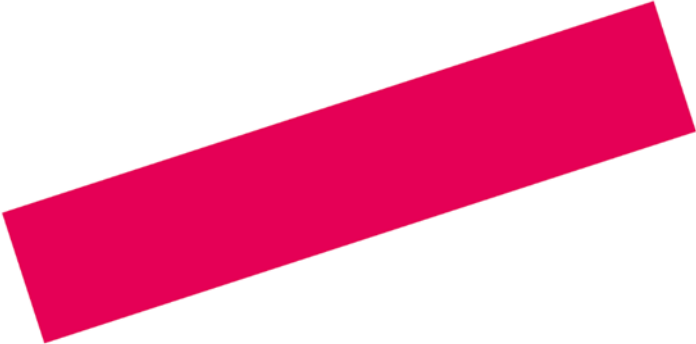




STUDENT CHARTER

2026-2027 academic year

This document is the institution-specific part of the Student Charter as referred to in Article 7.59 paragraph 5 of the Higher Education and Research Act.

Adopted by: Executive Board

Adoption date: 25 August 2026

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Participation Council consent: yes

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1 GENERAL

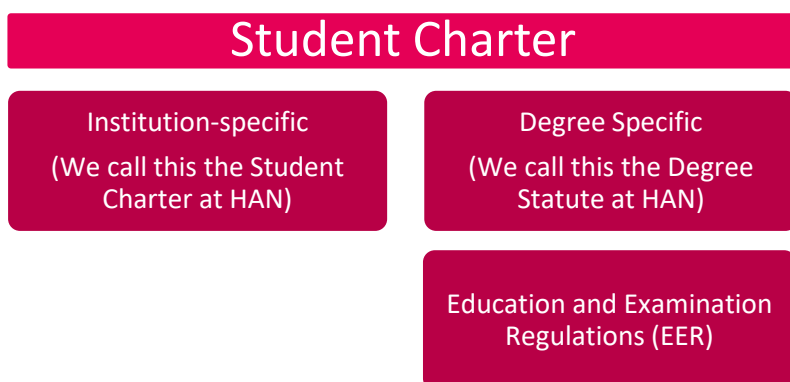
1.1 What is the Student Charter?

HAN has a Student Charter to ensure that you as a student know where you stand. The Student Charter is your guide within our university of applied sciences. It describes HAN, outlines your rights and responsibilities as a student, and explains what you can expect from us as an educational institution. The Student Charter is intended to provide you with clarity about all the regulations that have been adopted to protect your interests and to promote good cooperation between you and HAN.

The **Student Charter** includes:

- A description of the rights and responsibilities you have as a student under the law;
- An overview of the regulations that protect your rights as a student, including procedures for complaints and disputes. It tells you how to lodge an objection or appeal, for example about courses or exams.

The Student Charter consists of two parts: the institution-specific part (the 'Student Charter') and the degree-specific part (the 'Degree Statute'). The Degree Statute is also called the DS-EER, because it also contains the Education and Examination Regulations (EER).



The **Degree Statute** describes:

- how your degree programme is structured;
- what specific student facilities are available;
- what the student coaching within the degree programme looks like;
- how you can contact the board of examiners and for which matters;
- what the duties of the Degree Committee are.

In addition, the Degree Statute contains the adopted **Education and Examination Regulations**. The Education and Examination Regulations stipulate the following and more:

- which courses and exams are part of the degree programme;
- whether and when an internship is mandatory;
- what graduation specialisations are available;
- when you can participate in courses;
- when there are exams;
- what format the exams take (paper, written, oral, presentation, etc.);
- how you are assessed;
- how exams are reviewed;
- what requirements you must meet before you can start your graduation phase;

- whether you can graduate 'cum laude' or perhaps 'with merit';
- how to request your diploma.

The regulations in the Student Charter – which, as mentioned, relate to the rights and responsibilities of both you and HAN, participation and consultation, coaching and support, privacy and data protection, and your legal protection as a student – are listed and briefly explained in Chapter 4 below.

1.2 Who does the Student Charter apply to?

This Student Charter applies to all students enrolled in a HAN degree programme. The Charter also covers any internships, exchange programmes or other educational activities that fall under HAN's responsibility. In addition, the Charter applies to students who have applied for admission to a degree programme.

1.3 Where can you find the Student Charter?

Once you have enrolled in a degree programme, you will receive a link to the Student Charter via email. You can also find the Student Charter on the HAN website.¹ The Degree Statute, which is part of the Student Charter, is adopted by the dean of the school to which your degree programme belongs. You will receive the Degree Statute from your degree programme at the start of each academic year; it can also be found on the your degree programme's website under the heading "Practical Information."

1.4 For how long is the Student Charter valid?

The Student Charter is adopted each year by the Executive Board with approval from the Participation Council. This Student Charter is valid for the 2026–2027 academic year.

1.5 How to read the Student Charter

The Student Charter is divided into several chapters, each with its own focus. **Chapter 1** explains the contents of the Charter. **Chapter 2** describes how HAN is organised. **Chapter 3** outlines your rights and responsibilities as a student. **Chapter 4** provides a closer look at the HAN regulations.

Finally, **Chapter 5** offers information on other support, advice or additional resources available both within and outside HAN.

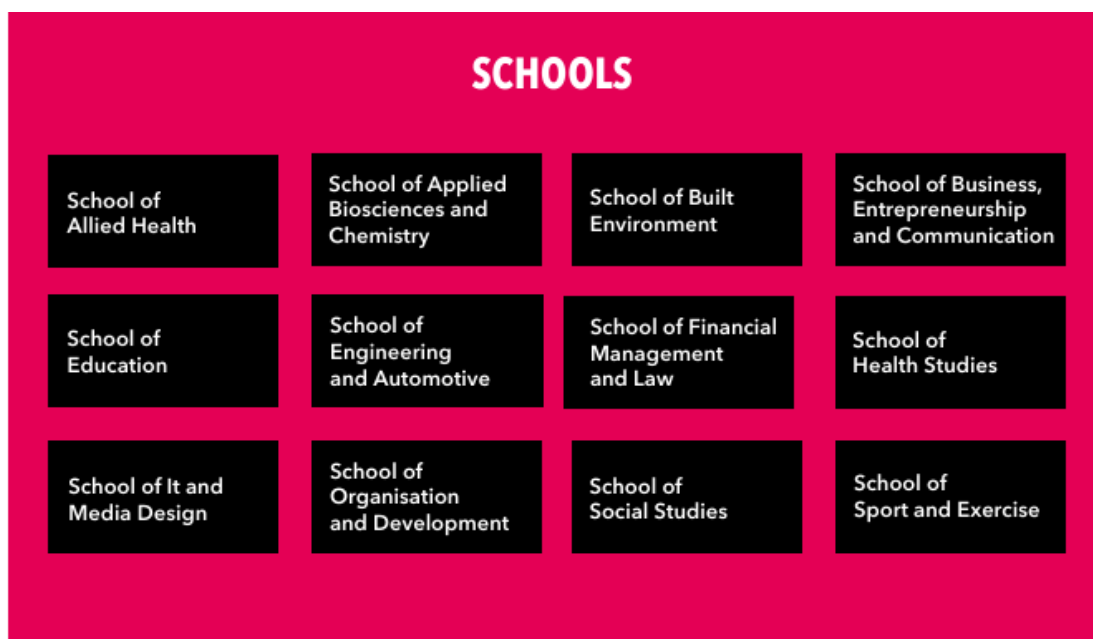
¹ www1.han.nl/insite/en/students/panelnav.xml/regulations-participation/rights-obligations/.

2 HAN ORGANISATION

2.1 How is HAN organised?

Schools

At HAN, the degree programmes are divided across 12 schools. Below you will find a list of these schools.



Each school is headed by a dean. Within each school, the dean holds overall responsibility for the school. Below the dean, there is only one additional management layer. The school managers and sometimes also the leading professors are members of the management team.

If you would like to learn more about how the degree programmes and schools are structured, you can visit the HAN website.²

The board of examiners

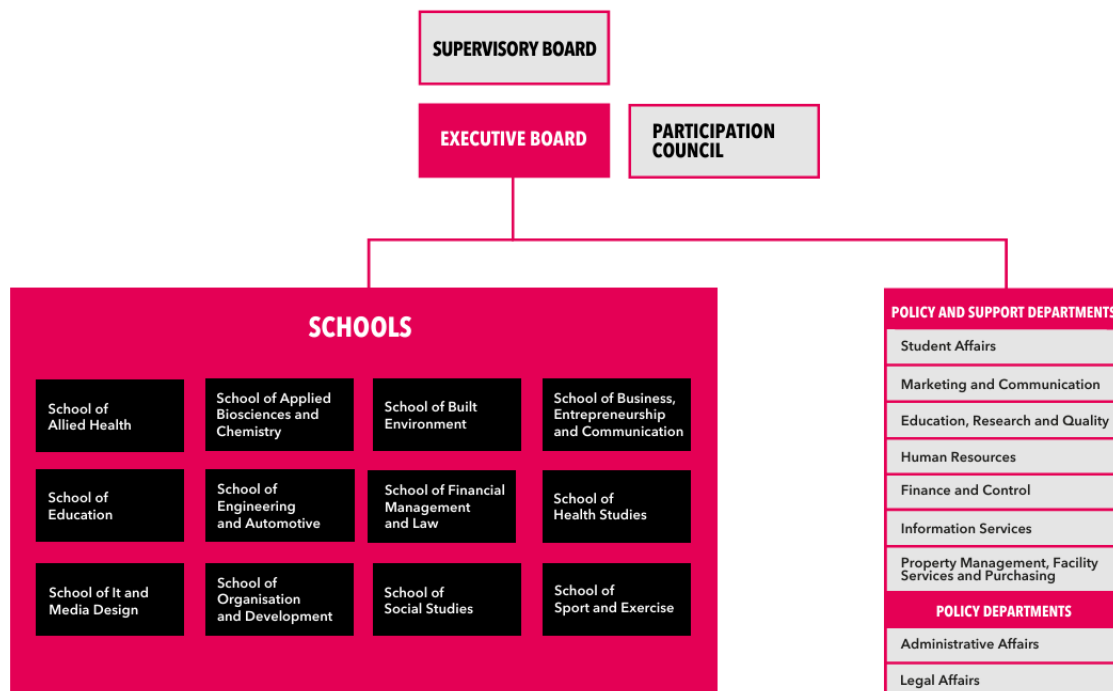
The board of examiners plays a crucial role within the school. This independent board is responsible for safeguarding the quality of final assessments and exams. Each school has at least one board of examiners. The board of examiners assesses whether the students who wish to start the graduation phase meet the requirements laid out in the Education and Examination Regulations. For this purpose, the board monitors the quality of exams and final assessments. The board of examiners is also the body to which you can submit exemption requests for exams if you already have the required knowledge.

All of the school's degree programmes are represented on the board of examiners by lecturers from the relevant programmes.

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

Policy departments and policy and support departments

HAN has two policy departments and seven policy and support departments that provide support to its degree programmes (schools). Each policy and support department is responsible for both policy and day-to-day operations within a specific domain. For example, the Student policy and support department handles all matters related to student services and support outside the regular study programme, while the Information Services department ensures that digital systems function properly. The two policy departments (Administrative Affairs and Legal Affairs) report directly to the Executive Board and provide advice on broad, overarching administrative and legal issues. The organisational chart below provides a clear overview of the policy departments and the policy and support departments.



2.2 Management and monitoring

The Executive Board is in charge of HAN, coordinates day-to-day operations, sets policy and monitors the performance of the deans. The Supervisory Board monitors the Executive Board's policies and general affairs at HAN. Each school is headed by a dean, who establishes the school's policies within the adopted HAN-wide frameworks and ensures their implementation and management.

2.3 Do you want to influence HAN policy?

The Participation Council, School Council and Subcouncil

As a student, you can help shape HAN's policies alongside HAN employees. HAN has a central Participation Council, as well as a related School Council for each of its schools. Half of the members of the Participation Council and school councils are elected directly from and by HAN staff, and the other half from and by you as students.

As a student, you have both active and passive voting rights for the Participation Council and School Council. This means you can vote in elections to help determine who is on the Participation Council, and you can run for a seat yourself. The policy departments and policy and support departments have a joint Subcouncil. Students are not represented in the Subcouncil.

The Participation Council may engage with the Executive Board on all matters related to HAN. It may also submit proposals to amend or create policies. The School Council interacts with the dean and can propose new policies or policy changes within the school. In addition, both the Participation Council and the school councils have formal consent and advisory rights.

The duties, powers and working procedures of the Participation Council, the school councils and the Subcouncil are described in the Participation Regulations. The Election Regulations of the Participation Council govern how elections are conducted.

The Degree Committee

In addition, there is participation at the degree programme level: each HAN programme has a Degree Committee. Sometimes, a joint Degree Committee is established for several degree programmes. The Degree Committee advises on improving and safeguarding the quality of the degree programme. The duties of the Degree Committee, how it is formed and, for example, how often it meets are described in the Degree Committee Regulations. These regulations are included in the Degree Statute (also referred to as the DS-EER), as the Degree Statute also contains the Education and Examination Regulations. For more information on the Degree Statute, see Article 1.1 above.)

3 RIGHTS AND RESPONSIBILITIES

The main rights and responsibilities associated with your enrolment at HAN are listed below. They are defined in various regulations that form part of the Student Charter. These regulations are listed and briefly explained in Chapter 4.

3.1 What are your rights as a student?

Enrolment as a student gives you important rights, which are listed below. Most of these rights are based on national law, while others are derived from HAN's own regulations. This section includes both legal rights and HAN-specific rights. Section 4 provides a brief explanation of the HAN regulations. Enrolment as an external student also gives you certain rights. For external students, only the rules marked with an asterisk (*) apply.

Courses, exams and final assessments

- You are entitled to take the courses in your degree programme and, where possible, to take courses from other HAN programmes as well.
- You are also entitled to take exams and final assessments. *
- You are entitled to study coaching.

The rules regarding courses, exams, final assessments and study coaching are outlined in the DS-EER for your degree programme. You can find this information in the online learning environment for your degree programme or on the general HAN [DS-EER website \(https://EER.han.nl\)](https://EER.han.nl).

Personal support

You are entitled to support and possibly also (financial) provisions if you encounter obstacles during your studies due to special circumstances. See also Section 4.5 in these regulations.

Facilities and services

- You have the right to access HAN buildings and the educational facilities within them, in accordance with the applicable (house) rules. See also Section 4.3. *
- You are entitled to use the HAN Libraries in Nijmegen and Arnhem. *
- You are also entitled to a [HANcard](#), which is your HAN student card.
- Additionally, you have the right to use the ICT facilities provided for HAN students, in accordance with the Code of Conduct for the Use of Data and Information Systems. See also Section 4.3. *

These rights to facilities and services for students are based on Article 7.34 of the Higher Education and Research Act.

Protection

- As a student, you have the right to access, control and protection of your personal data. These rights are safeguarded under the European General Data Protection Regulation (GDPR).
- You also have the right to legal protection and to complaint handling. See also Section 4.2. *

Participation

You have active and passive voting rights for the elections for the Participation Council and the School Council. See the HAN [Participation](#) Regulations for more information.

3.2 What can you expect from HAN?

As a student at HAN you are entitled to good education and a stimulating learning environment. HAN fulfils its statutory responsibilities as outlined in the Higher Education and Research Act. This means that you can expect the following from HAN:

Education

- HAN's degree programmes are responsible for the quality of education and its quality assurance in accordance with the applicable legal and accreditation frameworks. HAN promotes innovation and continuous development within its educational offerings. The HAN degree programmes incorporate the latest developments from the professional field and society into the curriculum.
- HAN ensures that its degree programmes are manageable for students. This means that within the degree programmes attention is given to a balanced study load, clear learning objectives, realistic planning and opportunities to catch up if you fall behind. All of this is designed to help you successfully complete your studies within the expected timeframe.

Facilities

- HAN provides an accessible learning environment. HAN provides education for all students, regardless of background or disability. This includes physical accessibility but also support from, for example, study coaches, student counsellors and student psychologists.
- HAN provides a safe and inclusive learning environment, where respect and equality are central.

Participation

- HAN offers students the opportunity to think along and have a say in the policy of the university of applied sciences. This is done through the Participation Council, the school councils and the degree committees, among others.
- HAN ensures that students who hold a position in a participation body are not disadvantaged by their membership. This means that you should not be treated differently from any other student who is not a member of a participation body. If necessary and insofar as this is reasonably possible, your degree programme will take into account your membership in the participation body and offer flexible education and suitable provisions.

Information facilities

HAN ensures that you receive all the information you need to make an informed choice about your degree programme in a clear and timely manner. Before the start of the academic year, HAN ensures you have access to important information, including:

- The structure of your degree programme.
- The profession you are being educated for, the corresponding professional profile and – if available – an outlook on the job market.
- How HAN is organised.
- The rules regarding courses, exams and final assessments.
- Information about matching advice.
- The facilities available to students.

- Tuition fees and any additional costs that may apply.

3.3 What are your responsibilities as a student?

Enrolment as a student at HAN comes with certain **responsibilities**: things you are required to do and rules you must follow. These also apply if you are enrolled as an external student. For external students, only the rules marked with an asterisk (*) apply.

Financial obligations

You are required to pay statutory tuition fees, institutional tuition fees, or examination fees each academic year. See Article 7.37 paragraph 2 of the Higher Education and Research Act.³ *

If you do not pay the *tuition fees* (statutory or institutional) or fail to pay them on time, this will affect your enrolment and your associated rights as a student:

a. Courses, exams and final assessments

- You will no longer be allowed to access the education or educational facilities provided by HAN.
- You will no longer be able to sit exams or final assessments.
- You will lose the right to guidance from your study coach.

b. Personal support

You will no longer be able to access the facilities and support HAN offers for students facing special circumstances – such as services provided by a student counsellor, student psychologist or other resources made available for students. However, you may use the services of a student counsellor if you need help arranging a payment plan.

c. Facilities and services

- You will no longer have access to the HAN Library in Nijmegen or Arnhem.
- Your HANcard will be blocked or not issued.
- You will lose access to HAN ICT facilities.

d. Degree certificate and termination of enrolment

- The issuance of your degree certificate will be (temporarily) suspended.
- Your enrolment as a student at HAN will be terminated.

For external students, failure to pay the *examination fees* will also affect your rights:

- You will no longer be able to sit exams or final assessments.
- You will no longer have access to the HAN Library in Nijmegen or Arnhem.
- You will lose access to HAN ICT facilities.
- The issuance of your degree certificate will be (temporarily) suspended.
- Your enrolment as an external student at HAN will be terminated.

³ [wetten.nl - Regeling - Wet op het hoger onderwijs en wetenschappelijk onderzoek - BWBR0005682](https://wetten.nl/Regeling-Wet%20op%20het%20hoger%20onderwijs%20en%20wetenschappelijk%20onderzoek-BWBR0005682)

Facilities and services

- You may only access education and exam facilities and other (online) HAN facilities that are part of your degree programme, and you must prevent any misuse of these.
- Your HANcard may only be used for its intended purposes, and you are responsible for preventing unauthorised use.

Behaviour

- You share responsibility for a safe study environment and respectful relationships with each other. *
- You must refrain from all forms of unacceptable behaviour, including (sexual) harassment, aggression, violence, bullying, racism, sexism, and other types of discrimination. *
- You must comply with the law, house rules and any other rules that apply at HAN.*

Internship and practical experience

You are required to follow the rules of your internship, workplace, and any other location where you gain practical experience.

4 MORE ABOUT HAN REGULATIONS

The Student Charter contains various regulations concerning students' rights, responsibilities and legal protection. These are listed below. Both the Student Charter and the regulations can be found on the HAN website.⁴

4.1 Do you want to enrol in a HAN degree programme?

The **Enrolment Regulations** explain how to apply for and (re)enrol in a HAN degree programme. Each degree programme has its own set of enrolment regulations, available on the website of your degree programme. These include rules about admission, prior education and any applicable selection or lottery procedures. You can also find information about tuition fee amounts on the HAN website.⁵

4.2 Do you have a complaint, or would you like to submit an objection or an appeal?

Do you disagree with something? Contact your degree programme. Unable to work it out together? You can submit a complaint, objection or appeal through the Complaints and Disputes Office.⁶ A complaint concerns how you have been treated or how HAN has acted. An objection concerns a HAN decision on matters unrelated to the content of your degree program (such as enrollment and disenrollment, tuition fees, or decisions by the Student Support Fund). An appeal concerns a decision related to the content of your degree program (such as an assessment or a decision on an extra opportunity). You can find more information about the Complaints and Disputes Office in the **Regulations for the Complaints and Disputes Office**.

The Complaints and Disputes Office will submit your complaint, objection or appeal to the appropriate person or body and ensure the correct procedure is followed. To whom or to which body your complaint, objection or appeal is submitted depends on the nature of your complaint, objection or appeal.

If you disagree with a decision relating to a course you are taking, an exam you have taken, or a final assessment you have completed, it will usually be referred to the Examination Appeals Board (COBEX). The procedure that follows is described in the **Regulations for Legal Protection of Decisions Concerning Education**.

If you disagree with a decision relating to your enrolment at HAN, a decision about the tuition fees you pay or a decision by the Student Support Fund, your objection will be submitted to the Disputes Advisory Committee. The procedure that follows is described in the **Regulations for the Disputes Advisory Committee**.

If your complaint concerns how you have been treated, it will be referred to the Complaints Committee for Unacceptable Behaviour. This committee follows the procedure described in the **Regulations for Complaints About Unacceptable Behaviour**. These regulations also outline the duties and responsibilities of the confidential counsellors you can contact. See the HAN website for more information about the confidential counsellors.⁷

⁴ <https://www1.han.nl/insite/en/students/panelnav.xml/regulations-participation/rights-obligations/>

⁵ <https://www.hanuniversity.com/en/study-and-living/costs/tuition-fee/>

⁶ <https://www1.han.nl/insite/en/students/panelnav.xml/contact/complaints-disputes-unacceptable-behavior/>

⁷ <https://www1.han.nl/insite/en/students/help-support-training/social-safety-and-confidential-counselors/confidential-counselors-and-social-safety/>

If you wish to report a suspected abuse where the public interest is at stake and it cannot be resolved through regular procedures, the **Whistleblower Regulations** apply.

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

4.3 How do we treat each other?

HAN has various codes of conduct:

- a. The **Student Code of Conduct** stipulates how you should behave on HAN premises or in buildings and during internships, exchange programmes or other (educational) activities that fall under HAN's responsibility. It also regulates what measures HAN can take if the rules are broken.
- b. The **Code of Conduct for the Use of Data and Information Systems** contains regulations on students' use of HAN information systems.
- c. The **Integrity Code** sets out the foundations of the integrity policy that is implemented within HAN and how you can report an integrity issue.⁸
- d. The **House Rules** set out the rules governing the use of HAN buildings, premises, amenities and facilities.

4.4 How does HAN handle personal data?

The way HAN processes your personal data and with whom HAN shares your data is described in the HAN **Privacy Policy**. This also describes your rights as a student and external student and the procedure you can follow to exercise your rights.

4.5 What help does HAN offer in difficult circumstances?

Provisions to support you in your studies

The **Regulations for Special Student Provisions** are designed for students who require more support than the standard support offerings due to special circumstances. These may include disability, chronic illness, extra language learning needs, elite sports commitments, or entrepreneurship. Special arrangements can be made to help you access education more easily and minimise study delays. There is also a provision for students who take on a board position requiring around 40 hours per week. In such cases, and under certain conditions, you may be exempt from paying tuition fees.

The staff at the [HAN Student Support Center](#) can provide more information and guide you to the appropriate support if you are facing special circumstances during your studies.

Financial support

Under the **HAN Student Support Fund Regulations**, you may apply for financial support if you exhaust your student grant due to study delay resulting from personal circumstances. You may also be eligible for support if your studies are delayed because you hold a position in a student or study association.⁹ Applications are reviewed by the HAN Student Support Fund Committee, with advice provided by a

⁸ https://www1.han.nl/insite/en/students/regulations-participation/rights-obligations/student-charter/Integrity_Code.pdf

⁹ <https://www1.han.nl/insite/en/students/money-matters/scholarships-funds/financial-support-fund/>

student counsellor. The committee's composition, tasks and responsibilities are outlined in its **rules of procedure**.

If you are planning to study abroad, you may be eligible for financial support from the **Student Support Fund**. Non-EEA students studying at HAN can also apply for scholarships – refer to the [HAN website \(Scholarships for International Students Netherlands | HAN\)](#).

Students in urgent financial need can apply for a loan or a gift through the **Emergency Fund Scheme**, via the student counsellors.

For any questions regarding financial support – whether due to study delay, studying abroad or other circumstances – you can contact a **student counsellor**. They can provide information or refer you to others.

5 WHERE ELSE CAN STUDENTS GET SUPPORT?

5.1 At HAN

Student counsellors are available to help with questions about study progress, personal circumstances and financial arrangements. They can be found on the Arnhem and Nijmegen campuses. For more information and locations, visit the HAN website.¹⁰

Student psychologists provide support for students dealing with psychological issues. For more information about the application procedure and locations in Arnhem and Nijmegen, see the HAN website.¹¹

The HAN elite sport coordinator provides guidance to students who combine elite sports with their studies, supporting them with adjusted study facilities and planning. For more information, see the HAN website.¹²

The coordinator of the HAN top entrepreneurs scheme assists student entrepreneurs in combining their business with their studies, including tailored solutions to meet their needs. For more information, visit the HAN website.¹³

5.2 Outside HAN

Students can contact the **Dutch Data Protection Authority** with questions or complaints regarding privacy and data protection.

For more information, visit www.autoriteitpersoonsgegevens.nl.

The **Student Affairs Administrative Jurisdiction Division** handles cases where students disagree with decisions made by the Examination Appeals Board or the HAN Disputes Advisory Committee. Cases can be submitted via the contact form on their website.

For more information, visit <https://www.raadvanstate.nl/bestuursrechtspraak/studentenzaken/>.

The **Netherlands Institute of Human Rights** is the national human rights body where people, including students, can ask questions about human rights and discrimination.

For more information, visit www.mensenrechten.nl.

The **Dutch Center of Expertise for Inclusive Education** focuses on support and inclusion in education and offers advice on accessibility and equal opportunities.

For information, visit <https://ecio.nl/over-ecio/>.

The **Dutch National Student Association** represents the interests of students nationally and provides support and information on student rights.

For more information, visit www.iso.nl.

¹⁰ <https://www1.han.nl/insite/en/students/help-support-training/student-coaching-and-student-support-center/student-counselors/>

¹¹ <https://www1.han.nl/insite/en/students/help-support-training/student-coaching-and-student-support-center/student-psychologists/>

¹² <https://www1.han.nl/insite/en/students/help-support-training/help-and-support-in-special-circumstances/elite-sport-and-studying/>

¹³ <https://www1.han.nl/insite/en/students/help-support-training/help-and-support-in-special-circumstances/study-with-a-business/>

The Legal Helpdesk (*Juridisch Loket*), located in Arnhem and Nijmegen, offers legal advice, information, and legal aid to students with a low income on a variety of legal issues.

For more information, visit www.juridischloket.nl.

Dutch Student Union provides advice and support to students on issues such as student rights, housing, and other student-related matters.

For more information, visit www.lsvb.nl.

SSH& helps students find suitable housing, including specific support for international students.

For more information, visit www.sshn.nl.

The University Chaplaincy offers support in Arnhem and Nijmegen for questions about meaning, spirituality and personal growth, and organises activities and talks.

For more information, visit www.arnhemstudentpoint.nl and www.ru.nl/studentenkerk.

For information about student finance, students can contact the **Dienst Uitvoering Onderwijs** (DUO Education Executive Agency).

For more information, visit www.duo.nl

6. Terms and definitions

Below is the glossary of terms containing definitions of the terms used in this Student Charter and its associated regulations.

School	An organisational unit as referred to in Article 10.3a of the Higher Education and Research Act, comprising interconnected degree programmes, research and knowledge services.
Dean	The director of a school.
School Council	The participation council within a school.
Administrative Jurisdiction Division of the Council of State	The appeals body where students can file an appeal if they disagree with a decision of the Examination Appeals Board or the Disputes Advisory Committee.
Associate degree programme	A two-year programme with a study load of 120 credits, with an exit level of NLQF 5. The part-time variant may take longer; but the number of credits remains 120.
Prospective student, or applicant	A person who has applied for enrolment in a full-time, work-study, or part-time degree programme at HAN via Studielink and is not yet enrolled in the programme in question.
Bachelor programme	A four-year programme with a study load of 240 credits and an exit level of NLQF 6. The part-time variant may take longer; but the number of credits remains 240.
Complaints and Disputes Office	The office at HAN where students can submit complaints, objections, or appeals. This office is required by Article 7.59a of the Higher Education and Research Act.
Executive Board	The institutional governing board of HAN.
Examination Appeals Board	The board referred to in Article 7.60 of the Higher Education and Research Act that handles student appeals against specific HAN decisions.
Course participant	A person who enters into an agreement with HAN to take a non-government-funded, non-accredited course, such as a training course, workshop or post-graduate programme.
Subcouncil	The participation council of the policy departments and joint policy and support departments.
Dienst Uitvoering Onderwijs (DUO)	The Dutch government agency responsible for implementing education laws and regulations on behalf of the Ministry of Education, Culture and Science.
Board of examiners	A board of examiners at HAN responsible for monitoring the quality and organisation of examinations. It verifies whether students meet the requirements of the Education and Examination Regulations (EER) in terms of knowledge, understanding and skills needed to earn a degree.

External student	A person enrolled at a university of applied sciences or a university who may participate in exams, modular exams and final assessments, but not in education or supervision. In this Student Charter, the term "student" generally includes external students.
Disputes Advisory Committee	The committee referred to in Article 7.63a of the Higher Education and Research Act.
HAN	Hogeschool van Arnhem en Nijmegen, HAN University of Applied Sciences. The abbreviation "HAN" is used in internal documents for readability.
Immigration and Naturalisation Service (IND).	The Dutch government department responsible for implementing immigration policy.
International student	A student with a foreign nationality who plans to attend, is attending, or has attended education at HAN – where applicable on the basis of a residence permit issued for that purpose.
Master programme	A programme with a study load of at least 60 credits and an exit level of NLQF 7.
Matching	The activity offered by HAN to prospective students, aimed at providing degree programme matching advice.
Participation Council	The participation body at HAN in which students and staff have a joint say on policy and decision-making at HAN-wide level, with the goal of representing the interests of everyone involved and improving the quality of the education and working environment.
Participation Regulations	Regulations that govern the rights and responsibilities of the Participation Council.
EER	The Education and Examination Regulations, as referred to in Article 7.13 of the Higher Education and Research Act.
Degree programme	An associate degree, bachelor or master programme offered at HAN.
Degree Committee	The statutory consultative body referred to in Article 10.3c of the Higher Education and Research Act, responsible for safeguarding the quality of the degree programme as outlined in Section 2, Chapter 1.
Degree Statute	The part of the Student Charter that contains the degree-specific regulations.
Osiris	The HAN student information system.
Student	An individual enrolled as a student in a degree programme at HAN with the aim of participating in education, exams and modular exams. Unless expressly stated otherwise, the term "student" includes external students, prospective students and applicants.

Student counsellor	An individual appointed by the institution to inform and advise applicants, students, deans, degree programme management teams, and boards of examiners on student matters, and to assist students, upon request, with personal issues.
Academic year	The period starting on 1 September and ending on 31 August of the following calendar year.
Study load	An indication of the study load of a degree programme.
Matching advice	Advice provided by a programme manager regarding a prospective student's choice of degree programme.
Studielink	The joint application and enrolment application used by universities of applied sciences, universities and DUO.
Higher Education and Research Act	Higher Education and Research Act (in Dutch: <i>Wet op het Hoger Onderwijs en Wetenschappelijk Onderzoek</i>).