Foreword

Every university draws up a student charter under the Higher Education and Research Act [Wet op het hoger onderwijs en wetenschappelijk onderzoek] (Section 7.59). This also applies in the case of Radboud University in accordance with Article 12 of the Radboud University Structure Regulations [Structuurregeling van de Radboud Universiteit].

At any rate a student charter contains a description of and referrals to procedures for disputes and complaints for students and additional procedures to protect their rights. In its student charter Radboud University (RU) has opted for a structure in which these descriptions are presented with the aid of questions which are important to students, are not confined to their legal position and protection but also concern academic counselling, financial support or the payment of tuition fees, for example. In this way the university seeks a major improvement of the informative nature of its student charter for students, so as to make it easy for them to find information in it concerning their applicable rights and obligations, especially where this is regulated formally. In many cases the latter involves the Education and Examination Regulations [Onderwijs- en Examenregeling] (EER) or other university regulations, although in a number of cases also the Higher Education and Research Act (WHW).

This student charter sets out students’ legal position, their rights and obligations, and their legal protection with the aid of general questions and answers. Each question also includes the location or source of a right or obligation.

The student charter needs to be published by issuing it to every student when they first register for a study programme and, where necessary, also when they register for a subsequent academic year. Because of the great importance which Radboud University, Nijmegen, attaches to the proper supply of student information in this respect, the university employs the following method of publication:

- the publication of a Web version of this student charter, in which students are able to find the questions, answers and regulations which are relevant to them in a navigable Web environment;
- through an electronic newsletter titled, Student Information about the Student Charter about the significance which it has for them and the ways in which they can consult the student charter.

The executive board adopted this student charter on July 16th 2019 after the university’s student council consented to it on July 1st 2019.
Purpose of student charter

1. This student charter contains descriptions of and referrals to those regulations which apply within RU setting out students’ rights and obligations. To this end, the following have been included in this student charter:
   a. a description of and referrals to the procedures for dealing with complaints and disputes, as well as those for dealing with disputes concerning staff representation and also the right to appeal; and
   b. a description of and referrals to additional procedures for the protection of student rights which the institution’s executive board has adopted.

2. The provisions of this student charter are declaratory by nature.

3. The provisions of Article 7.59(5) of the WHW have been complied with through this student charter.

Article 1. Scope of application

1. This student charter covers registration as a student until the initial study programmes at Radboud University during the 2019-2020 academic year.

Article 3. Definitions

1. All those terms that are used in this student charter which also occur in RU’s Structure Regulations and/or the Higher Education and Research Act [Wet op het hoger onderwijs en wetenschappelijk onderzoek] (hereinafter: the ‘WHW’) bear the meaning assigned to them in the Structure Regulations or WHW.

Article 4. Adoption and amendments

1. This student charter may be adopted or amended by the executive board after the Student Council (USR) has consented to it.

Article 5. Effective date

1. This student charter shall come into effect on 1 September 2019.

Article 6. Public disclosure and issue of student charter

1. The executive board shall publicly disclose this student charter by publishing it on the website.

2. A printed copy of this student charter may be obtained from the central student service desk. Students will have their attention drawn to this in the electronic newsletter issued by the Student Affairs Department.

Article 7. Description of and referrals to student rights and obligations

1. The table below lists the rights and obligations which apply in relation to students in the case of each item that is mentioned. It also states in each case where a student may obtain additional information about their rights and obligations. Usually, this takes the form of a referral to specific legislation or regulations of Radboud University.
This student charter sets out students’ legal position, their rights and obligations, and their legal protection with the aid of general questions and answers. Each question also includes the location or source of a right or obligation.
Student charter - Accreditation

Accreditation of study programmes
Accreditation by the independent Accreditation Organisation of the Netherlands and Flanders [Nederlands-Vlaamse Accreditatieorganisatie] (NVAO) shows that a study programme or institution satisfies predetermined quality requirements. An accreditation term lasts four (in the case of a new study programme) or six years. In the case of a university, accreditation is a prerequisite for securing government funding for the relevant study programme, so as to be able to issue a certificate stating the degree which is recognised by the public authorities. Accreditation is a prerequisite for students to obtain financial aid.

Until what date is my study programme accredited?
This is listed in a database maintained by the Nederlands-Vlaamse Accreditatieorganisatie.

What is NVAO’s assessment of the quality of my study programme?
This is listed in a database maintained by the Nederlands-Vlaamse Accreditatieorganisatie.

What role can students play for the purposes of the accreditation of a study programme?
The NVAO website describes the role which students may play, for example, as a member of the assessment committee.

Student charter - Admission, registration, selection and enrolment

Educational and admission requirements
A prospective student must have completed the appropriate prior education in order to start a programme of study at Radboud University.

As a prospective student, where can a I find a list of educational and/or admission requirements for the Bachelor’s programme of study that I would like to do?
The educational and admission requirements are set out in the WHW. They are often also included in the relevant EER. The legal requirements stipulated in the WHW may be found in Section 7.24. You will often find the educational and admission requirements listed in the Education and Examination Regulations (EER) governing the relevant Bachelor’s programme of study.
As a student, where can I find a list of educational and/or admission requirements for the Master’s research or other programme of study that I would like to do?
The educational and admission requirements for a Master’s programme of study are mentioned in the EER and the WHW.

The legal requirements stipulated in the WHW may be found in Section 7.30. You will often find the educational and admission requirements listed in the Education and Examination Regulations (EER) governing the relevant Master’s programme of study.

As a prospective student, where can I find a list of the language requirements which apply in relation to admission to a Bachelor’s or a Master’s programme of study?
The Education and Examination Regulations (EER) mentions the language requirements which are stipulated for students in the case of each study programme, such as the requisite level of English language proficiency in the case of an English study programme. The university’s frameworks for determining the language in which a study programme is given are set out in the Code of Conduct for Foreign Language Education.

When does my study programme start and where can I obtain information about it?
The Education and Examination Regulations (EER) stipulate when classes commence in the case of each study programme. You may obtain information about a study programme from the relevant student advisor. You may find one here. The study guide for each Bachelor’s and Master’s programme of study contains information about the commencement of classes and student advisors, amongst other things.

What is the procedure for admission to a study programme if I have obtained my prior education abroad?
A student who has obtained prior education abroad, may only register, provided that they have an admission ruling issued by the executive board. This is set out in the Registration and Enrolment Regulations. Article 6 of that document contains information on admission with a foreign qualification. Information about this may also frequently be found in the relevant Education and Examination Regulations (EER).

Registration
Anyone who wishes to follow a higher education study programme will need to register in time. Registration precedes actual enrolment.

What is the deadline for registering for a study programme?
In the case of a student who wishes to follow a Bachelor’s programme of study, a deadline may apply by when they need to register. A national deadline of 15 January applies in the case of a Bachelor’s study programme with a numerus fixus. Registration may occur until 1 September in the case of a study programme without a numerus fixus. Any student who has received prior education abroad must register by no later than 1 July. A student who has a residence permit and/or an entry visa must register by no later than 1 April. If you register before 1 May, you will still be entitled to receive study
compatibility advice. The deadlines are stipulated in Article 3.1 of the Registration and Enrolment Regulations.

What is the deadline for registering for a study programme with a selection procedure?
A student who registers for a Bachelor’s programme of study with a numerus fixus must do so by no later than 15 January. If you register too late, you will no longer be allowed to participate in the selection procedure. This is stipulated in Annex 2.2 (Registration deadline and hardship clause) of the Selection and Placement Regulations.

Where do I register for a study programme at Radboud University?
You must register for a study programme through Studielink. This is set out in Article 7 of the Registration and Enrolment Regulations.

Study compatibility check
Any student who registers for a Bachelor’s programme of study for the first time and submits their registration on time (before 1 May) shall be entitled to a study compatibility check. This does not apply in the case of a student who registers for a Bachelor’s programme of study based on selection.

As a prospective student, where can I find a description of the study compatibility activities which I need to complete for a study programme?
The Study Compatibility Check Regulations in Annex 3 set out what the Radboud University study compatibility activities involve. An electronic questionnaire always constitutes part of them, as does a discussion with a representative of the relevant department in a number of cases.

Whom may I approach with a complaint about a study compatibility activity?
Through the complaints office, an electronic service desk where students may submit any complaints that they have. This is set out in the Central Complaint Office Regulations.

Selection
Any student who wishes to follow a Bachelor’s programme of study in respect of which a numerus fixus applies must participate in a selection procedure. Such students will be offered a study compatibility check. The substantive procedure and selection criteria are set out in the relevant departmental regulations governing selection, while the university procedural regulations (which also contain the most important deadlines) may be found in the university’s Selection and Replacement Regulations.

Where can I find out for which Radboud University Bachelor’s study programmes a selection procedure applies.
The Bachelor’s study programmes in respect of which a numerus fixus applies are listed in Article 5.2 of the Registration and Enrolment Regulations. In the 2019-2020 academic year they are Medicine, Dentistry, Biomedical Sciences, Artificial Intelligence, Biology and Psychology.
What qualitative selection criteria apply in the case of selection for a study programme?
The Education and Examination Regulations (EER) set out the criteria based on which the relevant department selects students in the case of each study programme. You can also find more information about selection and placement in the case of those study programmes in respect of which a numerus fixus applies on the Radboud University website. There you will find more information about the following study programmes: Artificial Intelligence, Biology, Biomedical Sciences, Medicine, Psychologie / Psychology and Dentistry.

Which procedural rules and deadlines do I need to heed, if I participate in a selection procedure?
All of the deadlines applicable in the case of a selection procedure are set out in the university’s Selection and Placement Regulations. What is important, amongst other things, is the registration deadline of 15 January but also that, if you make it through the selection procedure, you need to accept the place offered to you within 14 days, otherwise it will be given to someone else. More and supplementary information may be found in Annex 2 - Participation in selection - of the Registration and Enrolment Regulations.

How does a selection procedure proceed in the case of a study programme?
A department’s selection and placement regulations stipulate how its selection procedure works, including any assessments, and how the selection criteria are weighted. The university’s Selection and Placement Regulations list the general deadlines, important terms and any procedural requirements which apply. There you will find more information about the following study programmes: Artificial Intelligence, Biology, Biomedical Sciences, Medicine, Psychologie / Psychology and Dentistry.

Are any costs involved in a selection procedure for a study programme?
No charges are levied for participation in a selection procedure for a Bachelor’s programme of study with a numerus fixus. This is stipulated in the WHW.

Student charter - Registration, tuition fees and other contributions

Tuition fees and other personal contributions
Enrolment as a student is conditional on payment of tuition and examination fees, or charges for following a pre-Master’s programme of study.
How much do I have to pay for my studies in terms of annual tuition fees?

The tuition fees that you will pay depend on the type which you are required to pay (ordinary or reduced legally stipulated tuition fees, or institutional tuition fees). The terms and conditions governing the type of tuition fees which you are required to pay are stipulated in the WHW and are set out in Chapter III of the Registration and Enrolment Regulations.

In how many instalments will my tuition fees be charged to my account, if I pay them in instalments?

Article 22 of the Registration and Enrolment Regulations stipulates that, if you pay in instalments, your tuition fees will be charged to your account in 10 instalments. You will find the precise collection dates here.

What will the university do, if I fail to pay my tuition fees on time?

If your tuition fees are not paid on time or if it is impossible to collect them, Radboud University’s accounts receivable protocol will apply. What is important is that, if you repeatedly fail to pay, the university may block your account or even terminate your enrolment. A student in financial need may call upon the Emergency Fund.

Where can I find information about tuition fee refunds, for example, if I un-enrol during the academic year?

Article 26 of the Registration and Enrolment Regulations sets out the situations in which you will receive a refund of your tuition fees should you un-enrol and the conditions subject to which this will occur. Amongst other things, the refund of any tuition fees that have already been paid is calculated on the basis of the number of months that you have been enrolled and the tuition fees that you have already paid. Where tuition fees are paid in instalments, any excess instalments that have been paid will be refunded. No tuition fees will be refunded where un-enrolment occurs in July or August.

What are the terms and conditions governing enrolment as an external student and how much are the examination fees?

Enrolment as an external student is an extraordinary form of enrolment and is provided for in Article 7 of the Registration and Enrolment Regulations. An external student may only sit interim and final examinations and has access to student facilities. An external student may not attend classes or receive academic counselling.

What fees do I have to pay if I follow a pre-Master’s programme of study?

Article 18 of the Registration and Enrolment Regulations lists the fees which you are required to pay for following a pre-Master’s programme of study. The rate depends on the number of ECs for the pre-Master’s programme of study and in 2019-2020 it amounts to €34.71 per EC subject to a maximum of €2,083.00.
What are the rules governing charges of additional tuition fees?
Charging students additional tuition fees is governed by strict terms and conditions. In many cases a department will also need to offer an alternative without any personal contribution in the case of mandatory study components (such as excursions) which are subject to personal contributions from students. A letter from the Minister of Education describes what universities are required to do in the case of additional tuition fees.

Enrolments and un-enrolments
A student must be enrolled if they wish to attend classes and to avail themselves of Radboud University’s facilities. A student may un-enrol themself or in some cases Radboud University may do this.

What general rights does enrolment with Radboud University give rise to?
Under the WHW, enrolment as a student gives rise to the following few general rights: 1. the right to attend classes within the relevant department and, in principle, the entire institution, except in those cases in respect of which the executive board has imposed restrictions; 2. the right to sit interim and final examinations for the relevant study programme; 3. access to libraries, laboratories and the like; 4. the right to use student facilities, including the services of a student counsellor; 5. academic counselling; 6. in the event that a study programme is terminated, the right to complete it within a reasonable period of time at the same or a different university.

How can I un-enrol from a study programme?
Article 25 of the Registration and Enrolment Regulations stipulates that an application for un-enrolment is to be routed through Studielink.

The executive board may terminate a student's enrolment in exceptional circumstances.
Such conditions follow from the WHW. Un-enrolment by the executive board is permitted 1. in the event that it appears to be impossible to collect any tuition fees which are due; 2. where the relevant student has revealed through their conduct or statements that they are unsuitable for practising one or more professions for which the relevant study programme or the preparation for such practice is training them; or 3. on the recommendation of an examining board in the event that it is established that the student concerned has committed a serious act of fraud.

Student charter - Education

Study programme frameworks
In The Higher Education and Research Act (WHW) and supplementary to that Radboud University has drawn up a number of frameworks which the university's study programmes have to comply with.
What study load is involved in my study programme?
The study load is mentioned in the relevant department’s EER. The EER for the relevant year are set out in the case of each Bachelor’s and Master’s programme of study. The EER list the study load in terms of the number of ECs (European Credits or study credits). A Bachelor’s programme of study represents 180 ECs. A Master’s programme of study represents 60, 120 or 180 ECs.

What frameworks has Radboud University stipulated in respect of study programmes?
Article 10 of Radboud University’s Management and Administration Regulations stipulates that each Bachelor’s programme of study must consist of no less than 6 ECs worth of subjects of a philosophical nature and have an elective scope representing 6 ECs. In addition to their mandatory components the education and examination regulations governing Master’s programmes of study make it at any rate mandatory for every student to write an academic thesis. The education and examination regulations may stipulate that the duty to write an academic thesis may be replaced with participation in a research project or an internship coupled with the production of an academic report on it.

How is the curriculum of my study programme structured?
The EER for the relevant year are set out in the case of each Bachelor’s and Master’s programme of study. The curriculum for every study programme is set out in the relevant EER.

In what language are the classes for my study programme and the interim examinations conducted for it?
The EER for the relevant year are set out in the case of each Bachelor’s and Master’s programme of study. The EER stipulate the language in which classes are given and in which interim examinations are conducted.

If as a student I wish to study based on a range of subjects which I have put together myself, where can I find the relevant information?
A student may apply to the relevant examining board to do a study programme on the basis of a range of subjects which they have put together themself. The EER for the relevant year are set out in the case of each Bachelor’s and Master’s programme of study. The EER contain more information about studying on the basis of a range of subjects that one has put together themself.

Course frameworks
A study programme consists of ‘educational units’ or courses. As in the case of the entire study programme, a number of frameworks apply in relation to a study programme’s courses. The study load of a course (and of a study programme) is expressed in ECs. One EC represents 28 hours of study.
What study load is involved in the various courses comprising my study programme?
The EER contain a list of the subjects comprising part of a study programme and what their individual study load is. All of the study guides for every Bachelor’s and Master’s programme of study are available in the relevant faculties. There you can find the relevant range of courses and their study load.

What frameworks apply within RU in relation to the academic calendar?
Every year the university draws up an annual calendar, which lists, amongst other things, the periods during which classes are held and/or interim examinations may be conducted. You may find the current annual calendar on Radboud University’s website.

Where can I find the annual class timetable for my study programme (including the interim examination timetable)?
You will find the annual timetable for your study programme in the study guide.

How do I register for courses comprising part of my study programme?
The EER or the study guide explain(s) how you may register for courses comprising part of your study programme in your capacity as a student.

Where can I find information about registering for courses and interim examinations?
The study guide contains information about registering for courses and interim examinations.

Where can I find information about any conditions governing my entitlement to sit an interim examination for a subject?
A department may stipulate conditions for being permitted to sit an interim examination for a course. Those conditions are set out in the relevant EER.

What are the class times at Radboud University?
The executive board decides on class times at Radboud University. The following times apply as of 2018-2019: 8:30-10:15 am, 10:30 am - 12:15 pm, break, 1:30-3:15 pm, 3:30-5:15 pm, 5:30-7:15 pm.

Study progress
Radboud University has a duty to record students’ study progress.

Where can I find an overview of my study progress?
A student may consult their study progress and the grades that they have obtained in Osiris.
Binding Study Advice
Every student receives a study recommendation at the end of the first year of their Bachelor’s programme of study. If a student fails to obtain the requisite number of ECs, the university will decide that they may no longer remain enrolled for that Bachelor’s programme of study (a negative Binding Study Advice).

What number of ECs do I need to obtain for my study programme in order to receive a positive Binding Study Advice?
The executive board has set the standard for a Binding Study Advice in the Binding Study Advice Guidelines. The standard varies between 42 and 45 ECs. The precise standard for each study programme is listed in the relevant EER.

What rights, obligations and procedures will apply if I fail to achieve the standard?
Those rights, obligations and procedural requirements are set out in the Binding Study Advice Guidelines which have been included in every set of EER. Binding Study Advice is issued by a student advisory committee by no later than 31 August of the relevant academic year. Students also receive a provisional study advice at the end of the first semester. Should you have to contend with personal circumstances in your capacity as a student, please report this to your student advisor or a student counsellor as soon as possible. In the case of personal circumstances involving sickness, an impairment, extraordinary family circumstances, membership of a representative body or the fulfilment of a board position for a student organisation, the student advisory committee will also consider such personal circumstances.

Conducting assessments and interim examinations
Courses comprising part of a study programme are completed with an assessment. The study programme itself may only be completed, provided that the relevant student satisfies the conditions for the final examination of that programme of study.

Where can I read more about the method of assessment employed for the purposes of my study programme?
More information is available about the assessment of each Bachelor’s and Master’s study programme in the relevant EER.

Where can I find information about the internal regulations governing examination venues?
Radboud University has a number of internal regulations which ensure that order is properly maintained during interim examinations in order to prevent fraud from occurring. You may find these regulations at [insert link].
What period of time is required to check (or correct) interim examinations? 
The EER set out which periods apply for the purposes of checking or correcting interim examinations.

Course validity terms may only cease to apply subject to strict conditions. Are there any courses comprising part of my study programme whose validity will cease to apply and, if so, what rules apply in this respect?
If any restrictions apply in the case of a term of validity, they are set out in the relevant EER.
However, this is only permitted where the insights or skills which are assessed with the aid of an interim examination can be shown to be obsolete.

I am entitled to inspect my work for examination purposes. What rules apply in relation to inspection in the case of my study programme?
The EER set out how the right to inspect examination work is provided for.

What is stipulated with regard to resitting an interim examination if I fail it?
The EER provide for whether and the conditions subject to which a student may resit an examination (resit).

Where can I find information about the terms and conditions applicable in relation to passing the final examinations for my study programme?
The EER stipulate the conditions subject to which one may sit the final examinations for the relevant study programme.

Qualifications and grading
Once a student passes the final examination for a study programme, they may obtain a qualification (a certificate) and the university will confer an academic degree on the student.

Which degree and/or title is associated with the examination for my study programme?
A completed Bachelor’s programme of study confers entitlement to the degree, BSc, BA or LLB, depending on the study programme that has been completed. A completed Master’s programme of study confers entitlement to the degree, MSc, MA or LLM. In the case of a completed Master’s degree, you may also use the Dutch title of ‘drs.’ or ‘mr.’ (depending on the study programme completed). Citing both a degree and a title is not permitted. This is stipulated in Sections 7.10a and 7.20 (Conferral of degrees) of the WHW.
What distinctions may be associated with the examination for my study programme?
The following distinctions may be associated with a study programme: cum laude or summa cum laude. The prerequisites for these distinctions are set out in the distinction guidelines and the relevant EER.

Where can I find information about the procedure for applying for a certificate?
You can obtain information about the procedure for applying for a certificate at Student Information Desk, the education service desk, or the Educational Service Point in your own faculty.

How can I apply for a list of grades certified by the university?
You may apply for a list of grades certified by the university from the education service desk, the Educational Service Point or the Student Information Desk in your own faculty.

Quality assurance and the evaluation of teaching
Every educational department within Radboud University has a so-called quality assurance cycle. This means, for example, that the department systematically evaluates its teaching and makes adjustments where required.

Where do I find information about how my department evaluates teaching?
Most faculties include a description of the evaluation of their teaching on their website or intranet page on Radboudnet (which is also accessible to students).

What role do students play in the evaluation of teaching?
Students play a role by completing course evaluations or participating in student panels (if any are available). Students may also become members of a programme committee, which discusses the results and course evaluations every year and presents recommendations in this respect.

What is the role of a study programme committee in the case of quality assurance and the evaluation of teaching?
Article 34 of the Radboud University Structure Regulations stipulates that the study programme committee may assess the manner in which the EER are enforced. This may be done by discussing course evaluations, for example.

Student charter - Facilities, including academic counselling
Academic counselling and advice
Radboud University offers students different types of academic counselling and advice. This is partly associated with the relevant department but also partly involves more specialised guidance provided by the Student Affairs Department.

Where can I find an overview of my study progress?
A student may consult their study progress and the grades that they have obtained in Osiris.

What can I do if my studies are delayed or if there is a danger that they will be, for example, due to personal circumstances?
If your studies are delayed, it would be best for you to contact your department’s student advisor. The EER contain more information about what you need to do if your studies are delayed. In Chapter 2 of the FONDS Regulations you will find more information about potential financial support for personal circumstances.

I am entitled to academic counselling. What academic counselling is offered to me in relation to my study programme?
The study guide contains more information about the academic counselling which each department offers.

What can I approach my student advisor about?
The study guide sets out what you can approach a student advisor about. A student advisor is often the first person to contact in the case of any student whose studies are delayed.

What may I approach a student counsellor about?
A student counsellor advises and assists students with questions that they have about delayed studies, legislation and regulations, and financial support, for example. You may make an appointment with a student counsellor on this website.

Whom may I approach with a complaint about a student advisor?
You may submit a complaint about academic counselling or an advisor to the university's Complaints Office.

What type of academic counselling does the university offer to students?
In addition to assistance with your studies, Radboud University offers the following types of assistance: student psychologists and counsellors, training, and study compatibility and careers advice offered by the Student Affairs Department, and a career service. More information about the
types of academic counselling which Radboud University offers students may be found at [ru.nl/studenten](http://ru.nl/studenten).

### General facilities for students
In addition to academic counselling, Radboud University has a broad range of facilities which students may use. Anyone enrolled as an external student may also use many of these facilities.

Where can I find an overview of the facilities which Radboud University has for students?
An overview of the most important facilities for students may be found at [www.ru.nl/studenten](http://www.ru.nl/studenten).

What are the Radboud University libraries' opening hours?
The university library is a very important facility for students with generous opening hours (also during the weekend and on a number of public holidays). The opening hours are listed at [www.ru.nl/ub](http://www.ru.nl/ub).

### Facilities for specific target groups
Radboud University has [extra facilities](http://www.ru.nl/studenten) for specific target groups. They are students with an impairment, who have been sick for a lengthy period of time or who are experiencing family circumstances, pregnant students, informal carers, highly talented students active in sport or the arts, and student with a board positions and entrepreneurs.

What facilities are available for students with an impairment?
Where such circumstances may delay your studies, you may be eligible for financial support and perhaps additional student funding from DUO. In addition, your department is required to make allowances for your impairment. It would be best for those students to contact a student counsellor or student advisor.

More information about the facilities for students with an impairment may be found in [the EER](http://www.ru.nl/studenten) and [the study guide](http://www.ru.nl/studenten). Here you will find information about students with impairments for the entire university. You can make an appointment with a student counsellor on this website. They can provide you with additional information.

What facilities are available for students who have been sick for a lengthy period of time or are experiencing family circumstances, pregnant students and informal carers, and where can I find information about them?
Where such circumstances may delay your studies, you may be eligible for financial support. This is provided for in Chapter 2 of [the FONDS Regulations](http://www.ru.nl/studenten). Please consult a student counsellor or your
student advisor for this purpose. In addition, you may be eligible for a flexible studies pilot project (see below).

What facilities are available for highly talented students active in sports or the arts and where can I find information about them?
A number of facilities are available for highly talented students active in sports and the arts. More information may be obtained about this from a student counsellor.

What facilities are available for student entrepreneurs and where can I find information about them?
Any student who has a business (or wishes to start one) may obtain information about relevant facilities from Radboud Innovation.

Where can I find information about the flexible studies pilot project for students?
A Flexible Studies pilot project exists for students with an impairment, who have been sick for a lengthy period of time or who are experiencing family circumstances, pregnant students, informal carers, highly talented students active in sport or the arts, and student with a board position and entrepreneurs. In this respect your department is asked to be more flexible in relation to matters such as mandatory attendance, examination options and assignments.

Financial support for students
Radboud University offers students financial support from its Profiling Fund in a number of cases and its Emergency Fund in acute situations.

Where can I find information about the various forms of financial support for students?
Radboud University has two forms of financial support: a Profiling Fund and an Emergency Fund. You can find more information about the various forms of financial support on this website.

Can I receive financial support during my studies if I am eligible for any? What are the rules governing the provision of financial support from the Profiling Fund?
Support is available from the Profiling Fund for the following target groups: those experiencing delayed studies due to personal circumstances, because they are highly talented people active in sports or the arts or because they are student with a board position, those requiring support for a stay abroad, and support for non-EEA students. The terms and conditions are set out in the FONDS Regulations.
Can I receive compensation for committee work during my studies if I am eligible for any? How are compensations for committee work distributed at Radboud University? Student with a board position may receive compensation for committee work. The rules governing their distribution and how they are paid for are set out in Chapter 3 of the FONDS Regulations.

What is the situation with regard to compensation for committee work where one is active for a national organisation? The Ministry of Education, Culture and Science has compensation for committee work available for a number of national organisations. This is set out in the Higher Education Finance Regulations.

In what circumstances may I call on Radboud University’s Emergency Fund and where can I find information about this? Are you as a student in a situation of financial need? If so, please contact a student counsellor to check whether the Emergency Fund can help you. The terms, conditions and procedures are set out in the Emergency Fund Regulations.

In a number of cases students with an impairment may claim a special scheme involving DUO funding their studies (the renewal of a performance scholarship). Where can I find information about this facility? More information may be obtained from a student counsellor and on DUO’s website.

Student charter - Internal regulations and fraud

Internal regulations, sanctions and disciplinary measures
A number of internal regulations apply in the buildings and spaces and on the grounds of Radboud University. The university may take action against any students who fail to comply with them.

I have a duty to comply with Radboud University’s internal regulations. Which ones apply? Article 8 of the Structure Regulations stipulates that there are internal regulations which seek to maintain order in university’s buildings and on its grounds.

What sanctions may be imposed, and which action may be taken, if I fail to comply with the internal regulations? In accordance with Article 8 of the Structure Regulations anyone who seriously disrupts such order may be denied full or partial access to buildings and/or grounds.
Fraud
Sanctions may be imposed against a student should they commit fraud. It must be clear to the students what fraud is, what sanctions apply in this respect and how a student may defend themself.

When is there a question of fraud and where is this stipulated?
The EER, and the regulations and guidelines of the examining boards stipulate what fraud is deemed to refer to.

Where is it stipulated how my department will deal with plagiarism (a form of fraud)?
The EER, and the regulations and guidelines of the examining boards stipulate how a department will deal with plagiarism.

What sanctions may be imposed if an examining board determines that I have committed fraud?
An examining board may impose the following sanctions, amongst others: 1. it may exclude a student from sitting one or more interim examinations; 2. it may decline to assess an assignment or thesis for a period of time; 3. it may bar attendance of classes given by the Radboud Honours Academy; 4. it may terminate a student's enrolment in the case of serious fraud. An examining board may also impose other sanctions. This is stipulated in the relevant EER or the regulations and guidelines of the examining boards.

How can I defend myself against a charge of fraud in my capacity as a student?
A student may lodge an appeal with the Examination Appeals Board against any sanction that has been imposed following a charge of fraud. The Standing Orders of the Examinations Appeals Board contain additional information as to how a student may defend themself against a charge of fraud.

Student charter - Students’ legal position, and student representation and participation

Legal protection
The university takes all sorts of decisions in relation to students. Students may defend themselves against such decisions. Students have special rights where a situation of undesirable behaviour is involved.
How can a student obtain information and advice in the case of a complaint, conflict or dispute with the university, as well as with regard to the possibility of securing legal assistance?

A student who is involved in a dispute or who has a complaint may ask a student counsellor for advice. Where a situation is involved in which undesirable behaviour plays a role, a student may contact a confidential advisor specialising in undesirable behaviour.

What regulations apply where a student has to contend with undesirable behaviour within RU?

A student who has to contend with undesirable behaviour, for example, sexual intimidation, discrimination, aggression, violence and intimidation or bullying, may contact a confidential advisor specialising in undesirable behaviour for this purpose. In addition, in accordance with the Undesirable Behaviour Complaints Procedure a student may submit a complaint, with or without the intervention of a confidential advisor specialising in undesirable behaviour.

I have a complaint. Whom may I approach with my complaint?

A student may submit any complaint to the electronic complaints office.

What regulations apply with regard to how my complaint is dealt with?

If a student submits a complaint to the electronic complaints office, the manager of that office will appoint a complaints officer to deal with it. The complaints officer will deal with the complaint. A student may also institute formal proceedings against the university through the complaints office. You will find those regulations in the Central Complaint Office Regulations.

Against which decisions taken by the executive board may I lodge an objection with the latter?

It is possible to lodge an objection against a. a decision concerning prior education requirements and any exemptions, as well as enrolment for a teacher training study programme; b. a decision involving enrolment, tuition fees (or their refund), the term of enrolment or financial support; and c. a decision in relation to a contravention of internal regulations or disciplinary measures. This is set out in the Objection Procedure (General Administrative Law Act) Regulations, which also stipulate the procedural requirements.

What regulations apply with regard to how my objection is dealt with?

The precise regulations may be found in the Objection Procedure (General Administrative Law Act) Regulations. In many cases a dispute advisory committee presents a recommendation in relation to an objection and the executive board decides on that objection.
Against what decisions taken by an examiner or examining board may I lodge an appeal with the Examination Appeals Board?
It is possible to lodge an appeal with the Examination Appeals Board against a decision taken by an examiner or examining board; b. a decision taken by a student advisory committee concerning the continuation of a Bachelor’s study programme; c. a decision taken pursuant to a supplementary test of knowledge of courses or study programme components designated by the Minister of Education, Culture and Science which have not constituted part of the qualification that has provided access to a study programme; d. a decision taken by a university admissions committee in relation to an entrance examination; and e. a decision taken with regard to admission into a university’s teacher training study programme. This is provided for in the Standing Orders of the Examinations Appeals Board [Reglement van orde College van Beroep voor de Examens] along with the procedure which is applicable. More information may be found in Annex 7 to the Standing Orders of the Examinations Appeals Board.

How may I appeal against a negative Binding Study Advise?
An appeal may be lodged with the Examination Appeals Board against a negative Binding Study Advise. More information may be found as to how you may lodge an appeal against a negative Binding Study Advise in Annex 7 to the Standing Orders of the Examinations Appeals Board.

What regulations apply with regard to how my objection is dealt with?
The Standing Orders of the Examinations Appeals Board set out the procedure which applies.

What can I do if I disagree with a decision taken in respect of an appeal to the Examination Appeals Board or an objection lodged with the executive board?
After filing an appeal with the Examination Appeals Board or in the case of an objection lodged with the executive board, a student may file an appeal with the Appeals Tribunal for Higher Education.

In the case of which decisions may I file an appeal with the Appeals Tribunal for Higher Education?
A student may file an appeal if they disagree with a ruling issued by the Examination Appeals Board or a decision taken by the university’s executive board in relation to an objection. The Appeals Tribunal for Higher Education will hand down a final ruling in this respect.

Protection of personal data
Radboud University is required to exercise due care when dealing with any students’ personal data which it records and processes.
How does Radboud University deal with my personal data?
The Regulations governing Personal Data Protection set out how Radboud University deals with personal data.

I am entitled to inspect my personal data. How may I submit a request for this purpose?
The Regulations governing Personal Data Protection stipulate how you may inspect your personal data in your capacity as a student. This is routed through the Student Affairs Department manager. See also the Student Privacy Statement.

How does RU deal with camera surveillance?
The Regulations governing Personal Data Protection set out how Radboud University deals with camera surveillance.

Where can I report a data leak?
You may report a data leak to CERT-RU.

When may RU share any personal data with another party?
The Regulations governing Personal Data Protection stipulate when Radboud University may share personal data with another party. See also the Student Privacy Statement.

Academic integrity and copyright
Academics at the university are required to comply with any rules governing academic integrity. Because of the interrelationship between academic and other forms of education, students may have to contend with breaches of academic integrity.

What rules apply if a student has to contend with a breach of academic integrity, for example, by a lecturer or a thesis supervisor.
It follows from the Regulations for Integrity in Science and Scholarship that a student may submit a complaint in the event that there is a breach of academic integrity. A student may also consult a confidential advisor specialising in academic integrity.

Safety, health and welfare
Radboud University has facilities catering for the health, safety and welfare of its students.
What is the Radboud University emergency number which I may call?
The emergency number of Radboud University and Radboud university medical center is +31 (0)24 365 5555.

When may a student call upon an Occupational Health Officer of the Department of Occupational Health and Safety and Environmental Service (AMD)?
If you have a chronic illness or develop health complaints during your studies which are caused (or are partly caused) by your studies or have an impact on them. In this case please contact your student advisor. Together, you will examine whether a referral to the Occupational Health Officer of the Department of Occupational Health and Safety and Environmental Service (AMD) is required.

What facilities does RU offer for the purposes of preventing complaints affecting one's arm, neck or shoulder?
Information may be found on the website of the Department of Occupational Health and Safety and Environmental Service (AMD) concerning the prevention of complaints affecting one’s arm, neck or shoulder.

Where can I find information about how the university deals with the structuring of workspaces?
Information about working healthily and safely in a workspace may be found on the website of the Department of Occupational Health and Safety and Environmental Service (AMD).

Where can I find information about how to deal with hazardous substances?
Information about dealing with hazardous substances may be found on the website of the Department of Occupational Health and Safety and Environmental Service (AMD).

Whom may I approach if I am concerned about my physical or mental well-being, for example, in the case of burnout symptoms?
If you are concerned about your physical well-being or are experiencing symptoms of burnout, for example, please contact a student psychologist.

Student and staff representation
Students constitute an integral part of the academic community of Radboud University. Various forms of representation and participation are available to students. Student representation is governed by the UGV-FGV and USR-FSR regulations. The position of the student assessors in a faculty’s executive board is set out in the Structure Regulations.
Where are active and passive voting rights set out for students and in which representative bodies?
Students' active and passive voting rights are set out in Chapter 2 of the USR-FSR regulations. Voting rights exist for the university and faculty student councils, as well as for the programme committee.

How do I come into contact with a representative body?
You can contact the various representative bodies that students comprise part of through the website, www.numedezeugenschaft.nl, amongst other places.

Where can I find public documents, agendas and so forth of the meetings of or held with the representative bodies?
The agenda and documents of the university's representative bodies may be found on RadboudNet.
Many faculties publish their agenda and/or documents on the relevant faculty pages of Radboudnet: Philosophy, Theology and Religious Studies, Arts, School of Management, Natural Sciences, Mathematics and Information Technology, Law (documents may be viewed in GR2.055), Social Sciences, Medical Sciences (Radboud university medical center – only the website and no documents may be viewed).

What is the role of the USR?
The University Student Council (USR) consists of eight members who are directly appointed by the students. In addition, every accredited umbrella organisation may appoint a member of the USR (nominated members). At present there are six accredited umbrella organisations. The USR consults the executive board about matters concerning students, such as the FONDS regulations and this student charter. This is set out in the USR-FSR regulations.

What is the role of the University Joint Assembly (UGV)?
The elected members of the USR also comprise part of the University Joint Assembly (UGV), of which the members of the Works Council and a delegation of the Radboud university medical center academic staff comprise part. The UGV consults the executive board about matters, such as the strategic plan and annual budget. This is set out in the UGV-FSR regulations.

What is the role of the FSR?
Every faculty has a Faculty Student Council (FSR), which is directly elected by the students of that faculty. An FSR consults the relevant faculty executive board about matters such as its policy on student facilities within the faculty and the manner in which quality assurance is implemented within it. This is set out in the USR-FSR regulations.

What is the role of the FGV?
Every faculty has a Faculty Joint Assembly (FGV). An FGV consists of the members of the FSR and members of the Representative Council of the relevant faculty. An FGV consults the relevant faculty
executive board about matters such as the faculty’s policy plan, budget and Education and Examination Regulations (EER). This is set out in the UGV-FGV regulations.

What is the role of a student assessor in my faculty?
The executive board of every faculty appoints a student assessor, who is nominated by the Faculty Student Council. A student assessor attends the meetings of the relevant faculty executive board and may express an advisory opinion in them. The student assessor’s position is set out in the Structure Regulations.

What is the role of the programme committee?
Every department (or group of departments) has a programme committee consisting of lecturers and students in that department. The programme committee advises the faculty executive board about the Education and Examinations Regulations and conducts an annual assessment of the manner in which those regulations are enforced. Either solicited or unsolicited, the program committee may present advice to the dean and director of the relevant educational institution concerning any matter pertaining to education in the department concerned. This is stipulated in Article 34 of the Structure Regulations.

What is the role of the student member of the Examination Appeals Board?
Four of the members of the Examination Appeals Board are students and there are four deputy members. The executive board appoints the students based on nominations presented by the Dean of the relevant faculty. The Examination Appeals Board deals with matters in panels (structured by cluster of disciplines). Every panel consists of a chair, three members drawn from the academic staff and a member who is a student. This is set out in Article 2 of the Standing Orders of the Examinations Appeals Board.

Student charter - Communications from the university

Communications from and with the university
The university communicates with students in various ways about grades obtained, timetable changes, facilities and current information.

Which communication channels with the university are important for students to monitor?
The university employs multiple communication channels. What is important to students are www.ru.nl/studenten and their departmental websites. Formal communications from the university to students is normally routed through the email address, @student.ru.nl.
What are the contact details for students of the various departments?
A list of facilities and their contact details may be found on the website at www.ru.nl/currentstudents. On that page you can click through to the most important student facilities and the PC facilities of each faculty.