



Students' Charter
2016/2017
UvA Section

Contents

1. Introduction	3
1.1 Adoption and publication of the Students' Charter	3
1.2 Validity of and compliance with the Students' Charter	3
1.3 Degree programme section of the Students' Charter	3
2. Admission and enrolment	4
2.1 Bachelor's programme	4
2.2 Master's programme	5
2.3 Types of enrolment.....	5
2.4 Enrolment procedure	5
3. General rights and obligations of students.....	7
3.1 Students' rights.....	7
3.2 Students' obligations	8
4. Rules of conduct	9
4.1 Use of university buildings	9
4.2 ICT Code of Conduct	9
4.3 Undesirable behaviour.....	9
4.4 Working conditions	9
4.5 Netherlands Code of Conduct for Scientific Practice.....	9
4.6 Copyright.....	10
4.7 Fraud and Plagiarism Regulations.....	10
5. Education and quality	11
5.1 Teaching and Examination Regulations.....	11
5.2 Quality control.....	11
5.3 Vision on teaching and learning	11
5.4 Affordable education.....	11
5.5 Model rules and guidelines for Examinations Boards.....	12
6. Facilities for students.....	13
6.1 Facilities	13
6.2 Financial support	14
7. Governance and student participation	15
7.1 Participation in central decision-making.....	15
7.2 Participation in faculty decision-making.....	15
8. Complaints, objections and appeals.....	16
8.1 Complaints	16
8.2 Objections.....	16
8.3 Appeals to the Examination Appeals Board.....	16
8.4 Appeals to the Higher Education Appeals Board.....	16
8.5 Dutch Data Protection Authority.....	17

Students' Charter 2016/2017

1. Introduction

The Student Charter (*Studentenstatuut*) describes the rights and obligations of students on the one hand, and of the University of Amsterdam (UvA) on the other. The charter is the document defined in Article 7.59 of the Higher Education and Scientific Research Act (*Wet op het Hoger onderwijs en Wetenschappelijk onderzoek, WHW*) and consists of two sections:

- the UvA section, which describes the rights and obligations of all students at the UvA (Students' Charter);
- the degree programme section, which describes the rights and obligations specific to each programme.

1.1 Adoption and publication of the Students' Charter

The UvA section of the charter is adopted by the Executive Board (*College van Bestuur, CvB*) each year following agreement by the Central Student Council (*Centrale Studentenraad, CSR*).

This Student Charter is published before 1 September on the UvAweb: www.uva.nl/studentcharter

and will be brought to the attention of students and employees in a news report on

www.student.uva.nl/en and www.staff.uva.nl. Students and employees of the UvA are expected to be

familiar with the content of the charter. Any amendments and/or revisions to the charter are adopted by the Executive Board following agreement by the Central Student Council. Students are informed of any such changes through a news report on the UvAweb.

1.2 Validity of and compliance with the Students' Charter

This Students' Charter is valid for the 2016-2017 academic year. Where a provision of the Student Charter conflicts with provisions in or pursuant to the law, the statutory provisions shall take precedence. Chapter 8 states what recourse (legal protections) students have in the event of non-compliance with the Students' Charter.

1.3 Degree programme section of the Students' Charter

Before 1 July, faculties adopt the degree programme section of the Students' Charter and the Teaching and Examination Regulations (*Onderwijs- en Examenregeling, OER*) for the next academic year. This includes a description of the courses offered by the faculty, the details on the organisation and scope of examinations, the timetables, the facilities, and the rules and requirements relating to academic counselling and career options.

2. Admission and enrolment

In order to attend a degree programme at the UvA, a person needs to enrol in that programme. In order to enrol as a student, the person must meet the educational prerequisites, admission requirements and other enrolment requirements. The requirements can be found in the WHW and in the Enrolment Provisions for the University of Amsterdam (*Inschrijvingsbesluit UvA*). The [UvA Enrolment Provisions 2016–2017](#) apply to the 2016–2017 academic year.

2.1 Bachelor's programme

Educational prerequisites

In order to be enrolled in a Bachelor's programme, the educational prerequisites in or pursuant to the WHW need to be met. For enrolment based on an old pre-university diploma (VWO) or a first-year higher vocational education (HBO) diploma, additional requirements may apply. These are specified in the UvA Enrolment Provisions and in the OER of the related degree programme.

Foreign degree

Exemption from the educational prerequisites based on a foreign degree is permitted if this degree is equivalent to the pre-university diploma required for the related programme and the additional language proficiency requirements are met. The procedure and requirements are set out in the UvA Enrolment Provisions and the OER of the relevant degree programme.

University entrance examination

A person who does not hold a relevant valid pre-university (VWO) level diploma or a qualification that is equivalent to this and who is aged 21 or older can take the university entrance examination (*colloquium doctum*). This is an examination for persons aged 21 and over whose pre-university education is insufficient to give them exemption from the educational prerequisites. An exception to the age criterion of 21 years may be made for persons who have an insufficient pre-university education outside the Netherlands, but whose diploma is sufficient for admission to a university in their own country. Once the university entrance examination has been passed a decision will be made on each individual case. This decision is limited to the degree programme and institution for which it is issued. More information on the university entrance examination can be found (in Dutch) at: www.uva.nl/colloquiumdoctum.

Selective programmes

A number of programmes are subject to an enrolment quota. Specific admission requirements apply to these degree programmes. These terms are included in the UvA Enrolment Provisions and are listed on the UvAweb under the relevant degree programme: www.uva.nl/en/education.

Degree programmes with specific selection criteria

The joint Bachelor's degree programme in Liberal Arts and Sciences at the Amsterdam University College and the Bachelor's programme in Politics, Psychology, Law and Economics have specific selection criteria pursuant to WHW Article 6.7. These are degree programmes which have been awarded the 'small-scale, intensive education' distinction by the Accreditation Organisation of the Netherlands and Flanders (NVAO).

Students' Charter 2016/2017

UvA matching

Persons who have Dutch qualifications wishing to enrol in an UvA Bachelor's programme which is not a selective degree programme or a degree programme subject to specific selection criteria in the sense of WHW Article 6.7, and who have not been previously enrolled at the UvA, are obliged to participate in UvA Matching, the university's procedure for choosing a degree programme. More detailed regulations on this are included in the [UvA Regulations governing Recommendations on Choice of Degree Programme](#).

2.2 Master's programme

The educational prerequisites and admission requirements for Master's programmes are governed by WHW Article 7.30b and 7.30c and the OER of the relevant degree programme.

Confirmation of admission to a Master's programme

A written confirmation of admission issued by or on behalf of the Dean is required in all cases in order to enrol in a Master's programme.

2.3 Types of enrolment

At the UvA, students' enrolment can take various forms: full-time student, part-time student, student taking a dual Master's programme, and external student. Enrolment as a part-time student or as a dual Master's student is only possible for part-time or double degree programmes.

Students

Students who enrol on time in a full-time, part-time or dual Master's capacity are entitled to participate in education, take interim and other examinations within the degree programme in which the student is enrolled, use UvA facilities, and vote and stand as a candidate in elections for the Central Student Council and Faculty Student Council (for the faculty they attend).

External students

External students are only entitled to take examinations for the relevant degree programme and have the right to vote and stand as a candidate in elections for the Central Student Council and Faculty Student Council (for the faculty they attend). External students are not entitled to a refund of examination fees on graduating or on early termination of their degree programme. Neither are they entitled to academic student counselling or thesis supervision.

2.4 Enrolment procedure

In order to be able to take part in degree programmes and use UvA facilities, students must enrol or re-enrol at the UvA (via www.uva.studielink.nl) each year. The enrolment conditions are set out in the UvA Enrolment Provisions.

Students can enrol in one or more degree programmes and, in principle, for a full academic year. The academic year runs from 1 September to 31 August of the following year.

Students enrolled at the UvA during the previous academic year will receive information regarding enrolment for the next academic year via email (to the email address entered in Studielink) before 1 July.

Students' Charter 2016/2017

Enrolment is limited to two commencement dates during the academic year: from 1 September and from 1 February. Students may only enrol from 1 February with the consent of the relevant programme management. For the Master's programme in Medicine, students are also permitted to enrol in other months. It is not possible to retroactively enrol unless a student's enrolment was demonstrably delayed as a result of circumstances attributable to the UvA.

Anyone who submits an application to enrol or re-enrol as a student must pay tuition fees to the UvA. The applicable fees can be found in the UvA Enrolment Provisions. Students must submit their application form and pay their tuition fees to the Central Student Administration (*Centrale studentenadministratie*) before 31 August. After meeting all applicable enrolment requirements, students receive a proof of enrolment. Students need this student ID card (and/or a passport or driving licence) to prove their identity, for instance when sitting examinations.

Termination of enrolment and reimbursement of tuition fees

Students can submit an application to terminate their enrolment during the academic year via Studielink (www.uva.studielink.nl). Termination of enrolment will take effect from the first day of the month following the request at the earliest, and students will receive a refund of tuition fees for the remaining part of the year. Students who wish to leave or take a break from their degree programme at the end of an academic year can do so by not enrolling for the next academic year. If enrolment is cancelled with effect from July or August, there will be no entitlement to refund of tuition fees.

Use of educational facilities by non-enrolled individuals

Statutory regulations stipulate that any person who is not enrolled who makes use of educational and examination facilities must, when applying for their certificate, pay compensation. The UvA Enrolment Provisions state that students who have taken part in a degree programme and examinations without paying must still pay the (statutory) tuition fees for the relevant academic year, plus a fee of €200 to cover administration costs.

3. General rights and obligations of students

3.1 Students' rights

After enrolling at the UvA, students are entitled to the following rights:

- To take courses within their degree programme and, in principle, within the institution as a whole, provided that they meet the entry requirements, except if the student did not register for a unit of study in time, or where an enrolment quota has been established due to the number of available places, limited teaching capacity, or in the case of teacher-training programmes. When access to participation in education is limited, this limitation must be stated in the degree programme's OER;
- To receive supervision from a lecturer in a group and individually, within three weeks of requesting such supervision. The degree programme section of the Student Charter must contain information regarding consultation hours and how to make an appointment. The same applies to thesis or research supervision. If a student has applied for a thesis supervisor, a supervisor must be appointed within four weeks. The first contact between the student and the thesis supervisor must take place within two weeks of the notification of thesis supervision. The remaining periods for appointments with the thesis supervisor must be scheduled to ensure that the student has a reasonable opportunity to complete his/her report or thesis within the set time period. At the student's request, all discussion dates and review appointments may be set in advance. If the supervising lecturer is unavailable for a long period of time, the lecturer or the department must arrange a replacement;
- To take interim or other examinations within the degree programme in which the student is enrolled, unless they are first required to take another interim examination and unless they are required first to undergo practical training (entry requirements). Students may take elective courses outside their degree programme and sit examinations for these courses, if permitted under the student's type of enrolment, and with due regard of the terms and conditions set out in the OER;
- To receive counselling from a student counsellor. More information can be obtained from the Student Service Desk (SSD) and at www.uva.nl/studentcounsellors;
- To use educational facilities such as libraries and laboratories, with due observance of the conditions for use of these facilities;
- To use facilities available to students (see Chapter 6 of this Students' Charter);
- To receive counselling from a student counsellor (see also the OER and Chapter 6 of this Student Charter);
- To receive the opportunity, should the Minister or the university decide to terminate the degree programme, to complete the degree programme within a reasonable period of time at the same or another institution of higher education;
- To have their personal data adequately protected by the UvA. Students have the right to inspect their own data, make corrections, be notified if their data is given to a third party or parties, and to object to the processing of their data;
- To review enrolment and examination records, which are reported to the UvA's Data Protection Officer. The report describes the purpose of the records, as well as stating what data is collected and who is authorised to process the data. In any case, the report contains the following information on the student:
 - data the student has provided him or herself on the UvA registration and/or application form;
 - payment details for tuition and examination fees;
 - results of examinations that the student has passed;
 - the student's study progress.

Students' Charter 2016/2017

- To vote and stand as a candidate in elections for the Central Student Council and Faculty Student Council (for the faculty they attend);
- To have access to the UvA's buildings and collections unless access is restricted by the Executive Board. In the event of limited space, the Executive Board has granted the deans of the faculties the authority to restrict access to and limit the use of reading rooms or computer rooms. Access for students who are not enrolled in the programme to which the reading or computer room in question is assigned may be restricted. Access must never be restricted to such an extent that students can no longer make reasonable use of a facility;
- To take a 'studiable' degree programme. This right is interpreted by law as an obligation on the part of the university to structure degree programmes in such a way that students are reasonably able to make standard study progress. The workload distribution is particularly important in terms of studiability;
- To receive a certificate issued by the assessment committee, if all substantive and procedural requirements are met.

3.2 Students' obligations

Enrolment as a student entails the following obligations:

- To abide by the house rules and safety regulations that contribute to a practical, safe and pleasant environment for students, lecturers and other staff (also see Chapter 4 on Rules of Conduct in this Student Charter);
- To notify their study adviser promptly if students expect their studies to be delayed due to exceptional circumstances (see Chapter 6.1 of this Student Charter);
- To participate in practical training before being permitted to take a corresponding examination if the programme management considers this necessary. This requirement must be set out in the relevant OER;
- To register to participate in units of study on time, unless the relevant OER states that the programme automatically registers students for the units of study in question;
- To observe the rules arising from the [Regulations Governing Fraud and Plagiarism for UvA Students](#) (*Fraude- en plagiaatregeling UvA*).

Students' Charter 2016/2017

4. Rules of conduct

Students are required to comply with general standards and rules of decorum in dealing with other UvA students and staff. In addition to this general code of conduct, the following rules of conduct apply.

4.1 Use of university buildings

The UvA strives to prevent any nuisance from objectionable use of facilities and buildings. To this end, the Executive Board established the [Rules for the Use of University Buildings, Premises and Other University Facilities](#) (*Regels voor het gebruik van universitaire gebouwen, terreinen en andere universitaire voorzieningen*).

4.2 ICT Code of Conduct

All students are obliged to use IT resources made available by the UvA (*email, internet, etc.*) responsibly and comply with the ICT Code of Conduct (*ICT-gedragsregels*). For more information, see: www.uva.nl/ict-codeofconduct.

4.3 Undesirable behaviour

The UvA considers any type of sexual intimidation, harassment, aggression, stalking, violence or discrimination unacceptable. However, there may be occasions where a student is confronted with such behaviour in the working or studying environment. Students who are subjected to such behaviour may contact the (faculty) Confidential Adviser. It is also possible to submit a complaint. For more information, see: <http://www.uva.nl/confidentialadviser> or student.uva.nl/complaint-objection-appeal.

4.4 Working conditions

The Executive Board is responsible for health and safety and other working conditions in university buildings and on university premises. This right applies to both students and employees. In principle, all provisions of the Working Conditions Act (*Arbowet*) and the associated rights for students also apply to the UvA. The Act applies to both students and employees. It sets out, amongst other things, the following obligations for students: [Article 2b in conjunction with Article 11 of the Working Conditions Act]:

- To use the personal protective equipment provided correctly and to store this in the designated location after use;
- To use instruments, appliances, tools, hazardous substances and suchlike correctly and not to make any changes to the safety devices installed;
- To comply with any further rules and instructions regarding health and safety;
- To immediately report any situations in which health and safety are placed at risk to the person responsible or to the Executive Board.

4.5 Netherlands Code of Conduct for Scientific Practice

Within the UvA, everyone involved in education and research is personally responsible for maintaining academic integrity. For more information, see: www.uva.nl/codeofconduct.

Students' Charter 2016/2017

4.6 Copyright

Within the context of their studies, students often make use of copyright-protected publications (such as books and professional journals). The copyright holder is usually named on the first page or in the publisher's notes. In a limited number of cases, photocopies or other copies of existing texts and images can be made without needing to request permission. Under the Copyright Act (*Auteurswet*), the following rules (amongst others) apply:

- photocopies: single copies of small sections of books, magazines, newspapers and other documents may be made for personal use. Works that are sold out or out of print, or short articles published in daily newspapers and weekly magazines, may be copied in full. [Article 16b, paragraph 1 of the Copyright Act],
- Quotations: short sections of text may be copied from a publication and used in an individual's own work in the form of quotations, provided that the source of the quotation and the author are stated. The maximum length must be in proportion to the purpose of reproducing the text. [Article 15a of the Copyright Act],

Laws, court rulings, government decisions and memoranda and suchlike may be copied and reproduced in the form in which they were published by the government, without permission and free of charge. All other reproductions require the consent of the copyright holder and are usually subject to a fee. For more information, see: www.uva.nl/copyright.

4.7 Fraud and Plagiarism Regulations

The [Regulations Governing Fraud and Plagiarism for UvA Students](#) specify what the UvA considers to be fraud and plagiarism. These regulations apply to all UvA students.

5. Education and quality

5.1 Teaching and Examination Regulations

Teaching and Examination Regulations (*Onderwijs- en Examenregeling, OER*) are adopted annually for each degree programme or group of degree programmes. These regulations set out the main points of the education programme and the associated examinations, as well as the prevailing procedures, rights and obligations related to teaching and examinations. A programme's OER contains at least the following:

- the content and structure of the degree programme;
- the admission requirements for the degree programme and for specific modules;
- the method of assessment;
- the right of inspection;
- the re-sit opportunities;
- the period within which examinations must be marked;
- the validity period of examinations;
- the sanctions in the event of fraud/plagiarism;
- student counselling.

The UvA has adopted [Model Teaching and Examination Regulations for Bachelor's degree programmes](#) and [Model Teaching and Examination Regulations for Master's degree programmes](#); in addition to these models, the [Teaching and Examination Regulations for the degree programmes](#) are also available on the university's website.

5.2 Quality control

Improving educational quality is a constant on the university's agenda. The Executive Board establishes a vision, and the faculties formulate appropriate policy accordingly. The teaching institutes work out the policy in detail. All of the various processes and procedures at programme and course level must ultimately adhere to the policy. The UvA has also adopted a [Quality Assurance Framework](#), which describes the university's quality control policy.

5.3 Vision on teaching and learning

The UvA's mission is to guide students into a programme befitting their talents. The [UvA Vision on Teaching and Learning](#) includes such themes as academic training and research-intensive education. The following principles on education at the UvA apply in this respect:

- Education must be high quality;
- The university actively contributes to students' study success;
- Education and research should be closely intertwined;
- The university should promote an ambitious study culture;
- Degree programmes should allow room for differentiation as well as specialisation.

5.4 Affordable education

The costs of study materials (such as textbooks, course materials and practical training materials) required to take part in teaching or examinations are in principle borne by the (external) student. The student is also liable for costs of excursions, orientation days and internships. Prior to attending a unit of study, students must be informed of the required study materials and the costs of materials, excursions, etcetera. At the UvA, this amount may not exceed €642 per year per 60 ECTS credits.

Students' Charter 2016/2017

Where this amount is exceeded, this must be noted in the degree programme section of the Student Charter along with a reasoned justification. Degree programmes are only entitled to request a fee from students who did not register for an examination in time if this is specified in the OER, and the fee may not exceed €20 per semester in total.

5.5 Model rules and guidelines for Examinations Boards

The Dean appoints an Examinations Board for each degree programme or group of degree programmes tasked with administering, organising and coordinating examinations. The Examinations Board establishes rules and guidelines for the execution of its own duties and powers. The UvA has also established [Model Rules and Guidelines](#).

6. Facilities for students

6.1 Facilities

The UvA provides a variety of study and information facilities to help students to successfully complete their studies. There is the Student Service Desk for general study questions; for more specific information about their degree programme, students can contact the Student Desk. The university also provides ICT, health and counselling facilities and advice through e.g. student counsellors, career counsellors, and psychologists. There are also basic facilities for the various study associations.

Study facilities

- [University Library](#) membership is free for UvA students. Through the website, students have access to digital magazines, e-books and databases. Students are able to request and pick up books at a location of their choice; student ID cards also serve as a library card.
- Spread throughout the city are various study centres that provide [study places and computer workstations](#). All locations are equipped with printers and free Wi-Fi.
- The [student website](#) is the main point on the UvAweb where all necessary study information can be found. The student website also includes a page for each programme with education-related announcements, newsletters, details on workshops and other important study information. In addition, the student website provides access to Blackboard, timetables, recent grades and the Course Catalogue, which sets out all relevant course information. For more information, see: student.uva.nl.

Service and information

- The Student Service Desk is the first point of contact for general inquiries about studying at the UvA. Students may contact this facility with any questions regarding choosing a course of study, enrolment, financial assistance, housing, studying abroad and more. For more information, see: uva.nl/ssd.
- For specific questions about a study programme, students may contact the Student Desk of that programme. See the contact page on the student website for more details. This may include questions related to course and examination registration, electives or minors. Students can also make an appointment with the study advisor through the Student Desk.

Advice and counselling

- Academic counselling for students is provided by the study advisor. The advisor can advise students on the timeline of the programme and on transitional arrangements, as well as issues that could hinder students' study progress.
- Student counsellors are available to assist with questions/issues that are not related to the programme content, but to the student as an individual, for example issues concerning finance or illness. They provide advice on complaints, objections or appeals and can assist in requesting facilities (e.g. for students with functional disabilities, or under the Top-class Athletes Scheme). For more information, see: www.uva.nl/studentcounsellors.
- The UvA Student Careers Centre helps students with their orientation and choices concerning degree programmes and employment prospects. Students can use this facility before, during and after their study (up to one year after graduation) for information, advice, workshops and training, events and individual guidance. For more information, see: uva.nl/career.

Students' Charter 2016/2017

- The Office of International Student Affairs (*Bureau Internationale Studentenzaken, BIS*) and the faculty International Offices assist both UvA students wishing to study at a university abroad and foreign exchange students coming to study at the UvA within the context of an exchange programme. For more information, see: uva.nl/exchange and buitenland.uva.nl.

Health

- The UvA provides various types of support for students with disabilities or chronic illness, for instance by providing appropriate facilities or guidance. This helps students prevent possible study delays. A student is required to contact the student counsellor with a recent statement from a doctor or psychologist in order to get a written recommendation to receive such facilities or support. For a chronic disability or illness, the recommendation needs to be issued only once. More information can be found in the relevant OER and at: www.uva.nl/disability.
- Students with mental health issues (performance anxiety, stress, fear of public speaking, or lack of motivation and concentration) which have a detrimental impact on their study progress can contact the student psychologist. For more information, see: www.uva.nl/studentpsychologists.
- The student doctors are affiliated with the UvA and therefore are experienced in handling medical issues that are specific to students. They provide services similar to a general practitioner. For more information, see: www.uva.nl/doctors.
- Students can take part in a variety of sports activities at the University Sports Centre at a reduced rate. For students who are top-class athletes there is the UvA Top-class Athletes Scheme (*Topsportregeling*) and a Top-class Sports Coordinator who can advise on facilities and answer questions. For more information, see: www.uva.nl/sport.
- The UvA has four contemplation rooms on its various campuses. All students are welcome to use these rooms for a moment of silent reflection, provided they keep to the house rules. For more information, see <http://student.uva.nl/en/az/content/contemplation-rooms/contemplation-rooms.html>.

Study associations

The faculties provide their study associations with the facilities that are reasonably considered necessary to perform the tasks required of a study association, including:

- a (shared) workspace;
- an email address;
- a pigeonhole;
- a network connection;
- office supplies.

6.2 Financial support

In a number of cases, students may qualify for financial support from the Profiling Fund (*Profileringfondsen*), for example, students who fall behind in their studies due to special circumstances or who carry out certain administrative activities, and in the case of top-class athletes. Students who are enrolled in a dual Master's programme worth more than 60 ECTS may in some cases be eligible for assistance from the Profiling Fund. In addition, there are scholarship programmes that fall outside the scope of the Profiling Fund, in which students can participate if they go abroad for a certain period of time. More detailed regulations on this are included in the [UvA Profiling Fund Regulations](#).

7. Governance and student participation

7.1 Participation in central decision-making

Participation in the decision-making process by and on behalf of students at university level takes place through the Central Student Council. This council is elected annually by students across the university. Student participation in decision-making at the central level concerns issues that affect the university as a whole. The council's rights are derived from the WHW and the related [Central Student Council Regulations](#) and the [Regulations on Facilities for Student Council Members and Central Student Council Members](#). More information can be found at: www.uva.nl/representationforstudents.

7.2 Participation in faculty decision-making

At the faculty level, participation in decision-making by and on behalf of students takes place through the Faculty Student Councils. These councils are elected annually by the students within each faculty. The councils' rights are derived from the WHW, the relevant Faculty Regulations and the [Regulations on Facilities for Student Council Members and Central Student Council Members](#).

Central Student Council and Faculty Student Council elections

Elections for the Central Student Council and the Faculty Student Councils take place each year. The Central Voting Office (*Centraal Stembureau*) has been set up for this purpose. See also the [Elections Regulations for the Central Student Council and Faculty Student Council 2006](#).

Board of Studies

The Board of Studies (*opleidingscommissie, OC*) for each programme or group of programmes has a statutory duty to monitor the quality of education and is therefore one of the most important advisory bodies in the quality assurance cycle. Half of each Board of Studies consists of students and the other half of lecturers from the programme (or group of programmes).

The overall tasks and responsibilities of the Boards of Studies include:

- To annually assess the implementation of the OER and make recommendations regarding the new OER to be adopted;
- To support and advise, on request or otherwise, the Director of the associated College and Graduate School regarding the coordination of curricula and policy-making within the College or Graduate School;
- To advise the Director of Education regarding quality improvements. This covers several aspects, such as monitoring the quality of graduates and admitted students, monitoring sufficient academic student counselling, etc.

8. Complaints, objections and appeals

The UvA has a digital service point which students can consult with respect to complaints, objections and/or appeals. It can provide extensive information on these matters and the differences between them. For more information, see: student.uva.nl/complaint-objection-appeal.

A brief summary of the various procedures and information regarding the [Complaints Desk](#) is provided below.

8.1 Complaints

A complaint concerns specific conduct towards a person. It is no longer possible to file a complaint against a general regulation. For more information, see: student.uva.nl/complaint-objection-appeal.

Complaints Committee

If a student is not satisfied with the way a complaint has been handled by the complaints desk, he or she can file a complaint with the UvA Complaints Committee. The [UvA Regulations for Student Complaints Procedures](#) are applicable.

8.2 Objections

If a student or prospective student disagrees with a decision by the Executive Board with regard to that student, such as enrolment, tuition fees, financial facilities, he or she can lodge an objection to that decision. The period for submitting an objection is six weeks. The Arbitration Committee for Student Objections (*Geschillenadviescommissie studentenbezwaren*) will examine the case and advise the Executive Board as to whether the decision should stand or should be reconsidered. For more information, see: student.uva.nl/complaint-objection-appeal.

8.3 Appeals to the Examination Appeals Board

A student who disagrees with a written decision by an examiner or the Examinations Board for the degree programme (for instance regarding the sequence, approval, marking, or re-sits of courses, practical training, examinations or assignments) can appeal against that decision to the Examinations Appeals Board (*College van Beroep voor de Examens, COBEX*). The period for submitting an appeal is six weeks. For more information, see: student.uva.nl/complaint-objection-appeal. More detailed regulations on this can be found in the [Rules of Procedure of the Examinations Appeals Board](#).

8.4 Appeals to the Higher Education Appeals Board

If the decision following an objection procedure or a procedure with the Examinations Appeals Board goes against the student, he or she can lodge an appeal with a court specialised in educational matters: the Higher Education Appeals Board. More information can be found at www.cbho.nl.



Students' Charter 2016/2017

8.5 Dutch Data Protection Authority

A student may ask the Dutch Data Protection Authority (*College Bescherming Persoonsgegevens, CBP*) to launch an inquiry into whether the university has complied with the law in handling his or her data. The authority ensures the careful and proper use of personal data and monitors compliance with the relevant statutory provisions, in particular the Personal Data Protection Act (*Wet Bescherming Persoonsgegevens, WBP*).