

# Student Charter 2024-2025



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# 1. General



# Chapter 1 General

## 1.1 Purpose and content of the Student Charter

[Maastricht University](#) (UM) believes it is important that all UM students and employees can develop in a safe, sustainable and inclusive environment. To ensure this, it is important that we clearly agree with each other on the values and norms underlying the way we treat each other. UM endeavours to develop clear policies aimed at preventing and combating undesirable behaviour, including aggression and violence, sexual intimidation or other forms of sexually transgressive behaviour, bullying and discrimination in the work and study environment.

UM considers it important that you, as a student, know what you can expect from the university and what the university expects from you. The following two levels can be distinguished:

- the core values, guiding principles and the standards and norms, which underpin the way we treat each other. These principles are set out in specific codes of conduct, regulations, house rules and complaints procedures (which can be accessed via [Codes of conduct & regulations UM](#) and [Maastricht University regulations](#)), and
- the rights and obligations of the parties involved in the educational process, you as student and UM as educational institution, set out in this Student Charter.

The Student Charter finds its legal basis in article 7.59 of the [Higher Education and Scientific Research Act](#) (Wet op het hoger onderwijs en wetenschappelijk onderzoek (WHW), only available in Dutch) and consists of two parts:

1. The institution-specific section (the Student Charter here presented) which is the same for every UM student and informs about matters regulated at university level, namely:
  - a. a description of the mutual rights and obligations, including not only those arising from the law, but also (house) regulations, codes of conduct and rules adopted by the Executive Board,
  - b. an overview of regulations aimed at protecting your rights as a student, such as a description of procedures for handling complaints and disputes,
  - c. a description of the student facilities throughout UM.
2. The programme-specific section, which applies to students enrolled in that specific programme. This part consists of the Education and Examination Regulations (EER) and faculty regulations, which include the programme-specific applicable procedures, rights and obligations. The programme-specific EER includes, for example, information on admission requirements, study load, applicable (binding) study advice, study guidance and examinations. By referring to the EER and various faculty regulations in this Student Charter, they form an integral part of this Student Charter.

### 1.1.1 Adoption, publication and availability of the Student Charter

The institution-specific section of the Student Charter is adopted annually by the [Executive Board](#) after approval by the [university council](#) ([article 7.59 WHW](#)). The study programme-specific part of the Student Charter, the EER and faculty regulations is/are adopted annually by the faculty board upon consent and advice from the faculty council and the study programme committee ([article 7.13 WHW](#)).

The institution-specific and programme-specific section of the Student Charter together contain the information you need to study at UM and are published, with underlying documents and relevant references, before 1 September of the study year in question via [Maastricht University regulations](#). Besides publication of the Student Charter on the UM website, you will, when registering for a programme at UM via [Studielink](#), receive a link to the institution-specific section of the Student Charter. The Student Charter is also provided to all students (re)enrolling at UM via a link in a communication e-mail sent to all UM students at the beginning of the study year. The EER and faculty regulations are also made known to students by faculties by other means (e.g. via the [Student Portal](#) or [Canvas Support](#)).

Amendments to the Student Charter are implemented on the UM website as soon as possible so that the Student Charter is available as up-to-date as possible. If important changes are made to the Student Charter during the study year, students will be informed of these changes via a news item on the UM website. Everyone belonging to the UM community is expected to know the contents of the Student Charter. Optionally, a printed version of the Student Charter is available from the faculties' education offices and the information desk of the [Student Services Centre](#) (SSC).

### **1.1.2 Scope of the Student Charter**

The scope of the Student Charter is limited to those who are registered as a student at UM. Where this Student Charter refers to students, this includes external students, unless explicitly stated otherwise.

These regulations do not apply to those who are enrolled at UM as part of a programme provided by the Center for European Studies (CES). Furthermore, these regulations only apply to UM's post-initial master's degree programmes insofar as these are included in the Central Register of Higher Education Study Programmes (CROHO) and are governed by the [WHW](#).

### **1.1.3 Validity of and compliance with the Student Charter**

The Student Charter is mainly based on the [WHW](#) and only creates its own rights and obligations, insofar as a subject is not regulated elsewhere. If any provision of the Student Charter conflicts with higher regulations (law, decree, regulation), the applicable higher regulations take precedence.

The Student Charter is available in both Dutch and English. In the event of discrepancies between the text versions or differences in interpretation of the text versions, the Dutch version shall prevail.

Chapter 9 states what options you have as a student if the Student Charter is not complied with.

### **1.1.4 Effective date of the Student Charter**

The Executive Board adopted the Student Charter on 28 May 2024, subject to the consent of the university council, which consent is obtained on 26 June 2024. This Student Charter applies to the study year 2024-2025, which runs from 1 September 2024 up to and including 31 August 2025 and replaces the Student Charter 2023-2024.

## 1.2 Definitions

In this Student Charter, the following definitions apply:

- Bachelor's degree programme: programme as referred to in articles 7.3 and 7.3a paragraph 1 sub a WHW;
- Bologna Declaration: a declaration of principles on creating a European higher education area, signed by 29 European education ministers in Bologna on 19 June 1999;
- external student: a person whose enrolment in a bachelor's or initial master's degree programme pursuant to article 7.36 WHW does not entitle him/her to participate in the institution's education or to student facilities other than the library, but only entitles the enrollee to take the tests and examinations of the programme as mentioned in article 7.34 paragraph 1 sub b and c WHW;
- initial master's degree programme: master's degree programme as referred to in article 7.3a paragraph 1 sub b WHW;
- Education and Examination Regulations (EER): a regulation providing adequate and clear information about a programme or group of programmes;
- post-initial master's degree programme: NVAO-accredited (included in the CROHO) but not funded master's degree programme pursuant to article 7.3b sub a WHW;
- premaster: the educational programme offered by the UM pursuant to article 7.30e WHW, as referred to in article 1.1 sub dd WHW, to eliminate shortcomings in connection with not meeting the admission requirements for an initial master's degree programme at the UM as referred to in article 7.3 juncto 7.3a paragraph 1 sub b WHW;
- student: a person who enrolls at UM for a full-time or part-time bachelor's or initial master's degree programme, a premaster, a joint educational programme ('joint programme') and/or a post-initial master's degree programme, a minor or an exchange programme;
- study year: the period beginning on 1 September of a year and ending on 31 August of the following calendar year.

Abbreviations used in this Student Charter or used within UM have the following meaning:

AC	Advisory Committee on Student Affairs Maastricht University (in Dutch: Geschillenadviescommissie voor studentenaangelegenheden Maastricht University)
BKO	Basic Teaching Qualification (in Dutch: Basiskwalificatie Onderwijs)
BSA	Binding Study Advice
CBE	Board of Appeal for Examinations (in Dutch: College van Beroep voor de Examens)
CROHO	Central Register of Higher Education Study Programmes
CSP	Complaints Service Point; the central digital desk within Maastricht University where a student may submit a complaint, objection, appeal or request to the Director SSC under the <a href="#">Enrolment Provisions</a>
DUO	Dienst Uitvoering Onderwijs
EC	European Credit
ECTS	Study load expressed in the European Credit Transfer and Accumulation System, where one credit equals 28 study load hours
EER	Education and Examination Regulations as referred to in article 7.13 WHW Executive Board Executive Board of Maastricht University
FASoS	Faculty of Arts and Social Sciences
FHML	Faculty of Health, Medicine and Life Sciences



FoL	Faculty of Law
FPN	Faculty of Psychology and Neuroscience
FSE	Faculty of Science and Engineering
GDPR	General Data Protection Regulation
hbo	higher vocational education
IELTS	International English Language Testing System
IND	Immigration and Naturalisation Service
NSE	National Student Survey
NVAO	Netherlands Flemish Accreditation Organisation
OCW	Education, Culture and Sciences
PBL	Problem-Based Learning
RR	Rules and Regulations
RvS	Raad van State (Council of State)
SBE	School of Business and Economics
SEPA	Single Euro Payments Area
SKC	(Mandatory) matching (in Dutch: Studiekeuzecheck)
SSC	Student Services Centre
Studielink	The common registration application for higher education in the Netherlands
UM	Maastricht University
VOG	Certificate of Good Conduct
WHW	The Higher Education and Scientific Research Act (in Dutch: Wet op het hoger onderwijs en wetenschappelijk onderzoek)
WSF 2000	Law on student grants 2000
vwo	Dutch pre-university education

### 1.3 Communication

#### 1.3.1 E-mail as communication medium

As a student, you will be given a UM e-mail address (the so-called UM student account). Official messages from UM and/or the programme are sent to this e-mail address. UM considers e-mail communication to be a legally valid form of communication for all correspondence from the organisation and you are therefore expected to take note of all e-mail messages from UM.

Reminders to pay tuition or education fees will however be sent by UM to the personal e-mail address you have specified in [Studielink](#). If your personal e-mail address is unknown, UM will send the reminder to your UM student account. For communication to prospective students, the personal e-mail address indicated in [Studielink](#) will be used.

This does not mean that UM will exclusively communicate by e-mail; communication by letter, for example, will also remain an option, where it is deemed more effective or necessary.

#### 1.3.2 UM website, Student Portal and Canvas

A lot of general UM information can be found via the [UM website](#) and underlying pages. As a student, you can also consult the [Maastricht University regulations](#), including this Student Charter and the EER of the relevant programme at the UM website.

For educational purposes, the [Student Portal](#) and the learning environment [Canvas](#) are used. For every programme component of UM programmes corresponding information is available in Canvas. It is important that you regularly consult these systems and websites to read notifications and e-mails, to ensure that you take note of information relevant to you in a timely manner.

## 1.4 Student and education

### 1.4.1 Organisation UM

UM's organisational structure consists of a [Supervisory Board](#) and the [Executive Board](#) ([chapter 9 WHW](#)). The Executive Board bears ultimate responsibility for the administration and management and course of affairs of the UM as a whole. The Supervisory Board is charged with supervising this.

UM has six faculties, namely the [Faculty of Arts and Social Sciences](#) (FASoS), the [Faculty of Health, Medicine and Life Sciences](#) (FHML), the [Faculty of Law](#) (FOL), the [Faculty of Psychology and Neuroscience](#) (FPN), the [Faculty of Science and Engineering](#) (FSE) and the [School of Business and Economics](#) (SBE). The faculties are under leadership of faculty boards, charged with the general management of the faculty and with the administration and organisation of the faculty for the purpose of education and scientific practice.

UM has five service centres, namely the [Student Services Centre](#), the [Online Library - University Library, Faculty Services](#), the [ICT Service Centre](#) and [Finance](#). These service centres provide (support) services to the other parts within the organisation. Next thereto, UM has the [Maastricht University Office](#), which advises and supports the Executive Board, faculties and service centres of UM.

The [university council](#) is the central participation body, established pursuant to the [WHW](#) and consists of representatives of academic staff, support staff and students. The university council aims to promote the smooth running of the university and is authorised to discuss all matters concerning the university. The main powers of the university council are the right of advice and consent.

Each faculty at UM has a faculty board and a [faculty council](#). The faculty council is the participation body of a faculty and consists of representatives of academic staff, support staff and students. The faculty council is a sparring and consultation partner of the faculty board and the dean of the faculty and has certain rights of advice and consent.

There are separate employee participation bodies for the support and management staff of the Maastricht University Office and the five service centres, namely the [service councils](#).

The [UM Administrative and Management Regulations](#) (only available in Dutch) describe UM's formal administrative set-up.

### 1.4.2 Organisation of education

Through its faculties UM provides a large number of bachelor's and initial master's degree programmes, premasters and post-initial master's degree programmes. To promote and ensure the quality of the programme(s), the faculty board establishes, pursuant to the [WHW](#), a programme committee for each study programme or group of study programmes. The study programme committee advises on all matters concerning the study programme's educational matters and has the right of consent or advice on parts of the EER.

As stipulated in the [WHW](#), a board of examination must be installed for every programme or group of programmes. The duties of the board of examination include amongst others determining whether students' coursework is satisfactory in relation to the programme's attainment targets, checking the weight of tests and examinations, determining the criteria for passing an examination and for awarding a diploma. The board of examination also determines whether a student can be granted exemptions for certain subjects, for example on the basis of work experience or exams passed elsewhere, and grants permission to students who want to take exams at another study programme. The board of examination is independent of the faculty board.

### 1.4.3 Accreditation of programmes

All bachelor's and master's degree programmes are assessed every six years for their quality of education by a panel of independent experts, in which assessment the opinion of students in the programme is also included. If the panel assesses the programme positively, the programme thereby applies for renewal of its accreditation. Legally valid diplomas can only be issued by accredited programmes. As a student, you can only apply for study financing for accredited programmes. The results of the accreditation are public and are published on the website of the [Netherlands Flemish Accreditation Organisation](#) (NVAO).

### 1.4.4 Strategic programme 2022-2026

The [Strategic Programme 2022-2026](#) of UM, entitled 'The European University of the Netherlands', outlines UM's ambitions and overarching vision for the period 2022-2026. Annual plans and strategic objectives support its implementation.

The ambitions and vision of UM can be summarised as follows:

- UM is the European university of the Netherlands. Through regional collaborations and solutions, we contribute to societal challenges, with a focus on integrating sustainability into UM's education, research and operations;
- our inclusive and inspiring academic community aspires to be open and accessible to all;
- as a campus-based university and educational innovator, UM enriches Problem-Based Learning (PBL) with technology to train professionals with a global foundation and orientation;
- based on a strong tradition in and focus on inter- and transdisciplinary research, UM connects scientific disciplines to European and global challenges;
- As a socially responsible university, UM, together with public and private partners, creates value for society to improve the well-being of citizens in our region and beyond.

### 1.4.5 Educational vision

The [educational vision](#) of UM is based on the following four pillars:

- [Problem-Based Learning \(PBL\)](#)
- [Small-scale education](#)
- [International](#)
- [Societal relevance](#)

UM sees the integrated academic and professional development of you as a student as its main [educational mission](#). UM contributes to your development by striving to be an open, welcoming and truly inclusive university, training students to become life-long learners who can define, analyse and solve complex problems, think critically and adapt when faced with complex changes in regional, national and international contexts.

### 1.4.6 Education quality assurance

At UM, there is a continuous effort to improve the teaching model of PBL and a lot of attention is paid to educational innovation. [EDLAB](#) is the UM educational expertise centre that strives to promote educational innovation and stimulates professional development. EDLAB conducts educational research and facilitates knowledge exchange, thus laying a strong foundation for the quality of education at UM.

EDLAB supports teachers in teaching, devises new teaching methods supports teachers and boards of examination with improving assessment procedures. In any case, lecturers at UM must meet basic requirements for good teaching. They must obtain a [Basic Teaching Qualification](#) (BKO) and have sufficient command of the Dutch and English languages.

In order to assess the quality of education, student input is also very important. As a student, you will mainly be involved in course evaluations and receive an annual invitation to participate in the [National Student Survey](#) (NSE, only available in Dutch). The results of these evaluations and surveys are the basis of evaluating and further improving education at UM.

To ensure that graduates connect with the labour market, faculties regularly ask labour market actors for advice on the design and content of their programmes.

### 1.4.7 Diversity and Inclusivity

UM is committed to and advocates an [inclusive culture](#). As the leading European university in the Netherlands, diversity and inclusiveness, sustainability, mutual respect, integrity, democratic principles and transparency are our core values. UM is about more than quotas and agreements: we stand for an environment where everyone feels welcome and valued.

UM's [Diversity & Inclusivity Office](#) strives to include employees and students from all walks of life in the warm UM community. In addition, UM established a Diversity & Inclusivity [Advisory Council](#), whose mission is to support, challenge and inspire the Executive Board in achieving UM's mission and strategy.



# 2. Admission



## Chapter 2 Admission

To attend a programme at UM, you must be enrolled in the relevant programme. To be admitted as a student, you must meet the registration requirements, prior education requirements (and any further prior education requirements that may apply), the admission requirements and any other admission requirements. These requirements are described in the [WHW](#), in the [Enrolment Provisions](#) applicable to the study year in question and in the EER of the programme.

### 2.1 Bachelor's degree programmes

#### 2.1.1 Pre-university education requirements

To be enrolled in a bachelor's degree programme, you must meet the pre-university education requirements laid down by or pursuant to the WHW. The pre-university education and admission requirements for bachelor's degree programmes are set out in articles [7.24](#) to [7.30](#) WHW and in the EER of the relevant programme. A vwo-diploma gives access to a bachelor's degree programme. Certain bachelor's degree programmes require a specific profile or specific subjects in your pre-university education. More information can be found in the EER of the programme. Additional requirements for enrolment may apply in case of an obsolete vwo-diploma or a hbo-propaedeutic certificate. These additional requirements are included in the [Enrolment Provisions](#) and in the EER of the programme.

#### 2.1.2 Foreign (non-Dutch) diploma

Exemption from the pre-university education requirements based on a foreign (non-Dutch) diploma is possible if, in UM's opinion, the diploma concerned is at least equivalent to the vwo diploma applicable to the relevant programme. The procedure and requirements are included in the [Enrolment Provisions](#) and in the EER of the programme. More information on equivalence of foreign (non-Dutch) diplomas can be found on the [UM website](#).

#### 2.1.3 Additional pre-university education requirements or profile requirements

For each programme, the Minister of Education, Culture and Sciences (OCW) regularly designates a specific profile or one or more specific subjects that must be part of the vwo-diploma, or the equivalent foreign (non-Dutch) diploma. The EER of the relevant bachelor's degree programme determines whether, and in what way, the holder of a diploma that does not meet these further pre-university education requirements may be exempted based on a supplementary examination.

#### 2.1.4 Small-scale and intensive programmes with specific selection criteria

Some specific bachelor's degree programmes are subject to specific selection criteria under the [WHW](#). These are programmes that have been awarded the designation 'small-scale and intensive' by the NVAO. For study year 2024-2025, a specific selection procedure applies at UM for the following bachelor's degree programmes: 'Liberal Arts and Sciences' (at 'University College Maastricht', at 'University College Venlo' and at the 'Maastricht Science Programme'), 'Economics and Business Economics' and 'Global Studies'. Successful participation in the specific selection procedure is a prerequisite for enrolment in the relevant programme. The specific selection procedure and requirements are included in the EER of the relevant programme.

### 2.1.5 Additional requirements

Additional requirements may apply to enrolment in a part-time programme. The procedure and requirements are included in the EER of the relevant programme.

### 2.1.6 Colloquium doctum

If you do not hold a vwo-diploma required for the programme concerned, or a diploma equivalent to the vwo-diploma required for the programme concerned, and you are 21 years of age or older, you may be able to take a colloquium doctum. A colloquium doctum is an exam to be exempted from the normal prerequisites. The requirements you must meet to obtain the colloquium doctum diploma are laid down in the EER of the relevant programme or by means of a separate colloquium doctum regulation. Based on the results of the colloquium doctum, the programme's colloquium doctum committee will determine whether you will be admitted to the programme. Upon passing the colloquium doctum, an admission decision will be issued. A positive decision only admits you to the programme at UM for which the decision was issued and is only valid for the study year for which it was issued.

### 2.1.7 Numerus fixus study programmes

A number of study programmes at UM have a numerus fixus within the meaning of article [7.53 WHW](#) or [7.56 WHW](#). These study programmes have a set maximum capacity. If the number of applications for the first year of such study programmes exceeds the fixed number of places, the places are allocated based on selection. For such programmes, students are only admitted with proof of admission ('a placement certificate') from the [Dienst Uitvoering Onderwijs](#) (DUO). For study year 2024-2025, UM has a numerus fixus for the following bachelor's degree programmes: 'Biomedical Sciences', 'Brain Science', 'Medicine', 'International Business' and 'Psychology'.

To qualify for a placement certificate, you must apply via [Studielink](#) no later than 15 January, prior to the study year in which you want to start the specific fixus programme. The qualitative selection criteria and the selection procedure for the relevant programme are set out in the [Regulations for the selection of numerus fixus bachelor's degree programmes UM](#). Part of the selection procedure may include having obtained an average grade for the final examination in the preparatory programme, having experience in voluntary activities with relevance to the anticipated programme, compiling a portfolio and taking tests. If you have participated in the full selection procedure, you will be informed on 15 April how you scored compared to your contenders for a study place in the programme concerned, what ranking number you have been assigned based on the selection and whether you will be offered a placement certificate. If you have been offered a placement certificate, you must accept your study place within 2 weeks (14 days x 24 hours) of the offer having been made via [Studielink](#); otherwise, your study place will be cancelled.

To participate in the selection procedure for a fixus programme, you must always meet the admission requirements as laid down in the EER of the relevant programme. Whether you are admitted to a higher study year of a fixus programme at UM with a passed propaedeutic year in a comparable programme at a university elsewhere in the Netherlands or abroad, and if so, under which conditions, is determined in the EER of the relevant programme.

### 2.1.8 (Mandatory) matching

For the so-called 'free intake' bachelor's degree programmes (bachelor's degree programmes without a selection procedure, whereby the pre-university education is thus sufficient for admission), the basic principle is that students must register via [Studielink](#) before 1 May, prior to the study year in which they wish to commence their studies. Students who registered before 1 May are entitled to [\(mandatory\) matching](#) (SKC, only available in Dutch). The faculty determines the content and any mandatory nature of the SKC. Further information on the SKC is available on the webpage of the relevant [Bachelor's degree programme](#).

## 2.2 Master's degree programmes

The pre-university education and admission requirements for master's degree programmes can be found in articles [7.30b WHW](#) through [7.30e WHW](#) and in the EER of the relevant programme. Article 7.30b WHW determines that the requirements may only relate to knowledge, understanding and skills acquired at the level of a bachelor's degree in university level education.

Master's degree programmes at UM offer students at least the option of starting on 1 September. Some programmes also have a start date of 1 February.

### 2.2.1 Premaster

If you have obtained a hbo-degree, or a bachelor's degree that does not offer direct access to the desired master's degree programme because you lack certain knowledge or skills (deficiency), it is in some cases possible to bring subject-specific knowledge and academic skills up to the required level with the help of a so-called bridging programme, a premaster. By eliminating the deficiencies in your pre-university education, you can meet the admission requirements. Premasters can vary in size, but amount to a maximum of 60 credits (study load of one study year). Students taking a premaster enrol with the same rights as bachelor's students and are therefore in principle eligible for study financing via DUO. As a premaster student, you do not pay tuition fees, but an education fee for the relevant programme in accordance with article [7.49a WHW](#).

## 2.3 Language skill requirements

UM-wide general language proficiency requirements have been drawn up for admission to UM bachelor's and master's degree programmes in accordance with the [UM Code of Conduct on Language](#) and the [Code of Conduct for International Students in Higher Education](#). Language proficiency requirements may differ per programme and may be more stringent than the general language proficiency requirements indicated below for specific programmes. The (possibly stricter) language proficiency requirements of a programme are set out in the EER of the relevant programme.

The general language proficiency requirements are as follows:

#### *Dutch-language bachelor's degree programme*

As a prospective student, you meet the established Dutch language proficiency requirement if you:

- obtained a vwo-diploma; or
- can demonstrate an NT2-II level (or equivalent certification) for Dutch.



*English-language bachelor's degree programme*

As a prospective student, you meet the established English language proficiency requirement if you:

- obtained a vwo-diploma; or
- can demonstrate an IELTS level 6.0 (or equivalent certification) for English.

*Dutch-language master's degree programme*

As a prospective student, you meet the established Dutch language proficiency requirement if you:

- can submit a recognised bachelor's degree; or
- can demonstrate an NT2-II level (or equivalent certification) for Dutch.

*English-language master's degree programme*

As a prospective student, you meet the established English language proficiency requirement if you:

- can provide a recognised bachelor's degree; or
- can demonstrate an IELTS 6.5 level (or equivalent certification) for English.

The UM website lists the foreign diplomas and other certificates with which you can provide proof of sufficient level in terms of Dutch and/or English proficiency.

**2.3.1 Reasonable doubt as to language proficiency**

At the start of the programme, you will be required to have sufficient language proficiency to successfully complete the programme concerned. If UM has reasonable doubt as to your language proficiency, despite evidence based on diplomas or certificates obtained, UM may refuse your registration or impose additional requirements on you to further demonstrate the required language level.

**2.3.2 Language proficiency for study or internship abroad**

If you, as a student, wish to take a study component abroad or undertake an internship abroad as part of your curriculum, you must have a demonstrable command of the language in which the education or internship is offered. Faculties may attach this language proficiency condition, aimed at ensuring the effectiveness of the study or internship abroad, to the granting of permission for study or internship abroad, in which case further details are set out in the relevant EER.

# 3. Enrolment and tuition fees



## Chapter 3 Enrolment and tuition fees

### 3.1 Enrolment

As a student in the Netherlands, you can register for one programme, but also for several programmes (concurrent or consecutive), whether or not at the same institution.

If you want to use education facilities, examination facilities or other facilities for the benefit of education at UM, you must be registered at UM. The registration requirement also applies when examinations, which are part of the examination programme of the relevant programme, are taken outside UM. This includes, for example, doing an internship or taking courses at a university abroad. More [information on application and enrolment](#) and the conditions for enrolment at UM are described in the [Enrolment Provisions](#).

The [WHW](#) states that the Executive Board may lay down further rules of a procedural nature for the registration and deregistration of a student or external student and for the payment and refunding of tuition fees. In special cases, the Executive Board may refuse to enrol a student, for instance if the student has outstanding debts in respect of tuition or examination fees with the UM, or if the student has demonstrated through conduct or remarks to be unsuitable for practising the professions for which the study programme in question educates. More information on this can be found in article 3 of the [Enrolment Provisions](#).

Enrolment takes place prior to the start of a particular programme and is, in principle, for the entire study year, or for the rest of the study year in the event of enrolment on 1 February. If you wish to enrol at UM, you can submit a request via [Studielink](#). Interim enrolment is not possible, unless with special permission from the Director SSC on the grounds of hardship. In this case, retrospective enrolment is only possible until the first day of the month in which enrolment takes place, with the exception of the month of October. The reason retrospective enrolment is not possible for the month of October has to do with government funding. An October enrolment with special permission from the Director SSC will then be effected as of 1 November.

After your registration at UM, as a prospective student you will receive login details for the [MyApplication portal](#), where you will need to arrange all matters concerning your registration. Through this portal, UM will communicate with you about your outstanding tasks to achieve a valid enrolment. You should upload the requested documents via this portal as well.

Upon enrolment at UM, you will receive a [UM Card](#). This smart card serves as your official proof of identity within the university. With this card, you can gain access to university buildings, working and learning spaces and facilities. Within UM, you can also use the UM Card to print and pay at various food and beverage outlets and coffee, soft drink and snack machines. The UM Card is also used for identification purposes, e.g. when entering test locations and borrowing books in the [University Library](#).

### 3.2 Tuition fees, education fees and examination fees

If you are enrolled as a student at UM, you owe tuition, education or examination fees. The fees set for study year 2024-2025 are listed in the [Enrolment Provisions](#).



If, at the end of a study year, the tuition, examination or education fees, including additional costs or part thereof, have not been paid, (re)enrolment for a subsequent study year is not possible.

**Please note** that tuition fees, education fees and examination fees are subject to annual changes and you should therefore be aware that the relevant fee will go up during your multi-year study.

### 3.2.1 Charging and payment of tuition fees

UM charges different tuition fees depending on, among other things, your nationality, residence status, level of education and whether it is your first or second programme at an institution of higher education in the Netherlands.

As a student you can pay the tuition fees due in one go or in instalments, either by bank transfer or digital (direct debit) authorisation. When registering in [Studielink](#), you indicate how you want to pay and whether you will pay yourself from your own bank account or whether someone else (e.g. your parents or employer) will pay for you from their bank account (so-called third-party payment).

By issuing a digital (direct debit) authorisation (only possible with a SEPA payment account), you give UM permission to collect tuition fees in

- eight equal instalments when you start your programme on 1 September. Collection of these eight instalments will take place monthly in the months of September through May, with no collection taking place in the month of December (and therefore also not in the months of June, July and August),
- four equal instalments if you start your programme on 1 February. Collection of these four instalments takes place monthly in the months of February through May,
- one instalment.

When paying in instalments, a one-off administration fee of €24 will be charged. This will be collected with the first instalment. The legal regulations relating to the authorisation apply. When paying in instalments, you must ensure that there is sufficient balance in the bank account. If this is not the case, additional administration costs of €19.50 will be charged, associated with the subsequent demand for payment in instalments and the subsequent blocking access to the UM's electronic facilities and examinations, which is referred to as financial hold.

If you are registering for a UM bachelor's or master's degree programme for the first time (September intake), you must have paid the tuition fees due or have issued the authorisation to pay in instalments before 31 August. For the February intake, you must have paid the tuition fees due or have issued the authorisation to pay in instalments thereof before 31 January. For re-enrolments, a payment deadline of 15 August applies. Timely payment is a legal enrolment requirement.

For first-year students who require a visa or residence permit for study, it is not possible to pay tuition fees in instalments or by digital authorisation. UM can only apply for a visa or residence permit with the Immigration and Naturalisation Service (IND) after UM has received the full tuition fee for the entire first year of study. Therefore, these first-year students should transfer the full amount on time and in one go via bank transfer.



More information can be obtained via [Paying tuition fees - Maastricht University](#).

### 3.2.2 Charging and payment of education fees

If you enrol as a student in a premaster or post-initial master's degree programme, you will, as stipulated in article [7.49a WHW](#) and article [7.3b WHW](#) respectively, not pay tuition fees but an education fee. The amount of the education fee for a premaster depends on the number of credits that can be obtained during the study year. The amount of the education fee for a post-initial master's degree programme depends on the relevant education programme and is determined by the faculty offering the relevant programme and is announced via the UM website. The faculty offering the relevant premaster or post-initial master's degree programme determines whether it is possible to pay the education fee in instalments.

### 3.2.3 Charging and payment of examination fees

External students pay examination fees as referred to in article [7.44 WHW](#). External students are not given the opportunity to pay the examination fee in instalments and are not eligible for a reduction of the examination fee upon enrolment or deregistration in the course of the study year.

## 3.3 Termination of enrolment, refund of tuition or education fees

Your registration as a student at UM will be terminated:

- (automatically) on the last day of the study year: 31 August,
- at your own request via [Studielink](#) with effect from the month following the deregistration request,
- if collection of the amount due proves impossible and demand for payment has been unsuccessful (non-payment),
- upon death of student with effect from the first month after his death,
- in case of (serious) persistent nuisance by student,
- in case of (serious) fraud by the student,
- in case of unacceptable behaviour by the student in relation to future professional practice,
- upon the student having been issued a negative binding study advice (negative BSA).

Termination of your registration at UM with retroactive effect is not possible. Students who have graduated must deregister themselves, which terminates the obligation to continue paying tuition fees. As you may wish to continue your enrolment for other reasons (e.g. because you still wish to complete a second specialisation within the same programme in the same study year), UM cannot arrange deregistration for you. If you want to stop or interrupt your studies after the end of a study year, you simply arrange this by not re-enrolling via [Studielink](#) for the next study year.

If you are deregistered during the study year, it is in principle possible to receive a refund of 1/12 of the tuition fees paid for each remaining month of the ongoing study year. After deregistration during the study year a settlement will take place and the direct debit will be stopped if you paid your tuition fees in instalments. However, if you terminate your enrolment as per 1 July or 1 August of the ongoing study year, tuition fees for the remaining months of that study year will not be refunded. You will then owe tuition fees for the months of July and August.

Pursuant to legislation, the described regulations regarding tuition fee refunds only apply to statutory tuition fees. However, UM also applies them to the institutional tuition fees determined by UM.

Upon termination of enrolment in a premaster or post-initial master's degree programme at student's request, the education fee already paid will be refunded in proportion to the duration of the remaining programme in relation to the number of credits to be obtained in the programme. However, if you terminate your enrolment in a premaster or post-initial master's degree programme as per 1 July or 1 August of the ongoing study year, no education fees will be refunded for the remaining months of the study year.

Upon termination of enrolment as an external student in the course of the study year, the external student shall not be entitled to a refund of all or part of the examination fees paid.

More information can be obtained via [Terminating your studies - Maastricht University](#)

If you, as a student, disagree with a decision relating to your enrolment or the fees charged, you can lodge an objection against such a decision. More information on how to file an objection is provided in chapter 9 of this Student Charter.

### 3.4 Damage compensation

If you are not enrolled and yet use education or examination facilities at UM, you will owe UM compensation unless the non-enrolment was caused by errors or circumstances attributable to UM and it is established that you would otherwise have been enrolled.

Article 39 of the [Enrolment Provisions](#) determines the amount of compensation due to UM. Upon explicit request of the student, enrolment shall still be realised with effect from the month following that in which the compensation was paid.

If you are enrolled and have been exempted from paying statutory tuition fees by UM in connection with a full-time board position and, as a result thereof, are not entitled to attend education or take examinations and exams, you will be charged the full statutory tuition fees if you violate the aforementioned prohibition.



# 4. Rights and obligations of students



## Chapter 4 Rights and obligations of students

When you are registered as a student at UM, you have rights, but also obligations. Much information about your rights and obligations is included in regulations that can be consulted via [Maastricht University regulations](#), as well as in the EER of the relevant programme.

### 4.1 Rights of students

#### *Education*

- Enrolment at UM entitles you as a student to participate in the education of the programme you are enrolled in and in the education of other programmes within UM, unless admission requirements or capacity limitations prevent this. The board of examination of the programme to which the extracurricular education belongs decides on this. Where participation in extracurricular education is subject to conditions, these will be included in the EER of the relevant programme.
- As a student, you are entitled to take tests and exams belonging to the programme you are enrolled in, as described in the EER of the relevant programme.
- Students with a [disability or chronic illness](#) may be eligible for adaptations in teaching, practical exercises and examinations. These adjustments are tailored to the individual disability as much as possible, provided that the quality and degree of difficulty of the relevant teaching or examination is not affected and that the student continues to meet the programme's attainment targets with the provided adjustments. For more information, please consult chapter 7, paragraph 1.7 of this Student Charter.
- As a student, you have a right to a 'studiable' programme. This right translates legally into an obligation of the university to structure a programme in such way that students may reasonably be expected to be able to obtain 60 ETCS per study year and to graduate within the time allotted for the programme.
- In case the Minister of OCW or UM decides to terminate the programme, students will be offered the opportunity to complete the programme within a reasonable time at the same or another institution of higher education.
- If you have fulfilled all the substantive and procedural requirements for the programme, you are as a student entitled to a degree certificate issued by the board of examination. A premaster student does not receive a degree certificate but does receive a statement that the student has completed the premaster successfully.

#### *Guidance*

- As a student, you are entitled to guidance from a teacher as part of your education. Guidance may be in groups or individually.
- As a student, you are entitled to study guidance from a [study adviser](#), mentor, thesis supervisor and the like, as detailed in the EER of the relevant programme.
- For study-related psychological symptoms or personal problems that get in the way of studying successfully, students can contact a [student psychologist](#).
- If, as a student, you encounter undesirable behaviour, you can contact the [Social Safety Team Students](#), which includes the ombuds officer and confidential advisors.



- As a student, you are entitled to support, advice and information from a [Student Dean](#) on questions and problems that do not directly concern the content of the study programme, but concern your rights as a student, for example in issues concerning (study) financing or study delay due to special circumstances.
- As a student, you may contact a career advisor at [UM Career Services](#) with questions regarding study and career choices and the labour market.

#### *Facilities*

- As a student, you may use educational facilities, such as libraries, laboratories and the like, subject to the terms and conditions for using these facilities.
- As a student, you may use other student facilities. For more information, please refer to chapter 7 of this Student Charter.
- As a student, you are with due observance of [UM general house rules](#) entitled to access the grounds, buildings and facilities belonging to UM, unless, in the opinion of the Executive Board, the nature or interests of the education or research prevent this.

#### *Student participation*

- Through the right to vote and the right to stand for election to university bodies, enrolment as a student at UM entitles you to participation in matters of interest to students. For more information, please refer to chapter 8 of this Student Charter.

#### *Privacy*

- As a student, you are entitled to protection of your personal data recorded in UM files. As set out in the [UM General Privacy Statement](#), your rights include the right to inspect your own data, the right to correct errors in those data and the right to be informed about the disclosure of those data to third parties. For more information, please refer to chapter 9, paragraph 3 of this Student Charter.

## **4.2 Obligations of students**

### *Education*

- As a student, you are obliged to timely register for participation in teaching groups, unless the EER stipulates that the programme will register you for (parts of) the teachings.
- A programme may stipulate that students are obliged to participate in (parts of) the teachings before they can take a subsequent examination. If such an obligation exists, it must be included in the EER.
- If you expect to incur a study delay due to special circumstances, you should timely report to the [study adviser](#) (see also the [UM Profileringsfonds Regulation](#)).
- As a student, you are obliged to comply with the [Rules of Procedure for examinations](#).
- As a student, you are obliged to comply with the rules laid down by the board of examination in the EER and the Rules and Regulations (RR), including the provisions regarding taking examinations (parts), fraud and plagiarism. The RR mainly specifies the rights and obligations between students and the board of examination.



### Conduct

- As a student, you are obliged to comply with the generally accepted norms and rules of decency in your dealings with other students and UM employees, as detailed in chapter 5 of this Student Charter.
- As a student, you must comply with the [UM general house rules](#) that contribute to a workable, safe and pleasant environment for students and UM employees.
- As a student, you are obliged to comply with the [rules regarding ICT and internet use by UM students](#) set by the Executive Board.
- As a student, you are obliged to respect the privacy of fellow students and UM employees. This includes, for example, not making or distributing (video) recordings of fellow students or UM employees without prior permission. See the provisions in the [Framework regulation on recording lectures](#).
- As a student, you may be required to submit a 'Certificate of Good Conduct' (VOG) prior to the start of an educational component of your programme and to self-report any criminal or disciplinary investigations and/or convictions, if there are any after submission of the VOG.

### 4.3 Rights and obligations of external students

Contrary to the provisions in this chapter, external students are not entitled to attend teaching activities and are not entitled to use the facilities and study guidance. The rights of an external student are limited to taking tests and examinations belonging to the relevant programme. In addition, external students shall have access to the grounds, buildings and facilities belonging to the UM, unless, in the opinion of the Executive Board, the nature or interests of the education or research prevent this. For more information, see [UM general house rules](#).

# 5. Code of conduct



## Chapter 5 Code of conduct

In their dealings with other students and UM employees, students, just like employees, must observe the generally accepted norms and rules of decency. To this end, UM has adopted the [Rules of Conduct](#), which describe in general terms which core values and norms within UM guide our behaviour. The [Rules of Conduct](#) serve as an umbrella document and hang over UM-wide specific codes of conduct and regulations and the codes of conduct and regulations applicable to each faculty or service centre.

The Executive Board has adopted UM-wide specific codes of conduct and regulations regarding, among other things:

- the proper conduct in the university buildings and on university premises,
- the use of computer and network facilities,
- avoiding sexual harassment, aggression, violence and discrimination,
- the working conditions.

### 5.1 House rules

UM strives to prevent hindrance through unwanted use of facilities and buildings and expects students and employees to behave in the UM buildings and on the UM grounds in accordance with [UM general house rules](#).

The Executive Board or the person authorised to do so may deny a person who behaves contrary to the house rules full or partial access to those buildings and grounds for a maximum of one year, or terminate a student's enrolment for the same period. If a student caused serious nuisance within the UM buildings and grounds and has failed to cease this nuisance even after being warned by or on behalf of the Executive Board, the Executive Board may decide to permanently deny this student access to the UM or terminate this student's registration.

Students united in a general student organisation or in an independent student association must comply with the [Code of Conduct for Introductory Period General Student Associations](#) or the [Code of Conduct for Introductory Period Independent Student Associations](#), respectively, if they wish to claim (financial) support from their organisation and make use of other UM facilities.

### 5.2 Regulations for ICT and internet use

UM offers you the opportunity to use ICT facilities and the internet as a student for the purpose of your studies. As part of these facilities a UM student account and facilities for storing files and personal study data are made available for your personal use. The use of these computer and network facilities is subject to the [rules regarding ICT and internet use by UM students](#) set by the Executive Board.

These regulations include amongst others the obligation to handle access codes carefully, not to give cause or opportunity to crack computers or spread computer viruses, and not to spread discriminatory, defamatory and/or offensive material or infringe UM's intellectual property rights. Further explanation of security and security measures can be consulted via UM's [Cybersecurity](#) webpage.

### 5.3 Copyrights

As a student, you will as part of your studies make frequent use of publications (books and journals) that are protected by copyright. Copyright is the right of the creator of a work to determine how, where and when the work is disclosed and reproduced. The [Copyright Act](#) (only available in Dutch) regulates copyright.

In a limited number of cases, it is permitted to make photocopies or otherwise copy existing texts and images for personal use, without requiring permission from the copyright holder. The rules under or pursuant to the [Copyright Act](#) apply. In the case of usage of images/film material of persons, the rights of the persons depicted and the provisions of the [General Data Protection Regulation \(GDPR\)](#) ought to be taken into account.

The University Library has set up a [Copyright Information Point](#), where students can obtain information on a variety of copyright issues, including rules on plagiarism, citing and the use of photos, graphics and images. More information can also be consulted on the [Copyright Information Network](#).

### 5.4 Undesirable behaviour

UM finds any form of undesirable behaviour, such as aggression and violence, sexual harassment or other forms of sexually transgressive behaviour, bullying and discrimination unacceptable.

Should you, as a student, nevertheless encounter a socially unsafe situation, undesirable behaviour or other issues that affect your feeling of safety within UM, you can contact the [Social Safety Team Students](#), which includes an ombuds officer and confidential advisors. All these counsellors have a duty of confidentiality; your report will be treated confidentially and action will only be taken with your consent.

If you wish to make a formal complaint, the Social Safety Coordinator may support you in this. The Executive Board has adopted a [regulation on reporting and complaint handling of undesirable behaviour](#), which states what such a complaint must comply with and what the procedure looks like. The [Regulation on Complaints about Undesirable Behaviour](#) (only available in Dutch) also applies. To handle complaints, the Executive Board has set up an independent committee for undesirable behaviour. For more information, please refer to chapter 9, paragraph 1, sub 3 and 4 of this Student Charter.

### 5.5 Working conditions

The Executive Board strives to provide a safe, healthy and pleasant study and working environment and furthermore takes care of other working conditions in university buildings and on university premises.

The provisions laid down by or pursuant to the [Working Conditions Act](#) (only available in Dutch) for the work of UM personnel apply, in principal, by analogy to student activities in educational establishments or parts thereof, including open spaces, which are comparable to work in professional practice. Students are expected to exercise due caution and care. In particular, students are required to:

- properly use the personal protective equipment provided and store it in the appropriate place after use,
- use instruments, apparatus, tools, dangerous substances, etc. in the correct manner and not make any changes to installed safeguards,
- follow further given rules and instructions regarding health and safety,
- notify matters that endanger the safety or health of UM students or staff, immediately to the person responsible for this on site or to the Executive Board,
- observe generally applicable measures and safety rules.



## 5.6 Study trips to high-risk areas

UM is responsible for the health and safety of its students who travel abroad as part of their studies for temporary educational activities or internship. In case you travel to high-risk areas, whether or not labelled as such by the Dutch government by issuing a negative travel advice, UM cannot fully bear that responsibility. Permission to make study-related trips to high-risk areas with a code orange or code red issued by the Ministry of Foreign Affairs will not be granted by the Executive Board. To support students travelling to high-risk areas, UM has drawn up [guidelines](#).

## 5.7 Code of Conduct International Student Higher Education

The [Code of Conduct for International Students in Higher Education](#) contains agreements made by higher education institutions on how to deal with international students. These include agreements on providing information to international students, the minimum (language) requirements they must meet before they can be admitted to a higher education institution, monitoring study progress of students with a residence permit for study and other guidance for this group of students. The [Code of Conduct for International Students in Higher Education](#) is a joint initiative of the Dutch government and higher education institutions. The government has made signing this Code of Conduct by educational institutions a condition for being able to apply for study residence permits for non-EU/EEA students through the educational institution (acting as sponsor).



# 6. Education



## Chapter 6 Education

UM offers a wide range of bachelor's and master's degree programmes. An overview of the [bachelor's](#) and [master's](#) degree programmes offered at UM can be found on the UM website. UM also offers students the opportunity to follow faculty-based or university-wide [excellence and honour](#) programmes.

This chapter discusses general matters common to programmes at UM. For further details and specifically applicable regulations regarding education and examinations per programme, please refer to the relevant faculty regulations, such as the EER, RR and other information from the faculties themselves.

### 6.1 Quality assurance

UM stands for high quality, innovative education. Principles are 'student-centred', 'small-scale, 'international classroom' and 'coherent and academic education that prepares students for a dynamic and global society'. The realisation and continuous development of our educational vision is monitored and supported by an effective [quality assurance system](#). The [UM quality assurance policy and framework](#) provides concrete tools for organising the quality assurance system.

The Executive Board ensures that, as much as possible in cooperation with other institutions, regular assessments (educational visitation) of the quality of UM's programmes are carried out by, among others, independent experts. The results of these assessments are public and are published on the [NVAO](#) website.

Instruments of quality assurance, such as (inter)collegial assessment, monitoring, evaluation and participation opportunities by students and lecturers, are built into the educational organisation. The faculty board periodically investigates whether a programme meets quality standards and ensures regular and thorough programme evaluation of education. Furthermore, the faculties, supported by EDLAB, pay systematic attention to the quality of both the testing instruments used and the tests themselves.

### 6.2 Language of instruction and examinations

UM offers programmes in Dutch and English. This also applies to the language of the educational material (which in selective courses may sometimes be offered in German or French), tests and examinations. The [UM Code of Conduct on Language](#) contains guidelines regarding the language of instruction, the basic principle being that education is provided in Dutch, except:

- in case of a guest lecture by a foreign-language lecturer,
- if the specific nature, design or quality of the educational programme, or the origin of the students so requires.

The choice of language is based on, among other things, the content of the programme, the composition of the group of students, the programme objectives and students' career prospects. The programme-specific EER defines the language of instruction and the requirements regarding language proficiency. Information about the programme, the programme-specific EER and RR are available in the language of the programme.

### 6.3 ‘Studiability’ of programme

The Executive Board publishes the curriculum timely before the start of the study year. The faculty board ensures regular evaluation and assessment of the relevant study programmes and the timely adoption and publication of the EER. Based on the EER, students must be able to form a proper opinion of the content and organisation of the educational programme and the examinations. This concerns:

- the educational offer (including the organisation and implementation of education), the educational facilities, the graduation tracks available within the study programme and the international aspects of education;
- the outline of the EER;
- the annual itinerary and the timetable-free days.

As a student, you have a right to a ‘studyable’ programme. This right translates legally into an obligation of the university to structure a programme in such way that students may reasonably (with sufficient aptitude and effort) be expected to be able to obtain 60 ETCS per study year (in 1,680 hours per study year, where each credit is equivalent to 28 hours of study), so that you they can graduate within the time allotted for the programme (the nominal duration of study set for the study programme).

The design of the study programme, including the distribution of the study load, is such that you, as a student, can reasonably obtain the minimum amount of credits required in relation to the BSA and the required study progress pursuant to the WSF 2000 and the [Code of Conduct for International Students in Higher Education](#).

If your studies are delayed due to the structure of the study programme, you can:

- deregister prematurely in order to be eligible for a refund of tuition fees for the non-enrolled months of the study year in question. Consult your study adviser if you are considering this, or
- under certain conditions, apply for financial support from the [Profileringsfonds](#) (for more information, see chapter 7, paragraph 2.1 of this Student Charter) in order to limit the financial consequences of the study delay.

### 6.4 Study load and credits

To compare the study load of study programmes in Europe, the European Credit Transfer and Accumulation System (ECTS) has been developed. The EER includes the study load of the full programme, as well as of the separate educational units of study. The study load is expressed in European Credits (ECTS). A full study year consists of 60 credits. A bachelor’s degree programme consists of 180 credits, a one-year master’s degree programme of 60 credits. There are also multi-year master’s degree programmes of 120, 180 or 240 credits.

### 6.5 Affordable education

Enrolment at UM is not subject to any monetary contribution other than the tuition fee, education fee or examination fee due. As a student, you also incur costs for study supplies (books, materials and practical supplies) for participating in the education, tests or exams of the programme. In principle, these costs are at your own expense. The programme may charge extra costs for activities that are a compulsory part of the programme, such as excursions, fieldwork and work placements, provided that a free alternative is also offered. UM strives to keep extra costs for students to a minimum.

### 6.5.1 Handling fee

As part of the requirement of sufficient pre-university education, prospective students with a non-EU/EEA pre-university education pay a handling fee of €100 for the valuation of their diploma/certificate when assessing their admissibility to a bachelor's degree programme, a premaster or initial master's degree programme. If application leads to final enrolment at UM in the study year to which the application related, the handling fee will be refunded. A number of prospective students is exempt from paying the handling fee. More information can be consulted via the UM web page [handling fee](#) and article 15 paragraph 4 of the [Enrolment Provisions](#).

## 6.6 Study guidance and (binding) study advice

Every student is entitled to study guidance and to the services of a [study adviser](#), [student dean](#), [student psychologist](#) and [UM Career Services](#). At UM, special attention is paid to counselling students who have extra needs due to personal circumstances, such as first-generation students, students belonging to an ethnic or cultural minority and students with a disability.

The details of the right to study guidance are left to the faculties. To this end, each faculty has one or more study advisers to whom students can turn to discuss their study planning and progress, problems and personal development. The study adviser is in contact with central and faculty bodies and makes referrals if necessary. The contact details of study advisers at UM can be consulted via the [UM website](#). Mentors, who play a role in the study guidance of newly started students, are also active within many UM programmes.

### 6.6.1 (Binding) study advice

The EER of the relevant programme regulates the monitoring of study progress, individual study counselling and the issuance of a recommendation on the continuation of studies within or outside the programme (study advice/BSA). In the case of full-time programmes, the faculty board issues the study advice at the end of the first study year. In the case of part-time programmes, the EER regulates the time at which the study advice is issued. This study advice helps to ensure that students are in the for hem right study place and programme.

For a number of bachelor's degree programmes, a negative binding study advice (negative BSA) may be issued to a student based on conditions listed in the EER. A negative BSA has the consequence that you cannot enrol in the same programme at UM for a certain number of set years.

Before the faculty issues a negative BSA, the student in question will receive either an interim report on his study progress or a warning signal, indicating the period within which his study results must have improved in order to be allowed to continue the study. In case there are personal circumstances that influence your study progress, you should report these as soon as possible to the study adviser, so that an adjusted study programme can be drawn up and the personal circumstances in question can possibly be taken into account in determining a correct study advice. During the study year, you can consult information on your own study progress via the [Student Portal](#).

## 6.7 Notification of final exam

The Executive Board notifies DUO before the end of the second month following the month in which a student has passed the final examination. Simultaneously with this notification, the Executive Board will inform the student about notifying DUO.

After graduation, in principle, the right to study financing lapses. If you have nevertheless received a study grant while you were no longer entitled to it, this may result in a claim for repayment and the imposition of a fine. As a student, you are responsible for monitoring your right to study financing via [DUO](#) and for ensuring timely termination of your study financing.



# 7. Student facilities





## Chapter 7 Student facilities

### 7.1 General services

To promote study success support is offered to (prospective) students and study facilities are available to students at various places within UM. Among other things, UM offers the facilities listed below in the areas of study, advice and guidance, health and well-being. In addition, various initiatives have been developed within UM for your general support as a student. More information on the support available to UM students can be accessed via the [UM website](#).

#### *Service & Information*

#### 7.1.1 Student Services Centre

The [Student Services Centre](#) (SSC) is the central point for all UM students who have questions about administrative or practical matters surrounding their studies. The various departments of the SSC provide students with information on matters such as admission, registration, tuition fees, visa requirements, scholarship opportunities, housing and language or summer courses. You can also contact the SSC for support in case of a disability, legal advice on study-related matters, skills development, career advice or assistance from a psychologist. Besides offering individual support, the SSC also hosts a number of UM organisations that provide extra-curricular activities, such as the INKOM organisation and Studium Generale. Inside the SSC building, you can also get coffee, sweets and lunch in the on-site catering facilities. There is a reading table with newspapers and reading material and you will find the UM gift shop, where you can buy jumpers, pens, bags, T-shirts, coffee mugs and other nice UM souvenirs.

#### 7.1.2 UM Student Desk

For general questions about studying at UM, (prospective) students can contact the [UM Student Desk](#), located in the SSC. The staff provides information in areas such as registration, deregistration, (payment or refund of) tuition fees, change of address, visas, scholarships, etc.

#### 7.1.3 Faculty education desk

For more specific or substantive information about the study programme, students can contact the education desk of their faculty. This includes questions about registration for classes and examinations, diploma applications and the availability of the study advisers. Please consult the webpage of your faculty or study programme for contact information.

#### *Study facilities*

#### 7.1.4 Library / study areas

For UM students membership of the [University Library](#) is free. The library provides a modern study and research environment available 24/7 online, on campus or accessible worldwide with your UM student account and password.

UM also offers [study and computer workstations](#) where you can study from early morning to late at night and on weekends. For the various study programmes, UM has study areas that provide library facilities. All locations are equipped with free Wi-Fi.

### 7.1.5 Student Portal

Through the [Student Portal](#), designed to work on all your devices, you can access all the information you need for your studies. The [Student Portal](#) provides access to [Canvas](#), timetables, grades and the study guide where all course information is shown. You can, for example, view your schedule on your mobile phone, check your grades on your tablet or download course material while working on your laptop. On the study programme page, you will find educational announcements, news items, information about workshops and other important study-related information.

### 7.1.6 ICT support

UM provides all kinds of ICT facilities to students. These include Wi-Fi, advanced printing facilities, UM student accounts and a private desktop environment. An overview of the ICT services provided by UM can be found at [ICTS service catalogue - Self-Service Portal](#). More information and ICT manuals can be consulted via [ICT facilities](#).

### 7.1.7 Disability Support

As a student with a physical, mental, cognitive and/or sensory disability, a chronic illness or another condition, such as dyslexia, ADHD, autism or diabetes, you can apply for support or facilities to make studying with your disability easier. You can find more information about requesting facilities via [Disability Support](#). You can also contact the UM-wide Disability Support desk, which is part of the SSC, for information and advice. Disability Support holds walk-in consultations and can be reached daily via e-mail and telephone for questions.

Disability Support aims to facilitate every student with a disability or chronic illness in such a way that, with respect for personal autonomy and recognition of the student's talents, participation in the educational programme for this student has as much as possible the same accessibility as for someone without a disability or chronic illness.

In 2020, the Rector Magnificus of UM signed the '[declaration of intent for UN treaty institutions of higher education](#)' (only available in Dutch) on the rights of persons with disabilities, thereby endorsing UM's commitment to accessible and inclusive education. The UM Policy Plan 'Studying with a disability and/or chronic illness 2023-2026' can be obtained via [Disability Support](#) and more information regarding physical and digital accessibility within UM can be consulted via the [Accessibility](#) page.

### 7.1.8 Students with care duties (pregnant students, parents, informal care-takers)

Students who are pregnant and/or combine studying at UM with (informal) care duties may -depending on the specific circumstances- be eligible for suitable facilities, such as adjustments to their timetable, adapted examination location and use of lactation and relaxation rooms. Next thereto, you may, under certain conditions, be eligible for financial support from the [Profileringsfonds](#) to mitigate the financial consequences of

study delays caused by informal caring duties and/or pregnancy. More information can be accessed via [Studying Parents](#) and [UM Cares](#).

## Advice & Guidance

### 7.1.9 Study advisers

As a student, you can turn to your faculty [study adviser\(s\)](#) for study guidance and discussion of personal development within the educational programmes on offer. The study adviser can advise you on planning your studies and, if you experience personal problems that hinder your study progress, advise and guide you or refer you appropriately. Next thereto, the study adviser is your point of contact for questions regarding the content of your study programme, the timetable, transition regulations and, for instance, your choice of continuation of studies. If you anticipate or experience study delay, it is necessary that you with regard to the (binding) study advice and possibilities for financial support from the [Profileringfondos](#) report this to the study adviser as soon as possible. With the study adviser you can also discuss whether you qualify for certain study and examination facilities. The study advisers will treat all information you share with them confidentially.

#### 7.1.10 Student deans

You can contact the [student deans](#) with questions about your legal position as a student. The student dean supports, advises and informs on all matters relating to studying but which do not directly relate to the content of your study programme, such as enrolment, tuition fees, Dutch student finance, studying with a disability, lodging an objection, appeal or complaint or applying for financial support in case of study delay due to special circumstances. The student deans work university-wide and are located in the SSC. Conversations with the student deans are confidential. You should not confuse the student dean with the dean, who heads your faculty.

#### 7.1.11 Team Social Safety Students/ombuds officer and confidential advisors

UM does not tolerate any form of unequivocally undesirable behaviour, including aggression and violence, sexual harassment or other forms of sexually transgressive behaviour, bullying or discrimination. Students who encounter undesirable behaviour or unequal treatment can contact the [Social Safety Team Students](#) for a listening ear, acknowledgement, advice and exploration of solutions to the problem. An ombuds officer and confidential advisors are part of the Team Social Safety Students. Under all circumstances, your report will be treated confidentially and action will only be taken if you agree.

#### 7.1.12 UM Career Services

[UM Career Services](#) assists students with their orientation on and questions regarding internal and external educational and labour market opportunities. As a student, you can contact UM Career Services at any stage of your studies for personal guidance, workshops, training courses and information. Students can make an appointment for a [Quick Career Advice](#) and/or make use of the various types of support offered via the [Personal & Professional Development](#) page.

#### 7.1.13 Faculty International Relations Offices

The International Relations Offices (IRO) of the faculties assist students who wish to study at a foreign university under an exchange agreement. More information can be found through faculty information



channels. The IRO also assists foreign [exchange students](#) who study temporarily at UM as part of an exchange programme.

### *Support for International Students*

#### **7.1.14 International Student Helpdesk / ISAP**

International students can contact the [International Student Helpdesk \(ISH\)](#), for example if they could use help from someone who speaks Dutch better than themselves. New international students can also sign up for the [International Student Ambassador Programme \(ISAP\)](#), the UM buddy programme. ISAP aims to help new international students feel at home in Maastricht quickly by pairing them with a current UM student for the first few weeks after arriving in Maastricht to explore the city and student life together.

#### **7.1.15 Information for refugees**

[Refugees](#) who would like to study at UM can make an appointment with the central contact person for refugees for help in arranging:

- an application for degree valuation,
- learning Dutch,
- finding a suitable study programme,
- financing a study,
- contact with the municipality on financial matters or housing,
- contact with the Foundation for Refugee Students (UAF).

#### **7.1.16 Housing in Maastricht**

UM works with [several organisations](#) to assist its students find suitable housing. Through [Maastricht Housing](#), the official housing agency for UM, Zuyd University of Applied Sciences and the Jan van Eyck Academy, it mediates between students, the UM Guesthouse, housing corporations and private landlords in finding affordable and quality housing. To make use of Maastricht Housing, you will have to pay a registration fee. UM also cooperates with social housing projects, such as [Match' Houses](#) and [Hospici Housing](#).

#### **7.1.17 Visa Office**

As an international student, you must have legal residence in the Netherlands in order to enrol at UM. How to obtain legal residence depends on your nationality and place of residence. Many students originating from outside Europe need a visa and/or residence permit to study in the Netherlands. Where necessary, the [Visa Office](#) applies for [residence permits and visas](#) for international (prospective) students. If this is the case for you, the enrolment process will take longer and you will have to start arranging things earlier to be able to start the programme on 1 September. Strict deadlines apply to visa and/or residence permit applications, which are listed on the [Visa Office webpage](#).

Please also note that one of the requirements for a visa and/or residence permit for study is that you pay the full tuition or education fee for the study year in one lump sum in advance before the Visa Office can submit the visa/residence permit application to the IND.

## Health & Well-being

### 7.1.18 Wellbeing Movement

The [Wellbeing Movement](#) (WBM) has been created to promote both physical and mental student well-being within UM. The WBM aims to provide students with the tools needed to lead a healthy and happy student life and which can help them cope with life's challenges and stressful situations. The WBM offers information and training on well-being, relaxation, sports, study skills and other topics in many different ways. The main events are:

- Wellbeing Week (spring and autumn): a week full of (interactive) lectures, workshops, talks and other activities focusing on your well-being,
- Wellbeing Days (throughout the year): a day with its own theme with matching activities: lectures, workshops, sports activities and more, completely focused on your well-being,
- UM Community events (throughout the year): various events, social activities by students for students and staff members.

### 7.1.19 UM Psychologists

Students who experience study-related psychological complaints (e.g. fear of failure, study stress, fear of speaking, lack of motivation and concentration) or have personal issues that get in the way of successful studying (e.g. loss and grief, gloominess, negative self-image), can contact the [UM psychologists](#). UM psychologists offer a [Quick Psychological Referral](#). This is a ten-minute conversation with a UM psychologist in which you give a brief description of your current situation and during which you can ask your most relevant questions. The UM psychologist will then schedule a follow-up appointment with you or refer you to the appropriate healthcare provider within or outside UM. The interviews with the UM psychologist are, of course, confidential.

### 7.1.20 Diversity & Inclusivity Office

UM is committed to an [inclusive culture](#). As one of the most international universities in Europe, UM is aware that in diversity lies its strength. Two key objectives of the [Diversity & Inclusivity Office](#) are:

- to ensure that the employee and student population becomes more diverse;
- to create an inclusive environment, where all talent and competences can be harnessed for the well-being of members of the UM community and for the organisation itself.

### 7.1.21 UM SPORT

[UM SPORT](#) has a wide range of sports on offer, an extensive accommodation (the university sports centre/USC) and long opening hours. UM SPORT offers a sports card that allows you to participate in all kinds of sports activities at a reduced price. You can take group lessons, exercise in the gym or join an outdoor activity. For students who play a top-level sport, UM offers support to help them combine their studies with [top-level sport](#). You can contact the top-level sports coordinator with specific questions and for possible facilities.

## Miscellaneous Support

### 7.1.22 INKOM organisation

The [INKOM](#) is Maastricht's general introduction week for all new students at UM, Zuyd University of Applied Sciences and Vista College. The INKOM organisation is in charge of organising the introduction week and is during this week responsible for supporting and cooperating with the many student associations in Maastricht. The INKOM organisation consists of permanent staff members, supplemented by students who volunteer on a one-off basis, to make this recurring project a success for the coming study year.

### 7.1.23 Student Initiative Helpdesk (SIH)

Student life in Maastricht would be nothing without its student organisations, which you can join. To properly support student organisations, UM has set up the [Student Initiative Helpdesk](#) (SIH). There is an [overview of student organisations](#) run by UM students. These organisations act under their own responsibility, but may be eligible for various facilities from the university under certain conditions.

### 7.1.24 Language Centre

The [Language Centre](#) provides language courses, language examinations and special writing and presentation trainings for students, staff and external clients, with the aim of helping clients communicate effectively in an international environment.

### 7.1.25 Huurteam Zuid-Limburg

[Huurteam Zuid-Limburg](#) can be contacted by tenants of residential properties with questions about their rights and obligations as tenants and for advice and guidance in disputes with their landlord. Huurteam Zuid-Limburg offers free advice and information, contacts landlords (organisations) and, if necessary, submits your case to the rent assessment committee or court.

### 7.1.26 Studium Generale

[Studium Generale](#) organises lectures, debates and talk shows, lecture series, film, art, poetry and theatre evenings and the PAS Festival, which provide a broad orientation in the fields of art, culture, science and society. Most activities are open to students free of charge.

### 7.1.27 Civic engagement activities

UM recognises the importance of student [volunteering](#) and facilitates students by offering volunteering opportunities through the [Personal & Professional Development portal](#). UM values commitment and involvement in the form of volunteering and therefore UM recognises this commitment with the digital [edubadge Global Citizenship](#).

### 7.1.28 Mensa facilities

UM has [mensa facilities](#) in Randwyck and in the inner city where you can go for a hot or cold meal, snacks, salads and more, at subsidised prices. In addition, extensive coffee corners and coffee and snack machines are available in most of the UM buildings.

## 7.2 Financial support

Information relating to the financial side of studying and a detailed description of financial support for students can be found, among others, at the following websites:

- [Money Matters](#)
- [You are going to study](#) (only available in Dutch)
- [Funds for students](#)
- [Studying financially smart with a disability](#) (only available in Dutch)

### 7.2.1 UM Profileringsfondsregeling

If you have fallen behind with your studies, or expect to fall behind with your studies, due to special circumstances, such as (chronic) illness, special family circumstances (e.g. informal care-taking duties), a disability or chronic illness, pregnancy/childbirth, a board position, or practising top-level sport, and are therefore unable to graduate within the time allotted for the programme (the nominal duration of study set for the study programme), you may be eligible for financial support under the [UM Profileringsfonds Regulation](#). Within this scheme, there is separate attention for students with [top-level sports status](#) and for students who engage in [board function](#) in student organisations, study associations, student sports associations or university and faculty administrative bodies.

### 7.2.2 Regulation for exemption from statutory tuition fees in relation to board positions

The WHW offers institutions the possibility to exempt students from paying statutory tuition fees in connection with holding a full-time board position with a student organisation or the university council, or for the benefit of a temporary project in the administrative or social field of importance to UM. UM likes to offer you, as a student, the opportunity to make use of this statutory regulation and the [Regulation exemption from statutory tuition fees in connection with an executive function](#) describes the conditions and the procedure for applying for the exemption. To be eligible, you must, among other things, be enrolled in a full-time study programme at UM, owe statutory tuition fees for this programme and hold a full-time board position averaging 40 hours a week. If you meet the specified conditions, you can be exempted from paying statutory tuition fees for a one-off period of one study year. **Please note** that this means that you are a full-time board member during that study year and cannot/may not take part in educational activities and/or take tests and exams.

### 7.2.3 UM Incentive Fund

UM has several types of incentive grants. There is a fixed annual subsidy for certain general UM-affiliated student organisations. To qualify for this fixed annual subsidy, the student organisation must meet [certain conditions](#). UM also has an incentive subsidy for starting student organisations that do not (yet) meet the criteria for fixed annual subsidy and the incentive subsidy for new activities that fit into the vision and strategy of UM. More [information](#), [further conditions](#) and the [application form](#) can be found at the UM website.

### 7.2.4 Grants and subsidies University Fund Limburg/SWOL

The University Fund Limburg/SWOL supports UM in its efforts to stimulate and promote scientific research and education and endorses UM's goal of providing students worldwide with the opportunity to study, at all our faculties, regardless of their origin, ethnicity, socio-economic situation or gender identity. The University Fund Limburg/SWOL does this in part through the issuance of scholarships and grants. For good initiatives by



students for students, the University Fund Limburg/SWOL provides annual [grants](#) specifically for activities by UM students. For students wishing to study in Maastricht, various [scholarships](#) are provided through the University Fund Limburg/SWOL.

### 7.2.5 Scholarships for incoming students

For international students, UM offers several [scholarships](#) to support top students with personal development potential who face financial hardship to pursue their studies at UM. UM scholarship students are amongst others selected based on their academic excellence, active citizenship and financial need. As the number of scholarships is limited, the selection process is highly competitive. In addition to [scholarships](#) from UM, international students can also apply to other organisations for [grants towards the cost of studying in the Netherlands](#).

### 7.2.6 Scholarships for outgoing students

[Scholarships](#) are also available for UM students who wish to (partly) study abroad. Also, consult [scholarship opportunities](#) (only available in Dutch) through other organisations.

### 7.2.7 Private funds

Private funds are funds provided by foundations or organisations outside UM to students with financial difficulties and are awarded based on specific criteria/qualities, such as very high grades or specific other qualities. Keep in mind that private funds offer limited financial support, often in the form of a gift, but sometimes in the form of a loan on attractive terms. For most private funds, you must submit a request on time and need a letter of support from a [student dean](#). Information regarding private funds and the applicable conditions can be found via [Stichting Steunpunt Studerende Moeders](#) (only available in Dutch) and [Zo betaal je buitenlandavontuur](#) (only available in Dutch).

### 7.2.8 UM Emergency Fund

If, suddenly and unexpectedly, circumstances arise that lead to acute financial need and jeopardise the continuation of your studies, and other available funds and the arrangements within and outside UM do not provide a solution, UM may be able to help with a one-off payment from the UM Emergency Fund. This benefit may not be used to pay your tuition fees. You can discuss whether submitting an application for the UM Emergency Fund is possible with your [study adviser](#).

# 8. Student participation



## Chapter 8 Student participation

Every student has the right to stand for election and vote. Passive suffrage means that, as a student, you can stand for election to a participation body. Active suffrage means that, as a student, you can cast a vote for a candidate for such a body in elections.

The election of the members of the university council and faculty councils is held for each section (academic staff, support and management staff and students) separately and takes place according to a list system with single preference. The election of council members takes place in spring, unless the Executive Board, in special cases, decides otherwise. See for more information the [Electoral Regulations for the elections of UM's university council, service councils and faculty councils](#) (only available in Dutch).

### 8.1 Central level participation

The participation body at central level is the [university council](#). Its general duties and powers derive from the [WHW](#). The council functions as a sounding board for the Executive Board, is involved in evaluating and monitoring new policies and initiatives, and can make proposals for new initiatives. The university council has three [committees](#) (Operations Committee, Research & Education Committee and Strategy Committee) in which staff and students consult with the Executive Board on plans and proposals. Every month, a plenary meeting takes place with the full university council and the Executive Board.

The university council consists of 20 members, equally divided between students and staff. Six members represent the academic staff and four the support staff. They are elected every two years. The ten students in the university council are elected every year for a period of one year.

Pursuant to the [WHW](#) the university council has the right of consent with regard to, among other things, the institutional plan, the Student Charter, the policy and rules relating to granting financial support to students, the UM Administrative and Management Regulations, the rules on working conditions and the overview of the annual budget. In addition, the university council has the right of consent regarding the establishment and termination of study programmes and the rules on safety, health and well-being. Furthermore, the university council has the right of advice regarding, among other things, the overall budget, the level of institutional tuition fees, limiting first-time enrolment based on available teaching capacity and the profiles of member of the Supervisory Board and Executive Board.

The work of the university council is carried out according to a set of regulations, including the [WHW](#), the [UM Administrative and Management Regulations](#) (only available in Dutch), the [University Council Regulations](#) (only available in Dutch), the Rules of Procedure and the [University Council Takeover Manual](#).

### 8.2 Faculty level participation

#### 8.2.1 Faculty council

The faculty council is the participation body at faculty level. Each faculty council consists of at least 4 and at most 18 members, half of which are members elected by and from the academic and support staff and the other half are members elected by and from the students. Also for faculty councils, staff members are elected for two years and students for one year.

The faculty council has the right of consent and advice on various matters affecting the faculty. The council thus acts as the representative of students and staff and as a sounding board for the faculty board. The tasks and powers of the faculty council have their basis in the [WHW](#) and are detailed in the faculty regulations. For example, a UM faculty council has the right of consent regarding the faculty budget, the faculty regulations, parts of the EER, the establishment of the guidelines for academic practice and the establishment of integral policy papers in the areas of education, research and internationalisation. The faculty council has advisory rights on, for example, appointments of professors.

### 8.2.2 Programme committee

The programme committee of a (cluster of) study programme(s) has the statutory duty to advise on fostering and monitoring the quality of the study programme(s), making it one of the most important advisory bodies in the quality assurance cycle. Half of the programme committee consists of students and half of lecturers of a (cluster of) programme(s).

The duties and responsibilities of the programme committee are defined in the [WHW](#) and broadly include:

- annual assessing of how the EER is executed,
- partially advising on and partially agreeing to the newly adopted EER,
- providing solicited and unsolicited advice to the programme management and the dean on all matters concerning education in the relevant programme,
- agreeing to the evaluation methodology of the study programme,
- discussing the results of the accreditation report.

The programme committee sends its opinions and proposals to the faculty council for information and consideration.



# 9. Legal protection



## Chapter 9 Legal protection

Legal protection for (prospective) students is regulated by the [WHW](#). The UM has a central digital counter, the [Complaints Service Point](#) (CSP), for filing an appeal, objection or complaint. In addition, the UM has set up a [Student Social Safety Team](#), which includes the ombuds officer and confidential advisors, where students can obtain information about social safety in the study environment and file a report if necessary.

### 9.1 Complaints Service Point (CSP)

The [CSP](#) is the UM digital desk you can turn to as a student if you disagree with a decision made by a person or body within UM, or if you feel you have been treated incorrectly by a person or body within UM. Via the CSP, you can therefore submit an appeal, objection or complaint in a low-threshold manner. Filing an appeal, objection or complaint with the CSP initiates formal legal proceedings. Therefore, it makes sometimes sense to first discuss the situation with the person or body whose behaviour or decision you do not appreciate. The CSP works according to the [CSP Rules of Procedure](#) and does not handle the case itself, but only ensures that the appeal, objection or complaint is forwarded as soon as possible to the appropriate body within UM, which will deal with the substance of the case.

- The Board of Appeal for Examinations handles appeals (see article 9.1.1 below).
- The Executive Board handles objections, after having obtained advice from the UM Advisory Committee for Student Affairs (see article 9.1.2 below).
- Complaints of a general nature are handled by the Executive Board or the dean of the faculty concerned, whether or not after being advised by the (chairman of the) complaints committee (see article 9.1.3 below).
- The Executive Board handles complaints under the [Regulation on the Reporting and Complaints Procedure for Undesirable Behaviour: sexual harassment, aggression and violence, bullying and discrimination for UM employees and students](#) (see article 9.1.4 below).

#### 9.1.1 Board of Appeal for Examinations (CBE)

If you, as a (prospective) student, do not agree with a written decision of, for instance, an examiner, the board of examination, the BSA committee of a bachelor's degree programme, or the admission committee of a master's degree programme, you can lodge an appeal against this decision with the Board of Appeal for Examinations (CBE). You can only lodge an appeal if you have been directly affected by a decision. You can also lodge an appeal if the body in question refuses to take a decision. A refusal exists when such a decision, whether requested or not, has not been taken within the applicable (statutory) time limit or, in the absence of a time limit, not within a reasonable time. The time limit for filing an appeal is six weeks after publication of a decision.

The CBE is competent if it concerns a decision mentioned in [article 7.61 paragraph 1 WHW](#). For example:

- a decision of a board of examination or an examiner on, for example, the determination of the result of an examination, the refusal to grant an exemption, the refusal to give an extra examination opportunity, the determination of fraud,
- a decision on admission to examinations or admission to an initial master's degree programme or whether or not the further pre-university education requirements of a bachelor's degree programme have been met;

- the decision on a binding study advice (BSA);
- the outcome of the colloquium doctum.

Please refer to [more information regarding the appeal procedure](#), the [Rules of Procedure of the Board of Appeal for Examinations](#) and [anonymised rulings](#) before filing an appeal.

If you are ruled against after an appeal procedure with the CBE, you can lodge an (higher) appeal with the Administrative Law Division of the Council of State in The Hague. The appeal period is six weeks after receipt of the CBE's decision on the appeal. Costs are associated with this procedure. Please consult the [website of the Council of State](#) (only available in Dutch) for more information.

### **9.1.2 UM Advisory Committee for student affairs (AC)**

If you, as a (prospective) student, do not agree with a written decision taken by or on behalf of the Executive Board, such as a decision regarding admission to a bachelor's degree programme, decisions regarding selection for numerus fixus programmes, decisions regarding enrolment and (the amount of) tuition fees, or decisions regarding a request for support from the Profileringsfonds, you can lodge an objection. A refusal to decide may also be objected to. A refusal exists if such a decision, whether or not at your request, was not made within the applicable (statutory) time limit or, in the absence of a time limit, not within a reasonable time. The deadline for filing an objection is six weeks after publication of the decision.

The UM Advisory Committee for student affairs (AC) considers the case and advises the Executive Board on whether the decision can be upheld or whether a different decision should be taken. The Executive Board decides on the objection taking into account the advice of the AC. The Executive Board may deviate from the advice of the AC (with reasons). However, this happens very rarely.

Please consult [more information regarding the objection procedure](#) and the [Rules of Procedure of the Advisory Committee](#) before filing an objection.

If you are ruled against after an objection procedure with the Executive Board, you can lodge an (higher) appeal with the Administrative Law Division of the Council of State in The Hague. The appeal period is six weeks after receipt of the decision of the Executive Board on the objection. Costs are associated with this procedure. Please consult the [website of the Council of State](#) (only available in Dutch) for more information.

### **9.1.3 Complaints**

A complaint is an expression of dissatisfaction, for which you cannot lodge an objection or appeal. It concerns an individual issue that affects you. Complaints concern, for instance, the quality of education, an educational facility or the way you were addressed or treated by a UM staff member or student.

The dean of the faculty to which the complaint relates will handle complaints of a general nature. The faculty complaints committees all work according to a faculty complaints regulation. Your own faculty can provide these regulations. The dean asks the faculty complaints committee for its opinion on how to settle the complaint before taking a decision (declaring the complaint founded/unfounded).

Complaints directed against a (staff member of a) UM service centre or the Maastricht University Office will be handled in accordance with the provisions of the [Regulations on the handling of individual complaints at the level of UM service centres and the Maastricht University Office](#).

Complaints under the [Code of Conduct for International Students in Higher Education](#) go to the Executive Board.

You can also file a formal complaint in cases of undesirable or transgressive behaviour or unwanted sexual behaviour or sexual abuse. The Executive Board has adopted a [Regulation on the Reporting and Complaints Procedure for Undesirable Behaviour: Sexual Harassment, Aggression and Violence, Bullying and Discrimination for UM employees and students](#), which tells you exactly what such a complaint must comply with and what the procedure looks like. In addition, the [Joint Complaints Committee Regulation on Undesirable Behaviour](#) (only available in Dutch) also applies. In these situations, it is also possible to (first) contact a confidential advisor for students to discuss the situation in confidence and get support. After contacting a confidential advisor, you can still decide to file a formal complaint.

### **9.1.4 Student Social Safety Team / ombuds officer and confidential advisors**

UM has a [Social Safety Team Student](#) that includes an ombuds officer and confidential advisors. As a student, you can report to the ombuds officer with regard to social safety if you need independent, impartial and confidential advice and/or investigation. The ombuds officer works pursuant to the [Regulations on the Ombuds Function](#), which contain rules regarding the ombuds officer's working method and the handling of reports. It also contains further rules on how and by whom reports can be made.

The ombuds officer:

- is independent and neutral, is not an advocate/lawyer; mediates but is not a mediator,
- operates under regulations that guarantee confidentiality and secrecy,
- does not pick up on matters explicitly placed elsewhere, e.g. with a study adviser, student dean or board of examination,
- issues solicited and unsolicited advice.

The ombuds officer contributes to a socially safe study environment and makes recommendations to the Executive Board on patterns, larger trends and developments around social safety or other unexposed issues. In doing so, the ombuds officer contributes to increasing the organisation's learning capacity and a safe study environment. In addition, the ombuds officer can conduct investigations independently and on its own initiative in response to a report.

Besides the ombuds officer, UM also has confidential advisors to whom students can turn with regard to social safety issues. A confidential advisor is there for you and will listen, advise and explore with you how the issue can be handled or solved. A confidential advisor will always represent your interests and it is up to you to decide whether you will suffice with just reporting the matter or whether you want to take further steps. Under all circumstances, your report will be treated confidentially and action will only be taken if you agree.



See also chapter 5, paragraph 4 of this Student Charter for more information about where to turn if you are faced with a socially unsafe situation, undesirable behaviour or other issues that make it impossible for you to feel safe within UM.

## 9.2. Equal treatment act on grounds of disability or chronic illness

The [Equal Treatment Act](#) (only available in Dutch) prohibits discrimination on grounds of disability or chronic illness. UM is obliged to provide effective (educational) facilities to facilitate studying with a disability or functional impairment. UM does this by pursuing an [active policy](#) to create a barrier-free educational environment. You can find more information about applying for facilities via [Disability Support](#). You can also contact Disability Support for information and advice. For more information, please consult chapter 7, paragraph 1.7 of this Student Charter.

If you, as a student, feel discriminated against in the field of education, you can turn to [The Netherlands Institute for Human Rights](#). The Institute can investigate the situation of possible unjustified discrimination and can judge whether someone has been discriminated against in the educational environment in individual cases. The Institute also oversees the implementation of the [UN Convention on the rights of persons with disabilities](#) in the Netherlands. In 2020, the Rector Magnificus of UM signed the '[declaration of intent for UN treaty institutions of higher education](#)' (only available in Dutch) on the rights of persons with disabilities, thereby endorsing UM's commitment to accessible and inclusive education. More information regarding physical and digital accessibility within UM can be found at the [Accessibility](#) page.

## 9.3 Protection of personal data

As a student, you are entitled to protection of your personal data recorded in UM files. The Executive Board is responsible for this. In doing so, the Executive Board observes the European directive, the [General Data Protection Regulation \(GDPR\)](#), which came into force on 25 May 2018 and dictates strict rules regarding working with personal data. In line with the GDPR, UM has drafted [its own policies](#), appointed a data protection officer and adopted a [Data Protection Officer Regulation](#) (only available in Dutch).

In essence, the GDPR gives citizens the right to determine whether, when, how and to whom his/her/its data and information are disclosed and what those data may be used for. For UM, this means that it should inform its students in an understandable way about:

- how and for what purpose their personal data are collected and processed (transparency),
- how and under what conditions their personal data can be transferred within and outside the organisation (data transfer),
- how their personal data can be accessed and, if necessary, amended or deleted (right to be forgotten).

The elaboration of this can be found in the [general privacy statement](#) of UM.

