

Participants' Charter

University of applied sciences profile: Nature, Technology and Health

2024-2025 academic year

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1 Your rights and responsibilities

You are a participant in the Language and Prep Program (LPP) at HAN University of Applied Sciences. This document tells you about what you are entitled to (your rights) and what rules you have to follow (your responsibilities). It covers your rights and responsibilities in the 2024-2025 academic year.

2 Education and examination

- The Education and Examination Regulations (EER) for the LPPs at HAN and Radboud University describe:
 - the curriculum
 - the rules for classes
 - the rules for exams
 - the language in which classes are taught
 - the language in which exams are taken.

HAN and Radboud University have arranged a system of quality assurance. Its purpose is to monitor and improve the quality of education. We therefore ensure that the quality of education is regularly evaluated. In our evaluation, we consider the opinions of participants, experts and other people involved with the program.

3 Rights and responsibilities of the participant

What are you entitled to as an LPP participant?

You are entitled to the following:

- Participating in the LPP classes you are enrolled in;
- Taking tests and exams for the LPP you are enrolled in. Have you taken the exam the maximum number of times as stated in the *Besluit Inburgering 2021*? Then you have to pay in advance to take the exam one more time;
- An LPP diploma if you have passed all the exams for the compulsory subjects of the LPP;
- Access to HAN's buildings, (online) facilities and collections. This is not always the case. There are exceptions, such as when there is a pandemic or other unexpected crisis;
- Use of HAN's libraries;
- Use of the services of a HAN student counselor;
- Coaching aimed specifically at assisting the participant to complete the LPP (study coaching);
- Advice on your study progress, once every three months;
- A statement of enrollment for the LPP you are enrolled in;
- Counseling from a student psychologist;
- Facilities if you have a disability or are chronically ill. See chapter 5;
- Use of the HAN email service;
- Legal protection and complaint handling (see also Chapter 7);
 - Note: the results of the State Exam for Dutch as a Second Language are not open to appeal. But you can register a complaint or review the exam. The results of the State

Exam for Knowledge of Dutch Society are also not open to appeal¹. You may not review this exam either. But you can register a complaint about conditions during the exam².

- The right to protection of your personal data.

What are your responsibilities as an LPP participant?

These are your responsibilities:

- You must sign a Learning Agreement (see Appendix) before starting the LPP. The municipality and HAN or Radboud University also sign this Learning Agreement. In doing so you confirm that you will comply with the rights and responsibilities of this program. One of those responsibilities is to attend at least 80% of classes.
- You may use HAN's education and examination facilities and (online) HAN facilities only for educational purposes in the LPP. This means that you will not use these facilities unlawfully.
- You may only use the statement of enrollment in a lawful manner.
- You must maintain safety and good order.
- You must behave properly. Sexual harassment, aggressive behavior or discrimination are prohibited.
- You must follow the rules of the educational institution where you are.
- You must abide by the smoking ban that applies on all HAN premises.

4 Coaching of the participants

Each participant in the LPP has a mentor. You will have quarterly progress meetings with your mentor. If necessary or if you feel the need, you can have more frequent progress meetings with your mentor. Also, you will have a coach to support you in deciding what to study. This will mainly be in semester 1 of Part 2 (the Prep Year).

If the mentor or coach cannot give you the help you need, they may refer you to someone else. At HAN there are student counselors, a study and career guidance counselor, a student psychologist and student coaches that can help you.

5 Special facilities for students with disability

Perhaps you have a specific assistance need or functional limitation. Examples include dyslexia, a (chronic) illness, ADHD, depression, autism or a physical disability. HAN has a number of facilities and regulations such as:

- Facilitated studying (for example with extra time allowed for an exam).
- Studying with a buddy. There are student coaches who help other students. This may be the case, for example, if you have ASD, ADHD or mental and/or physical disabilities.
- Pregnancy and/or parenthood during your studies.

¹ See articles 9 and 17 of the [Examination Regulations for the State Exam for Dutch as a Second Language 2021](#).

² See <https://inburgeren.nl/images/examenreglement.pdf>

- There is a braille printer at the Radboud University campus.
- Information about building accessibility.
- Dispensation from parking fees.

Do you have a specific assistance need or physical disability as mentioned above? If so, contact your mentor. The mentor may be able to refer you to one of HAN's student counselors. A student counselor can discuss provisions and support options with you. With the student counselor, you draw up a support agreement. This contains a recommendation from the student counselor about the special facilities you can get. You then discuss this agreement with your mentor. What if your situation changes during the LPP? Then contact the student counselor again.

Unexpected circumstances

If you have special circumstances, contact your mentor as soon as possible. Consider special/unexpected circumstances such as:

- a long illness or chronic disease
- physical, sensory or other disability
- pregnancy
- special family circumstances.

You can then make arrangements with your mentor about your study track.

6 Rules about safety and privacy

Safety, including social safety

[HAN's rules of conduct](#) apply to you as well. These rules of conduct tell you what rules and agreements you must follow. These rules and agreements apply when you are in HAN's buildings and on HAN's premises. They also apply to HAN's online environment.

HAN's [Code of Conduct for the Use of Data and Information Systems](#) also applies to you. In this document, "student" must be read as "participant".

The purpose of these regulations is to determine how we properly handle:

- System and network security, including protection against damage and misuse.
- Prevention of sexual harassment, discrimination and other punishable offenses.
- Protection of confidential information belonging to HAN, its staff and students.
- Prevention of negative publicity.

Privacy

Participants in the LPP are required to act in accordance with [HAN's Privacy Regulations](#). These regulations set out:

- which personal data are processed at HAN
- who this personal data may be shared with, if at all, and
- what the rights are of the person whose personal data is being processed.

All these codes and regulations are available on HAN's website.

7 Complaints

Do you have a complaint or disagree with something? Who should you go to? It depends on the type of complaint you have.

1. Complaints about services

For example, do you have a complaint about the class, the class location, the schedule or the organization? If so, discuss your complaint with the teacher or your mentor first. Not able to work it out together? You can file a formal complaint with the LPP Complaints Committee. The LPP Complaints Committee can be contacted by email through the Complaints and Disputes Office (Bureau.klachtengeschil@han.nl, 024-3530529). The Complaints and Disputes Office will forward your complaint to the LPP Complaints Committee. This committee handles the complaint and advises the head of the Language Center on the complaint. The head of the Language Center is ultimately responsible for the LPP.

2. Complaints about exams

Do you have a complaint about an exam? Then you can contact the LPP Board of Examiners. Send an email to: Examencommissie.TST@han.nl.

3. Appeals

Do you disagree with the result of an exam? Then you can appeal it. You can do so with the Appeals Board. The Appeals Board can also be reached via Bureau.klachtengeschil@han.nl. In your email, explain clearly what your appeal is about.

4. Complaints about unacceptable behavior or discrimination

Do you have a complaint about intimidating or aggressive behavior from staff or fellow students? Do you feel discriminated against or sexually harassed? Would you rather not discuss this complaint with your mentor? Or have you spoken with your mentor but are not satisfied? If so, you can also take your complaint to the LPP Complaints Committee.

You can also contact one of HAN's confidential counselors to support you with this. A confidential counselor listens to you. They also give advice on what you can do if you experience unacceptable behavior. All reports are kept strictly confidential. This means that the confidential counselor has a duty not to share your complaint with others. You can get in touch with the confidential counselor of your choice. For more info on this, go to HAN's Insite page, [Confidential counselors and social safety](#).

5. Complaints procedure

Want to file a complaint? Then you need to follow a set procedure.

- You submit a complaint to the Complaints and Disputes Office. Include in your complaint:
 - your name and address
 - the date
 - a description of the behavior or event the complaint is about.
- You then receive an email confirming receipt of the registered complaint.
- The Complaints and Disputes Office forwards your complaint to the LPP Complaints Committee, which will review it. This complaint committee consists of three people who are not directly involved in the HAN LPP, but who have experience with education for newcomers.
- The person the complaint is about will receive a copy of the complaint (the notice of complaint) and related documents. This also states that the LPP Complaints Committee will give advice about the complaint to the head of the Language Center.
- The LPP Complaints Committee invites the person who filed the complaint and the person the complaint is about to be heard, and makes a report of that hearing.
- The LPP Complaints Committee sends a report, along with the advice and any recommendations to the head of the Language Center and to the person who filed the complaint.
- The Complaints Committee will respond no later than four weeks after receiving the complaint.
- The complaint is processed within six weeks of receipt of the letter of complaint by the head of the Language Center. If more time is needed to handle the complaint, at most an extra four weeks may be taken.
- The person who filed the complaint receives a written response from the head of the Language Center. It includes a decision with reasons and any possible consequences.
- If the head of the Language Center's conclusions are not the same as the advice from the LPP Complaints Committee, the reason will be given and the advice will be included for information purposes.

The full text of the Complaints Regulations and contact details of all the confidential counselors can be found on HAN's website: <https://www.hanuniversity.com/en/study-and-living/studying-at-han/rights-and-responsibiliti/>.

6. Complaint about Dutch as a Second Language or Knowledge of Dutch Society exams.

The complaints procedures for the State Exams for Dutch as a Second Language, Program II and Knowledge of Dutch Society are different. The educational institution is not responsible for organizing or grading those exams.

If the participant's complaint is about the State Exam for Dutch as a Second Language, Program II, it may be sent up to three weeks after the exam. You can address the letter to the Board of Tests and Examinations (*College voor Toetsen en Examens*) and email it to nt2@duo.nl.

If the complaint is about the Knowledge of Dutch Society exam, you can fill out the complaints form provided by Dienst Uitvoering Onderwijs (DUO). You can find this form at [Complaint - Not satisfied with DUO – DUO Inburgeren](#). DUO is required to reply within six weeks.

Appendix Standard form: Learning Agreement

HAN TALENCENTRUM _

Postbus 6960
6503 GL Nijmegen
Kapittelweg 35
6525 EN Nijmegen
T +31 (0)24 3530304
E talencentrum@han.nl
www.han.nl/talencentrum



Education Pathway Learning Agreement – Language and Prep Program (HAN/Radboud University)

Personal details of integrating participant

First name	
Last name	
Street name and house number	
Postcode and place of residence	
Date of birth	

HAN student number	
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Learning objectives (to be filled in by intake officer)

Goals and motivation of the integrating participant	
Provider's advice on starting level of Dutch and goals to be achieved	
Expected duration of education pathway	
Possible obstacles	
Possible solutions	

Costs

Program fee	According to contract agreements with the municipality
Other costs, to be financed by the municipality	Laptop, needed for classes and homework. Travel expenses (only for participants who do not live in the city where the classes are).

Program

The structure of the educational pathway is as follows:

	Course structure	Course duration
Part 1A From A0 to A2	48 classes 3 classes per week (3.5h) 15-20 hours of self-study 168 contact hours	16 weeks
Part 1B From A2 to B1	45 classes 3 classes per week (3h) 15-20 hours of self-study 135 contact hours	15 weeks
Part 2 Prep Year	Full-time academic year Daily classes	40 weeks

The preliminary program for this candidate, including start dates, is highlighted in the table in the appendix. The schedule will be sent no later than two weeks before the start of the course.

The maximum number of participants for the group is 20. HAN Language Center monitors the progress with the LPP, and discusses that progress with the participant and if necessary with the municipality. Classes are taught on the HAN campus in Arnhem or Nijmegen.

After successfully completing Part 1B, the participant may advance to Part 2, the Prep Year. At the end of Part 1B, a decision is made whether the participant will continue the LPP at HAN, in preparation for study at HAN, or at Radboud University, in preparation for study at the university (see the last paragraph of **Progress Advice** for more information).

Required basic courses for Prep Year:

- Dutch as a Second Language, B1 to B2+ (passing the Dutch State Exam for level B2)
- English
- Mathematics
- Study skills
- Education and Career Orientation

Specific courses, depending on chosen education:

- Biology
- Physics
- Chemistry

Upon successful completion of the Prep Year, the participant will have the following certificates: State Exam for Dutch as a Second Language, Program II, level B2, and an LPP Certificate from HAN or Radboud University.

Progress advice

Progress advice is the educational institution's recommendation to the participant about continuing the LPP, based on the progress made at that point.

The participant receives progress advice at two points in time: at the end of Part 1A and at the end of Part 1B.

Each time a participant receives progress advice, they will be advised to do one of the following:

- a) Continue with the program. This advice is given to participants who have passed all the tests and have sufficient attendance.
- b) Discontinue this program and move to an educational pathway at a lower educational level. This advice follows in the case of failing grades for one or more subjects, after 1 resit opportunity, and/or if attendance is insufficient (less than 80% attendance without permission from the mentor). A different educational pathway will be recommended if preparation for MBO education is more appropriate for the participant.
- c) Stop this pathway and switch to the B1 pathway. This advice follows in the case of failing grades for one or more subjects, after 1 resit opportunity, and/or if attendance is insufficient (less than 80% attendance without permission from the mentor). The B1 pathway will be recommended if job coaching is more appropriate for the participant or the participant does not meet the age criteria for an education pathway at the lower educational level.

The advice in b) and c) is **binding**. That means this advice must be followed.

Participants wishing to study at a research university will receive additional advice at the end of Part 1B, about whether or not they should switch to the further preparations for studying at Radboud University. This advice is **binding**, and based on the following criteria:

- achieving Dutch level B1
- Radboud University's selection tests for mathematics and English.

Record of agreements with the integrating participant (hereafter "participant"):

1. After signing this Learning Agreement, the participant will receive the class timetable, textbooks and other learning materials from HAN or from Radboud University (hereafter "provider").
2. Classes are taught on the HAN campus in Arnhem or Nijmegen. If a participant qualifies to prepare for study at Radboud University, lessons will be held at the Radboud campus in Nijmegen, starting in Part 2 of the program, unless otherwise agreed in the other agreements described above.
3. In some cases, classes will be taught online, for example because of government policy regarding an epidemic or when the participant takes certain specific customized courses during Part 2 of the program.
4. The participant has their own laptop with camera, microphone and loudspeaker. The participant has a good Wi-Fi connection (at home or elsewhere). During online classes, the participant will turn on the camera and the sound if the teacher asks them to. Participants can download the necessary software for free from the HAN online environment for students.
5. There is an attendance requirement throughout the program: the participant must attend at least 80% of the classes, even if they are online. Participants who have attended less than 80% of classes lose the right to a resit. Lateness in class is also recorded as absence.
6. As long as this Learning Agreement is in effect, the participant may not sign a contract with another course provider for Dutch as a Second Language or for the preparation courses that are included in the LPP.
7. As long as this contract is in effect, the participant may only take exams at DUO in consultation with the mentor of this LPP.

8. If the participant is unable to attend or is ill, they must notify the teacher before class.
9. The participant must inform the secretarial office of the HAN Language Center immediately if their contact details change. If the participant moves to another municipality, they must immediately inform the secretarial office of HAN Language Center of their new contact person, so that this contract can be taken over by the new municipality.
10. The participant consents to the exchange of contact details and information regarding enrollments and exams between the HAN Language Center and DUO (with its registered office at Kempkensberg 12, 9722 TB Groningen) and Radboud University (with its registered office at Houtlaan 4, 6525 XZ Nijmegen), Department of Student Affairs.
11. The participant consents to the exchange of contact details and information regarding their study progress and test results between the HAN Language Center and Radboud University, Department of Student Affairs.
12. The participant consents to the exchange of contact details and test results between the HAN Language Center and science education institute WisMon (with its registered office at Lucasbolwerk 15, 3512 EH Utrecht) and between Radboud University and WisMon. These data will be kept on file for no more than one year and will only be used to support the classes provided by WisMon.
13. The participant agrees to the exchange of contact details between the HAN Language Center and Bibliotheek Gelderland Zuid (with its registered office at Marienburg 29, 6511 PS Nijmegen) for the purchase of a free library card for participants residing in the Gelderland Zuid region.
14. The participant's details will be destroyed if and when they are no longer needed.
15. The participant has received a HAN student number and HAN login details, which provides access to the relevant digital information systems of HAN. If the participant transfers to the LPP at Radboud University, the participant will receive a Radboud University student number and Radboud University login information in the second year. This gives the participant access to the necessary digital information systems of Radboud University.
16. The participant's rights and obligations are laid down in the Participants' Charter for the Language and Prep Program (*Deelnemersstatuut Taalschakeltraject*) of HAN University of Applied Sciences and Radboud University. Among other details, the Participants' Charter lays down rules on privacy, rules of conduct, and regulations regarding special facilities for students with disability. The Participants' Charter can be found on the LPP website, on the program page on the intranet and in the student's online education environment.
17. If a participant wishes to file a complaint or an appeal, they should initially try to resolve the matter with the educational institution. They can ask their mentor to assist with this. If this fails, the participant may file a complaint with the Complaints and Disputes Office, which can be reached at Bureau.klachtengeschied@han.nl, tel. 026-3691504.
18. The LPP is governed by the Education and Examination Regulations (EER). The EER can be found on the website of the LPP and in the participant's online educational environment.
19. The participant may cancel their participation in the LPP only in the following cases:

- If the participant transfers to an education pathway at MBO level, and then only in consultation with the provider and the municipality, and subject to the municipality's consent.
- If the participant transfers to a B1 pathway, and then only in consultation with the provider and the municipality, and subject to the municipality's consent.
- If the participant moves house, in consultation with the municipality, and the distance to the provider becomes too great for daily travel.

Signatures

All the parties involved hereby agree to all the details, agreements and conditions contained in the Learning Agreement.

Participant's name:	
Participant's signature:	
Date:	

For the providers **HAN and Radboud University**:

Name and job title:	
Signature:	
Date:	

For the **municipality**,

Name of municipality:	
Name and job title:	
Signature:	
Date:	

Appendix to the Learning Agreement

Program (example January 2025 cohort)

Start date of entry class if applicable*	
Class schedule for entry class	Every Tuesday 10:00-12:00 (excluding school holidays)

*This date is subject to this contract being signed and returned by all parties no later than 5 business days prior to this date.

	From A0 in January 2025		
		Course structure	Course period
	Part 1A From A0 to A2	48 classes in 16 weeks	Late January 2025 to June 2025 (excluding tests)
		3 classes per week (3.5h)	
		15-20 hours of self-study	
		168 contact hours	
	Part 1B From A2 to B1	45 classes	September 2025 to January 2026 (excluding tests)
		3 classes per week (3h)	
		15-20 hours of self-study	
		135 contact hours	
Part 2 Prep Year	Full-time academic year	February 2026 to February or June 2027 (depending on subjects)	
	Daily classes		
	From A1 in April 2025		
		Course structure	Course period
	Part 1A From A1 to A2	27 lessons in 9 weeks	April 2025 to June 2025 (excluding tests)
		3 classes per week (3.5h)	
		15-20 hours of self-study	
		94.5 contact hours	
	Part 1B From A2 to B1	45 classes	September 2025 to January 2026 (excluding tests)
		3 classes per week (3h)	
		15-20 hours of self-study	
		135 contact hours	
	Part 2 Prep Year	Full-time academic year	February 2026 to February or June 2027 (depending on subjects)
		Daily classes	
		From A2 in January 2025	
		Course structure	Course period
Part 1B From A2 to B1		45 classes	Late January 2025 to June 2025 (excluding tests)
		3 classes per week (3h)	
		15-20 hours of self-study	
		135 contact hours	
Part 2 Prep Year		Full-time academic year	September 2025 to June 2026
		Daily classes	
	From B1 in February 2025		
		Course structure	Course period
	Part 2 Prep Year	Full-time academic year	February 2025 to February or June 2026 (depending on subjects)
		Daily classes	

