



Universiteit Leiden

INSTITUTIONAL PART

STUDENT CHARTER

2009/2010



Introduction

This student charter informs Leiden students about what they can expect from the University and what the University expects from them. The charter is first and foremost a complete collection of the students' rights and obligations, but it also contains information about student facilities at our University. Furthermore, it offers an overview of the legal protection afforded to students, i.e. the opportunities available to the student to exercise the rights mentioned in the charter.

Organisation of the Charter

The student charter consists of two parts. The University charter, which is the same for all students, can be read on the following pages. The departmental charter, which only applies to students in a particular department or programme, can be found in the prospectus. The University part of the student charter comprises the following elements:

1. General stipulations
2. Entry and admission
3. Enrolment and tuition and examination fees
4. Teaching
5. Leiden Study System and Binding Study Recommendation (BSA)
6. Tests and examinations
7. Financial support
8. Management and co-participation
9. Student facilities
10. Legal protection

Scope of the Charter

The student charter only applies to students of Leiden University who are enrolled in an accredited and funded degree programme. However, some topics also apply to external students, the so-called extranei.

Relation to the Higher Education and Research Act and University Regulations

This charter is the student charter referred to in article 7.59 of the Higher Education and Research Act (WHW). It should be noted that the student charter is binding both for the students and for the University. In part it describes the rights and obligations laid down in statutory provisions. Other rights and obligations are derived from University regulations, a summary of which is included in the first chapter. Printed versions of the University regulations are available from the Plexus Information Centre for Students (PITSstop).

Student compliance with the regulations may, if necessary, be enforced in appeal and complaint procedures.

Ratification and Publication of the Student Charter

The student charter is ratified annually upon approval of the University Council and published by the Executive Board, which is also responsible for the publication of amendments.

Students are expected to keep up to date with information relating to the annual ratification of the student charter and the relevant changes by reading the University gazette *Mare* and notices in the University newsletter. The annually modified student charter can be found on internet (www.studentenstatuut.leidenuniv.nl) and a copy is also available at the Plexus Information Centre for Students (PITSstop).



1. General Stipulations

1.1. Definitions

In this student charter, the following definitions apply:

WHW: the Higher Education and Research Act (Stb. 1992, 593, as amended since).

Student Charter:

1. the University charter: the rights and obligations of students as laid down here and as referred to in article 7.59 of the WHW;
2. the departmental charter: the course and examination regulations (OER), namely the further rules and guidelines set by the Board of Examiners: a description of the degree structure, supporting facilities offered to the student by the department, faculty student facilities and student counselling facilities, as described in the prospectus.

University: Leiden University.

Programme: a coherent body of educational units, directed towards realising well-defined aims in the area of the knowledge, understanding and skills that all those who successfully complete the programme should possess.

Academic year: the period that starts on 1 September and ends on 31 August of the following calendar year.

Student: a full-time or part-time student or a student who has not yet obtained the master's degree before commencing the teacher training course (the so-called dualstudent), enrolled at Leiden University, pursuant to the WKW.

Course and examination regulation (OER): regulations set for each programme or group of programmes, as defined by the relevant Faculty Board (see definition of 'Student Charter').

Executive Board: the Executive Board of Leiden University.

University Council: the University Council of Leiden University.

Higher Education: university and higher vocational education.

1.2. Overview of University Regulations which form the basis of the present Student Charter

See: www.regulations.leiden.edu (English) and www.reglementen.leidenuniv.nl (Dutch)

The University regulations may be consulted at the Plexus Information Centre for Students (PITSstop).

Enrolment:

- Tuition Fees and Examination Fees Regulation 2009-2010
- Regulations on Enrolment, Tuition Fees and Examination Fees 2009-2010

Admission:

- Regulations on the Binding Study Recommendation (Regeling bindend studieadvies)
- Code of Conduct on the Language of Instruction (Bachelor/Master)
- Code of Conduct on the Use of Foreign Languages (Old System)
- Doctoral Regulations (Promotiereglement)
- Regulations on Admission to Master's Programmes



Finances:

- Regulations on Financial Support for Students 2000 (Regeling financiële ondersteuning studenten 2000)
- Regulations on Compensation for Student Membership of University Councils and Committees
- Regulations on “Fifth-year Student Grants for Students of Physics, Astronomy, Mathematics, Information Technology, Biology, Biopharmaceutical Sciences and Chemistry” (Regeling "vijfde jaar studiefinanciering voor studenten in de opleidingen natuurkunde, sterrenkunde, wiskunde, informatica, biologie, biofarmaceutische wetenschappen en scheikunde")
- Subsidies for socially relevant student activities

Co-participation:

- Executive and Management Regulations (Bestuurs- en beheersreglement)
- Electoral Regulations for Faculty and Divisional Personnel Committees (Kiesreglement faculteits- en dienstraden)
- Regulations on the Leiden Student Council (Reglement Leidse studentenraad)
- Regulations for the University Council (Reglement voor de universiteitsraad)
- Regulations on University Council Facilities (Faciliteitenregeling universiteitsraad)
- Compensation Regulations Faculty and Divisional Personnel Committees (Regeling vergoeding faculteits- en dienstraden)
- Electoral Regulations for the University Council (Kiesreglement universiteitsraad)
- Rules of Procedure for the University Council (Reglement van orde universiteitsraad)
- Regulations for the LUMC Student Council (Reglement studentenraad LUMC)
- Reimbursement Regulations for Organisation and Propaganda Costs (Regeling tegemoetkoming organisatie- en propagandakosten)
- Compensation Regulations for Councils and Committees (Regeling vergoeding colleges en commissies)

Legal Protection:

- Rules of Procedure for the Examination Appeals Board (Reglement van orde college van beroep voor de examens)
- Rules of Procedure for the Appeals and Objections Committee (Reglement van orde commissie voor de beroep- en bezwaarschriften)
- Regulations on the Ombudsperson (Regeling ombudsfunctionaris)
- Leiden University Regulation on Reporting Irregularities (Regeling melding onregelmatigheden Universiteit Leiden)
- Complaints Procedure on Intimidation, Sexual Harrassment, Aggression, Violence and Discrimination (Klachtenregeling (seksuele) intimidatie, agressie, geweld, en discriminatie)
- Code of conduct etiquette for lecturers and students of Leiden University (Gedragscode omvangsvormen docenten en studenten Universiteit Leiden)

Privacy:

- Privacy Regulations Leiden Binding Study Recommendation System (Privacyreglement Leids studiesysteem bindend studieadvies)



- Privacy Regulations for the Central Student Registry (Privacyreglement centrale studentenadministratie)

Other Regulations:

- Code of Conduct for Lecturers and Students in ICT & Teaching (Gedragscode docenten en studenten binnen ICT&Onderwijs)
- Code of Conduct on the Use of Information Facilities (Gedragscode gebruik informatievoorzieningen)
- Code of Conduct for International Students in Dutch Higher Education (Gedragscode internationale studenten in het Nederlands Hoger Onderwijs)
- Leiden University Register of Study Programmes (Leids Universitair Register Opleidingen)
- Overlap Agreements (Overlapafspraken)
- Regulations on University Art and Sports Facilities (Regeling betreffende het universitaire kunstleven en de universitaire sportvoorzieningen)
- Regulations on the Use of University Buildings, Grounds and Other Facilities (Regeling gebruik universitaire gebouwen, terreinen en andere voorzieningen)
- Academic Integrity Regulations (Regeling wetenschappelijke integriteit)
- Plagiarism

1.3 Abbreviations

Arbowet:	Health and Safety at Work Act (Arbeidsomstandighedenwet)
Art:	Article (Artikel)
AWB:	General Administrative Law Act (Algemene wet bestuursrecht (Stb. 1992, 315 en zoals sindsdien gewijzigd))
BSA:	Binding Study Recommendation (Bindend studieadvies)
CvB:	Executive Board (College van Bestuur)
EER:	European Economic Area (Europese Economische Ruimte)
HBO:	Higher Professional Education (Hoger beroepsonderwijs)
IB-Groep:	Information Management Group (Informatie Beheer Groep)
ICS:	Expertise Centre for Information, Communication and Student Affairs (Expertisecentrum Informatie, Communicatie en Studenten)
ICLON:	Graduate School of Teaching (Interfacultair centrum voor lerarenopleiding, onderwijsontwikkeling en nascholing)
LASSO:	Leiden Assessors' Committee (Leids assessorenoverleg)
LSr:	Leiden Student Council (Leidse studentenraad)
MUB:	Modernisation of University Management Structure Act (Wet modernisering universitaire bestuursorganisatie)
PKvV:	Local Chamber of Associations (Plaatselijke Kamer van Verenigingen)
OER:	Course and Examination Regulation (Onderwijs- en Examenregeling)
UR:	University Council (Universiteitsraad)
VSNU:	Association of Universities in the Netherlands (Vereniging van Samenwerkende Nederlandse Universiteiten)
WHW:	Higher Education and Academic Research Act (Wet op het hoger onderwijs en wetenschappelijk onderzoek (Stb. 1992, 593and subsequent modifications))
WO:	University Education (Wetenschappelijk onderwijs)



2. Entry and Admission

2.1. Entry to the Propaedeuse

2.1.1 Prior education requirements

Admission to the propaedeuse (first year) of a university bachelor degree programme can be obtained in a number of ways, on presentation of one of the following documents:

- A certificate of pre-university education (VWO – with the appropriate profile);
- An “old-style” pre-university education (VWO) diploma with an admissions decision from the faculty or the Executive Board;
- A first-year diploma, bachelor diploma (kandidaats) or final diploma from an institute of higher professional education or from a university, or, in case of deficiencies an admissions decision based on a decision of the Executive Board or Faculty Board; A diploma obtained abroad which grants admission under an international treaty, or in accordance with a ministerial directive, or a decision by the Executive Board or Faculty Board¹;
- A colloquium doctum decision.

2.1.2. Deficiencies

The Minister determines which VWO profiles give entry to a particular programme or group of programmes. Furthermore, the Minister may designate certain subjects and other course components that must be included in the pre-university examination in order to be granted entry to a particular programme. Any deficiencies in the profile have to have been eliminated before the beginning of the degree programme. However, a number of degree programmes, designated by the Minister, may allow the student to eliminate deficiencies during the first year of study. It is left to the University’s discretion whether it will exercise this option. If the university decides to exercise this option, this will be included in the Course and Examination Regulation of the relevant department.

2.1.3. Colloquium Doctum

Applicants who wish to study at a university but who fail to meet the prior education requirements may submit to a colloquium doctum (literally "a learned conversation"). The colloquium doctum is an entry examination that consists of one or more tests, depending on the level of the prior education and on the degree programme for which entry is sought. The faculty/department determines the tests to be taken. Applicants may be exempted from or rejected for taking such tests.

To be allowed to embark upon a degree programme by means of a colloquium doctum, students must be at least 21 years old. In certain cases, it may be possible to diverge from the age

¹ If a diploma/testimonial has been obtained abroad, the holder of the diploma must have an adequate command of the Dutch language in order to be able to apply. This will be assessed by the Admissions Board



limitation for holders of a diploma issued outside the Netherlands. Furthermore, the candidate must have adequate proficiency in Dutch to be able to follow the teaching programme.

If the applicants pass all the tests, the decision issued by the Faculty Board or the Executive Board only gives admission to the Leiden degree programme for which the colloquium doctum was taken.

The requirements for a colloquium doctum are set by a degree programme and are laid down in the course and examination regulations (OER) of the relevant department (please refer to the relevant prospectus). Generally, applicants with a foreign diploma also need to demonstrate sufficient knowledge of English.

2.1.4. Intake Restriction (Numerus Fixus)

For a number of degree programmes there is a cap on student intake because the number of places in those programmes is insufficient to enrol all the applicants. For these degree programmes a so-called numerus fixus is in place, which means that if there are more applications than places, there is a lottery. The lottery takes place on a national basis and is carried out by the IB Group. The higher one's average mark in the pre-university examination, the greater the chance of one's lot being drawn. Applicants with an average mark of 8 out of 10 or higher are directly admitted to the programme of their choice. Students who are automatically admitted will be admitted to the university of their first choice. One can only register for a numerus fixus degree programme if one's lot has been drawn. In which case, the certificate of admission issued by the IB Group must be submitted. If the failure to be drawn in the lottery leads to an unreasonable and unacceptable situation, the applicant may appeal to the IB Group on the basis of the hardship clause.

2.1.5. Binding Study Recommendation

At the end of the first and/or second year of enrolment for full-time studies and for each propaedeuse the Faculty Board advises students on the continuation of their studies. For part-time students, this happens at the end of the second or third year after enrolment. Students are given a negative advice if, personal circumstances notwithstanding, they are considered to be unsuitable for the degree programme because their examination results fail to meet the requirements set by the institution.

Students who have been given a negative recommendation are not permitted to enrol (neither as a student nor as an external student) in the same programme at Leiden University. The Executive Board may extend this recommendation to all programmes with the same propaedeuse examination. A binding negative recommendation only applies to the programme in which the student is enrolled, not to the minor that happens to be part of the first year. A negative recommendation always applies to both the master's and the bachelor's variant of the programme. The binding negative recommendation expires after four years. For further information on the binding study recommendation, please refer to section 5.



2.2. Entry after the First Year

2.2.1. Entry to the Second Year of the Bachelor's Programme

Students who began a propaedeuse after August 2002 will be admitted to the second year of the bachelor's programme after they have obtained their first-year diploma. Students may ask the Board of Examiners of a particular programme to grant them permission to sit examinations in the second year of the bachelor's programme before they have passed the first-year examination. For many programmes, this permission is given tacitly and no formal request is necessary. This is set out in the Course and Examination Regulation. For programmes where a numerus fixus applies, the Executive Board may in subsequent years refuse applications from students who have not previously been enrolled for this programme with Leiden University.

2.2.2 Entry to the Doctoraal stage (formerly Dutch Master's Programme)

In passing a first-year examination, students gain admission to the doctoraal phase. If the first-year examination has not yet been passed, students may also be admitted in the following cases:

- At the student's request, the Board of Examiners of a programme may grant the student permission to sit examinations in a doctoraal course before they have passed the first-year examination.
- The Executive Board may grant admission to the doctoraal stage to a student holding a diploma which (in the opinion of the Board of Examiners) is equivalent to the first-year diploma. In the case of a foreign diploma, the student will be required to be sufficiently proficient in Dutch and English.

2.2.3. The end date of the doctoraal programmes

The end date of the doctoraal programme is 31 August 2010. From September 2010 it is no longer possible to apply for or to graduate from a doctoraal programme. The doctoraal programme in medicine is the exception to this rule. This programme ends on 31 August 2016.

2.3. Entry to the Master's Programme

A final bachelor's examination gives direct admission to the corresponding (doorstroom) master's programme. In exceptional cases due to circumstances which may be personal in nature, the Faculty Board has the authority to provide an individually tailored admissions provision. The Faculty Board can exercise this authority with regard to individual students or more generally with regard to a group of students in the same circumstances. The Faculty Board may issue proof of admission to the master's programme (possibly under certain conditions) to those who have completed a course which is at least equivalent to the bachelor's programme which would afford admission to the aforesaid master's programme. One of the conditions is that applicants can prove that they possess the same knowledge, insight and skills, including the language proficiency required for the master's programme, as the holder of the relevant bachelor's diploma. A further condition is that there are enough places in the master's programme. Applicants who have passed the relevant bachelor's examination at Leiden University are guaranteed a place.



Additional information for international students Minimum admission requirements for master's programmes

2.4. Entry to the Master's Programme in University Teacher Training

The Executive Board determines the admissions regulations upon the advice of the Board of the Graduate School of Teaching (ICLON). To be admitted to the Master's Programme in University Teacher Training, applicants need proof of admission issued by the Executive Board or the Faculty Board.

2.5. Transfer Scheme

Students who are taking the doctoraal programme may – in cases and under conditions to be specified by the Board of Examiners – transfer from the doctoraal degree programme to the bachelor's programme. These conditions are set so that the attainment level and civil effect of the bachelor diploma may be guaranteed. Every effort will be made to limit study delays as far as possible.



3. Enrolment and Tuition and Examination Fees

3.1. Enrolment

Anyone wishing to make use of the teaching or examination facilities or other facilities for an initial programme at Leiden University must register at this University, either as a regular student or as an external student.

3.1.1. Enrolment Procedure

The enrolment procedure is determined by the Executive Board and is described in the Enrolment, Tuition Fees and Examination Fees Regulation. Enrolment is valid for a single degree programme and typically remains valid for an entire academic year. The academic year runs from 1 September up to and including 31 August of the following calendar year. Enrolment should take place no later than 31 August before the relevant academic year. A student identity card (i.e. proof of enrolment) will be issued within three weeks, but not before the middle of the month of July preceding the academic year, and only on condition that all requirements for enrolment have been met.

Enrolment after the academic year has begun is only valid for the remainder of the academic year. In such cases, no courses may be attended, there is no right to be supervised or to sit tests or examinations, no papers may be submitted for marking and no use may be made of student facilities before enrolment has taken place. Persons who are not enrolled are not entitled to student grants and/or loans nor to the accompanying student public transport pass (OV-kaart). Enrolment can be cancelled until 31 August prior to the relevant academic year. After 1 September enrolment can only be terminated under specific circumstances and conditions (see 3.1.5 below).

3.1.2. Conditions for Enrolment

The Enrolment, Tuition Fees and Examination Fees Regulation sets out the obligations which must be met by students in order to be eligible for enrolment. In any event, they must meet the admission conditions and they must submit a correctly completed enrolment form to the Student Administration department. They must also submit an authorisation form to debit the tuition or examination fees due or a proof of payment. Enrolment after 1 September is only possible with prior permission from the relevant department, unless the date of enrolment is a fixed intake date, as set out in the OER of the relevant programme.

Students who have Swiss nationality or who are nationals of one of the countries of the European Economic Area (EEA) are required to submit a recent (not older than 6 months) certificate from the Municipal Register (GBA) and a copy of the passport page containing his or her personal details. Students who do not have Swiss nationality or who are not nationals of one of the EEA countries must also submit a copy of the page of their passport containing the General Residency Permit (residency sticker).

Enrolment will be refused to all applicants, irrespective of their nationality, if the applicant has received from the Executive Board of this University a negative binding study recommendation for the programme in question.



3.1.3. Types of Enrolment

The law distinguishes two types of enrolment: enrolment as a student and enrolment as an external student. Enrolment is possible for a full-time programme, a part-time programme or a dual programme. For further information, see the Registration, Tuition Fees and Examination Fees Regulation and the Tuition Fees and Examination Fees Regulation.

3.1.4. Rights ensuing from Enrolment

A student who has been enrolled has the right to attend courses offered in the programmes of Leiden University. Furthermore, the student has access to and may make use of the university buildings and grounds, the collections and the study and student facilities of the University, unless this is not in the interest of teaching and research and provided the available capacity is not exceeded. Any student who abuses this right (for example by causing damage to a building or to the persons in that building) may be denied access to the facilities.

A student has the right to student counselling and supervision, as well as the right to take the tests and examinations that are part of the programme for which the student is enrolled. These rights are further described in the OER of the relevant programme.

The right to take tests is limited to the programme in which the student is enrolled and to any optional courses that are part of the chosen programme.

An enrolled student has the right to vote and to be elected to co-participation bodies.

If the Executive Board terminates a programme, students are entitled to complete that programme at the same or another university within a reasonable period of time.

When exercising any of the rights stated above, students are obliged to carry with them their student identity card (i.e. proof of enrolment) and to state their name and address if asked to do so by the Executive Board or persons designated by the Executive Board. When taking tests, students may be required to provide additional proof of identity, such as a passport or driving licence.

During lectures, tutorials and other classes within University buildings, students and lecturers are not allowed to wear garments that cover the face, nor other attributes that seriously limit non-verbal communication. During tests and examinations, the wearing of garments and/or other attributes that cover the face is forbidden inasmuch as these seriously impede establishing the identity of the person involved.

3.1.5. Enrolment and Termination of Enrolment during the Academic Year

Late Enrolment

Enrolment in a programme is valid for a full academic year. A student is enrolled from the first day of the month in which all requirements for enrolment have been fulfilled. Upon enrolment as from 1 October, the enrolment form should be accompanied by a statement by the relevant department or department that the interests of the teaching will not be jeopardised by late enrolment. For master's (teacher training) programmes, one or more intake junctures have been appointed during the year (please refer to the course and examination regulations of the relevant department). The departmental statement mentioned above is not necessary for enrolment at one of these junctures.



During the academic year, students may change their enrolment status to full-time, part-time or dual provided they have permission from their department or department and they also adjust the tuition fees due. This is not possible with retroactive effect.

Termination of Enrolment during the Academic Year

During the academic year enrolment as a student may be terminated in the following cases:

(Please note: termination of enrolment is only possible on the 1st of the month)

- If, due to illness or special family circumstances, the study cannot be continued successfully. Termination takes place at least two full calendar months after the point in time when the special circumstances occurred. It is at the discretion of the Executive Board to decide whether the circumstances meet the conditions described above.
- Enrolment is terminated as of the first day of the month following the doctoraal examination, the bachelor's examination, the (teaching training) master's examination, or the final medical examination. The enrolled student can terminate his enrolment with effect from the month following the month in which the examination took place. The request for termination of enrolment should be submitted by the latest in the month following the date of the examination, i.e. the date mentioned on the diploma. For most programmes, the examination date is the point at which the last test of the programme or the final paper has been passed. If the request for termination of enrolment is submitted after the time mentioned in the previous sentence, enrolment will be terminated as from the first full month following the month in which the request has been submitted. This may be the academic year following that in which the final examination has been passed, provided this is within the same programme.
- During the first year of enrolment for the propaedeuse, students may request termination of enrolment. Termination of enrolment will then take effect from the second month following the month in which it has been requested.
- If a student is unable, as a result of the structure of the programme, to follow the programme for a period of time, not including the lecture-free periods, the enrolment will be terminated, at the request of the enrolled student, with effect from the first month following the month in which the student has submitted the request for termination of enrolment.
- Students who are unable to continue their studies due to circumstances beyond their control that they could not have been aware of at the time of enrolment may terminate their studies on the first day of the second full month following the month in which the request has been submitted. In such cases, the decision rests with the Executive Board. Students who have terminated registration for this specific reason cannot enrol again for the same programme in the same academic year.

A request for termination of enrolment should be submitted in writing to the Student Administration or, for students with non-Dutch nationality, through the International Office. The appropriate form can be obtained from the Student Information Centre or downloaded from the website: www.studentformulieren.leidenuniv.nl. Enrolment is only terminated if the proof of enrolment (the student identity card) is handed in together with the request form.

3.2. Tuition Fees and Examination Fees

3.2.1. Payment

Enrolment at the University does not take place until all requirements have been met, one of which is the payment of tuition fees. The requirements include a properly completed enrolment



form and an authorisation form to debit tuition or examination fees, or a payment confirmation, have been submitted. By signing and submitting the authorisation form, the student enters into a payment obligation which must be met. Further information about the authorisation can be found in the Registration, Tuition Fees and Examination Fees Regulation and in the Tuition and Examination Fees Regulation.

3.2.2. Rates of Tuition and Examination Fees

To determine whether a student with Swiss or Surinamese nationality or with the nationality of one of the EU/EEA states must pay a lower or a higher institutional tuition fee, the University has set an age-limit of thirty years. Students who are younger than thirty at the beginning of the academic year pay the statutory rate or the lower institutional tuition fee. Students older than thirty at the beginning of the academic year pay the usually higher institutional tuition fee. The age criterion does not apply to students enrolled in the teacher training programme or to UAF students (the Foundation for Refugee Students).

For students from outside the EEA with the exception of Switzerland and Surinam, different rates apply for the various programmes unless they belong to a select group of persons who, by general decree of the board, are deemed equal to Dutch citizens for the purposes of study grants or their tuition fees are paid by the UAF, or

Different rates apply for a number of different programmes. For further information, please see the Tuition and Examination Fees Regulation.

For the 2009-2010 academic year, the tuition fee rates are specified in the “Tuition Fee Rates Decision academic year 2009-2010”

3.2.3. Tuition Fee Reductions and Exemptions

For students who have enrolled after 1 September, 1/12 of the tuition fee is deducted for each month they have not been enrolled.

If a student has paid the statutory tuition fee for enrolment as a student in a programme at Leiden University, he or she does not have to pay tuition fees for simultaneous enrolment as a student in another programme at this University – for which the same rate of tuition fees applies.

If a student has paid the statutory tuition fee for enrolment as a student at another university, in line with Article 7.43, paragraph 1 of the Act, he or she does not have to pay tuition fees for simultaneous enrolment as a student in a programme at Leiden University – if this programme falls under Article 7.43 of the Act.

Students who wish to enrol as full-time students but who are already enrolled as part-time students for a low or transitional fee, must pay an additional fee covering the difference between full-time and part-time fees.

3.2.4. Restitution upon Termination of Enrolment

Enrolment as a student can only be terminated in a number of cases. Upon termination of enrolment, tuition fees are refunded for each remaining month of the academic year. Students



who have paid a reduced tuition fee because they were enrolled in more than one programme will only receive a refund if they terminate enrolment in all programmes.

3.2.5. Damages and Post-Payment of Tuition and Examination Fees

Persons who are not enrolled but nevertheless make use of Course and Examination facilities are liable for damages of € 600, in addition to the tuition and examination fees for the full academic year (i.e. September up to and including August).

3.2.6. Legal Protection

Students who enrol or terminate enrolment are affected by legal decisions which may be important to them. Students who believe that insufficient consideration has been given to their interests in the making of decisions, or that regulations and legislation have been applied incorrectly or for improper purposes may lodge objections and appeals.

Student enrolment data are governed by a privacy regulation. This regulation aims to adequately protect students' privacy.



4. Teaching

4.1. Quality of Teaching

Teaching at Leiden University must comply with certain quality standards. These have been laid down in the Leiden University Register of Study Programmes framework document. The Faculty Board periodically checks whether a programme meets the requirements of the Leiden University Register. In addition, the quality of a programme is periodically accredited, following an external assessment. Internal quality checks, including student evaluations of the teaching as well as other sources, are an essential source of information for these external reviews.

4.2. Organisation of the Programmes

Study programmes at Leiden University may be full-time, part-time or dual. The Faculty provides for the organisation, the programme and the teaching facilities in the Course and Examination Regulation (please refer to the prospectuses). In the academic year 2002-2003, Leiden University introduced the bachelor-master system for all its programmes, except Medicine where this is applied from the academic year 2008-2009.

4.3. Credits and the European Credit Transfer System

The European Credit Transfer System (ECTS) was introduced to enhance student mobility in Europe. The ECTS system makes it easier for students to follow parts of their programme in another EU member state. The study programme is divided Europe-wide into study years worth 60 ECTS each, 1 ECTS representing 28 hours of study. The bachelor's programme (introduced on 1 September 2002) consists of 180 ECTS. The workload for the master's programmes is 60 ECTS or 120 ECTS. For Medicine, it will be 180 ECTS.

4.4. Right to a Manageable Study Programme

The University must organise its programmes in such a way that full-time students can be reasonably expected to complete 60 ECTS in an academic year. In deciding whether a study programme is manageable, it is particularly important to take note of how the workload is distributed across the year. The organisation of the teaching and the way this is structured in the Course and Examination Regulations are regularly monitored. The law places this responsibility on the Faculty Boards, the Departmental Teaching Committees and the Executive Board. When deciding on whether a study programme is manageable, the amount of time a student needs to complete the study programme must be taken into account. Regular checks of the workload prevent a programme from becoming too heavy and thus unmanageable – either wholly or during particular periods of the year.

4.5. Student Counselling

All students are entitled to study guidance. In Leiden particular attention is paid to students belonging to an ethnic or cultural minority. The implementation of the right to student counselling rests with the faculties. The manner of counselling partly depends on the kind of



teaching that is provided. The Course and Examination Regulation provides for the monitoring of student progress and individual student counselling and for facilities to enable students with a sensory or physical disability to take examinations.

4.6. Student Progress Reports

In accordance with the Student Finance Act 2000, the Executive Board reports on the progress of each student who received for the first time a grant for a study programme at a university or an institute of higher professional education (HBO) before 1 September 1996 have to meet the norm of 30 ECTS per year (in the framework of the tempobeurs), or 20 ECTS per year (in the framework of the first-year performance grant if the student started on or after 1 February. Students are informed of their progress before 1 November of the calendar year in which the academic year ended. The Executive Board then provides the Informatie Beheer Groep with the particulars of students who have failed to meet the standard (30 or 20 ECTS). Students are informed about this in a letter which also states the consequences of study delay for the student grant as well as alternative forms of financial support.

4.7. Code of Conduct on the Language of Instruction

On 11 July 2002 the Executive Board, acting in accordance with article 7.2 of the WHW, adopted a code of conduct on the language of instruction. This code of conduct prescribes, for each phase in the study programme, the language of instruction and the language in which tests and examinations take place. The code of conduct applies to all programmes, except those in which a particular language is the object of study.

- As a rule, Dutch is the language of instruction in the first, second and third year of the bachelor's programmes. The language of instruction may be English if the students' background makes this necessary.
- After the propaedeuse phase, certain components of the bachelor curriculum, including the examinations, may be in English or in another language if these components require that students become skilled in speaking or writing in English or another language or if these components meet the students' need to prepare for a master's programme in a foreign language.
- In the master's programmes, the language of instruction is English, if this is functional, or another language (In the remainder of this article 4.7, English can if and where necessary be replaced with another language) . The use of English may be considered functional if the programme is internationally oriented. Whether a programme qualifies as 'internationally oriented' is determined on the basis of the field of study, the future working field or future career. English is also regarded as functional if the nature, design or quality of the teaching or the students' linguistic background necessitates this. In the master's phase, the language of instruction is also the language in which the tests are taken.

If a Faculty Board wishes to use another language of instruction than Dutch for a programme, or for components of that programme, this is set out in the Course and Examination Regulation of the programme in question.

4.8. Departmental Teaching Committees



Each department has a separate departmental teaching committee. Half of the number of members must be students enrolled in the department concerned. The committee fulfils a number of important tasks:

- It gives advice on the Course and Examination Regulations before these are adopted.
- Once a year, it reviews the implementation of the Course and Examination Regulations.
- It gives advice, upon request or at its own discretion, about other matters pertaining to the teaching of the department concerned.



5. The Leiden Study System with Binding Study Recommendation

5.1. Definitions

Leiden University uses a so-called “Leiden study system” with binding recommendations (bsa). This means that at the end of the first year of study full-time students receive a recommendation as to whether they should continue their studies; part-time students receive a recommendation at the end of the second year of study. This recommendation is negative and binding if the students’ results do not meet the requirements set by the institution. Full-time students are given a negative recommendation if they have obtained fewer than 40 ECTS at the end of the study year, or have failed to meet any additional requirement – as set by the department . Furthermore, they need to have obtained their first-year diploma within two years. Part-time students are given a negative recommendation if at the end of the second study year they have obtained fewer than 40 ECTS or have failed to meet any additional requirement – as set by the department. Furthermore, they need to have obtained their first-year diploma within three years. The requirements are different for programmes offered in partnership with other institutions of higher education. (no requirement in the second year for LST and MST and 30 ECTS for Math and no requirement in the second year)

The following terms are used regarding the Leiden study system and the binding study recommendation:

- the BSA Regulation (Regeling bsa) is the Leiden University Regulation on the Binding Study Recommendation as adopted by the Executive Board on 8 April 1999;
- the BSA Privacy Regulation (Privacyreglement bsa) refers to the special privacy regulation governing student files for the purpose of the binding recommendation. The BSA Privacy Regulation is separate from the Privacy Regulation for the Central Student Registry.

5.2. Student Counselling Plan

The essence of the Leiden study system is the student counselling plan, published in the programme prospectuses. This plan consists, at the very least, of the following parts.

5.2.1. Introductory Interview

Before the end of September (in special cases, before the end of October), the student counsellor or one of the tutors in the study programme conducts an introductory interview with each of the students participating for the first time in the propaedeutica. During this interview, students receive concrete information about the programme and the student counselling plan.

Furthermore, the discussion focuses on the student’s reason for choosing the degree programme and his or her expectations of the programme. Students can ask questions and use the interview to discuss personal circumstances. Naturally, the student counsellor or tutor will treat any personal information as confidential. A brief, written report is made of the introductory interview; this report is kept in the department’s student files.



5.2.2. Mentorship

An important aspect of the Leiden study system is the mentorship, the purpose of which is to offer students a clearer understanding of their study situation and to help them tackle and organise their studies. The aim of this system is to ensure that any problem can be resolved (speedily). Although there are many different kinds of mentorship at Leiden University, all programmes have staff mentors. These are specially appointed lecturers who are responsible for structuring the learning environment, for helping students to learn to study. Furthermore, in addition to the student counsellors, these mentors are the first-line contact between students and the department. In many departments the staff mentor holds regular meetings in the form of a mentor group. These meetings may be part of the regular curriculum. Wherever possible, departments also appoint student mentors, i.e. senior students who introduce freshmen to the social and other aspects of student life.

5.2.3. Study Recommendations

The third part of the student counselling plan consists of a number of study recommendations given during the first year:

Full-time Students

The first study recommendation is sent to each full-time student at the end of January. In case of a negative recommendation, the student concerned is called for an interview before 31 January. Students who wish to stop their study grants before 1 February may do so. Since this date is of particular importance to students, they share the responsibility for setting up a timely interview with the student counsellor or the staff mentor. 1 February is also an important date for another reason, for which you are referred to 5.3. Binding Study Recommendation, Standard and Rejection (Bindend studieadvies, norm en afwijzing). Following the regular courses and tests, but before the last round of re-sits in an academic year, that is in the course of the summer, each full-time student receives a progress recommendation. If the recommendation is negative, the student is invited for an interview. The final recommendation is sent to each full-time student no later than 31 August. Students are called for an interview if the recommendation is negative, in which case they are also given information about other study options. Students who have not received a negative recommendation and rejection and have not yet passed the first-year examination receive a further recommendation no later than 31 January of the second year of enrolment. No later than 31 August of the second year, they are given a postponed final recommendation, which is positive if the first-year examinations have been passed, and negative if they have not or if they cannot be passed within the time allotted.

Part-time Students

The first study recommendation is sent in written form to each student in the first year of enrolment following the regular courses and tests, but before the last round of re-sits, in other words in the course of the summer. If a negative recommendation is given, the student concerned is called for an interview. The progress recommendation is given in writing in the second year of enrolment after the regular courses and tests, but before the last round of re-sits. If this recommendation is negative, the student concerned is called for an interview. Each student receives a final recommendation no later than 31 August of the second year. Students are called for an interview if the recommendation is negative, in which case they are also given



information about other study options. Students who have not received a negative recommendation and rejection and have not yet passed the first-year examination receive a further recommendation no later than 31 January of the third year of enrolment. No later than 31 August of the third year, they are given a postponed final recommendation, which is positive if the first-year examination has been passed, and negative if it has not.

Switching from Full-time to Part-time Study or vice versa.

You are referred to the Regulations on the Binding Study Recommendation for the rules that apply to students who switch from full-time to part-time study or vice versa before they have passed the first-year examination.

5.2.4. Tests and Re-sits

The student counselling plan also contains information on when the tests and re-sits will take place. It is important that these periods are aligned with the moments that the three study recommendations are given. In any case, departments are expected to organise tests at an early instance in the academic year (i.e. the beginning of October to the middle of November). This is to help students' understanding, as soon as possible, of whether they have chosen the right degree.

5.3. Binding Study Recommendation, Standard and Rejection

To formulate the final study recommendation the following standards have been adopted for the academic year 2009/2010:

- Full-time students are given a negative study recommendation (bsa) if they have obtained fewer than 40 ECTS at the end of the first year.
- Full-time students are given a negative study recommendation (bsa) if they have not passed the first-year examination at the end of the second year.
- Part-time students are given a negative study recommendation (bsa) if they have obtained fewer than 40 ECTS at the end of the second year.
- Part-time students are given a negative study recommendation (bsa) if they have not passed the first-year examination at the end of the third year.
- Students may also receive a negative recommendation if they have obtained 40 ECTS or more, but have failed to comply with the additional requirements for the programme concerned. These requirements are laid down in the student counselling plan and in the Course and Examination Regulations of the relevant programme.

If a study recommendation is negative, enrolment in the same programme at Leiden University is no longer possible. The binding study recommendation expires after four years. A negative recommendation for a so-called monodisciplinary programme also pertains to all major/minor variants for which the major is the same as that for which the negative recommendation has been given. A negative recommendation for a major-minor programme also pertains to all programmes for which the major is the same as for which the negative recommendation has been given. The negative recommendation also applies to the so-called monodisciplinary track of the programme offering the major for the programme for which the negative recommendation has been given.

Each full-time first-year student and part-time second-year student is given a final recommendation. Students who terminate enrolment during the academic year are also given a final recommendation. Only students who request termination of enrolment before 1 February of the first year of enrolment in the propaedeuse are not given a negative or positive



recommendation. If these students enrol for the same propaedeuse in the following academic year, the recommendation will be given in that year.

5.4. Personal Circumstances and Hardship Clause

The Board of Examiners of each programme is mandated by the Faculty Board to determine the study recommendations on behalf of the Faculty Board. In deciding whether to give a negative recommendation, the Board of Examiners takes into consideration the personal circumstances of the student concerned. Personal circumstances are illness, pregnancy, disability, special family circumstances and membership of boards or committees. Depending on the seriousness and the length of the personal circumstances, the Board of Examiners may decide not to give a negative study recommendation.

If the Board of Examiners has decided to refrain from a negative study recommendation due to personal circumstances, the student concerned will be given another recommendation in a following academic year.

The Board of Examiners may also apply a so-called hardship clause: if a student's study results do not meet the standard, the Board of Examiners may nevertheless decide not to give a negative recommendation due to "inequities of a serious magnitude". In other words: if the student's test results, study attitude and motivation lead the Board of Examiners to believe that he or she will be able to successfully follow the programme, the Board may decide not to give a negative recommendation. Considerations which may apply in this respect include for instance the student simultaneously following more than one study programme or carrying out extra-curricular activities.

Students should duly report to the department any personal circumstances which might make it difficult for them to meet the standard and might lead to a negative recommendation. As soon as it becomes apparent that there might be a study delay as a result of the above-mentioned circumstances, the student should contact the student counsellor of his or her programme to discuss study progress and, if necessary, put together a modified study programme. Students should, preferably before 15 June and in any case before 1 August of the relevant academic year, submit a request to the Board to take personal circumstances into consideration when determining the study recommendation. The request should be sent in writing to ICS, BSA Committee, Postbus 9500, 2300 RA Leiden. The request should also include the relevant items of evidence, such as for instance a doctor's statement in case of a long-term illness or a physical or mental disability. The Board of Examiners can only take personal circumstances into account if these have been registered. In this case the agreements made with the student counsellor may be taken into account in reaching a decision about the study advice.

5.5. File

Each department keeps a file of each student registered for the first time in the propaedeuse of the programme. This file in any case contains the following:

- a short written record of each formal contact between a student with a representative of the programme (interview with a student counsellor or tutor), including in any case the introductory interview and the three to five recommendation instances;
- a description of the student's personal circumstances.



Students have the right to inspect the contents of their file and, if necessary, to add an objection to it. The student counsellor, the Board of Examiners, and the staff mentor are allowed access to the file. No information from the file is provided to third parties without prior permission of the student concerned or only to the extent required by law.

5.6. Legal Protection

Students have the right to lodge an appeal with the Examination Appeals Board, within four weeks of the date of the final study recommendation. Pending this appeals procedure students are allowed to follow courses, but they may not take tests.



6. Tests and Examinations

6.1. Board of Examiners

To administer examinations and to organise and coordinate tests, the Faculty Board appoints a Board of Examiners for each department or group of departments. The members of the Board of Examiners are appointed by the Faculty Board and are all, in addition to their responsibilities within the Board of Examiners, also involved in providing education in the relevant department or departments.

6.2. Tests

Each course component (i.e. subject) involves a test. The tests may take the form of a written test paper or an oral examination, a class-paper, a practical or an essay. This is indicated in the prospectus. Generally, a test will be taken at the end of the course. However, students may be tested on their knowledge of the subject earlier during the course.

A test is an inquiry into the student's knowledge, understanding and skills. The results of this inquiry are assessed by the examiner (tutor); students can either pass or fail a test. Students have the right to inspect the work under assessment for a test and they have a right, if they wish, to an explanation on how the work has been marked.

The Board of Examiners may issue guidelines and instructions for the assessment of the person taking the test and for the calculation of the mark for the test. Furthermore, the Board of Examiners may draw up rules on proper test procedures and on the measures to be taken in this respect. The Board of Examiners may fix a term of a maximum of one year within which students who have committed fraud are excluded from taking tests or examinations offered by the institution.

The course and examination regulations in the prospectus or in an appendix thereto specify the following:

- the periods in which tests may be taken;
- how long the test results are valid (where applicable);
- how the tests are to be administered;
- when students can inspect their tests;
- wherever necessary, the order in which tests must be taken.

6.3. Examinations

The University offers a first-year (propaedeuse) examination, a doctoraal examination, a final degree examination in Medicine, a bachelor's examination, and a master's examination. As a rule, students have passed an examination if they have passed all the tests for a particular (part of the) degree programme. The Board of Examiners may deviate from this rule, for instance by requiring students to defend a final thesis in public, or by setting alternative tests to decide whether students meet the programme's objectives. The Board of Examiners may also decide that not all tests need to have been passed for the student to pass the examination (compensation scheme). Students who pass an examination are awarded a diploma. This diploma specifies the title/degree awarded and the examination components, as well as any rights and qualifications it may grant.



Dossier Diploma

Students who have not met all the requirements for an examination but have passed at least two examinations may request the Board of Examiners to provide a statement specifying the tests that have been passed.

Free Doctoraal, Free Bachelor's, Free Master's Programme

Students may compose their own examination programme from course components. To do so, they need prior approval from the Board of Examiners of the most appropriate programme. If necessary, the Executive Board will determine which programme must give its approval.

6.4. Course and Examinations Regulations

Each programme has course and examination regulations, determined by the Faculty Board with prior permission from the Faculty Council. The Faculty Board also supervises the implementation of the regulations and is responsible for their frequent review. Responsibility for the latter is also shared by the department teaching committees and the Executive Board. The course and examinations regulations should at least include the following (see also prospectus):

- the content of the programme and any related examinations;
- the content of the majors within the programme;
- the knowledge, understanding and skills that students must have acquired by the end of the programme;
- where applicable, the organisation of practicals, and the compulsory attendance of practicals in order to be allowed to take certain tests. In this context, the Board of Examiners retains the right to grant exemptions from practicals or to formulate alternative requirements, for instance in case of objections to experiments involving humans or animals;
- the work load of the programme and of all the individual course components, the number and order of tests, as well as the moments at which they can be taken;
- the full-time, part-time or dual organisation of the programme;
- the different tracks within a programme (e.g. major-minor, monodisciplinary);
- if necessary, the order, the periods in which, and the number of times per year that tests and examinations are offered;
- if necessary, the duration of the validity of test results; in principle, test results have unlimited validity, unless the course and examination regulations specify otherwise;
- the manner in which tests are taken. In special cases, the Board of Examiners may deviate from these regulations;
- the manner in which students with a functional limitation can sit the examinations;
- the public nature of oral tests. In some cases, the Board of Examiners may deviate from these regulations;
- the term within which the test results must have been determined; if, and is so when it is possible to deviate from this term;
- the method by which students may inspect a written test and its assessment criteria;
- the grounds on which the Board of Examiners may grant exemptions for one or more tests on account of higher education tests or examinations previously passed or knowledge or skills acquired elsewhere;



- where necessary, that having passed certain tests is a prerequisite for taking subsequent tests;
- the monitoring of study progress and individual student counselling;
- the degree to be awarded by the Executive Board on successful completion of a programme;
- the manner in which deficiencies in previous education may be corrected;
- the requirements for the colloquium doctum;
- for master's programmes: the entry requirements for the master's programme and the manner in which admission to the programme is organised;
- for bachelor's programmes: the master's programmes to which this bachelor's programme grants automatic admission.



7. Financial Support

7.1. Regulations on Financial Support for Students 2000

The Regulations on Financial Support for Students 2000 consist of two parts:

1. regulations on financial support to compensate study delays beyond their control
2. regulations on financial support to compensate for membership of boards and committees.

The aim of the first part of the regulations is twofold. Firstly, the regulations aim to minimise study delays for students who are behind in their studies due to circumstances beyond their control. Secondly, the regulations provide for financial compensation once it has become clear students cannot catch up with their studies. These regulations only apply to students who incur a delay in the period in which they are entitled to a "tempo grant" or performance-linked grant and have not yet passed the doctoraal, master's or final medical examination. The second part of the regulations aims at supporting students who are student members of boards and committees (within University or Faculty organisations or within student associations). Financial support in this context is in principle only provided to students who are enrolled at Leiden University and are entitled to a student grant.

7.2. Financial Emergencies

Leiden University has a number of possibilities for supporting students who are in acute, incidental financial need. This support consists of short-term interest-free loans or, incidentally, gifts. It should be stressed that this kind of support is not permanent; moreover, the sums are limited. More information on emergency funding can be obtained from the Student Information Centre in Plexus.

7.3. Curators' Fund

The curators' fund is meant to provide financial support for good students for whom it is difficult to secure financial support or loans elsewhere. In addition, the curators' fund may be used to provide students with one-off travel grants for study activities abroad. In such cases, requests for grants are judged in terms of the quality of the project and the marks obtained. Furthermore, the applicant's financial situation is taken into consideration when assessing the application. Students are expected to submit a report on their study activities abroad to the administrator of the curators' fund when their project has ended. More information on the curators' fund can be found at www.pitsstop.leidenuniv.nl/



8. Management and Co-Participation

8.1. Introduction

This section offers a description of the administrative structure of Leiden University. It includes, among other things, an indication of the various committees in which students can participate, and the manner in which their participation is organised. In addition, this section discusses the students' active and passive right to vote.

8.2 Central Management

The central management of the University is the responsibility of the Executive Board. In its work, the Board is supported by various advisory and participatory bodies, for example the University Council and the Leiden Student Council. In addition, the University has a Board of Governors, to whom the Executive Board is accountable.

www.leidenuniv.nl/en/about/organisation.html

The management and organisation of the University are outlined in the Executive and Management Regulations, established by the Executive Board.

www.regulations.leiden.edu/university-management

8.2.1. The Executive Board

The Executive Board (see: www.leidenuniv.nl/en/about/organisation.html) is the University's highest administrative body. It is authorised to regulate, govern and manage the affairs of the University as a whole.

8.2.2. Board of Governors

The University has a Board of Governors, five members of which are appointed by the Minister of Education, Culture and Science. One member in particular must have the full support of the University Council.

The members of the Executive Board are appointed, suspended and dismissed by the Board of Governors, and are responsible to the Board of Governors.

In addition, the Board of Governors must approve:

- the Executive and Management Regulations;
- the Strategic Plan;
- the budget;
- the annual account;
- the choice between "divided" or "undivided" co-participation;
- regulations shared with other institutions of higher education



8.2.3. Choice of System of Co-participation

The University Government Modernisation Act (Wet moderniserend Universitaire bestuursorganisatie; MUB) offers universities the choice between two systems of co-participation, "divided" and "undivided".

"Divided" co-participation means that the University falls under the Works Council Act (Wet op de Ondernemingsraden), in which case it has a works council (and decentralised faculty councils) for the staff; and student councils must be set up for the students.

"Undivided" co-participation means the kind of system which Leiden has chosen, i.e. a university council and faculty councils, in which staff and students hold an equal number of seats. The Executive Board, in agreement with the University Council, has decided to opt for "undivided" co-participation for a period of five years. However, since 1 September 2002, co-participation has been "divided" in the Department of Medicine/Leiden University Clinic (LUMC) (see below, section 8.3.2).

8.2.4. University Council

As a participatory body, the University Council has right of approval concerning a number of matters. This means that the Executive Board can only make certain decisions if the University Council has first given its approval. If approval is not given and the Executive Board nevertheless wishes to make the relevant decision, the Higher Education and Research Act provides a disputes procedure. Regarding other matters, the University Council only has advisory rights.

In any event, the University Council has the right of approval (as in Art. 9.33 of the Higher Education and Research Act) for the following matters:

- the Strategic Plan;
- the structure of the system of quality assessments;
- the policies planned in response to the outcome of the quality assessments;
- the Student Charter;
- the Executive and Management Regulations;
- regulations on safety, health and well-being;
- the choice of co-participation systems;
- the graduation fund.

The Executive Board requires the approval of two-thirds of the members of the University Council for any modification to the Regulations for the University Council. These Regulations not only provide for such matters as the number of members of the Council and their term of office, but they also specify on which other matters the University Council has right of approval or advisory rights.

In addition to the statutory powers indicated above, the University Council also has the right of approval on the following matters:

- facility regulations for co-participation;
- the guidelines on ethical aspects related to the activities of the University.

Furthermore, the University Council has advisory rights in the following matters:

- the University budget and the budgets of those University foundations whose board consists of the Executive Board;



- matters concerning the continuation and proper functioning of the University;
- policies on the establishment of holdings and private limited liability companies;
- policies on institutional tuition fees;
- policies on collective student facilities;
- the establishment of collaboration agreements with other institutions.

The University Council, which is chosen in accordance with the electoral regulations established by the Executive Board, consists of sixteen members. Eight members are chosen by and from the staff, and eight are chosen by and from the students.

8.2.5. Leiden Student Council

The Leiden Student Council is an advisory body to the Executive Board which represents the voice of the students. Either at the request of the Executive Board or at its own discretion, the LSC discusses matters relating to students. One of its functions is, with the Executive Board, to give joint consideration to student matters in the preliminary stages of policy formulation. The LSC consists of a chairperson, a secretary and 18 members. All members are students enrolled at Leiden University. They are appointed by the Executive Board following an application procedure. Members can be nominated for a period of one year a maximum of three times.

8.3. Faculty Management

As of 1 September 2008, the University has the following faculties:

- Archaeology
- Humanities
- LUMC/Medicine
- Law
- Social and Behavioural Sciences
- Science

8.3.1. Faculty Board

Each faculty is managed by a Faculty Board, chaired by the dean. With the exception of LUMC/Medicine, each Faculty Board includes one student member. The dean and the other members of the Faculty Board are appointed by the Executive Board; the dean is appointed from among the professors of the faculty. The appointment of the other members requires the dean's approval.

The Faculty Board is fully responsible for the administration and management of the faculty. The faculty regulations contain detailed rules on the administration and organisation of the faculty. The faculty regulations (including any amendments) are set by the Faculty Board and must be approved by the Executive Board.

The Faculty Board has the following tasks and powers:

- a. formulating the faculty regulations;
- b. setting the course and examination regulations for the departments within the faculty;



- c. formulating general guidelines on academic work;
- d. formulating the faculty's annual research programme;
- e. supervising the implementing the course and examination regulations and the annual research programme, and reporting on these to the Executive Board;
- f. instituting the Admissions Board and the Board of Examiners and appointing their members;
- g. formulating regulations on exemptions for admission to the programmes offered by the faculty;
- h. implementing the binding study recommendation in the first year and the reference to this in subsequent years;
- i. drawing up joint regulations for the benefit of one or more departments with one or more other faculty boards;
- j. providing a board for each department in the faculty.
- k.

The Faculty Board is accountable to the Executive Board. This accountability is achieved by such means as supplying any information that the Executive Board may require and by providing the Executive Board with information concerning the decisions taken.

8.3.2. Faculty Council

Each faculty has a participatory body in the form of a Faculty Board on which, as a result of the University's choice of "undivided co-participation", staff and students have the same number of seats.

The Faculty Council has the same powers with respect to the Faculty Board as the University Council has with respect to the Executive Board concerning matters that are of particular interest to the faculty and are within the competence of the Faculty Board.

Furthermore, under the Higher Education and Research Act, the Faculty Council also has the right of approval regarding the following matters:

- the faculty regulations;
- the course and examination regulations.

The staff members of the Faculty Council also have the power of a divisional personnel committee in matters concerning personnel policy and management implemented by the Faculty Board within the faculty.

The faculty regulations stipulate the number of members of the Faculty Council. The following numbers apply, staff and students each holding half of the seats:

- the Faculty of Archaeology: six members;
- the Faculty of Humanities: eighteen members;
- the Faculty of Law: fourteen members;
- the Faculty of Social and Behavioural Sciences: fourteen members;
- the Faculty of Science: fourteen members;
- the Student Council of the LUMC: seven members (see below).

Since 1 September 2002 an exception has been made for the LUMC/Medicine Faculty. Staff co-participation takes place in the LUMC works council, whereas student participation is organised in a student council. The powers of this student council are the same as those of a Faculty Council, provided these are not personnel matters, in which case, the responsibility falls to the staff section of the Faculty Board.



8.3.3. Department Boards and Committees

Each department has its own Department Board and Department Committee. A bachelor's programme with one or more related master's programmes can be seen as one programme in this respect. However, the Faculty Board may in some cases decide not to appoint a Department Board but a Department Director. The Faculty Board appoints a joint board for each department, of which there should be at least one student member.

The faculty regulations further specify the composition of the department committees; in any case half of the number of members should be students enrolled in the department concerned. The department committee's tasks are as follows:

- providing advice on the course and examination regulations;
- annually assessing the implementation of the course and examination regulations;
- providing advice, on request or on its own discretion, to the Department Board and the dean on any matters pertaining to the teaching in the department.

The function of the Department Committee is to strengthen the position of the student with respect to the implementation of teaching and it is the body par excellence where students can exercise their participatory rights regarding teaching and its organisation.

If a decision to be taken by a Faculty Board or Department Board must be submitted for advice to the Department Committee, the committee must be given the opportunity to confer with the board in question before the advice is issued. The Department Committee must be informed as quickly as possible (and in writing) of the manner in which the advice it has given is being followed.

8.4. Voting and Electoral Rights

Every student enrolled in the University for a programme belonging to a faculty under the Higher Education and Research Act, as well as every student enrolled in a non-initial degree programme of the faculty as referred to in the Leiden University Register of Study Programmes is eligible to vote and to be elected. This means that students not only have the right to vote in the University and Faculty Board elections, but that they can also stand for election to these councils. In exercising these rights statutory and electoral regulations must be observed. The Central Polling Committee is responsible for the preparation and organisation of elections.

At the proposal of the Central Polling Committee, the Executive Board decides when elections for the University and Faculty Boards are held; detailed information on these elections can be found in MARE and/or the digital newsletter.

For the purpose of the elections, the University community is divided into two groups: staff and students. The members of these groups elect candidates from their own group: it is only possible to vote for staff members or students who are standing for election. In other words, students can only vote for students and staff members for staff members. Students have the right to vote for the University Council as well as for the Faculty Council of the department in which they are enrolled. Students enrolled in more than one faculty have the right to vote for each separate Faculty Council. Every student can also stand for election to a council. Staff members have the right to vote for the University Council and for the Faculty Council of the Faculty they work for. As from the 2003 elections, all voting takes place by Internet. This includes elections for the University Council, the Faculty Council and the LUMC Student Council. Those eligible to vote



can do so digitally during the specified election period. You are referred to www.stemmen.leidenuniv.nl for further information.

8.5. Legal Protection

Special rules for appeal apply in the election procedure. Sometimes the term within which an appeal may be lodged is only a few days. This is done so as not to hinder the elections, and to guarantee a fast and legally incontestable election result. It is beyond the scope of this Student Charter to provide more detailed information about these rules. The reader is referred to the Electoral Regulations. More information about the legal procedure may be obtained from the Central Polling Committee (Rapenburg 70, telephone number 071-527 3184, Ms W.A.A.C. van Ingen Scholten).



9. Student Services

9.1. University Services

In addition to study coordinators and student counsellors, Leiden University – in particular in the form of the Expertise Centre for International Relations, Communication and Student Affairs – offers students many facilities which they might find useful. The first point of contact for students is the Leiden University Information Desk at the Plexus Student Centre. Students who need more specific assistance will be referred elsewhere. The Studie- en Studentenondersteuning site (www.studenten.leidenuniv.nl/) provides more information about study support services for students. The most important university services are described below.

9.1.1. Student Information Centre Information Desk

Students can apply to the Information Desk for information on all kinds of subjects: enrolment, restitution of tuition fees upon graduation, change of address, financial support, student grants, what to do in case of illness or delays or financial problems. Students requiring information concerning one of these topics should first apply to the Information Desk; if necessary, they will be referred to other departments. The Information Desk is located in Student Centre Plexus, Kaiserstraat 25; telephone number 071 527 8011, e-mail: informatiecentrum@ics.leidenuniv.nl.

9.1.2. PITSstop

PITSstop, the Plexus Information Centre for Students (Plexus Informatie Trefpunt Studenten) is the information centre for students. Here you can find information about all kinds of student and study-related topics. Extensive written documentation is also available about study programmes at Dutch universities and universities of higher education. The prospectuses of all the programmes that Leiden University offers can be found here, as well as the prospectuses of other universities. With respect to studying abroad, PITSstop has information about foreign institutions, graduate programmes, admissions and the financing of studies and research. Furthermore, a staff member of the International Office offers consultation hours twice a week (Monday and Thursday from 13.00 to 17.00) in PITSstop to answer questions about studying abroad.

PITSstop also has a great deal of information about job prospects for graduates, such as professional directories, magazines and (work)books. This is also where you go for information about companies and organisations, career planning, periodicals with job ads, Saturday newspapers, application files and reports with background information on the developments on the labour market.

Students can use the PITSstop's computers to look up information or do a study aptitude test. They can then discuss their test results with a study or careers adviser. The self-help corner has books and other documentation on study skills, personal problems, applying for a job, the legal status of students and finance. There is also the multimedia corner, with films about foreign universities and student-related topics. The PITSstop staff can help students find the information they are looking for and will refer them to the right persons if they have questions or problems. Address: Student Centre Plexus, Kaiserstraat 25; telephone number 071 527 8025; e-mail: PITSstop@plexus.leidenuniv.nl.



9.1.3. Student Deans

The student deans are available for questions or problems regarding academic progress, financial matters (funds), appeals procedures, grants, registration of study delays, financial support from the graduation fund (for students on boards and committees, compensation for performance-related grants and/or support to those graduating), late enrolment, or termination of enrolment due to illness and/or special family circumstances. The student deans can also help students to deal with questions and problems regarding their legal position. They can be of assistance to students with a foreign background and to students with a disability/functional limitation. These questions are often complex and involve all kinds of different laws and regulations. Together with the student, the dean, who has an overview of all regulations, will try to find the best solution. To make an appointment, call 071 527 8011 or 527 8026. The student deans have daily consultation hours from 15.30 to 16.30. in the Student Centre Plexus, Kaiserstraat 25; e-mail decanen@ics.leidenuniv.nl.

Disabilities/Functional Disorders

Disabilities and functional limitations include physical, sensory or other functional disorders or limitations which may cause study delays (this includes dyslexia, RSI and chronic physical or mental illness). Students with a disability or functional limitation can contact the Fenestra Disability Centre for advice and guidance. Often, a number of extra facilities are available to these students. For instance, test formats may be adapted, and the disability is taken into account when considering the standard for the binding study recommendation: student grants may be extended if there are delays. In addition, students may be eligible for support under the Regulations on Financial Support for Students 2000. Leiden University's policy is aimed at removing as many barriers as possible, so that students may study in the best possible conditions. Students with a disability or functional limitation are advised to report to the student dean immediately upon commencing their studies so that they are immediately informed about their options.

Address: Fenestra Disability Centre, Student Centre Plexus; telephone number 071 527 8011, e-mail: fenestra@leidenuniv.nl, www.fenestra.leidenuniv.nl

Top Sports

Students who engage in top sports and belong to the NOC*NSF class A or B can apply for the top sports fund. For study delays caused by participation in sports, these students may at the end of the grant period in which they were entitled to a partial grant apply for a one-off compensation of direct study expenses (for instance books) for the following academic year. Students who engage in top sports at national level are also offered extra courtesies (e.g. more re-sit opportunities, etc.). These students are advised to contact the student counsellor in due time. More information on this topic can be obtained from the student dean.

Address: Student Centre Plexus; telephone number 071 527 8011, e-mail: decanen@ics.leidenuniv.nl.

9.1.4. Ombudsperson

Students can apply to the ombudsperson (www.leiden.edu/students) with complaints if they believe they have been treated unfairly. Such complaints involve issues relating to conduct rather than strictly legal matters. For strictly legal matters, students can contact the student deans (see above). The ombudsperson will work together with the student – if possible by mediation – to



arrive at a satisfactory and fast resolution. The ombudsperson's task is also to identify and draw attention to any problems and to play an advisory role. The ombudsperson is independent and publishes a yearly report (see also Regulations relating to the Ombudsperson).

Postal address ombudsperson: Postbus 9500, 2300 RA Leiden; telephone number (from 10:00-12:30): 071 527 3657. See also section 10.8.3, e-mail: ombudsfunctionaris@leidenuniv.nl.

9.1.5. Student Psychologists

Student psychologists can help students solve study-related and personal problems. This means that students can refer to them for help with study problems as well as more personal problems which encroach on their studies. The student psychologists' help consists of consultations, training programmes and courses, work and information sheets, web pages and computer programmes. Students may contact the psychologists directly for an appointment, come to the open consultation hour, register for a training session and/or collect information sheets. All information provided by students about themselves will remain strictly confidential.

Address: Rapenburg 70; telephone number 071 527 8026. The student psychologists have an open consultation hour daily from 11:00 to 12:00 at Student Centre Plexus, Kaiserstraat 25.

9.1.6. Study and Career Choice Service

The study choice and career advisers help students to consider and take decisions concerning their study and career choice. The advisers may use questionnaires and/or career aptitude tests. Students can also turn to BUL to think about their career prospects and how to prepare for the labour market. In addition, job application courses are organised, as well as workshops and information sessions. For questions about their specific programme, students should apply to their student counsellor.

Address: Student Centre Plexus; telephone number 071 527 8011; e-mail: loopbaanservice@ics.leidenuniv.nl

9.1.7. International Office

The International Office (www.buitenland.leidenuniv.nl) provides general information on study opportunities abroad and assists students where necessary.

The International Office has an open consultation hour at PITStop on Monday and Thursday from 13:00 to 17:00, during which students can ask questions regarding their stay abroad.

Address: Kaiserstraat 25, Leiden

9.1.8. Student Centre Plexus

The Student Centre (www.plexus.leidenuniv.nl) is a centre for students, run by students. In addition to computer rooms, study and fitness facilities, Plexus houses approximately 14 different student organisations, the Information Desk and PITStop of the Student Information Centre, the student deans and psychologists, the Study and Career Choice Service (BUL) and the ombudsperson. Students can also apply to the Centre for information on subsidies for student activities.

Address: Kaiserstraat 25, 2311 GN Leiden; telephone number 071 527 8008; e-mail: plexus@plexus.leidenuniv.nl.



9.1.9. University Library

The various institute libraries and the University Library (UB, www.library.leiden.edu) together make up the library of Leiden University. It gives access to Leiden collections and to university libraries elsewhere.

Address: Witte Singel 27, Postbus 9501, 2300 RA Leiden; telephone number: 071 527 2814 or 071 527 7878.

9.1.10. Centre for Information Technology and the Language Centre (Language Laboratory)

At the Centre for Information Technology and the Language Centre (ITC, www.hum.leiden.edu/languagecentre), students have access to tape cassettes, CDs and mp3s in more than fifty languages. Leiden students can take tutorials and courses and/or work in the self-study rooms. Students from the Arts Faculty can also use computers at the ITC.

Address: Cleveringaplaats 1, 2311 BD Leiden; telephone number 071 527 2332; e-mail secretary's office: talencentrum@let.leidenuniv.nl.

9.1.11. Studium Generale

Studium Generale organises lectures and forum discussions on new developments in all branches of science and on their consequences for society. Each theme is developed by specialists from different disciplines. In its interdisciplinary approach, Studium Generale complements the regular University courses. The programmes are published every six months, including in Mare.

Address: Rapenburg 70, Postbus 9500, 2300 RA Leiden; telephone number: 071 527 7283.

9.1.12. Mare

Mare is the weekly University newspaper that reports on developments within the University, higher education and academic research. It also contains news and information on whatever is going on in the

University community. Copies of Mare are available to all students of Leiden University at various locations within the University.

Address: Kaiserstraat 13, 2311 GN Leiden; telephone number 071 527 7272; e-mail: redactie@mare.leidenuniv.nl.

9.1.13. University Sports Centre

The University Sports Centre (www.sports.leiden.edu) offers students the opportunity to do sports, either individually or in clubs, throughout the academic year.

Address: Einsteinweg 6, 2333 CC Leiden; telephone number 071 527 4610, Website sports centre

9.1.14. LAK Theatre

The LAK Theatre organises theatre performances (drama, modern dance, music theatre) and shows films. There are exhibitions, mainly by young artists, as well as courses on drama, dance, art, photography and literature.



Address: Cleveringaplaats 1, 2311 BD Leiden; telephone number 071 512 4890; e-mail: info@laktheater.nl.

9.1.15. Kattekop Day Care Centre

The Kattekop Day Care Centre offers limited child care facilities for children aged from eight weeks to four years whose parents or guardians work or study at Leiden University. In view of the long waiting list, early registration is recommended.

Address: Wassenaarseweg 8, 2333 AK Leiden; telephone number 071 517 6363, email: info@dekattekop.nl.

9.1.16. Safety, Health and Environment Department

Students can apply to the Safety, Health and Environment Department (Afdeling Veiligheid, Gezondheid en Milieu) for a medical certificate. This certificate may be required as proof of special circumstances for the graduation fund, binding study recommendation or termination of enrolment.

For more information, please see the website: www.vgm.leidenuniv.nl.

9.1.17. University Registrar's Office

With the exception of students from the Faculties of Law and Medicine, students can apply to the University Registrar's Office to make arrangements for the presentation of the diploma.

Address: Rapenburg 32, 2311 EZ Leiden; telephone number 071 527 7211; e-mail: pedel@ics.leidenuniv.nl.

9.2. Other Services

In addition to the University student services, there are numerous other organisations that may be of interest to students. These organisations are listed in the Vademecum. Below are included a number of non-University services that students often have to deal with or that are important for the legal protection of students.

9.2.1. SLS Wonen Foundation

The SLS Wonen Foundation is a special housing corporation whose main objective is to provide accommodation for young people, in particular students.

Address: Doelengracht 4B, Postbus 11275, 2301 EG Leiden; telephone number: 071 516 1718.

9.2.2. DUWO Foundation

The DUWO Foundation is the oldest student housing organisation in the Netherlands. Since 2002 its work has also covered the Leiden region.

Address: Stankartplein 98, Den Haag; telephone number 070 305 1400; e-mail: leiden@duwo.nl.

9.2.3. Informatie Beheer Groep

The Informatie Beheer Groep (IBG, http://www.ib-groep.nl/International_visitors/Welcome.asp) is responsible for student grants and central registration and placement for higher education.



Students who have questions or problems and those looking for information on objections and appeals procedures can apply to one of the regional offices of the IBG.

Addresses of the nearest regional offices: Koninginnegracht 12/b/13, 2514 AA Den Haag; Nieuwe Doelenstraat 15, 1012 CP Amsterdam; Herman Gorterstraat 40 (opposite the Taxation Office), 3511 EW Utrecht; telephone number 050 5997755.

9.2.4. Dutch Data Protection Agency

The Dutch Data Protection Agency supervises the careful and proper use of personal data and the implementation of the applicable statutory rules, in particular the Data Protection Act. The Agency advises the government, provides information about legislation and regulations and deals with disputes between citizens and (government) organisations about the use of personal data.

Address: Prins Clauslaan 20, Posbus 93374, 2509 AJ Den Haag; telephone number 070 381 1300.

E-mail: info@cpbweb.nl.



10. LEGAL PROTECTION

10.1. Appeals and Objections

10.1.1. Introduction

This chapter describes the types of legal protection available to students. There are different appeal and objection procedures. The kind of procedure that must be followed depends on the kind of decision that has been taken and which University body has taken it.

10.1.2. Who can Lodge an Appeal

Any student whose interests are directly affected by a decision may lodge an objection or an appeal against that decision. The phrase “directly affected” means that the decision has direct consequences for the student. For instance, a student is directly affected by the marking of a test but not by the standardisation of that test. Naturally, the student does not have to immediately start an objections or appeals procedure if there is a dispute. Often, a solution can be found by talking to the person who has taken the decision.

The student deans can advise students about what is and what is not possible within the appeals system.

10.1.3. Contents of Notice of Appeal or Objection

The notice of appeal or objection should in any case contain the following:

- the student’s name, address, town and telephone number;
- the date on which the objection is lodged;
- the name of the body that has taken the contested decision;
- a clear description of the decision against which the appeal or objection is being lodged
- the notice of appeal should be signed by the appellant;
- where possible, the notice of appeal or objection should be accompanied by a copy of the decision to which the notice pertains;
- the arguments why the decision is wrong

If the appeal or objection does not meet the formal requirements, the student is given the opportunity to rectify this. If the student fails to do so within the time set, the notice of appeal or objection is declared inadmissible.

10.2. Appeals to the Examination Appeals Board

10.2.1. Lodging the Appeal

The University has an Examination Appeals Board, whose office is at the Department of Legal Affairs of the Administration and Central Services. The address is Rapenburg 70, Postbus 9500, 2300 RA Leiden.



Students may appeal to this Board against certain decisions. In this procedure, the student concerned is called the “appellant”. The appeal must be submitted in writing within four weeks following the day on which the contested decision has been published.

The Examinations Appeals Board decides in cases involving:

- a negative binding study recommendation, given at the end of the first year or during the second year of studies for a full-time student, or during the second or third year for a part-time student;
- decisions by the Executive Board on the number of credits obtained during the academic year and on the passing of the final examination;
- decisions by the Executive Board/Faculty Board regarding admission to examinations;
- decisions taken on the basis of additional investigation in the case of deficiencies;
- decisions by boards of examiners and individual examiners;
- decisions by the Executive Board / ICLON regarding admission to the Post-graduate Teacher’s programme;
- decisions by the Executive Board/Faculty Board regarding admission to the bachelor’s or master’s programmes, including decisions on admission via the colloquium doctum procedure.

If there is a written refusal to take a decision or a decision has been taken too late, students may lodge an appeal. The phrase ‘too late’ means that the statutory term or the reasonable term after receipt of the request for a decision has been exceeded.

10.2.2. Grounds for the Appeal

Students can lodge an appeal if they are of the opinion that the decision is illegal. This may be the case if:

- the decision contravenes any generally binding regulations (legal stipulations and University regulations);
- if the administrative body concerned (an institution or a person) has made improper use of its authority;
- if in weighing the interests involved the administrative body in question could not in all reasonableness have arrived at the contended decision;
- if there is a violation of any other principle of proper administration.

Any student who lodges an appeal against an examination decision should be aware of the fact that the Board will only assess whether the law has been transgressed. The Board will not pronounce judgement on whether the exact assessment of an answer given by a student is correct. The Board’s review is marginal; it considers whether there is sufficient basis for the assessment given by the examiner and whether all students have been assessed according to the same standard. This also applies to the setting of standards by the examiner; that a certain standard has led to many or few fails is no reason for the Board to validate an appeal against this standard.

10.2.3. Amicable Settlements

Before an appeal is taken into consideration, the Appeals Board sends the notice of appeal to the body against whom the appeal is lodged, together with an invitation to see whether the dispute can be settled amicably with the parties involved. The body concerned (e.g. the Faculty Board,



the chairperson of the Board of Examiners or the examiner) will investigate, together with the student and the other parties involved (e.g. the examiner), whether an amicable settlement can be reached. If as a result an amicable settlement is indeed reached, the parties will be notified that the appeal will not be considered, and the appellant will be asked to withdraw the appeal.

10.2.4. Review of the Appeal

If it has not been possible to reach a settlement, the notice of appeal is reviewed by the Examination Appeals Board. The deciding authority (the Faculty Board and/or the Board of Examiners or the Admissions Board) submits a defence arguing why the decision is in their opinion correct. The student is given a copy of this defence and of the other documents and may respond in writing.

Subsequently, the appeal is heard in a session of the Examination Appeals Board during which both the students and the administrative body may present and argue their point of view. The procedure is described in detail in the Rules of Procedure for the Examination Appeals Board (“ordereglement”). Students can refer to the secretary’s office of the Examination Appeals Board for any questions they may have (telephone number 071 527 8118).

10.2.5. The Decision on Appeal

The Examination Appeals Board will reach a decision within 10 weeks after receipt of the notice of appeal.

The decision may be one of the following:

- the appeal is inadmissible. This means that the Examination Appeals Board cannot take a decision as to the substance of the appeal because of manifest procedural errors which have not been rectified in time.
- The appeal is unfounded: the contested decision is upheld.
- The appeal is founded: the decision is completely or partially nullified. The Examination Appeals Board may rule that a new decision must be taken taking into account the Board’s decision.

In urgent cases, the student may request the chairperson of the Examination Appeals Board to issue an interim provision whilst awaiting a decision on the case.

An appeal can be lodged with the Administrative Law Department of the Court of Law against the decision, and subsequently there is the possibility of a higher appeal to the Department of Administrative Case Law of the Council of State.

10.3. Internal (Administrative) Appeals to the Executive Board

Decisions by an administrative body can be appealed against – generally within six weeks – to another administrative body (“internal” appeal). For instance, the Executive and Management Regulations allow for appeals against decisions by a Faculty Board to the Executive Board. Students can only protest against such a decision if their interests are directly affected by the decision. The word “directly” means that no further decisions need to be taken for the decision to have consequences for the student. If an internal appeal is possible, this will be stated in the decision. The appeal must generally be submitted within six weeks.

10.4. Internal Objection to the Executive Board



If a decision cannot be appealed against to the Examination Appeals Board or the Executive Board, a notice of objection can be brought within six weeks to the administrative body that has taken that decision. The term of notice commences on the day after the publication of the decision. If the term of notice is exceeded, the notice of objection will be declared inadmissible. The person lodging the notice of objection may be heard. A report will be made of the hearing. For students this procedure mainly applies to decisions on behalf of the Executive Board regarding such issues as enrolment and termination of enrolment, restitution of tuition fees and grants from the graduation fund. The decisions involved will state that it is possible to lodge an objection. Following the objection procedure, appeals are possible to the courts or the Higher Education Appeals Board (College van beroep voor het hoger onderwijs) in The Hague.

10.5. Review of Internal Appeals and Objections

The Appeals and Objections Committee plays a key part in reviewing appeals and objections (except for appeals to the Examination Appeals Board). These procedures are coordinated by the secretariat of this Committee, whose office is at the Department of Legal Affairs of the Administration and Central Services; its address is Rapenburg 70, Postbus 9500, 2300 RA Leiden. The objections and appeals review procedure is described in the General Administrative Law Act and where necessary is specified in the Rules of Procedure for the Appeals and Objections Committee, which are adopted by the Executive Board. During the review procedure, students are given the opportunity to explain their point of view, both in writing and (if requested) verbally. For further questions, students are referred to the secretariat of the Committee (telephone number 071 527 8118).

10.6. Higher Education Appeals Board

10.6.1. Objection

The Higher Education Appeals Board has its office in The Hague. The procedure to follow before this Board is in accordance with the General Administrative Law Act. Before an appeal can be submitted to the Higher Education Appeals Board, an objection must have been lodged to the administrative body that has taken the decision; the student concerned must thus first follow the internal objections procedure. By lodging a notice of objection, the student in question must ask the administrative body to reconsider its decision.

10.6.2. Appeal

Students who are still dissatisfied with the outcome of the objection procedure may appeal to the Higher Education Appeals Board. In other words, a decision on an objection may be contested. The Higher Education Appeals Board will not take a decision if an appeals procedure to the Examination Appeals Board is still possible. The Higher Education Appeals Board is the last and only appellate instance.

The decisions against which students can appeal to the Higher Education Appeals Board include the following:

- enrolment as a student or external student;
- termination of enrolment in the course of the academic year;
- payment and reductions and restitution of or exemptions from tuition and examination fees;



- financial support for students (e.g. the graduation fund);
- the issue of a statement that the diploma for an examination can be awarded.

The refusal to take a decision is also considered to be a decision, which means that it may also be appealed.

The term of notice for a notice of appeal is six weeks from the date of publication of the decision on the notice of objection.

Postal address: Higher Education Appeals Board; Postbus 20302, 2500 EH, Den Haag.

10.7. Appeal to the Courts

Except when they can appeal to the Higher Education Appeals Board, students may appeal against a decision by the Examinations Appeals Board to the court (administrative law sector) of the district in which they reside. The possibility to lodge an appeal (to which court and within which period) is always stated on the decision. Students who do not agree with the decision by the court may appeal to the Administrative Law Division of the Council of State. This court is the final authority that can consider the dispute.

10.8. Data Protection Authority

The Data Protection Authority supervises the meticulous and appropriate use and the security of personal data and the observation of the relevant legal provisions, in particular the Personal Data Protection Act. The Data Protection Authority advises the government, provides information on legislation and regulation and deals with conflicts between citizens and (government) organisations concerning the use of personal data. Address: Juliana van Stolberglaan 4-10, 2592 CL Den Haag, PO Box 93374, 2509 AJ Den Haag, telephone 070-8888500. E-mail address: mijnprivacy@cbpweb.nl

10.9. Other Provisions

10.9.1. Privacy Regulations

Anyone enrolled at the University has the right to inspect their personal information and study results in the register. Leiden University's Privacy Regulation applies to the register. This regulation includes the rules on inspections and on when information may be provided to third parties.

10.9.2. Sexual Harassment, Aggression, Violence and Discrimination

Any student who is the victim of sexual harassment, aggression, violence or discrimination can apply to a confidential counsellor (see below). Students can discuss the problem with this counsellor in confidence and together they can seek ways to bring the sexual harassment, aggression, violence or intimidation to an end. Furthermore, students can lodge a complaint to a complaints board, especially set up for this purpose. Should the complaint be declared to be valid, under the terms of the complaints procedure official measures will be taken against the accused person.

Sexual harassment may be defined as unwanted sexual advances, requests for sexual favours or other verbal, non-verbal or physical behaviour of a sexual nature. Aggression and violence are taken to mean bullying, physical or psychological harassment, threats or assault. Discrimination



is any statement in any form, or acts or decisions that are insulting to persons because of their race, religion, sex, personal convictions or sexual preference, or the making of any distinction based on these factors.

Furthermore, such forms of behaviour must have an impact on the learning situation, the assessment of study results or achievements and/or the study environment of the student concerned.

Any information brought forward by students will be treated in complete confidence. You can contact the confidential counsellor at the Safety, Health and Environment Department (VGM), Rijnsburgerweg 10, 2333 AA Leiden; telephone number 071 527 8015.

10.9.3 Code of Conduct on Standards of Behaviour between Lecturers and Students

This code of conduct is intended as a framework for creating a good, safe and stimulating work and study environment within Leiden University, whereby lecturers and students behave respectfully towards one another, and mutual acceptance and trust are important values. In order to create and maintain such an environment, it is important to establish a number of guidelines relating to proper standards of behaviour between lecturers and students. This code of conduct formulates the expectations of Leiden University with regard to such standards of behaviour.

The code of conduct is one element of the policy applied by the University in the context of providing a safe and non-discriminatory work and study environment. This code of conduct applies to all contacts between lecturers and students of Leiden University, both those contacts which take place in the context of professional activities or study activities, and those which take place outside these contexts.

10.9.4. Regulation relating to the Ombudsperson

Any student enrolled at Leiden University has the right to request the ombudsperson (www.leiden.edu/students) to investigate the way in which an administrative body or a staff-member of the University has behaved towards the student or another person enrolled at the University. Such a request may also be made if enrolment at the University has ended, but the behaviour in question took place while the person concerned was enrolled at the University. Requests to the ombudsperson should be made in writing and should contain the complainant's name, address, a clear description of the complaint and the name of the person against whom the complaint is being made. The ombudsperson will first examine whether the complaint pertains to an event that took place no more than twelve months previously. Subsequently, the person against whom the complaint is being made is informed about the complaint and asked to respond to it. Having heard all parties, the ombudsperson draws up a report of findings and issues a recommendation, which is communicated to the complainant, the respondent and the Executive Board. Those competent to act on the recommendations will inform the complainant within two weeks whether, and if so, how, the recommendations will be acted on.

The ombudsperson is independent and is bound to professional secrecy.

Persons whose complaints cannot be heard by the ombudsperson will be referred by the ombudsperson to the proper authorities.

Postal address: Ombudsfuctionaris, Universiteit Leiden, Postbus 9500, 2300 RA Leiden; telephone number 071 527 3657; e-mail: ombudsfuctionaris@leidenuniv.nl