



Students Charter
2019/2020
UvA section

Disclaimer: This translation is provided for information purposes only. In the event of a difference of interpretation, the original Dutch version of this document is binding.

Students' Charter 2019/2020

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1. Introduction

This document is the UvA section of the Students' Charter (Studentenstatuut) for the 2019-2020 academic year of the University of Amsterdam (UvA), as defined in Section 7.59 of the Higher Education and Scientific Research Act (*Wet op het hoger onderwijs en wetenschappelijk onderzoek*, WHW). The Students' Charter describes the rights and obligations of students on the one hand and of the UvA on the other. These rights and obligations are based on national (Dutch) legislation and regulations as well as on regulations that apply specifically to the UvA. The Students' Charter makes reference to the relevant regulations.

Pursuant to Section 7.59 of the WHW, the Students' Charter consists of two sections:

- the UvA section, which describes the rights and obligations that apply to all students at the UvA (hereinafter called the Students' Charter);
- the degree programme section, which describes the rights and obligations specific to each programme; for most degree programmes, this section is included in the Course Catalogue and can be found on the website: [Course Catalogue](#).

1.1 Adoption and announcement of the Students' Charter

The UvA section of the charter is adopted by the Executive Board (CvB) each year following agreement by the Central Student Council (CSR). This Students' Charter is published before 1 September of the academic year in question on the UvAweb: [Students' Charter](#), and will be brought to the attention of students and employees in a news report on [UvA student site](#) and [UvA staff websites](#). UvA students and employees are expected to be familiar with the content of the Students' Charter. Any amendments and/or revisions to the charter are adopted by the Executive Board following consent 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 2019-2020 academic year. Where a provision of the 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 case of non-compliance with the Students' Charter.

1.3 Degree programme section of the Students' Charter

Pursuant to Section 7.59 of the WHW, the degree programme-specific section always contains a description of the programme structure and the support facilities offered to students by the institution, which includes the following:

- information on the structure, the organisation and the implementation of the teaching;
- the student services;
- the facilities for academic student counselling;
- the prescribed Teaching and Examination Regulations referred to in [Section 7.13 1](#);
- a description of programme-specific procedures.

These components are included in the Course Catalogue. The Course Catalogue and the relevant Teaching and Examination Regulations are published on the faculty's website.

2. Admission and enrolment

In order to attend a degree programme at the UvA, a person needs to enrol in that programme. To enrol as a student within the meaning of the WHW, the person must meet the educational entry requirements, 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 [Enrolment provisions UvA 2019-2020](#) apply to the 2019-2020 academic year.

2.1 Bachelor's programmes

Educational entry requirements

In order to be enrolled in a Bachelor's programme, the educational entry requirements in or pursuant to the WHW need to be met. A pre-university diploma (VWO)¹ grants access to a Bachelor's programme. For certain Bachelor's programmes, a specific subject cluster is required. You can find more information on this in the Teaching and Examination Regulations for the degree programme. For enrolment based on an old pre-university diploma (VWO)² or a first-year higher vocational education (HBO) diploma, additional requirements may apply. These requirements are specified in the UvA Enrolment Provisions and in the Teaching and Examination Regulations of the degree programme.

Foreign degree or qualification

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

University entrance examination

A person who does not hold a relevant valid pre-university diploma or equivalent qualification and who is aged 21 or older can take the university entrance examination. This examination is intended for persons aged 21 and over whose pre-university education is insufficient to give them exemption from the educational entry requirements. An exception to the age criterion of 21 years may be made for persons who have had insufficient prior education outside the Netherlands but whose diploma is sufficient for admission to a university in their own country. Once a student has passed the university entrance examination, a decision is given. This decision only grants the student access to the degree programme and institution for which it was issued. The period of validity of the decision is specified in the Teaching and Examination Regulations for the degree programme. You can find more detailed information under: [colloquiumdoctum](#).

¹ This condition applies to the current VWO with changes to subject clusters from 2010.

² The term refers to both the old-style VWO diplomas, diplomas obtained before the introduction of subject clusters in secondary education, and diplomas that were obtained in the period between the old-style VWO and the current VWO with changes to the subject clusters from 2010.

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Programmes with an enrolment quota

A number of degree programmes have an enrolment quota (numerus fixus). For these programmes, a maximum number of places has been set. If the number of prospective students applying for the first year of such a programme exceeds the set number of places available, the places will be allocated on the basis of decentralised selection. The selection process and criteria are described in the Regulations for Selection and Placement in Degree Programmes with an Enrolment Quota (*Regeling selectie en plaatsing fixusopleiding UvA*) and the further rules for selection in each degree programme with an enrolment quota, and are part of the UvA Enrolment Provisions. These procedures and criteria can also be found on the UvAweb under the relevant degree programme: [teaching](#).

Small-scale, intensive degree programmes with specific selection criteria

The joint Bachelor's programme in Liberal Arts and Sciences at Amsterdam University College (AUC) as well as the Bachelor's programme in Politics, Psychology, Law and Economics (PPLE) are subject to specific selection criteria³. These degree programmes have been awarded the 'small-scale, intensive education' distinction by the Accreditation Organisation of the Netherlands and Flanders (NVAO). The procedures and criteria can be found on the UvAweb under the relevant degree programme: [teaching](#)

UvA Matching

Any person who wishes to enrol in an UvA Bachelor's programme which is not subject to an enrolment quota or a degree programme subject to specific selection criteria and who has not been previously enrolled at the UvA is obliged to participate in UvA Matching, the university's procedure for choosing a degree programme. The way in which matching takes place and cases in which dispensation can be applied for are described in the [UvA Regulations governing Recommendations on Choice of Degree Programme](#) and on the website [UvA matching](#).

Prospective students with a disability

When participating in matching and selection for a Bachelor's programme, prospective students with a disability may be eligible for additional support. More information can be found under: [disabilities](#). Also see Chapter 7.

2.2 Master's programmes

The educational entry requirements and admission requirements for Master's programmes are governed by WHW Sections 7.30b and 7.30c as well as the Teaching and Examination Regulations of the relevant degree programme. Section 7.30b of the WHW stipulates that the requirements shall only pertain to knowledge, understanding and skills that can be acquired upon completion of a Bachelor's programme.

Confirmation of Admission to the Master's programme

A written Confirmation of Admission to the Master's programme (*Toelatingsbewijs tot de master, TLM*) issued by the dean is required in all cases to enrol in a Master's programme. This confirmation

³ pursuant to Section 6.7 of the WHW.

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states that a prospective student has been admitted to and can be enrolled in the relevant Master's programme.

Prospective students with a disability

When participating in the selection procedure for a selective Master's, prospective students with a disability may be eligible for additional support. For more information, see: [studying with a disability](#). Also see Chapter 7.

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. It is only possible to enrol as a part-time student or student taking a dual Master's programme for a limited number of degree programmes: part-time or work-study degree programmes. These forms are set down in the [UvA Enrolment Provisions](#).

Students

Students who enrol in a full-time, part-time or dual Master's capacity are entitled to participate in education⁴, take interim and other examinations within the degree programme in which they are enrolled, and use UvA facilities, as well as to additional support if they have a disability⁵, and to vote and stand as a candidate in elections for the Central Student Council (CSR) and the relevant Faculty Student Council (FSR), as well as for the relevant Programme Committee if the members are chosen through an election.

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 the elections for the CSR and FSR (of the faculty that they attend), as well as for the relevant Programme Committee if the members are chosen through an election. 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.

Flexible learning

The UvA has been participating in the flexible learning pilot since the 2017-2018 academic year⁶. Under this pilot, tuition fees are calculated on the basis of credits. Further information on participation in the pilot can be found at: [Flexible learning](#).

⁴ In the case of some modules, students can only participate if they have applied in good time (see also Chapter 3).

⁵ For studying with a disability, also see Chapter 7.

⁶ On 24 March 2017, the Minister of Education, Culture and Science announced that the UvA could participate in the flexible learning pilot (see appendix). The memorandum on the organisation of the flexible learning pilot at the UvA outlined how the pilot would be structured. This pilot started on 1 September 2017 and will run for six years.

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2.4 Enrolment procedure

In order to take part in degree programmes and use UvA facilities, students must be enrolled at the UvA. To this end, a request for enrolment or re-enrolment must be submitted via [Studielink](#) each year. The enrolment conditions are set out in the [UvA Enrolment Provisions](#).

Students 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 next year.

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

Enrolment is limited to two commencement dates during the academic year: 1 September and 1 February. Students may only enrol as 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. Enrolment with retroactive effect is not possible unless enrolment has been 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 fees amounts can be found in the UvA Enrolment Provisions. After meeting all applicable enrolment requirements as stated in the [UvA Enrolment Provisions](#), students receive a proof of enrolment. Students need this proof (as well as a passport, ID card issued by the municipality where they live or driving licence) to prove their identity, for instance when sitting an examination.

Pre-Master's programmes

Holders of a Bachelor's degree in a field which sufficiently corresponds to the field of the Master's programme but which does not grant them direct admission to the Master's can apply for admission to the pre-Master's programme for the Master's programme in question. At any rate, proof of a successfully completed pre-Master's programme shall serve as a confirmation of admission to the Master's programme specified within it in the subsequent academic year. More information on the admission procedure can be found in the Teaching and Examination Regulations for the degree programme.

Termination of enrolment and reimbursement of tuition fees

Students can submit an application to terminate their enrolment during the academic year via [Studielink](#). 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 submitting a request for enrolment for the next academic year. If enrolment is cancelled with effect from July or August, there will be no entitlement to a refund of tuition fees.

Use of educational facilities by non-enrolled individuals

A person who is not enrolled as a student is not entitled to use the educational and examination facilities. If such a person nonetheless uses the educational and examination facilities, they must pay compensation for doing so when applying for their certificate. The UvA Enrolment Provisions state that students who have taken part in a degree programme and examinations without paying the tuition fees must still pay the tuition fees owed for the relevant academic year, plus a fee of €200 to

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cover administration costs, unless their failure to enrol results from errors or circumstances which are attributable to the UvA and it is clear that they would have been enrolled in the absence thereof.

Binding study advice (BSA)

A binding study advice (BSA) applies to most degree programmes at the UvA. If a student receives a negative BSA, they are no longer permitted to enrol in the degree programme concerned, usually for a set period. The rules concerning the BSA can be found in the Teaching and Examination Regulations for the degree programme.

Academic exclusion

A student may be excluded from the degree programme or the UvA (i.e. they are no longer enrolled) for the following reasons:

- in exceptional cases, the dean or the Examinations Board may ask the Executive Board terminate or refuse a student's enrolment in a degree programme if that student's actions or remarks show that they are unsuitable either for practising one or more of the professions for which the programme trains students or for the practical preparation for professional practice (the student is given a *judicium abeundi*, a statement of unsuitability resulting in refusal or termination of enrolment);
- in cases of serious fraud by a student and on the advice of the Examinations Board, the Executive Board may permanently terminate the enrolment in the degree programme of the student concerned;
- the student breaks [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*), causes serious nuisance within the buildings and grounds of the UvA, and has continued to cause such nuisance despite having been warned by or on behalf of the Executive Board. The Executive Board may permanently deny such students access to the UvA or terminate their enrolment.

3. General rights and obligations of students

Much information for students can be found on the UvA website, under FAQ; see [FAQ](#).

3.1 Students' rights

Teaching

- After enrolling at the UvA, students are entitled to take courses in the degree programme in which they are enrolled and to take courses in other degree programmes at the institution, except where they are prevented from doing so by entry or admission requirements. When access to participation in education is restricted, this information is stated in the Teaching and Examination Regulations of the degree programme in question.
- Students are entitled to take interim or other examinations within the degree programme in which the student is enrolled, provided that the entry requirements as stated in the Teaching and Examination Regulations of the degree programme are met. 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 Teaching and Examination Regulations of the student's own degree programme as well as the Teaching and Examination Regulations of the programme providing the unit of study in question.
- Students with disabilities may be eligible for special arrangements with respect to teaching, practical training and examinations. These special arrangements are tailored as far as possible to the individual need of the student concerned, while ensuring that the quality or degree of difficulty of the unit of study or examination is not compromised and that the student meets the learning outcomes of the degree programme (see the Course Catalogue and the Teaching and Examination Regulations of the degree programme).
- Students are entitled to take a feasible study 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 study programme feasibility.
- Should the Minister or the university decide to terminate the degree programme, students must be offered the opportunity to complete the degree programme within the allocated official time period plus one academic year at the same or another institution of higher education.
- Students are entitled to receive a certificate issued by the Examinations Board, provided that all substantive and procedural requirements are met.

Participation in decision-making

- After enrolling at the UvA, students are entitled to participate in decision-making on matters that are important to the student, through voting and standing as a candidate in elections for the CSR and FSR (for the faculty that they attend), as well as for the Programme Committee of the programme which they are taking (see also the Regulations for Student Participation in Decision-making, the Model Elections Regulations and the explanatory notes to the Model Teaching and Examination Regulations).

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Supervision

- Students are entitled to supervision by a lecturer within three weeks of the student requesting such supervision. This supervision can be group or individual supervision. The Course Catalogue contains information on consultation hour arrangements and how to make an appointment.
- Students are entitled to receive academic counselling from the academic study adviser (also see the Teaching and Examination Regulations and Chapter 6 of this Students' Charter).
- Students are entitled to receive counselling from a student counsellor for issues and problems not directly connected to the subject matter of the degree programme. More information on this matter can be obtained from the Central Student Service Desk (CSSD) and from [student counsellors](#) (also see Chapter 6 of this Students' Charter).

Facilities

- Students may use educational facilities such as libraries and laboratories, with due observance of the conditions for use of these facilities.
- Students may use student services (see Chapter 6 of this Students' Charter).
- Students are entitled to access the UvA buildings and collections, unless the Executive Board has limited such access. The Executive Board has granted faculty deans the authority to limit access to and the use of reading rooms or computer rooms in case of capacity problems. Students who are not registered for a degree programme of which the reading room or computer room forms part may have limited access. Access must never be limited to such an extent that students are no longer able to make reasonable use of the service.
- Students are entitled to protection of their personal data by the UvA. This entitlement includes the right to inspect one's own data and make corrections, and the right to information about personal data given to a third party or parties (see under Privacy in the A-Z list on the UvA website).

3.2 Students' obligations

Teaching

- Students must register to participate in units of study on time, unless the relevant Teaching and Examination Regulations state that the programme automatically registers students for the units of study in question.
- A degree programme may decide that students must undergo practical training before they can take part in a corresponding examination. This obligation must be set out in the Teaching and Examination Regulations.
- Students must notify their study adviser promptly if they expect their studies to be delayed due to exceptional circumstances. See the Teaching and Examination Regulations of the degree programme (for example, the rules concerning the BSA), and also see: [counselling and career](#).
- Students must observe the rules arising from the Regulations Governing Fraud and Plagiarism for UvA Students; see [Regulations Governing Fraud and Plagiarism](#).

Conduct

- Students must abide by the house rules and safety regulations that contribute to a conducive, safe and pleasant environment for students, lecturers and other staff (see Chapter 4 in this Students' Charter on and for the code of conduct).
- Students must comply with the obligations arising from the Working Conditions Act (*Arbowet*; see Chapter 4 under 4.4).

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- Students must comply with the [ICT Code of Conduct](#) adopted by the Executive Board. For example, they must keep access codes confidential and take precautions to prevent computers from being hacked or spreading computer viruses, nor may they distribute discriminatory, defamatory and/or offensive material.
- Students must not breach the intellectual property rights of the UvA.
- Students must respect the privacy of lecturers and fellow students.

4. Rules of conduct

Just as employees, 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 Executive Board has set down specific rules of conduct concerning:

- good conduct in the university buildings and grounds;
- use of computers and network facilities;
- working conditions;
- combating of sexual harassment, aggression, violence and discrimination.
- The UvA has also committed itself to several codes of conduct.

4.1 Use of university buildings

The UvA strives to prevent any nuisance caused by the inappropriate use of facilities and buildings. To this end, the Executive Board has adopted the Rules for the Use of University Buildings, Premises and Other University Facilities as well as the UvA-wide Framework for House Rules and the Code of Conduct; see Rules for the Use of University Buildings.

In principle, buildings should be accessible to all students. The UvA spacefinder page on the website contains floor plans of UvA buildings so students can easily find their way around. They can also use spacefinder to book project rooms and study places.

4.2 ICT Code of Conduct

All students are obliged to use ICT resources made available by the UvA (email, uvaweb, etc.) responsibly and to comply with the Rules for the Responsible Use of ICT facilities by UvA Students. For more information, see: [ICT Code of Conduct](#).

4.3 Undesirable behaviour

The UvA regards all forms of sexual harassment, bullying, aggression, stalking, violence and discrimination as unacceptable. Also see [confidential advisers](#) and the [Regulations concerning the Confidential Adviser for UvA Employees](#).

Nevertheless, students may be confronted with this behaviour during their employment or studies. Students who are subjected to such behaviour may contact the faculty confidential adviser. The confidential advisers have a duty of confidentiality. It is also possible to submit a complaint to the faculty complaints coordinator or to the Central Complaints Committee (at the Executive Board, via the complaints, objections and appeals link).

For more information, see: [confidential advisers](#) and [complaints, objections and appeals](#).

The complaints procedure can be found at [Regulations for Employee and Student Complaints Procedures at the University of Amsterdam](#).

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4.4 Regulations governing Fraud and Plagiarism for UvA Students

The Regulations governing Fraud and Plagiarism for UvA Students set out what the UvA means by fraud and plagiarism. See [Regulations governing Fraud and Plagiarism for UvA Students](#). These regulations apply to all UvA students and are included as mandatory in the Teaching and Examination Regulations of the degree programme.

4.5 Copyright

Within the context of their studies, students often make use of copyright-protected publications (such as books and professional journals). Copyright is the right of the creator of a work to determine where and when that work is made public and copied. Copyrights are automatically governed by the Copyright Act (*Auteurswet*). An author/creator does not need to do anything in this respect. The Copyright Act allows portions of a work to be used without the permission of the copyright holder, provided that certain rules are observed. The rules for [citation](#) and short extracts are important in the context of education. Outside this context, the prior permission of the author/creator is always required to use a work. The author/creator can prohibit the use of the work or allow it for a fee. In some cases, students are also copyright holders. Anyone who writes a thesis or a paper is the author and has copyright protection.

For more information, see: [copyright](#) and [Copyright in Higher Education](#) (SURF). See also [Basic rules for using audio and video materials](#) (SURF).

Images/videos of people are also subject to the provisions of the General Data Protection Regulation. See the A-Z list on the UvA website under Privacy.

4.6 Working conditions

The Executive Board is committed to providing a safe, healthy and pleasant study and working environment, while it is also responsible for other working conditions in university buildings and on university premises. This right applies to both students and staff. In principle, all provisions of the Working Conditions Act (*Arbowet*) and the associated rights for students also apply to the UvA. The Act is applicable to both students and staff. It explicitly sets out a number of obligations for students [[Section 2\(b\) in conjunction with Section 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 report any situations in which health and safety are placed at risk to the person responsible immediately, or to the Executive Board.

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4.7 Netherlands Code of Conduct for Academic Integrity

All those involved in university education and academic research at the UvA have their own responsibility for respecting and paying attention to academic integrity. In teaching, active attention is paid to the principles of academic integrity. For more information, see: [academic integrity](#).

4.8 Code of Conduct for dealings with international students in higher education

The [Code of Conduct for dealings with international students in higher education](#) (*Gedragcode internationale student hoger onderwijs*) contains agreements made by higher education institutions with respect to dealings with international students. It includes agreements on the information with which to provide international students, the minimum language requirements that they must meet before they can be enrolled with an institution and the support that must be provided to this group of students. This Code of Conduct is a joint initiative by the Dutch government and higher education institutions. The government has also made signing of the Code of Conduct a condition for the granting of residence permits to non-EU students.

5. Education and quality

As mentioned above (see 1.3), programme-specific information is described in the programme-specific part of the Students' Charter, including a description of the programme structure, information about the structure, the organisation and the implementation of the teaching, the adopted Teaching and Examination Regulations, and a description of programme-specific procedures.

5.1 Teaching and Examination Regulations

Teaching and Examination Regulations are adopted annually for each degree programme or group of degree programmes. These regulations set out the main points of the curriculum and the associated examinations, as well as the prevailing procedures, rights and obligations related to teaching and examination.

The UvA has adopted Model Teaching and Examination Regulations for Bachelor's and Model Teaching and Examination Regulations for Master's, including an explanation of the models. These models indicate which topics should be included in the Teaching and Examination Regulations of the programme as mandatory, and which things must be arranged or otherwise. The models are published on the UvA's website; see [Model Teaching and Examination Regulations](#). In addition to the models, the Teaching and Examination Regulations of the degree programme are also available <http://www.uva.nl/over-de-uva/uva-profiel/regelingen-en-reglementen/onderwijs/onderwijs.html> via the website of the degree programme in question.

5.2 Quality assurance

Working on improving the quality of education is an ongoing focus at the UvA. The UvA has adopted a [Quality Assurance Framework](#). This framework describes the university's quality assurance policy, including the various roles and responsibilities, such as those of the Examination Boards and the Programme Committees.

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.

Other basic concepts underlying the education provided by the UvA are as follows:

- 1) the UvA will focus on the development of motivated and ambitious students, by offering high-quality, innovative education;
- 2) the UvA is a broad, research-intensive university that helps its students to acquire the skills and knowledge which they will need to flourish in an increasingly complex world;
- 3) the UvA strives to be an open and diverse community in which all students feel at home and have access to the same opportunities;
- 4) the UvA assigns responsibility for its education to lecturers where possible, focusing intensively on support, knowledge sharing and the professionalism of its lecturers.

5.4 Quality assessment

Students have the right to good teaching and good teaching facilities. For this reason, students have the right to give a written assessment of the quality of the course in the programme. The quality is also assessed regularly by an assessment panel of independent experts. The results of these assessments are publicly available (Section 1.18 of the WHW) via nvaio.net/en/decisions/educations. The results of the quality assessments may have consequences for the policy.

5.5 Uniform workload

The European Credit Transfer System (ECTS) was developed in order to compare the workload of degree programmes in Europe. Every degree programme and every unit of study is expressed in European Credits (ECTS). One ECTS credit represents 28 hours of study. A complete academic year comprises 60 ECTS. The Bachelor's programme, including the first-year phase, comprises 180 ECTS. There are also some Bachelor's programmes that comprise 240 ECTS. While many Master's programmes comprise 60 ECTS, there are also Master's programmes that comprise 90, 120, 180 or 240 ECTS.

5.6 Feasibility of study programme

The degree programme must be structured and arranged in such a way that a student can attain 60 ECTS in 1,680 hours over a single academic year with sufficient aptitude and effort. The degree programme can then be completed within the allocated official time period (see Section 7.4 of the WHW).

5.7 Costs of study materials

The costs of required study materials (such as books, materials and practical training requirements) for the purpose of taking part in education or examinations are in principle borne by the student or external student. Students are also liable for the costs of excursions, orientation days and work placements if they are not obligatory and if a free alternative is available. Students must be informed of the necessary study materials and costs of study materials, excursions etc. for a unit of study before starting a study programme. Every effort is made to keep the additional costs to students as low as possible, to an average maximum of €696⁷ per academic year.

5.8 Rules and Guidelines of the Examinations Board

As stated in Section 7.12 of the WHW, the Examinations Board is the body responsible for determining, in an objective and professional manner, whether a student meets the conditions set out in the Teaching and Examination Regulations with regard to the knowledge, insight and skills required to obtain a degree as referred to in [Section 7.10a](#) of the WHW. The dean sets up an Examinations Board for each degree programme or group of degree programmes. The tasks and powers of the Examinations Board are set down in the WHW (Sections 7.11 and 7.12b).

⁷ This amount corresponds to the costs of books and materials as specified on the website of the National Institute for Family Finance Information (Nibud): <https://www.nibud.nl/consumenten/wat-kost-studeren/>.

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The Examinations Board establishes rules and guidelines for the execution of its own duties and powers. These rules and guidelines describe the working methods of the Examinations Board. The UvA has adopted [Model Rules and Guidelines](#), which can be found on the website.

5.9 Language of instruction

In principle, teaching is delivered in Dutch, although some degree programmes are taught in two languages (Dutch and English), have an English-language version or are taught wholly in English. In addition to Section 7.2 of the WHW, the Code of Practice governing Foreign Languages gives guidelines for the use of a language other than Dutch as the language of instruction. Various Master's programmes and a substantial proportion of the Bachelor's programmes are open to international students. For these programmes, the language of instruction is usually English. See also [Code of Conduct governing Foreign Languages and the UvA language policy](#).

6. Facilities for students

6.1 Facilities

The UvA provides a variety of study and information facilities to help students successfully complete their studies. For general study-related queries, the Central Student Service Desk is available; for more specific information about their degree programme, students can contact the Education Desk. The university also provides ICT, health and counselling facilities as well as advice through student counsellors, career counsellors and psychologists, for example. In addition, there are 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 journals, e-books and databases. Students can request and pick up books at a location of their choice; student ID cards also serve as a library card.
- Scattered throughout the city are various study centres, which 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. In addition, the student website includes a page for each programme with education-related announcements, newsletters, details on workshops and other important study information. The student website also provides access to Canvas, timetables, recent marks in SIS and the Course Catalogue, which sets out all relevant course information. For more information, see: [student.uva](https://student.uva.nl).

Service and information

- The Central Student Service Desk is the first point of contact for general questions about studying at the UvA. Students may contact this facility with questions about applying for a programme, enrolment, accommodation, studying abroad and more. For more information, see: uva.nl/ssd.
- For specific queries about a study programme, students may contact the Education Desk of that programme. See the contact page on the student website for details. These queries may pertain to course and examination registration, certificate requests and the availability of study advisers.

Advice and counselling

- Academic counselling for students is provided by the study adviser. The study adviser can advise students on the planning of their studies, transitional arrangements, issues that could hinder their study progress and questions about the timetable, as well as personal problems. If there is a danger of study completion delay, it is important to report this fact to the study adviser as quickly as possible, among other things in connection with the binding study advice and in order to be eligible for additional support where appropriate.
- The student counsellors support students and give them advice as well as information on queries/issues that are not related to programme content but to the student as an individual; for example, issues with finances or illness. Consultations with the student counsellors are confidential. They can advise on complaints, objections or appeals and can help students to apply for additional support/special arrangements (e.g students with disabilities or elite athletes). For more information, see: [student counsellors](https://student.uva.nl/counsellors).

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- The UvA Student Careers Centre helps students with their career orientation as well as choices in relation to degree programmes and employment prospects. Students can use this facility before, during and after their studies for information, advice, workshops, training and events, as well as individual guidance. For more information, see: [careers](#).
- The Office of International Student Affairs (BIS) and the faculty International Offices assist UvA students wishing to study at a university abroad as well as foreign exchange students coming to study at the UvA within the context of an exchange programme. For more information, see: [exchange](#) and [international](#).

Health and well-being

- Students with mental health issues (such as performance anxiety, stress, fear of public speaking, lack of motivation and concentration, overload or bereavement) which adversely affect their study progress can contact the student psychologists. For more information, see: [student psychologists](#).
- The student doctors are GPs who are affiliated with the UvA and who are consequently experienced in dealing with medical issues that are specific to students. They provide services in a similar way to a GP. For more information, see: [student doctors](#).
- Students can take part in a variety of sports activities at the University Sports Centre at a reduced rate. Students who participate in sports at elite athlete level can benefit from the UvA Top-class Athletes Scheme (*Topsportregeling*) and a Top-class Sports Coordinator, who can help with any special arrangements that may be required and answer any queries that students may have. For more information, see: [top-class athletics](#).
- The UvA offers four contemplation rooms on its various campuses. All students are welcome to use these rooms for a moment of quiet reflection, provided that they keep to the house rules. For more information, see: [contemplation rooms](#).
- Nursing rooms: The UvA has rooms that can be used by nursing mothers. These facilities will differ from one campus to another. Students who wish to find out more about these facilities should contact a study adviser.

Support for international students

- International students can contact the faculty International Offices if they have a query about visas or accommodation.
- Where necessary, the Immigration Office of the Student Services department will apply for residence permits and visas for prospective or current international students. In addition, the Immigration Office will liaise with the Immigration and Naturalisation Service (IND) and the students concerned during the period of validity of the residence permit.
- The Housing Office helps prospective international students to find student accommodation.

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. Among other things, these facilities include:

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

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6.2 Financial support and grants

In a number of cases, students may qualify for financial support from the Profiling Fund (*Profileringfondsen*). Examples include students who fall behind in their studies due to special circumstances or who are members of a representative advisory body (FSR, CSR, Programme Committee), who are on the committee of a study or student association, or who are elite athletes. More detailed information on this matter can be found in the UvA Profiling Fund Regulations: [UvA Profiling Fund Regulations](#).

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 information can also be found at: [grants](#).

7. Studying with a disability

7.1 Guidance and support

The UvA provides a wide range of guidance and support for prospective or current students who require such assistance on account of a disability or chronic illness. The UvA is committed to providing as much support as possible for students with a disability or chronic illness so they can follow programmes in the same way as students without a disability or chronic illness, unless this support imposes a disproportionate burden on the institution. Prospective or current students who wish to discuss guidance and support should contact a student counsellor (where appropriate, before the start of their studies or the academic year). Also see Chapter 6 on facilities. More information can be found under: [studying with a disability](#).

7.2 Special arrangements

In some cases, students with a disability or chronic illness may be eligible for special examination arrangements. These special arrangements must be such that the quality and degree of difficulty of the examination is not compromised, so the learning outcomes for the programme are met. Applications can be submitted through the study adviser or student counsellor. Decisions on applications relating to examinations will be made by the Examinations Board for the programme. Decisions on requests for adaptations to course organisation or course logistics will be made by the dean, or by the College/Graduate School director or programme director acting on the dean's behalf. More information on this matter can be found in the Teaching and Examination Regulations for the degree programme.

For other support for students with a disability or chronic illness such as digital accessibility and learning support materials, as well as for questions about physical accessibility, prospective or current students can also contact a student counsellor. An overview of lecture rooms and other rooms at the UvA which are accessible to students with restricted mobility can be found on the student portal [Studying with a disability](#).

7.3 The Student Disability Platform

The UvA has a Student Disability Platform, which is made up of students with a disability who strive to ensure that every student has the opportunity to benefit in full from their studies without experiencing any obstacles as a result of their disability. For more information, see: [student disability platform](#).

8. Participation in decision-making

Every student has the right to participate in decision-making. This right takes two forms. First, students have the right to stand as a candidate for election to a representative advisory body. Second, students have the right to cast their vote in an election for a candidate for such a body. Also see the Election Regulations for the Central Student Council and Faculty Student Councils, the Central Student Council Regulations and the Faculty Regulations. The UvA has a system of joint participation in decision-making. This system means that students and employees are represented in separate representative advisory bodies: students in the CSR and FSR, employees in the Faculty Works Councils and the Central Works Council (COR), and students and employees together in the Programme Committees. According to the WHW, certain issues must be dealt with at university level in the Joint Meeting of the CSR and the COR.

For the CSR and COR, the Executive Board is the discussion partner; for the FSR and the OR, it is the dean; for the Programme Committees, it is the programme director.

Annual elections are held for the CSR and the FSR; the elections for the Faculty Works Councils and the COR take place once every three years. Members of the Programme Committees may be elected or otherwise appointed. The way in which this matter is arranged for the faculty Programme Committees is set down in the Faculty Regulations.

Central Student Council and Faculty Student Council elections

Elections for the CSR and the FSR take place each year. A Central Voting Office has been set up for this purpose. All UvA students receive a digital invitation to vote for the councils in which they are eligible to vote. The election results are published on the UvA website. Also see the [2006 Election Regulations for the Central Student Council and Faculty Student Councils](#) as well as [the Election Regulations for Programme Committees if their members are elected](#).

8.1 Participation in central decision-making

Participation in decision-making for and by students within the university is exercised by the CSR. The CSR comprises fourteen members, seven members being directly elected and seven members being delegated by the faculty councils. As a result, there is close contact between the various student councils.

The CSR consults regularly with the Executive Board and represents all UvA students. The discussion partner of the CSR is the Rector Magnificus on behalf of the Executive Board.

The CSR has the right to be consulted in some cases and the right of consent in other cases. These rights of the CSR are derived from the WHW (Sections 9.33, 9.33a, 9.34), the Management and Administration Regulations, the Central Student Council Regulations, and the Regulations on Facilities for Student Council Members and Central Student Council Members. For more information, see: [representation for students and Studentenraad](#).

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8.2 Participation in faculty decision-making

Faculty Student Council

Participation in decision-making for and by students within the faculty is exercised by the Faculty Student Council (FSR). The number of members varies by faculty, with a maximum of 12. These councils are elected annually by the students within each faculty.

The FSR holds discussions with the dean on faculty policy on behalf of the faculty's students.

The FSR has the right to be consulted in some cases and the right of consent in other cases. These rights of the FSR are derived from the WHW (Section 9.37) and the Faculty Regulations, while their facilitation is described in the [Regulations on Facilities for Student Council Members and Central Student Council Members and the Central Student Council Regulations](#). For more information, see: [representation for students and Studentenraad.nl](#).

Programme Committee

The Programme Committee of a programme or group of programmes has a statutory duty to advise on improving and safeguarding the quality of the programme, and is therefore one of the most important advisory bodies in the quality assurance cycle. The Programme Committee comprises an equal representation of students and lecturers from a programme or group of programmes. The overall tasks and responsibilities of the Programme Committee are described in Section 9.18 of the WHW and include:

- to review the implementation of the Teaching and Examination Regulations each year;
- to exercise partly the right to be consulted and partly the right of consent over the new Teaching and Examination Regulations to be adopted;
- to support and advise, on request or otherwise, the College/Graduate School director on coordinating the curricula and policymaking within the College or Graduate School;
- to advise the programme director with a view to quality improvement. This covers aspects such as monitoring the quality of graduates and incoming students, and monitoring adequate academic student counselling;
- to endorse the way in which the degree programme is evaluated.

9. Complaints, objections and appeals

The legal protection of prospective or current students is regulated in Title 4 of Chapter 7 of the WHW.

The UvA has a digital service desk, which students can consult in case of a complaint, objection or appeal (as laid down in Section 7.59a of the WHW). The service desk description contains information on complaints, objections and appeals, as well as the differences between them. The digital service desk for complaints, objections and appeals can be accessed via the following link: [complaints, objections and appeals](#).

A brief summary of the various procedures and deadlines as well as information on the complaints desk is provided below.

In addition to these legal protection procedures, there is the option of attempting to reach a solution by consulting with the party or parties concerned. A study adviser or student counsellor can help with this process.

9.1 Complaints

A complaint relates to conduct towards an individual. Prospective or current students have the right to file a complaint about the way in which they have been treated by the UvA. For more information, see: [complaints, objections and appeals](#).

Complaints relating to sexual harassment, aggression, violence and discrimination

Students who experience harassment, aggression, violence or discrimination can report this fact to the faculty confidential counsellor. The confidential counsellors are independent and have a duty of confidentiality. Also see Chapter 4.3. If students prefer, they can also file a complaint with the faculty complaints coordinator or the Complaints Committee (see below).

Complaints Committee

If prospective or current students are not satisfied with the way in which a complaint has been handled by the complaints desk or by the faculty complaints coordinator, they can file a complaint with the UvA Complaints Committee. The [Regulations for Employee and Student Complaints Procedures at the University of Amsterdam](#) will apply in this context. A complaint may also be filed directly with the Complaints Committee. Before a complaint is accepted for processing by formal means, efforts will be made to establish whether it could be resolved (more effectively) in another way.

9.2 Objections

If prospective or current students disagree with a decision taken with regard to them by the Executive Board, e.g. regarding the date of enrolment and termination of enrolment, payment or reimbursement of tuition fees, or award of payment from the Profiling Fund, they may lodge an objection to that decision. The submission period for an objection is six weeks. The Arbitration Committee for Student Objections will consider the case and will recommend the Executive Board

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either to uphold the decision or to take a different decision. For more information, see: [complaints, objections and appeals](#).

9.3 Lodging an appeal with the Examination Appeals Board

A student who disagrees with a written decision by an examiner or the Examinations Board for the degree programme can lodge an appeal against that decision with the Examination Appeals Board (COBEX). The submission period for an appeal is six weeks.

Appeals may be submitted against the following (see Section 7.61 of the WHW):

- a decision by an Examinations Board on an additional opportunity to sit an examination or an allegation of fraud, for example;
- a decision by an examiner on the assessment of an examination;
- determination of the number of ECTS obtained (in connection with study progress);
- admission to examinations;
- admission to a Master's programme (may also be a decision by an Admissions Board);
- a binding study advice (BSA).

For more information, see: [complaints, objections and appeals](#).

Further information on the COBEX can be found in the [Rules of Procedure for the Examination Appeals Board](#).

9.4 Appeals to the Higher Education Appeals Board

If the decision following an objection procedure through the Executive Board or an appeals procedure through COBEX goes against the student, the student may lodge an appeal with a court that specialises in educational matters: the Higher Education Appeals Board (cbho). For more information, see [cbho](#) and [complaints, objections and appeals](#).

9.5 Data protection official and Dutch Data Protection Authority

Data protection official (DPO)

If students believe that the UvA is failing to comply with the statutory requirements of the General Data Protection Regulation (GDPR), they can submit a request to the UvA's DPO via fg@uva.nl. The DPO will take an independent position. For more information, see: [privacy](#)

Dutch Data Protection Authority (DPA)

If students disagree with the way in which their complaint has been handled by the DPO, they can file a complaint directly with the external regulator, the Dutch Data Protection Authority (DPA). The Dutch Data Protection Authority will process the complaint or request and reach a decision on it. Both the DPO and the DPA ensure the careful and proper use of personal data and monitor compliance with the relevant statutory provisions, particularly the GDPR. For more information, see: [privacy](#).