

STUDENT CHARTER

General part

2023-2024 academic year

<i>Subject</i>	2023 - 2024 Student Charter	
<i>Executive Board decision no.</i>		
<i>Participation Council consent</i>		
<i>Adopted on</i>		

1 GENERAL

1.1 About the Student Charter

The Higher Education and Research Act states that a university of applied sciences such as HAN University of Applied Sciences (HAN) is obliged to adopt and publish a student charter. The HAN Student Charter consists of two parts: the institution-specific part (the 'Student Charter') and the degree-specific part (the 'Degree Statute'). The Student Charter is adopted by the Executive Board with approval from the Participation Council.

When you enrol at HAN for the first time you receive instructions about how to access the Student Charter.

1.2 What is in the Student Charter?

The Student Charter lists the rights and responsibilities of students at HAN. The Student Charter applies to the entire HAN.

1.3 How do you read the Student Charter?

We use regular UK spelling rules. When we use 'you', we mainly mean you as an internal or external student¹ enrolled at HAN. But we also mean others, such as prospective students.

1.4 How long does the Student Charter apply?

Each Student Charter applies to one academic year: from 1 September to 31 August. The Student Charter is updated at least once a year.

2 HAN ORGANISATION

2.1 Schools, Services Department, Central Policy Staff

At HAN, the degree programmes are divided across 14 Schools. Information about the structure, organisation and staff of the degree programmes and Schools can be found on the HAN website:²

¹ A person enrolled at a university of applied sciences or university who may take exams, modular exams and final assessments but may not take part in the education or receive supervision.

² <https://www.hanuniversity.com/en/about-us/han-organization/schools/>

The general support services at HAN fall under the Services Department. The Central Policy Staff provide policy support services to the Executive Board, the Schools and other organisational units at HAN. You can find more information on the HAN website: <https://www.hanuniversity.com>, under 'HAN organization'.

2.2 Supervisory Board, Executive Board, Dean

The Supervisory Board monitors the policies of the Executive Board and general matters at HAN. The Executive Board is the governing body and institutional board of HAN as referred to in the Higher Education and Research Act. It is in charge of HAN, coordinates day-to-day matters, sets policy and monitors the performance of the deans. The dean is in charge of the day-to-day management of the School. The dean formulates and manages the School policies.

2.3 Participation Council

Students and staff can have a say in the policies at HAN. HAN has a Participation Council and each School at HAN has its own School Council for this purpose. Half of the members of the Participation Council and School Councils are elected directly from among and by HAN staff and the other half are elected directly from among and by you as students. As a student you have passive and active voting rights for the Participation Council and School Council. The Central Policy Staff and Services Department have a joint sub-council, but that council has no student delegates.

The Participation Council has the authority to discuss all matters concerning HAN, make proposals and express its views to the Executive Board. The School Council has this authority for matters concerning the School. The Executive Board or the dean are obliged to give reasoned response to the councils on these matters.

2.4 Degree committee

Each degree programme or group of degree programmes at HAN has a degree committee. The committee's task is to advise on the facilitation and safeguarding of the quality of the degree programme. Degree committee regulations are adopted for each degree committee. They are part of the Degree Statute.

2.5 Board of examiners

The board of examiners objectively and expertly determines whether you as a student meet the conditions specified in the Education and Examination Regulations (EER) regarding the knowledge, understanding and skills you need to earn a degree. Board of examiner regulations are adopted for each degree programme or group of degree programmes. They are part of the Degree Statute.

2.6 Student participation

As a student, you should not be disadvantaged if you participate in the activities of the Participation Council, School Councils and/or Degree Committees. So if you participate in one of these councils or committees, your degree programme will provide you with flexible educational options and the necessary facilities for this, to the extent that this is reasonably possible.

3 RIGHTS AND RESPONSIBILITIES

3.1 Rights

Education at HAN is organised in a way that you as a student have a reasonable opportunity to meet the standards for study progress.

As a **student** at HAN, you are entitled to:

- Education at all HAN Schools, unless the School restricts access to its education;³
- Participation in exams and final assessments for your degree programme, unless you have been denied participation in one or more exams or you have been exempted from paying statutory tuition fees because of board activities. The degree programme may decide that a student must pass one or more other exams before they can participate in a particular unit of study;
- Receive a degree when the degree certificates are issued, provided you have passed the final assessment;
- Complete a degree programme, either at HAN or another university of applied sciences, if that degree programme is discontinued at HAN;
- Access to HAN buildings, facilities and collections, unless that conflicts with the nature or interest of the education;
- Use of the HAN study centres in Nijmegen and Arnhem;
- Use of the services of a student counsellor;
- Guidance from a study coach;
- Annual advice about your study progress;
- Student card (HANCard);
- Student psychologist;⁴
- Flexible arrangements and facilities if you have a disability and/or chronic illness;
- Flexible arrangements and facilities if you are an elite student athlete;
- HAN email service;
- Financial support in special circumstances;
- Protection of your personal data;
- Legal protection and complaint handling; and
- Active and passive voting rights during the election period for the Participation Council and the School Council.

As an **external student**⁵ at HAN, you are entitled to:

- Participation in exams and final assessments for your degree programme, unless that conflicts with the nature or interest of the education. The degree programme may decide that a student must pass one or more other exams before they can participate in a particular exam;⁶
- Access to HAN buildings, facilities and collections, unless that conflicts with the nature or interest of the education;
- Protection of your personal data; and
- Legal protection and complaint handling.

3.2 Responsibilities

As a **student** at HAN, you are obligated to:

- Pay the statutory tuition fees or institutional tuition fees for each academic year you are enrolled in a degree programme at HAN, unless you are exempted from paying tuition fees because of a position on the board. You can find more information about tuition fee amounts on the HAN website.⁷

³ Note: There are situations in which a student is not permitted to attend education. For example, if the student is enrolled based on the scheme for tuition fees exemption for board activities, or if a sanction has been imposed.

⁴ Note: all students are entitled to request help and support from the student psychologist, but they must pay a one-off fee of €25 to start a treatment plan. The number of sessions depends on the student psychologist's indication.

⁵ A person enrolled at a university of applied sciences or university who may take exams, modular exams and final assessments but may not take part in the education or receive supervision.

⁶ The units of study set out in the EER describe the entry requirements that must be met.

⁷ <https://www.hanuniversity.com/en/study-and-living/costs/tuition-fee/>

- Only use the education and exam facilities and (online) systems of HAN for purposes related to your degree programme and refrain from unlawful use of them;
- Refrain from unlawful use of the student card;
- Maintain safety and good order;
- Refrain from sexual harassment, aggressive behaviour or discrimination;
- Comply with the rules of your internship location; and
- Comply with the smoking ban that applies on HAN premises.

If you do not pay the tuition fees or the tuition fee instalments on time, even after you have received a payment reminder for the tuition fees with a payment deadline:

- a. You will no longer be entitled to the initial education or the education facilities at HAN;
- b. You will no longer be entitled to use the facilities for exams and final assessments;
- c. HAN will not give you a student card or will block your student card;
- d. You will no longer have access to IT facilities;
- e. You will no longer have the right to use the services of the study coach;⁸
- f. You will no longer be entitled to the services of the student counsellor, unless you need help setting up a payment arrangement;
- g. The processing and issuing of your degree certificate will be suspended; and
- h. Your enrolment as a HAN student will be terminated starting from the second month following the reminder.

As an **external student** at HAN, you are obliged to:

- Pay exam fees for each academic year you are enrolled at HAN;
- Only use the HAN facilities for exams and final assessments offered to you for purposes related to your degree programme and refrain from unlawful use of them;
- Maintain safety and good order;
- Refrain from sexual harassment, aggressive behaviour or discrimination;
- Comply with the smoking ban that applies on HAN premises.

If you do not pay the exam fees on time, even after you have received a payment reminder for the exam fees with a payment deadline:

- a. You will no longer be entitled to use the facilities for exams and final assessments;
- b. You will no longer have access to IT facilities;
- c. The issuance of the degree certificate will be postponed;
- d. Your enrolment as an external student at HAN will be terminated starting from the second month following the reminder.

4 CONNECTION WITH OTHER HAN REGULATIONS

4.1 Enrolment Regulations, Degree Statute and EER

The **Enrolment Regulations** provide information on how you can apply and become (re)enrolled in a HAN degree programme. Each degree programme has its own Enrolment Regulations. You can find the Enrolment Regulations on the website of your degree programme. Here you can find the rules about admission, prior education and possible selection. You can find more information about tuition fee amounts on the HAN website.⁹

The **Degree Statute** contains degree-specific information, with matters such as the structure of a degree programme, the support facilities that are offered within a degree programme (or the domain to which it belongs), a description of additional rules and procedures for the School or degree programme and a set of Education and Examination Regulations (EER).

⁹ <https://www.hanuniversity.com/en/study-and-living/costs/tuition-fee/>

The **EER** is part of the Degree Statute. The EER contains accurate and clear information about a degree programme, such as the content of the degree programme and the graduation specialisations, the study load and the qualities in terms of knowledge, understanding and skills that a student must have acquired by the time they graduate. In addition, the EER must contain the applicable rules and procedures, such as the time frame in which examiners announce the results of exams and modular exams, how exams and modular exams are reviewed and the rules concerning study advice.

The Enrolment Regulations, the Degree Statute and the EER for each degree programme can be found on the website of the degree programme.

4.2 Complaints and legal protection

Regulations concerning legal protection and complaints procedures

HAN has the following regulations about legal protection, reports and complaints:

- a. Regulations for the Complaints and Disputes Office
- b. Regulations for the Legal Protection of Decisions Concerning Education (Examination Appeals Board)
- c. Regulations for the Disputes Advisory Committee
- d. Regulations for Complaints about Unacceptable Behaviour
- e. Complaints Regulations
- f. Whistleblower Regulations

These and more regulations can be found on the HAN website.¹⁰

Do you have a complaint, dispute, objection or appeal? Then you can submit it to the Complaints and Disputes Office. The Complaints and Disputes Office is the HAN department that receives, registers and forwards your complaint, objection or appeal to the person or body that will handle your complaint, objection or appeal. You can find more information about the Complaints and Disputes Office in the Regulations for the Complaints and Disputes Office mentioned under **a**.

The applicable procedure will depend on the matter addressed by the complaint, dispute, objection or appeal. If you wish to:

- lodge an appeal against a decision concerning education, then the Regulations for the Legal Protection of Decisions Concerning Education referred to under **b** will apply;
- lodge an objection against a decision on a matter other than education, then the Regulations for the Disputes Advisory Committee referred to under **c** will apply;
- submit a complaint about sexual harassment, aggression and violence or bullying and discrimination, then the Regulations for Complaints about Unacceptable Behaviour referred to under **d** will apply;
- submit a complaint about another subject, the Complaints Procedure mentioned under **e** will apply; or
- report a suspected abuse, then the Whistleblower Regulations referred to under **f** will apply.

Please note that it is not possible to lodge a complaint anonymously.

4.3 Other relevant regulations

Codes of conduct

HAN has various codes of conduct:

- a. Student code of conduct
- b. Code of conduct for the use of data and information systems
- c. Integrity Code

¹⁰ <https://www1.han.nl/insite/en/students/panelnav.xml/regulations-participation/rights-obligations/>.

Regulations concerning the protection of personal data

HAN has HAN privacy regulations.

Regulations concerning financial support

HAN has various regulations concerning financial support:

- a. HAN Financial Support Fund Scheme¹¹
- b. Internal Regulations for the HAN Financial Support Fund Committee
- c. Emergency Fund Scheme

Other regulations

HAN has the following other regulations:

- a. The HAN Code of Conduct for Education Taught in Other Languages
- b. Dyslexia protocol
- c. Regulations for special student facilities (for students with a disability, refugee students and other students with a language limitation, elite athletes and students with a top enterprise)

You can find all these regulations on the HAN website.¹²

5 IMPORTANT ADDRESSES

HAN Complaints and Disputes Office

You as a student can contact the Complaints and Disputes Office for a complaint or dispute.

Address:

HAN Complaints and Disputes Office

Attn. the secretary to the HAN Complaints and Disputes Office

Postbus 6960

6503 CD Nijmegen

E Bureau.klachtengeschied@han.nl

T 024-353 0530, 024-353 0529

¹¹ This scheme concerns financial support in cases of delay due to personal circumstances and the administrative grants scheme.

¹² <https://www.hanuniversity.com/en/study-and-living/studying-at-han/rights-and-responsibilities/> or via <https://www1.han.nl/insite/en/students/panelnav.xml/regulations-participation/rights-obligations/>.

Het Juridisch Loket

Provides advice, information and legal aid to people on low incomes.

Arnhem: Juridisch Loket
Ruitersstraat 33
6811 CP Arnhem
T 0800-8020

Nijmegen: Juridisch Loket
Kronenburgersingel 2
6511 AT Nijmegen
T 0800-8020

www.juridischloket.nl

Student Counsellors

E: studentendecanen@han.nl T: secretarial office: 024-353 0434

To get a quick response from the student counsellor, send an email or make an appointment by filling in the online application form on the HAN website.¹³

You can find the student counsellors at the Arnhem and Nijmegen campuses. For the locations in Arnhem and Nijmegen, see the HAN website: <https://www.hanuniversity.com/en/>.¹⁴

Arnhem campus: Ruitenberglaan 26
Brenda van Koeven
Iris Tacken

Nijmegen campus: Bisschop Hamerhuis
Dorothee Dahl
Elles Evers
Ingrid van der Heijden
Brenda van Koeven
Iris Tacken

Student Psychologists

E: studentenpsychologen@han.nl T: secretarial office: 024-353 0434

For more information about the application procedure, see the HAN website.¹⁵

Arnhem campus: Ruitenberglaan 26
E1.12

Nijmegen campus: Verlengde Groenestraat 75
BHH 3.08

Dutch Data Protection Authority

Hoge Nieuwstraat 8
2514 EL Den Haag
Postbus 93374
2509 AJ Den Haag
T 070-8888500

www.autoriteitpersoonsgegevens.nl

¹³ <https://www1.han.nl/insite/forms/form-student-counsellor.xml>

¹⁴ <https://www1.han.nl/insite/en/students/help-support-training/student-coaching-and-student-support-center/student-counselors/>

¹⁵ <https://www1.han.nl/insite/en/students/help-support-training/student-coaching-and-student-support-center/student-psychologists/>

Student Affairs Administrative Jurisdiction Division

Kneuterdijk 22
2514 EN Den Haag
Postbus 20019
2500 EA Den Haag
T 070-426 4426

I <https://www.raadvanstate.nl/studentenzaken>

E voorlichting@raadvanstate.nl

Submit a case? Use the contact form:

<https://www.raadvanstate.nl/bestuursrechtspraak/studentenzaken/>

Netherlands Institute of Human Rights

Kleinesingel 1-3
3572 CG Utrecht
Postbus 16001
3500 DA Utrecht
T 030-8883888

I www.mensenrechten.nl

E info@menserenrechten.nl

HAN Financial Support Fund Committee

Address:

Legal Affairs secretarial office
Attn. the chair of the HAN Financial Support Fund Committee
Postbus 6960
6503 GL Nijmegen
E Profileringfond@han.nl

HAN elite sport coordinator

Lotte Visschers and Martine Willemsen
Papendallaan 51, 6816 VD Arnhem
T 06-1641 9577 and 06-1226 3072

E lotte.visschers@han.nl and martine.willemsen@han.nl

HAN leading entrepreneurs coordinator

Einte Visser
Ruitenberglaan 26, 6826 CC Arnhem
T 06-2280 9686
E Einte.Visser@han.nl

Expert Centre on Inclusive Education

Stationsplein 14
5211 AP 's-Hertogenbosch
Postbus 1585
5200 BP s'-Hertogenbosch
T 073 6800783

I [About ECIO - ECIO](#)

E algemeen@ecio.nl

Dutch National Student Association, ISO

Bemuurde Weerd O.Z. 1
3514 AN Utrecht
T 030-2302666

I www.iso.nl

E iso@iso.nl

Landelijke Studentenvakbond (LSvB) (Dutch national student union)

Drieharingstraat 6
3511 BJ Utrecht

Postbus 1335
3500 BH Utrecht
T 030-2316464
I www.lsvb.nl
E lsvb@lsvb.nl

Integrity Code Helpdesk

HR Director
Ruitenberglaan 26
6826 CC Arnhem
T 026-3691516

Student Housing

Arnhem and Nijmegen: SSH-Nijmegen
Laan van Scheut 4
6525 EM Nijmegen
Postbus 1175
6501 BD Nijmegen
T 024-359 4939

Opening hours: Monday to Friday from 10.00 to 16.30; Tuesday from 10.00 to 19.00.

I www.sshn.nl
E info@sshn.nl
E HAN.housingOffice@han.nl (for international students)

Student Chaplaincy

Arnhem: Arnhem Student Point
Kastanjelaan 22-e
6828 GL Arnhem
T 06-33790503
I www.arnhemstudentpoint.nl
E info@arnhemstudentpoint.nl

Nijmegen: Student Chaplaincy
Erasmuslaan 9a
6525 GE Nijmegen
T 024-361 9188

Opening hours: Monday to Thursday from 9.00 to 17.00 and Friday from 10.00 to 15.00

I www.ru.nl/studentenkerk
E info@studentenkerk.ru.nl

Student Finance

Dienst Uitvoering Onderwijs (DUO)
I www.duo.nl
T 050-5997755 (on workdays from 9.00 to 17.00)

Arnhem Servicekantoor DUO

Pels Rijckenstraat 1
6814 DK Arnhem (only by appointment via www.duo.nl)