress, student administration related affairs, international student mobility and other student facilities. This concerns general information that can be given directly. For issues of a non-general nature the Front Office can refer a person to where the relevant information can be found, for example, to the Office for International Programs, the Central Student Administration office, but also to organizations outside of TU Delft in the areas of housing, healthcare, etc.

The Front Office is open daily from 9:00 a.m. to 5:00 p.m. and can be contacted by telephone on (015) 278 8012 or by email on sfc@tudelft.nl

Information Centre

The Information Centre contains a wealth of information on (post academic) programs in the Netherlands or abroad, address files on all sorts of companies and authorities, reference books, resources for job-market orientation and much more. There are also a number of computers with database access and programs on (academic) career choices on the Internet. All this information can be used as preparation for conversations with a student counselor or staff members of the Office for International Programs.

Section International Programs

The Section International Programs handles tasks that cannot be handled by the Front Office because, for instance, more time or expertise is required in order to sort out affairs or make arrangements. It also has office hours for individual students with questions the Front Office cannot immediately answer. In individual cases students will receive further counseling. The Section International Programs advises on international student mobility, such as applying for scholarships, taking courses abroad and the possibility of graduating abroad. This Section can be contacted through the Front Office.

Student counselors

A student counselor carries out several tasks regarding the advising of students and student counseling. A student counselor's expertise lies in the field of regulations (i.e. enrolment and withdrawal, study financing and financial aid), psycho-social support, (academic) career and job-market orientation. Support is also given to students belonging to a special group, such as students with disabilities. The student counselor's expertise should be regarded as supplementary to the faculty's academic counseling. The student counselors can be contacted through the Front Office.

Student psychologists

You can go to student psychologists with problems that obstruct an effective student life; for instance, concentration difficulties, program-related self-doubts, difficulties relating to procrastination, physical ailments without clear medical reasons or personal problems that are difficult to discuss with others. All conversations are strictly confidential. The student psychologists have open office hours twice a week and can be contacted through the Front Office.

Central Student Administration office

The Central Student Administration office (CSa) carries out tasks that are managed centrally. These are affairs regarding enrolment and withdrawal, payment and restitution of tuition and exam fees, monitoring of academic progress, financial aid (mainly executing the Financial Aid Regulations for Students), subsidizing study trips, and admission of students with foreign Bachelor's or Master's degrees. Information exchange between the Informatie Beheer Groep and distribution of proof of enrolment, campus cards and software packages are also attended to by the Central Student Administration. Telephone: (015) 278 4249, email: balieCSA@tudelft.nl

Cultural Centre

The Cultural Centre 'Mekelweg 10' is open to TU Delft students and staff. Activities are orientated towards offering cultural training and stimulating various forms of expression: audiovisual, artistic, communicative, musical and dance. 'Mekelweg 10' also supports cultural activities by academic and student societies, as well as by university departments. Telephone: (015) 278 3988, email: balie.mw10@tudelft.nl

Sports Centre

The TU Delft Sports Centre offers the possibility to practice many well-known and less-known sports. Apart from the usual indoor and outdoor sports, it is also possible to participate in more individually-oriented activities such as fitness training, aerobics and self-defense sports. Beginner's courses guided by qualified sports instructors offer the possibility to get acquainted with various sports. The Sports Centre also facilitates around 40 student sport societies that often participate in regional or national competition. Telephone: (015) 278 2443, email: sportcentrum@tudelft.nl

8.5 Where else can students go?

For facilities and services that concern students, but do not fall under the SFC's responsibility (or require knowledge or expertise not available at the SFC), we refer you to:

Academic counselors

All faculties have academic counselors who can provide (individual) support to students who encounter difficulties concerning their studies or who want to be informed of (further) possibilities within their degree program. During your entire degree program you can refer to them for subjects relating to your studies (like questions about the program, academic planning, choice of study and study financing) as well as personal issues. You can also visit an academic counselor in order to have an openhearted discussion. Addresses of the various faculties and their academic counselors can be found on the SFC website: www.sfc.tudelft.nl

Other faculty student services

Beside academic counselors, all faculties have staff members who among other things can help in finding a suitable placement (placement coordinator), or advise you in case you want to stay at a foreign university or want to take part in an exchange program (faculty internationalization coordinator). See the TU Delft website: www.tudelft.nl and the Student Charter appendix for addresses.

Section International Relations (SIR)

The Section International Relations handles all sorts of issues relating to visas, housing, insurance, social, cultural and sports activities as well as reception of TU Delft foreign Master of Science students. The Section however does not handle enrollment-related subjects. SIR uses the SFC Front Office for directly handling various issues.

Ombudsman for students

If you have a complaint regarding TU Delft, its faculties or staff members, you can visit or email the student ombudsman. He/She can help solve your problems and will make propositions to prevent other students from having to confront the same situation. The ombudsman will judge independently and protects your privacy while doing so. You can consult with him/her, ask for mediation, file complaints or receive advice on where to go or what to do. The Ombudsman office is located in the Aula. For more information: ombudsman@tudelft.nl, www.tudelft.nl/ombudsman

Studium Generale

Studium Generale's focus is on all types of (new and old) developments in science, art, culture and society. Studium Generale offers the opportunity to broaden your horizons by exposing you to disciplines other than your own field of study, gaining insight in the coherence of sciences and learning to deal critically with all the information you encounter daily. Studium Generale organizes lectures, debates, symposia, excursions, workshops, courses, etc. For more information: studiumgenerale@tudelft.nl, www.sg.tudelft.nl

8.6 Where can you find the SFC?

The Front Office, where you can initially go with all your questions, is located in the main building of TU Delft, Julianalaan 134. Upon entering the building through the main entrance from the TU Delft campus, walk past reception and down the corridor on your left. Turn left at the end of the corridor, just before entering the canteen. The Front Office and the Information Centre are at the end of the hallway. The Central Student Administration office has its own reception area, which can be found in the corridor to the right of the main entrance, entering on the Zuidplantsoen side. To locate the Central Student Administration office's reception area, enter the third door on your left. The SFC is open on weekdays from 9:00 a.m. to 5:00 p.m. and can be reached by telephone on (015-278 8012) and email (sfc@tudelft.nl). For more information: www.sfc.tudelft.nl

Chapter 9. House-rules and disciplinary measures

The Executive Board can issue instructions and take measures to ensure that things run smoothly in the university buildings and on the university grounds. These measures may entail that persons who have violated said instructions are denied access to these buildings and grounds for a period of one-year maximum.

Management Regulations ICT

The TU Delft has specifically used this opportunity with regard to the use of ICT facilities for students.

This has resulted in the 'Management Regulations TU Delft for the use of ICT educational facilities by students'. These regulations provide rules pertaining to the students' use of the university's network and computer equipment (see Appendix 8 of this charter), accompanied by an appendix 'Arrangement limitation data traffic FttD-student houses TU Delft'.

Smoking ban

At TU Delft, a complete smoking ban is in place for public spaces. The Executive Board has asked the building managers to ensure that the smoking ban in public spaces is strictly enforced. In rooms that are not publicly accessible, such as private offices, the smoking ban does not apply.

Chapter 10. Legal protection

10.1 General

If a student at TU Delft disagrees with a decision made by (the Executive Board of) TU Delft, the student has the opportunity to take action against it. He/She can issue a complaint, lodge an appeal, lodge an appeal with a specific institution of TU Delft, and he/she has the opportunity to submit a complaint. In all of these cases, a legal procedure is in place, which is subject to specific rules. Not following these rules (correctly) may result in unfortunate consequences.

It is wise to first ask yourself which route to take to present your problem. For example, problems related to decisions by (boards of) examiners are dealt with by the Board of Appeal for Exams (*College van Beroep voor de Examens*, CBE).

Always examine the basis of the decision you disagree in order to discern which action to take. If this is not indicated or if you have doubts even if it *is* indicated, then you should contact your student councilor or the Student Facility Center (SFC).

If the decision is unrelated to exams or related affairs, then the question of whether it is a decision that is open to objections depends on the letter you disagree with.

If you consider starting a procedure against a decision made by TU Delft, then seek legal aid (from a public legal advice bureau, city department advice bureau or legal aid center; but the SFC and the VSS also give advice). This is definitely recommended if the procedure is held before a court or before the Board of Appeal for Higher Education.

10.2 Petitions and procedures

The petition procedure is arranged in the General Administrative law. The Executive Board has created an advice committee to deal with petitions. This committee has at least 3 members, one of which is its president. The president of this committee is neither a part of, nor employed under responsibility of, the Executive Board.

10.3 Filing a petition

Address your petition to:
College van Bestuur,
t.a.v. BJZ/Juridische Zaken,
Postbus 5,
2600 AA Delft.

A petition must also meet certain formal requirements. The petition must contain at least:

- the name and address of its submitter;
- the date on which it was signed;
- a description of the decision against which an objection is being raised;
- the reason(s) you are raising the objection (the so-called 'objection grounds').

It is practical to include a copy of the decision you are objecting to with the petition.

If your petition does not meet the aforementioned list of requirements, it will be declared inadmissible. This means that the petition's contents will not be processed.

First check carefully what it says at the bottom of the letter you disagree with. If it says nothing about submitting a petition, it is possible that this is not a decision you can submit a petition for, because, for example, the letter contains only information and not a decision.

10.4 Time limit for submitting a petition

The time limit for submitting a petition is six weeks. This period starts the day after the letter you are objecting to has been sent to you. So, if the letter is dated April 1, this period starts April 2. If your petition is not submitted within this time limit, this may mean that your petition is inadmissible and that, as a result, its contents will not be considered.

Time limits are very important in legal procedures. Do not let them expire!

Sometimes the contents of petitions that were submitted too late are still processed. This is the case if you can show that you cannot be held responsible for the fact that it was submitted too late. Note: the fact that you were on holiday is usually not a reason to still process the contents of a petition and/or appeal. So make sure that someone manages your affairs and checks your mail while you are absent.

The subsequent stages in the petition procedure at TU Delft

You will receive a written confirmation of the arrival of your petition. This confirmation will also indicate what the next step in the appeals procedure will be. Roughly, the procedure looks as follows.

10.5 Hearing

If your petition is complete, that is, if it meets all the requirements that were

mentioned above, and if there is no reason to postpone the processing of your petition, you will receive a letter in which you are invited to attend a hearing of the Central Committee for Petitions (*Centrale Commissie voor Bezwaarschriften*, CCB). You will then be allowed to explain your position to the committee and to explain the petition in more detail.

10.6 Who is present at the hearing?

You are also allowed to take someone with you to argue on your behalf. If you cannot be present yourself, but someone else attends the hearing in your place, you must make sure that this person has been authorized in writing to speak on your behalf. If the person you authorize is a registered attorney, such an authorization is not required. Someone representing TU Delft will also be present during this hearing, for example, someone from the Central Student Administration office or someone from the faculty you attend. This means that TU Delft is also able to explain its views in more detail. The committee can also ask questions about your petition.

10.7 Recommendation to the Executive Board and the decision about the petition

After the hearing, the committee makes a recommendation to the Executive Board. The Executive Board, basing itself on the recommendation, makes a decision about the petition. The Executive Board is, moreover, not obliged to follow the committee's recommendation.

There are various types of decisions about a petition. The Executive Board can:

- approve your petition, which means that your objection is accepted;
- reject your petition, which means your objection is denied;
- declare your petition inadmissible, which means that your objection cannot be processed because of formal deficiencies.

It is also possible that the decision is decomposed into parts: partly approved, partly rejected, partly inadmissible. This will become clear from the decision about the petition that you receive.

The time limit for a decision about the petition is 10 weeks from the moment the petition was submitted. This period can be extended by at most four weeks. You will receive a notification in writing of this decision. In practice, a longer period of processing the petition may occur.

10.8 What if I don't agree with the decision about the petition?

The decision about the petition states what you can do if you disagree with the decision about the petition. In most cases, you can lodge an appeal with the Board of Appeal for Higher Education in Den Haag. Sometimes, you need to

lodge the appeal at a district court of the district where you reside. This is also stated at the bottom of the decision about the petition.

The Board of Appeal decides on:

- decisions about enrollment and dismissal;
- decisions about tuition fees (payment, restitution, waiving of the fee);
- decision about (payment or non-payment of) financial support for graduation;
- decisions related to the issuing of a testimonial;
- measures related to denied access to university buildings and grounds.

The time limit for submitting an appeal to the Board of Appeal is six weeks. After submitting an appeal, the Board of Appeal will inform you about the subsequent procedure. The procedure is in some respects identical to the petition procedure, but different in other respects. Generally speaking, the procedure before the Board of Appeal is more formal and involves a separate written stage in which, for example, TU Delft may submit a written defense. Usually, there is also an oral stage, comparable to the hearing in the petition procedure, and you can also have someone else assist you (for example, a lawyer or your parents).

There is no possibility of appeal against the decision made by the Board of Appeal. Here, too, the verdict can be that your appeal is approved, rejected or declared inadmissible. The Board of Appeal can instruct the Executive Board of TU Delft to make another decision. The Board of Appeal can also declare that the person who was found to be in the wrong, must pay for the expenses of the procedure and the litigation costs owed.

For appeals institutions, litigation costs apply.

For submitting a petition to the Central Committee for petitions, or an appeal to the Board of Appeal for Exams, no litigation costs are required.

10.9 Special procedure: the Board of Appeal for Exams (CBE)

If you disagree with a:

- decision made by an examiner or board of examiners;
- decision relating to admission to exams, for example, a decision made by a colloquium doctum committee;
- decision regarding the determination of the amount of course credits obtained in view of the progress-related grant and the performance-related grant;
- decision in which the results of the colloquium doctum has been determined,

then you can present your objections to the Board of Appeal for Exams (CBE). This Board consists of members of the scientific teaching staff and students.

The time limit for submitting an appeal is four weeks. This period is shorter than for petitions, but here, too, it is true that appeals that are submitted too late are generally declared inadmissible.

10.10 Amicable settlement

Before processing the appeal, the CBE sends the appeal to the institution (the Board of Examiners, for example) that made the decision toward which the appeal is directed, and invites that institution to see whether an amicable settlement can be reached by consulting the parties involved. Within three weeks, the institution that made the decision toward which the appeal was directed, informs the CBE of the result of the consultation. If both parties agree, this short time period is sometimes extended.

If it is not possible to settle the dispute amicably, the CBE agrees to process the appeal.

10.11 Time limit for decisions of the Board of Appeal for Exams (CBE)

The CBE decides within 10 weeks after receiving an appeal. Since this procedure also involves a hearing, this deadline is not always met.

It is possible that your appeal needs to be dealt with forthwith. You can then ask the CBE for a so-called 'provisional arrangement' (*'voorlopige voorziening'*). Up until the time that the CBE makes a final decision about your appeal, the CBE makes a provisional arrangement for your situation. Such a provisional arrangement procedure is, incidentally, also possible for the Board of Appeal or the court.

10.12 The CBE verdict

The verdict of the CBE is basically the same as with the decision about the petition (approved, rejected, inadmissible), the only difference is that the consequences are somewhat different.

This is because the CBE cannot make a decision that replaces the decision against which the appeal was lodged. The CBE can partly or completely annul a decision. The CBE can determine that a new decision about the case must be made or that the exam, final exam, admissions investigation, supplementary investigation or any part of these, must be held again subject to conditions stated by the CBE.

The institution (for example, the Board of Examiners) toward which the appeal was directed must then, taking into account the CBE's verdict, make allowances for the case again, which may, for example, mean that an exam must be retaken.

10.13 What if you disagree with the CBE verdict?

At the bottom of a CBE verdict you will also find where you can lodge an appeal against the CBE's verdict: the district court, administrative law department. In some cases, an appeal may be lodged with the Department of Administrative Jurisdiction of the Council of State (*Raad van State*).

10.14 Ombudsman for TU Delft students

There are situations in which the options described in this chapter do not apply: there is no formal procedure for presenting your grievances. In such a situation, you can make an appeal to the Ombudsman for TU Delft students. He/She subsequently decides whether he/she is really the person to turn to, or whether there are other options open to you. It is also possible, then, that the Ombudsman is not the right person to approach.

The Ombudsman deals with your complains by allowing not only you but, among others, also the one against whom the complaint was made, to react to your complaint.

The Ombudsman can (partly) approve or reject your complaint and can make recommendations to the authorized party in charge (your dean, for example). If you disagree with the decision, you cannot appeal, and the party in charge is also not obliged to act upon the recommendation of the ombudsman.

A student can, moreover, not only complain to the Ombudsman for students, but also file a complaint with the National Ombudsman in Den Haag. He/She, too, will determine whether he/she is the person to turn to, or whether there are other options open to you.

10.15 Student financial aid

If you have problems related to student financial aid, you can file a complaint with the IBG itself and lodge an appeal before the court in Den Haag. The IBG has a helpful leaflet detailing all these procedures. For more information, refer to the SFC.

10.16 Privacy

TU Delft attaches great importance to the protection of privacy. Students also have the right of being protected from violations of their personal affairs. Every instance of processing of personal data at TU Delft must comply with the Law of the Protection of Personal Data (*Wet bescherming persoonsgegevens, Wbp*). That law regulates the usage and processing of personal data. The Wbp entitles each student to ask the Executive Board whether his or her personal data are

being processed. The Executive Board must answer such a request within four weeks. The student also has the option to ask the Executive Board to rectify incorrect data. A petition may be lodged against the decision made by the Executive Board. More information can be obtained from the Official for the Protection of Data of TU Delft, Directorate of Corporate and Legal Affairs

10.17 Addresses and information

Petitions can be sent to the College van Bestuur, t.a.v. BJZ/Juridische Zaken, postbus 5, 2600 AA Delft.

An appeal to the CBE can be sent to the College van Beroep voor de examens, postbus 5, 2600 AA Delft.

College van Beroep voor het hoger onderwijs (Board of Appeal for Higher Education),

visitor's address: Prins Clauslaan 60 in Den Haag, postal address: Postbus 20 302, 2500 EH Den Haag, telephone +31 (0)70-381 3044.

The **Ombudsman for students** TU Delft, Mr. W.J.M. Knippenberg, is located in the Aula (Auditorium) of TU Delft, Mekelweg 5, 2628 CC Delft, tel. 015- 27 84403.

E-mail: ombudsman@tudelft.nl

Internet site: www.tudelft.nl/ombudsman

Complaint IBG

Consult the IBG leaflet (can also be found on internet, <http://www.ib-groep.nl>) 'You disagree with a decision'.

Petitions for the IBG can be sent to:

Informatie Beheer Groep
Bezwaar en Beroep
Postbus 50081
9702 EA Groningen

Appeal IBG

An appeal against a decision about a petition for the IBG should be sent to Rechtbank 's-Gravenhage ('s-Gravenhage Court), p/a Rechtbank Dordrecht, Sector Bestuursrecht, Postbus 7003, 3300 GC Dordrecht

Privacy

A request to view your personal data must be sent to the College van Bestuur (Executive Board), t.a.v. de Functionaris voor de Gegevensbescherming, Directie Bestuurlijke en Juridische Zaken, postbus 5, 2600 AA Delft

Advice

The following institutions offer advice on legal student affairs:

Student Facility Centre
Julianalaan 134
2628 BL Delft
015 27 88012

VSSD
Leeghwaterstraat 42
2628 CA Delft
015 27 82050

Part II Quality and Studyability

Quality and Studyability

Preface Part II

Part II: Quality and Studyability differs from Part I. Part I explains detailed legal and additional regulations. Part II describes the policy intentions of the institutional board that are intended to lead to a growing improvement of the quality of the program and its studyability. The activities that are a result of decisions made are, depending on the topic, in varying stages of execution. They can also have been introduced to a varying degree, depending on the program. Where they have been executed and to the degree that this has happened, the points mentioned confer rights. To the degree that they have not yet been executed, TU Delft has an obligation of exertion. The report FOCUS ON EDUCATION (2003) is a framework in the period until 2006 for the execution of educational-substantial innovations and for improvements to the quality control and educational organization.

Curriculums

The curriculums have been designed to enable the future '*ingenieur*' (BSc or MSc) to independently obtain knowledge about a specific field of study and adjacent technical-scientific fields, in a professional environment.

The studies are primarily aimed at the learning of an independent and investigative study approach, which, in a later stage of the program, enables the student to connect the purely technical-scientific aspects to other relevant aspects of technological problems.

In the first year, the student explores the program, and selections and referrals are made. In the basic phase, the aim of the programs is to make a number of subjects uniform, and they obtain at least 20 ECTS (14 course credits) from the university academic package. The mathematical topics Analysis, Linear Algebra, Differential Equations and Probability Theory/Statistics, the modules in the area of Mechanics, and an alpha/gamma module are part of this academic package. The Bachelor phase, as described in chapter 6.1 of Part I, will be completed by way of an assignment in which the student demonstrates the ability to integrate his/her knowledge, expertise and (some research-oriented) skills.

The programs serve to increase comprehension of complex decision-making processes in society that (future) '*ingenieurs*' can be confronted with in professional practice, and to teach the argumentative and social skills required to deal with (ethical-) evaluative issues related to the role of technology in society. Each curriculum focuses on socially-oriented subjects. In principle, the course 'Ethical Aspects of Technology', developed by TBM, plays an important role in this respect.

Aspects of sustainable development are recognizably integrated, or developed further, in the most relevant educational components within specific fields of

study. There is a basic module 'Technology in Sustainable Development' and a certificate of graduation can be obtained for all Master's programs. Furthermore, there are pilot projects for the integration of sustainable development in components of all educational programs of TU Delft.

Systematically, economic, corporate, administrative, and legal study components are applied, aimed at expanding comprehension of the structure and the workings of corporations and organizations.

By considering reasonable requirements from the corporate world with respect to the organization and contents of the programs when decisions are made about the organization of the programs, the graduates' professional opportunities in the job market are increased.

The institution strives for international accreditation of its programs.

The faculties' Bachelor programs are, in substance, made to fit the VWO (pre-academic high school education) profiles that are applicable as of 2001.

Final terms

For each program, the specific goals and final terms, not only of the elements in the educational process, but also of the educational process as a whole, are formulated in as much detail as possible.

The parts of the curriculum are organized and combined in such a way that obstacles to studying, as well as delays that are the result of a sub-optimal organization of the curriculum, are prevented. Students can, within reason, file complaints about this if their interests are compromised.

TU Guide (TU Gids)

In time for the commencement of the academic year, the institution announces the curriculum on offer in the TU Guide, which is available from the Marketing and Communication department. The Executive Board announces the organization of the upcoming academic year in the TU Guide and in a Executive Board newsletter. Most programs publish overviews of the compulsory parts of their curriculums on their faculty's Internet site. The organizational positioning of the curriculum may not conflict with the governing guidelines for the uniform organization of the academic year.

Teaching and Exam Regulation

The Executive Board ensures that a Teaching and Exam Regulation (*Onderwijs- en Examenregeling*, OER) for the program(s), drafted compliant to the stipulations in article 7.13 paragraph 2 of the WHW, is made public.

The Executive Board ensures that modifications to the main points of the Teaching and Exam Regulations are passed on to the Central Register for Higher Education Programs.

Objectives of output and study duration

The university strives to ensure its students graduate within the applicable time limit, and aims for the following with regard to output and study duration (report FOCUS on Education):

With respect to the BSc program, the goal is to increase the overall output of the 2006 cohort to 80%, of which 80% is to be obtained within four years;

with respect to the MSc program, the goal is to increase the overall output of the 2006 cohort to 90%, of which 90% is to be obtained within two years.

The Executive Board makes data about the numerical output of the programs public once a year in the Annual Report and on the TU Delft Internet site.

Students will make an effort to obtain the first-year's exam within one year, and to obtain the Bachelor's diploma within two years after obtaining the first-year's exam. Special circumstances as mentioned in the 'Financial Aid Regulations for Students' are considered here.

First-year program evaluation

First-year students who, after the first educational period, have amassed insufficient study points, receive a written warning, which is included in the student's record. This warning will be given before February 1 of the year following the first enrollment.

After 12 months, the students receive an academic evaluation, which is negative in the case of less than 30 ECTS obtained (21 course credits) for elements of the first-year curriculum. This advice must be considered as authoritative, but is not binding. Those who receive a negative advice are, if they so request, assisted in finding a different and more appropriate program (inside or outside TU Delft). Academic study results and progress are effectively checked on the basis of an explicit procedure. TU Delft aims to form agreements with a number of HBO (non-academic higher education) institutions, with an improvement of the mutual flow of students as one of its goals.

Study plan

The Executive Board strives to make students draft an academic study plan from their second year of study onwards, to be discussed with the student counselor. The university assists the student, based on this academic study plan, in realizing good academic progress.

Mentor system

Each program must have a mentor system for the purpose of educating and assisting (first-year) students. For almost all programs, this has been realized. The intention is to introduce a mentor system in which members of the scientific staff are assigned a number of students, which they then mentor for the remainder of the student's academic program.

Graduation projects

Explicit agreements are made concerning the minimum and maximum duration of internships and graduation projects, and about assistance and facilities, in the form a graduation plan. It serves three purposes: to ensure that these internships and projects are completed on time, to promote good communication between the parties involved, and as a means of evaluation during quality control. The graduation plan is an agreement of intent.

Internationalization

TU Delft has a substantial international dimension. This can, among other options, be enhanced by using English-language academic books, by attracting guest lecturers and by offering courses in language fluency to teachers and students. Whereas the Bachelor's phase will primarily be offered in Dutch, the Master's phase is in English.

The faculties aim to have their students gain experience abroad through participation in international exchange programs and by offering foreign internships.

Instructors

Leading and learned instructors will be used, specifically in the first-year program phase. The idea behind this is, among others, to provide a sound basis for the explorative dimension of the first-year's program.

All instructors must meet a Basic Qualification in teaching. Newly appointed instructors will, in principle, follow one or more special courses for this purpose.

The institutional board stimulates the initiation of structural deliberations between instructors about the subjects taught. These deliberations are periodical and formalized, are held among the instructors of an educational component, and the main purpose of the deliberations is to ensure and improve the substantial coordination of the subjects. (General educational matters are subjects to be discussed in the program committee.)

Organization of the education

Each program has a program director. These directors are responsible for the executive organization of the program and for the preparation of the contents of the curriculum.

The various responsibilities within the (faculty) organization for the curriculums as a whole, as well as for the distinct components and individual subjects in the curriculums, are explicitly stated.

Faculties make optimal use of the opportunities offered by the system of inter-faculty education.

Anticipating international developments (Bologna declaration), TU Delft, as of September 1, 2001, has a uniform organization of the academic year in the form of a semester system. This makes it easier to attend subjects in other TU Delft programs.

Course evaluation

All programs use the TU-wide system of course evaluation, especially for courses in the basic study program. The inquiry can be held both in writing and on Internet. Faculties communicate the results back to teachers and students. The results of the inquiries are public on the subject level, but are generally prudently handled.

General student survey

Every year, TU Delft holds a general survey among a part of the student population. The goal of this survey is to detect weaknesses in the contents and organization of the programs and to gather information about the quality of the study environment. The responses obtained will directly be made available to the party from whom corrective action is expected; that is, the CvB (Executive Board) for general problems and the faculty board for program-specific problems. During bilateral administrative deliberations, the results of the inquiry, as well as the measures to be taken or having been taken by both levels, are discussed. The results of the inquiry are made public as soon as it is clear that those who are to take action have made a commitment to this effect.

Visitation

The institutional board ensures that once every five years an assessment of the educational quality of its programs by independent experts (visitation) is made. To accommodate this regular assessment, the program that is to be assessed makes a so-called self-study that is partly created on the basis of students' opinions about the quality of the education. In this self-study, weak and strong points in the program are to be addressed. The self-study is tested by the Advice Committee for Educational Quality Control before it is offered to the visitation committee.

The VSNU has formulated criteria for the self-study, which will be adapted to the assessment framework of the Dutch Accreditation Organization in the coming years. The results of the visitation are publicly available. The faculty announces the results in writing and, in a policy plan for the specific program, indicates which recommendations the visitation committee has given for the program, and which measures are, or have been, made accordingly. The Executive Board formulates a position about the plan and discusses it with the participating institutions.

Institutional Plan

In the annual WHW report and in the Institutional Plan, TU Delft announces its intentions concerning the quality of education and research, specifically in relation to the findings of external and internal evaluations.

Funds

The Executive Board announces which funds it uses regarding quality control of education, and which criteria it uses for awarding such funds. There is a central Educational Innovation Fund, a part of which is intended for leading ICT projects. To broaden the programs, a budget exists for the integration of sustainable development in education.