

# Student Charter

2024/2025



# Student Charter of the Erasmus University Rotterdam

The Student Charter of the Erasmus University Rotterdam (EUR) provides an overview of the rights and obligations of EUR students. The Charter also explains what you can expect of the university in terms of education and accompanying facilities and what the university expects of its students.

The Student Charter consists of two sections: (i) the institutional section, which is the same for every EUR student, and (ii) the educational section, which is intended for students who are enrolled for that study programme. The institutional section provides information on matters that are regulated at the university level and describes the statutory framework for matters that are regulated at the faculty level. The latter applies in particular for matters such as Admission to a study programme and Education and examinations.

More information on the Student Charter is available in Article 7.59 of the Dutch Higher Education and Research Act (*Wet op het hoger onderwijs en wetenschappelijk onderzoek* (WHW)).

Please note: this is a translation. In the event of a conflict between the Dutch and English versions: the Dutch version will take precedence

## COLOPHON

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# 1. Integrity Code & Student Charter

It is important for students to know what they can expect of the university and what the university expects of them.

Two levels can be distinguished here: the core values, guiding principles, norms and standards (recorded in the integrity code) and the mutual rights and obligations (recorded in the Student Charter).

## 1.1 Integrity Code

In order to ensure a safe, healthy and inclusive environment for all our employees and students, it is important that we have clear agreements about the values and standards that form the basis for how we treat each other. Erasmus University Rotterdam has drawn up [an Integrity Code](#) for that purpose. This code describes our Erasmian values and serves as a guide to the behaviour we may expect from each other and for which we can call each other to account. The leading values and principles here are the Erasmian values, a socially safe environment and the principles of reliability, respect, transparency and cooperation.

## 1.2 Student Charter

The Student Charter provides an overview of students' statutory rights and obligations. The Student Charter also aims to inform students on what they can expect of the university in terms of education and the accompanying facilities, and what the university expects of them.

The full Charter consists of two sections

1. **The institutional section:** This section is the same for all students. The institutional section provides information on matters that are regulated at the university level, i.e.:
  1. a description of students' rights and obligations. This not only concerns the statutory rights and obligations, but also regulations that the Executive Board has adopted;
  2. overview of the legal protection of students:
    - description of complaints procedures
    - description of procedures for handling disputes concerning participation
    - description of additional procedures for protection of students' rights
  3. description of the student facilities that apply for the university as a whole.

The institutional section describes the statutory framework for matters that are regulated at the faculty level. The Articles of the laws and regulations are not quoted literally in the institutional section, but are presented in the most legible form possible. For those interested in the legal texts or regulations, further information is provided at the end of a paragraph or chapter. Websites and publications that often go deeper into the subject than the Student Charter itself are also listed. If you require more information, please contact one of the departments listed under the heading 'More information'.

Students receive an e-mail every year in September in which the institutional section of the Student Charter is provided.

2. **The educational section:** This section is intended for students who are enrolled for the relevant study programme. The educational section consists of at least three parts:
  - a description of the course structure and the supporting facilities offered to the student, including information on the design, organisation and implementation of the study programme, the student facilities and the study guidance for the programme;
  - the course and examination regulations for the study programme;
  - If applicable: the procedures for the programme that are imposed in addition to the legal protection procedures at the institutional level.

The information in the educational section is published on the website of the study programme or faculty.

## 1.3 Rights based on the Student Charter

The Student Charter includes the rights and obligations recorded in statutory provisions. Compliance with these can be enforced via the procedures described in the chapter on legal protection. The Student Charter also concerns education and the accompanying facilities. Students can rely on this all indeed being offered. Obviously, changes may be made to this. The university undertakes to notify such changes adequately and in a timely manner. The Student Charter only provides information and cannot itself create new rights and obligations for students.

More information on the Student Charter is available in Article 7.59 of the WHW.

Information available from [the Education & Student Affairs service](#)

# 2. The study programmes

The majority of the students are following an initial programme: these are study programmes that are funded by central government. Initial education at the EUR consists of the three-year bachelor programmes and of (research) master programmes of one year or more. The EUR also offers Master education that is not government-funded; these is the 'post-initial' Master education.



## 2.1 Admission to bachelor programmes

Students wishing to enrol for a bachelor programme must have the required prior education. For some programmes, examinations in one or more courses must also be passed (additional prior education requirements).

Prospective students who have not followed Dutch prior education courses and who wish to follow a Dutch-language programme are also required to show that they have sufficient knowledge of Dutch. Prospective students wishing to follow an English-language programme must have sufficient knowledge of English. Applicants who do not have the required prior education can be admitted to the first year via partial certificates (*colloquium doctum*).

### Admission rights

Prospective students who meet the admission requirements and apply for a non-selection bachelor programme before 1 May have admission rights. Prospective students who apply later lose these rights and their admission depends on their study programme (admissibility). Prospective students who have a higher vocational education (HBO) foundation course certificate (or Associate Degree) and do not have a pre-university secondary education (VWO) certificate are not entitled to admission to a university study programme (WO programme). Bachelor programmes may set additional requirements for prospective students with prior HBO or WO foundation year certificates, which creates a better match between the prior education of the prospective student and the university study programme. If additional requirements are set for the study programme, the prospective student is only admissible with a foundation year certificate if they comply with the additional requirements. The Education Minister has also imposed additional prior education requirements for some study programmes (see 2.1.2).

### 2.1.1 Required prior education

Prospective students wishing to enrol for one of the bachelor programmes must at least comply with one of the following prior education requirements (provided that the student complies with any additional prior education requirements):

- a. pre-university education (VWO) diploma;
- b. a foreign diploma that is equivalent to a VWO certificate according to an international treaty;
- c. the certificate for successfully sitting a foundation course examination for a WO or HBO study programme (provided that the student complies with [any additional requirements set](#));
- d. the certificate for successfully sitting a final examination for a WO or HBO study programme;
- e. another certificate, issued in the Netherlands or otherwise, which the Executive Board qualifies as being at least equivalent to a VWO diploma;
- f. partial certificates, that together eliminate all deficiencies, allowing admission under the *colloquium doctum*

A prospective student who holds a certificate attained outside the Netherlands and who wishes to follow a Dutch-language study programme must show that they have sufficient knowledge of Dutch. The student may not sit a test or examination until they have met this Dutch language requirement. A prospective student wishing to follow an English-language study programme must show that they have sufficient knowledge of English. The way in which the requirement of knowledge of Dutch or English can be met is explained in the Course and Examination Regulations for the relevant study programme.

### 2.1.2 Additional prior education requirements

The Education Minister has prescribed certain profiles for VWO certificate-holders with a view to admission to some study programmes. It is sometimes possible to follow a study programme with a different profile, provided that a certain course is followed in the optional section. These requirements also apply for holders of a certificate.

Prospective students who do not comply with the additional prior education requirements cannot be enrolled. Only when supplementary examination by the university shows that equivalent requirements have been met is enrolment possible. However, it is possible that in some cases, the study programmes will waive the supplementary examination. The requirements and the exemption criteria must be recorded in the Course and Examination Regulations for the study programme. A prospective student wishing to follow a study programme with a *numerus fixus* (intake restriction) who does not meet the additional prior education requirements may not take part in the selection procedure. See Appendix 1 of the Student Charter for an overview of additional prior education requirements.

### 2.1.3 Colloquium Doctum

The *colloquium doctum* is a test of suitability for following a bachelor programme. It is intended for prospective students who do not comply with the statutory prior education requirements. The entrance examination requirements are recorded in the Course and Examination Regulations of the study programme. Prospective students who meet the prior education requirements through a *colloquium doctum* are still required to go through the selection procedure in the case of selective programs. The minimum age for admission on the basis of an entrance examination is 21. More information on the entrance examination is available on [the website](#).

### More information on admission to bachelor programmes

- WHW Articles 7.13, 7.24, 7.25, 7.26, 7.28, 7.29 and 7.30
- Regulations on registration and admission to higher education
- Course and examination regulations for the bachelor programme
- <https://www.eur.nl/onderwijs/bacheloropleidingen>
- <https://www.eur.nl/praktische-zaken/toelating/toelatingsexamen>

#### Information available from

- [Erasmus Student Service Centre](#)
- [Education Service Centre Erasmus MC](#)
- [Admissions Office for foreign certificates](#)
- [Study advisors](#)
- [Counsellors](#)

## 2.2 Choice of study programme check

A prospective student who registers for a study programme with no selection by 1 May<sup>1</sup> is entitled to a choice of study programme check<sup>2</sup>. The choice of study programme check at least involves the completion of a questionnaire. In addition, a number of study programmes have opted for one or more additional activities. With this, the student can check whether the study programme suits them and the programme can check whether the student has good prospects of completing the course. A study programme may make participation in the choice of study programme check activity mandatory, but a prospective student may also request this themselves.

Following pre-registration via Studielink for a bachelor programme, the student receives a questionnaire. This questionnaire helps the student to check whether the chosen study programme matches their interests, capacities and expectations. The student receives advice or feedback on the basis of their replies. The study choice activities and the feedback take place in the period between student registration (before 1 May) and 31 August. The outcome may be a positive recommendation relating to participation in the study programme, but the feedback may also be that it would be advisable to follow a(n additional) choice of study programme check activity or that the study programme does not appear to be suitable. This is not a selection procedure, and if the application for enrolment is submitted before 1 May, the advice is not binding. If a faculty organises an activity for students at the university in response to the questionnaire, it offers an alternative for those for whom the distance is too far of the place of residence and stay.

### More information on the choice of study programme check

- WHW Article 7.31b, 7.31c, 7.31d
- [Website of the EUR](#)

## 2.3 Selection for bachelor programmes

Some bachelor programmes select their students themselves. This means that in addition to the prior education requirements mentioned above, they also look at the prospective student's suitability for the program in question. Selection occurs for example when the study programme can admit a limited number of students, while the number of applications is higher. Some study programmes also work with an educational concept such as the *international classroom*. These programmes are keen to attract students who are enthusiastic and suitable for the programme. The criteria and procedures are recorded in the Course and Examination Regulations (OER) of the relevant programme or in separate regulations.

### Selection due to limited educational capacity

The number of places for Criminology, Medicine, Psychology, and International Business Administration is limited and for that reason, there is an intake restriction. Before 1 October, prior to the enrolment, the number of places available for each study programme will be known. Candidates can register from 1 October to 15 January via Studielink. The programme ranks the candidates according to their compliance with the selection criteria. Lottery may be part of the selection process. On 15 April, the ranking number will be announced via Studielink and proof of placement will be issued in accordance with the ranking. A candidate who receives proof of placement must confirm whether they wish to make use of it within two

<sup>1</sup> Study programmes with selection (intake restriction, additional requirements, small-scale and intensive education or international classroom; see paragraph 2.4) are not required to offer a choice of study programme check.

<sup>2</sup> On registration before 1 May, students with a negative binding study advice for a different study programme do have admission rights, but no longer have a right to the choice of study programme check.

weeks. For each academic year, a student may register for a maximum of two programmes with an intake restriction. This does not apply for Medicine. Students may only register for Medicine at one university in the same year. At the EUR, a prospective student may participate in the selection for Criminology, Psychology and International Business Administration a maximum of three times in total. The maximum for the selection for Medicine is twice. The Executive Board may refuse enrolment for a programme with an intake restriction after the first year of a bachelor programme for a student who was not previously enrolled for the programme at the Erasmus University Rotterdam and wishes to transfer to the programme. The Executive Board may refuse the enrolment if, in its view the educational capacity for that part of the programme is not sufficient and it wishes to regulate the student influx for that reason.

#### **Selection due to educational concept**

Two of the EUR study programmes select prospective students with a view to their educational concept. For Liberal Arts and Sciences (Erasmus University College), this concerns small-scale and intensive education (WHW 6.7). For the International bachelor Programme in Communication and Media, this concerns additional requirements (the international classroom) (WHW 7.26).

#### **Other selection**

Selection also takes place for the English-language tracks of some study programmes. Selection criteria are recorded in the Course and Examination Regulations of the relevant programme or in separate regulations.

#### **More information on selection for the bachelor programmes**

- WHW Articles 6.7, 7.26, 7.53, 7.53a to f and 7.54
- Regulations on registration and admission to higher education
- The Course and Examination Regulations for Criminology, Medicine, International Business Administration, Psychology, the International bachelor's Programme in Communication and Media and Erasmus University College
- [Study programme choice 123](#)
- [Regulations for selection bachelor of medicine Erasmus MC](#)

## 2.4 Admission to Initial master's programmes

The Course and Examination Regulations of the Master programme record which bachelor programmes offer admission to the Master programme and, if applicable, which additional selection criteria apply. The application for admission is assessed by the Examining Board or the Admission Board for the relevant programme on behalf of the Executive Board. The Executive Board may decide the maximum number of people who can be enrolled for a Master programme.

#### **More information on admission to initial master's programmes**

- WHW Article 7.30b
- Course and Examination Regulations for Master programmes
- [www.eur.nl/onderwijs/masteropleidingen](http://www.eur.nl/onderwijs/masteropleidingen)

## 2.5 Non-initial Master programmes

The Erasmus University Rotterdam also provides Master programmes that are not funded by the Dutch government; the 'non-initial' Master programmes. The statutory provisions applying for the initial programmes which are described in this Charter apply not or only partially for the non-initial Master programmes. This concerns the statutory provisions concerning quality assurance (WHW 1.18), accreditation (Chapter 5a), registration in the CROHO (WHW 6.13, 6.14 and 6.15), the provisions concerning the language in which the study programme must be provided (WHW 7.2), the structure of the course and the examinations (7.3 and 7.10), the joint degree (WHW 7.3C), the study load (7.4 to 7.4b), the certificates and declarations (WHW 7.11), the Examination Board (WHW 7.12 to 7.12b), the Course and Examination Regulations (WHW 7.13 and 7.14), the information for students (WHW 7.15) and the award of degrees (WHW 1.12a, 6.9, 7.10a(3) and 7.10a(4)). The provisions concerning the prior education requirements (WHW 7.23a to 7.30 and 7.30c to 7.31) have been declared applicable, although these are not relevant for post-initial study programmes. The provisions of the WHW concerning enrolment and legal protection do not apply.

#### **More information on non-initial master's programmes**

- WHW Articles 1.12, 1.12a, 7.1 and 7.3b
- [www.eur.nl/onderwijs/masteropleidingen](http://www.eur.nl/onderwijs/masteropleidingen)

# 3. Enrolment and tuition fees

Enrolment is necessary for students wishing to make use of the facilities of the Erasmus University Rotterdam. The conditions and the enrolment procedure, the available forms of enrolment and which rights are associated with this, and how enrolment can be terminated again, will be discussed first. The amount of the tuition fees and the rules concerning exemption, reduction and repayment will then be considered. Finally, the financial consequences if a person is not enrolled or is not enrolled correctly will be discussed.

### 3.1 Enrolment conditions and procedure

A student wishing to make use of the education, examination and other facilities of the Erasmus University Rotterdam is required to enroll for a study programme as a student.

Persons older than 18 who enroll for a programme for the first time may only enrol if they have Dutch nationality, are treated as Dutch nationals by virtue of law or reside lawfully in the Netherlands in accordance with the Aliens Act.<sup>3</sup> If, after enrolment, these conditions prove not to have been met, the enrolment will be terminated immediately.

#### Conditions for enrolment for a bachelor programme

- Digital request for enrolment at the Erasmus University Rotterdam via Studielink. The full enrolment must be completed by the student by 31 August.
- Verification of personal data (through Studielink or through a supplied piece of evidence). The application for a residence permit is ready or there is a supplied proof of a residence permit.
- The certificate for the prior education required by law or documentary evidence that deficiencies have been eliminated (e.g. via the entrance examination);
- Participation in the choice of study programme check via the completion of the online questionnaire is mandatory for all students enrolling unless the study programme is selective;
- In addition, a study programme may also offer enrollers an additional (mandatory) choice of study programme activity. If the enroller has made an initial enrolment for Higher Education after 1 May prior to the academic year, the study programme may also decide to make a mandatory choice of study programme activity conditional for admission or may not accept the enrolment at all;
- In the case of an initial enrolment for a bachelor programme with an intake restriction due to limited educational capacity: proof of placement issued via Studielink;
- Payment of tuition fees or confirmation via Studielink of the collection authorisation is received no later than 31 August of the relevant academic year. If intake applies in a different month, the tuition fees must be received no later than the final day of the month preceding that of the enrolment.

#### Conditions for enrolment for master's programme

- Digital request for enrolment at the Erasmus University Rotterdam via Studielink. The full enrolment must be completed by the student by 31 August.
- Verification of personal data (through Studielink or through a supplied piece of evidence). The application for a residence permit is ready or there is a supplied proof of a residence permit.
- The following are required for a master's programme: a bachelor's degree affording admission to the master's programme and, if additional selection criteria apply, an admission certificate from the Examination Board or the Admission Board of the faculty;
- Payment of tuition fees or confirmation via Studielink of the collection authorisation is received no later than 31 August of the relevant academic year. If intake applies in a different month, the tuition fees must be received no later than the final day of the month preceding that of the enrolment.

#### Other points for attention

- In the event of binding study advice, the enrolment for the following year is possible only with positive advice by or on behalf of the Dean of the faculty.
- A person who has been issued with negative binding study advice may not enrol for the same programme for a further three years and must obtain a placement for this again in advance, if necessary by means of (decentral) selection.
- Enrolment takes place for one or more study programmes.
- The enrolment takes place for a full academic year running from 1 September to 31 August. For actual enrolment as of 1 September, all enrolment documents, including the payment of the tuition fees or the confirmation via Studielink of the collection authorisation must be present at the university no later than 31 August. The study results attained in the month(s) in which a student is not enrolled are not valid. Delayed enrolment has detrimental consequences for students with student finance: for the month(s) without enrolment there is no entitlement to student finance and the Student travel product.

<sup>3</sup> This need not apply to students pursuing fully online education

- The enrolled student receives a digital college card (provided if the student uploads a photo in Osiris student) that is valid for the period the student is enrolled. A digital proof of enrollment is provided annually at no charge.

### Enrolment after 31 August

In principle, enrolment is not possible after 31 August. There are some cases in which a student can enrol later. Requests for exceptions are handled by the Executive Board.

Cases in which requests for exceptions are honoured are:

1. A student who enrolls for a study programme with an intake moment later than 1 September, but not after that intake moment. If the study programme has a later intake moment, tuition fees are calculated for the months for which the student is enrolled.
2. A student who is placed afterwards for a programme with an intake restriction.
3. A student whose negative binding study advice is withdrawn on appeal.
4. Bachelor-3 students who comply with the following conditions:
  - a. The student has already been enrolled for the bachelor programme for more than one year or for the nominal duration and
  - b. One or more courses are open that are necessary for the completion of the bachelor programme.
  - c. The Examination Board has given consent for this. That consent is not required for a bachelor programme of ESE or ESHPM. The permission for later enrolment is granted only once per academic year.
5. A student for the master's degree in Medicine, as a result of the waiting time for the residencies.
6. A student who was first enrolled at another university and who wishes to enrol at the EUR with Proof of Paid Tuition Fees (BBC), on condition that the BBC is applied for before 31 August but is not provided until after that date.
7. A student who interrupted the study programme and enrolment on the recommendation of a counsellor of the EUR for reasons beyond their control and resumes the programme afterwards in the course of the academic year also qualifies. To that end, the student submits a declaration of a counsellor.

The Executive Board may derogate further from this, insofar as the application of the deadline of 31 August leads to predominant unfairness in view of the interests of orderly settlement of enrolment applications.

## 3.2 Rights of enrolled students

Enrolled students have the following rights:

- Participation in education at the Erasmus University Rotterdam, except in the case of a restriction on the enrolment due to a shortage of educational capacity;
- Sitting the tests and examinations of the programme for which the student is enrolled;
- Access to the libraries, laboratories etc. unless, in the view of the Executive Board, this is counter to the nature or the interests of the study programme;
- The use of the facilities for students, including the services of a counsellor;
- Study supervision;
- In the case of a decision to terminate the programme by the Minister or the institution; the possibility of completing the programme within a reasonable term at the same or another institution.
- Active and passive voting rights for certain university bodies. A student who is enrolled for more than one study programme exercises this right in relation to the University Council and for the faculty of their primary study programme.

## 3.3 Termination of the enrolment in the course of the academic year

The enrolment may be terminated in the course of the academic year at the request of the enrolled student, for example due to graduation. For this, the student must always submit a deregistration request via Studielink, even if the reason for deregistration is graduation. The deregistration always takes place on the first day of the month following that in which the request is submitted in Studielink. Retroactive deregistration is not possible.

### Reimbursement of tuition fees

On deregistration, reimbursement of part of the tuition fees already paid is possible. The calculation of the monthly tuition fees owed takes place in twelfths. No reimbursement takes place on deregistration in June or July (effective on 1 July or 1 August). A student can therefore submit the final request for deregistration and reimbursement no later than 31 May of an academic year. Any requests received from 1 June onwards do not afford the right to reimbursement of the tuition fees.

On (interim) deregistration from a pre-master's programme with enrolment based on Dutch prior education, reimbursement is possible if the student wishes to cancel the registration early in the first year. As with the regular tuition

fees, the reimbursement is based on the number of months for which the student is not enrolled. The right to free re-enrolment lapses as a result.

### 3.4 Tuition fees

The amount of the tuition fees is fixed annually by the Minister of Education, Culture and Science (statutory tuition fees) and the Executive Board (institutional tuition fees). What an individual student is owed depends on their form of enrolment, study programme and personal situation (nationality, residence status, degrees obtained previously). The tuition fees can be paid in five instalments with an irreversible (SEPA) authorisation. The administrative costs for this amount to €24.

#### Statutory tuition fees

The statutory tuition fees are owed by students who meet the following two conditions:

1. The degree requirements. This means that according to the Basic Higher Education Register (BRON-HO), the student did not previously obtain an equivalent degree (doctorate/bachelor's/master's/Engineering degree) at a Dutch university or university of applied sciences (HBO) institution after August 1991. For bachelor students, higher vocational training degrees, a bachelor or master's degree from a university or HBO or a doctorate obtained after August 1991 are deemed to be equivalent degrees. For master's students, a master's degree, doctorate or engineering degree attained after August 1991 qualifies as an equivalent degree. A student who enrolls for a programme in the field of Health Care (Medicine or ESHPM programmes), all that counts is whether they have not previously attained an equivalent degree (doctorate/bachelor's/master's or engineering degree) in the field of Education or Health Care at a Dutch HBO or university. See the [CROHO-register](#) for this purpose.
2. The nationality requirement. The student's nationality belongs to one of the following groups: citizens of a member state of the European Economic Area (European Union, Iceland, Lichtenstein and Norway); citizens with Swiss or Surinamese nationality; family members of citizens of the European Union who do not themselves have the nationality of an EEA member state, i.e. spouses, registered partners, relatives by blood or affinity in the direct rising or descending line; students from non-EEA member states who are legally resident in the Netherlands under the titles of fixed-term refugee status, permanent refugee status, regular permanent status, regular fixed-term status subject to conditions but not for study purposes; conditionally for persons of Turkish nationality: children of (former) employees who live in a member state where they work or have worked.

A student who complies with the nationality requirements and is enrolled for a second programme (or more) without interruption before they attained the degree for their first initial programme (parallel programme) also pays the statutory tuition fees. A student who follows two initial programmes and who owes the increased rate for one of the two pays the increased rate on one occasion only.

#### *Rates for statutory tuition fees*

1. The statutory tuition fees for 2024-2025 amount to €2,3530.
2. The increased statutory tuition fees for 2024-2025 amount to €5,100. The increased rate is owed by students studying at the Erasmus University College.

Students who enrol with Dutch prior education and are enrolled for a pre-master's programme do not pay tuition fees but a separate fee.

Students who are enrolled for a part-time study programme and qualify for the statutory tuition fees owe the full statutory tuition fees.

#### Institutional tuition fees

If students do not meet the conditions for the statutory tuition fees, they pay the institutional tuition fees. The university determines the amount of the institutional tuition fees.

The institutional tuition fee equated with the statutory tuition fees, known as the reduced institution rate, applies for students:

- who are clients of the University Assistance Fund (UAF) for refugee students in Utrecht, or
- who are exempted from payment of the component of the institutional tuition fee that exceeds the statutory tuition fee based on the reduced institutional tuition fees regulation for excellent students (EUR Excellence Scholarships, part of the Financial support fund) for their second master's programme.

The institutional tuition fees equated with the statutory tuition fees also apply for students who do not comply with the degree requirements, provided that the student does comply with the other condition for qualification for the statutory tuition fees (the nationality requirement), and:

- enrol for the master's programme in Medicine after obtaining the degree for one of the research master's programmes of the Erasmus MC or enrol for one of the research master's programmes of the Erasmus MC after obtaining the degree for the master's programme in Medicine of the Erasmus MC or
- enrol for one of the following programmes: the Master of Law programme, Philosophy & Economics, Toga aan de Maas, Labour Law & Company Law and Liability and Insurance, Private Law and Law & Business Administration. The condition for this is that after obtaining the degree for the first programme, the student enrolls again for the second programme, provided that the student started the second programme during the first programme.

Students who do not qualify for the statutory tuition fees or the institutional tuition fees equated with the statutory tuition fees pay the full institutional tuition fees. The amount of the full institutional fees may depend on the nationality of the student and the programme for which the student is enrolled. Like the statutory rates, the institutional rates and the increased statutory rate are published on [the website](#).

#### **Fee for pre-master's programme**

Students who are enrolled for a pre-master's programme pay no tuition fees but a separate fee. The amount of the fee for enrolment of a student for a pre-master's programme depends on the number of EC for the programme and the prior education.

Reimbursement of the fee for the pre-master's programme is only possible if the student wishes to terminate the enrolment early during the first year. The reimbursement is based on the number of months for which the student is not enrolled. The right to free re-enrolment lapses as a result.

#### **Debtor protocol**

On the basis of Article 7.37 of the WHW, a student is required to pay the full tuition fees or to provide an authorisation, or they cannot be enrolled.

Entered payment information in Studielink is continuous for students and third parties. These payment details can be changed throughout the year.

If the collection of the tuition fees or the pre-master's fees fails, the student is personally responsible for transferring the amount. The student receives a payment reminder by e-mail, giving them an opportunity to settle the outstanding amount via a payment link or bank transfer. If the outstanding amount is not paid within 7 days, the student receives a first warning, giving them an opportunity to pay the outstanding amount within 15 days of receipt of the e-mail, via a payment link or bank transfer. This is also the official WIK letter stating the potential consequences in the event of failure to meet the payment obligations. The student is personally responsible for transferring the amount. The Erasmus University Rotterdam will not make a second attempt to collect the amount again.

If the first warning is ignored, the student will receive a second warning by e-mail, requesting the student to pay the outstanding amount within 7 days of receipt of the e-mail by means of the payment link sent or by means of a bank transfer. The ERNA account (access to systems and e-mail) and the digital student card will be blocked. The claim will also be increased by administrative costs of €40.

If the second warning is ignored, the full claim will be transferred to a collection agency and the student will be charged the collection costs. The possibility of payment in instalments will lapse, after which the total amount of the tuition fees for the entire academic year will become payable on demand, without any further notice. The Erasmus University Rotterdam will then share the personal data of the student with a collection agency and, if necessary, with a bailiff. The enrolment may be cancelled.

Results achieved in the period in which the tuition fees are not paid will not be recorded. Enrolment for a subsequent academic year will be rejected until all financial obligations have been met.

### **3.4.1 Combination of enrolments**

#### **Enrolment with another educational institution (statutory tuition fees) and a study programme at the EUR**

A student who is enrolled at another institute of higher education and is liable for payment of the statutory tuition fees there need not pay the tuition fees again if they enrol as a student at the Erasmus University Rotterdam subject to the



statutory tuition fees. The conditions for this are that proof of payment of the tuition fees (BBC) of the other educational institution via Studielink or via the Erasmus University is provided and that the amount of the statutory tuition fees is not lower than the statutory tuition fees at the Erasmus University Rotterdam, and that the study programmes are followed simultaneously. If the statutory tuition fees for the other educational institution are lower, the student will pay the difference to the Erasmus University Rotterdam. The BBC must be in before the end of the academic year for which it is intended.

**Enrolment with another educational institution (statutory tuition fees) and a pre-master's programme at the EUR**

A student who is enrolled at another educational institution and is liable for payment of the statutory tuition fees there need not pay the tuition fees for the pre-master's programme if they enrol as a student at the Erasmus University Rotterdam on the basis of Dutch prior education. The condition is that proof of payment of the tuition fees of the other educational institution is provided and that the student starts the programme on 1 September. The BBC must be in before the end of the academic year for which it is intended.

**Enrolment with another educational institution (institutional tuition fees) and electives at the EUR**

A student who is enrolled at another educational institution and is liable for payment of the institutional tuition fees there can be exempted from the payment of tuition fees at the Erasmus University Rotterdam if they wish to follow one or more courses there. They must then submit a written declaration from the Examination Board for the study programme showing that the course or the set of courses form part of the examination that the student will sit, with proof of payment of the tuition fees of the other educational institution before the end of the academic year for which it is intended.

**Second enrolment at the EUR in addition to a pre-master's programme**

A student who is enrolled for a pre-master's programme at the Erasmus University Rotterdam and who also wishes to be enrolled for additional or alternative second or more study programmes at the Erasmus University Rotterdam in the same academic year for which they owe the statutory tuition fees, must pay the statutory tuition fees and will be granted exemption from the pre-master's fees, provided that they are enrolled at the statutory rate from 1 September of the academic year in question and starts the other study programme(s) parallel to the Pre-master's programme.

A student who is enrolled for a pre-master's study programme and owes fees for this and in addition or instead of this, wishes to be enrolled for a second pre-master's study programme and also owes a fee for this, owes the fee for both enrolments.

A student who is enrolled for a pre-master's programme at the Erasmus University Rotterdam and who in addition or instead of this, wishes to be enrolled for a second or more study programmes at the Erasmus University Rotterdam in the same academic year for which they owe the institutional tuition fees, must pay both the institutional tuition fees and the pre-master's fees.

**Enrolment at the EUR in addition to a pre-master's programme at another educational institute**

A student who is enrolled at another educational institution and pays a pre-master's fee there owes the full pre-master's rate concerned or the statutory rate or the institutional rate for enrolment in a programme or as a pre-master's student at the Erasmus University Rotterdam.

**Second enrolment at the EUR in addition to a study programme at another educational institution for institutional tuition fees**

A student who is enrolled at a different educational institution and who additionally or alternatively wishes to be enrolled for a second study programme at the Erasmus University Rotterdam in the same academic year for which they owe the institutional tuition fees, must pay the full institutional tuition fees with no reduction.

**Second enrolment at the EUR**

If a student is enrolled at the EUR for more than one study programme at the same time, they owe the tuition fees once only. If the study programmes use different languages, the student pays the tuition fees at the highest rate. This does not apply for students who, in addition to their enrolment as students are enrolled for a post-initial master's degree or if the student is also enrolled as examination student: in that case, the student pays both tuition fees and course fees. A student who is enrolled for a study programme at the Erasmus University Rotterdam and who additionally or alternatively wishes to be enrolled for a second or more study programmes at the Erasmus University Rotterdam in the same academic year for which they owe the institutional tuition fees, must therefore pay the tuition fees for the most costly study programme.

**3.4.2 Reimbursement and reduction of tuition fees**

All students of initial bachelor and master's programmes qualify for reimbursement or a reduction of tuition fees in the following cases:

- Reimbursement of overpaid tuition fees is possible on early termination of the enrolment. Deregistration takes place on the first day of the month following that in which a request for early deregistration is made in Studielink.

For this, the student must always submit a deregistration request via Studielink, even if the reason for deregistration is graduation. The deregistration always takes place on the first day of the month following that in which the request is submitted in Studielink. Retroactive deregistration is not possible. The calculation of the monthly tuition fees owed takes place in twelfths. No reimbursement takes place on deregistration in June or later (effective on 1 July or 1 August). A student can therefore submit the final request for deregistration and reimbursement no later than 31 May of an academic year. Any requests received from 1 June onwards do not afford the right to reimbursement of the tuition fees.

- Reimbursement does not take place if the student is enrolled for another study programme at the Erasmus University Rotterdam or at another higher education institute and has not terminated that enrolment.
- Reduction of tuition fees is possible on enrolment after 1 October. For the conditions, see the paragraph headed 'Enrolment after 31 August'.

Applications for reimbursement of tuition fees must be submitted digitally via Studielink before the end of the academic year.

Reimbursement of tuition fees takes place as soon as possible after the submission and assessment of the application, and no later than 31 December of the calendar year in which the end of the academic year falls. If the tuition fees are paid by the parties concerned in instalments, the amount to be reimbursed is settled with the instalments of the tuition fees still outstanding.

### 3.5 Compensation for damage and penalty provisions

A party who is not enrolled and who makes use of the educational facilities owes a penalty under criminal law that is equal to the institutional rate for full-time, part-time or dual study programmes.

The criminal courts may also impose a financial penalty for unauthorised participation in the study programme.

#### More information on enrolment and tuition fees

- WHW Articles 7.31a, 7.31b, 7.31c, 7.31d, 7.31e, 7.32, 7.33, 7.34, 7.36, 7.37, 7.39, 7.42, 7.43, 7.44, 7.45, 7.45a, 7.46, 7.47, 7.48, 7.49, 7.53, 7.57i and 15.2.
- Implementing Decree for the WHW 2008, Articles 2.2, 2.3a, 2.4, 2.4a to 2.4f.
- Aliens Act 2000, Articles. 8, 10 and 11
- Procedural rules relating to enrolment at the EUR
- Institutional tuition fees regulations
- Debtor protocol
- <https://www.eur.nl/inschrijving>
- <https://www.eur.nl/inschrijving/tuition-fees/toelichting-tarieven>

#### Information available from

- [Erasmus Student Service Centre](#)
- [Counsellor](#)

# 4. Education and examinations

Education and examinations are discussed in detail in the faculty regulations such as the Course and Examination Regulations and the education and examination rules and guidelines of the Examination Boards. This chapter discusses the general matters that all initial programmes have in common. For the details per study programme, reference is made to the information of the faculties themselves.

## 4.1 Offering and structure of the study programmes

The university informs the students and prospective students about the institution, the study programmes to be followed, the differentiation in the study programmes offered, the selection of students and the names of the study programmes. As a result, they can compare the study programme possibilities and form a good view of the content and structure of the education and the examinations.

The study programmes can be structured as full-time and part-time: this is described in the Course and Examination Regulations of the study programmes.

The study programmes have a bachelor-Master structure. The bachelor examinations are sat after three years. The master's programme usually lasts one year. The master's in International Management/CEMS 18 months, the research Masters two years and the master's in Medicine three years.

The first year of the bachelor programme is structured to provide students with an insight into the content of the study programme. In this way, the first year has a referral and selection function.

## 4.2 Study load and study feasibility

Every study programme consists of study units. The study load of each study programme and each study unit is expressed in study points. With the introduction of the bachelor-Master structure, the calculation of the study load was geared to the European Credit Transfer System (ECTS). One study point (EC) is equivalent here to 28 hours of study and a study year consists of 60 study points (1,680 hours).

The bachelor programmes with a course duration of three years have a study load of 180 study points and a master's programme of one year 60 study points. The study load of the following initial master's programmes differs from this:

Master degree	Study load
International Management/CEMS	90 EC
European Master in Health Economics & Management (Eu-HEM, joint degree)	120 EC
Research Masters and Nanobiology	120 EC
Medicine and Technical Medicine	180 EC

The study programme must be set up in such a way that the student is able to obtain the number of study points on which the study load for an academic year is based.

## 4.3 Quality of the education

The Executive Board ensures that the quality of the work of the institution is regularly assessed, including by independent specialists. This takes place in cooperation with other institutions as often as possible. In assessing the quality of the institution's work, the students' opinion of the quality of education is included. Insofar as the assessment is made partly by independent specialists, the outcomes of this are made public.

The university's annual report discusses the proposed policy regarding the work of the institution, partly in view of the outcomes of that quality assessment.

## 4.4 Study advice

First-year students on a bachelor programme must comply with the standards of the binding study advice (BSA). The EUR (apart from Erasmus MC) has a BSA of 60 EC. Medicine has a BSA of 45 EC. This is regulated in the Course and Examination Regulations for the relevant study programme. Students are assigned a negative advice if this condition is not met, in combination with other conditions.

The negative BSA means that students may not continue to the following year of the course and that for three years, they may no longer enrol for this study programme at the Erasmus University Rotterdam, but may enrol for another study programme. A student may file an appeal against a negative BSA with the Executive Board through the Student objection advisory committee.

On the issue of binding study advice, the personal circumstances of the student are taken into account if there is a causal relationship between the circumstances and the failure to comply with the standard. The student is expected to report these circumstances to the study advisor in a timely manner in order to limit the delay in the study as far as possible. The student must provide plausible evidence that the inadequate study results are due to the personal circumstances. Such circumstances may involve illness, for example, special family circumstances, pregnancy or a handicap. If personal

circumstances are the reason for not achieving the standard of the binding study advice, this may be a reason to postpone giving a binding study advice.

Part-time students may also receive study advice during their study programme. The BSA also applies for the part-time study programmes for Law and Philosophy.

#### 4.5 Study supervision

Students have a right to study supervision and to the services of a counsellor. Students may also call on the assistance of a student psychologist.

Each faculty has one or more study advisors for the supervision of students. The regulation of the study supervisors is recorded in the Course and Examination Regulations.

#### 4.6 The study programme language

Dutch and English are the languages in which education is provided and examinations are held at the Erasmus University Rotterdam. The Course and Examination Regulations for the study programmes show which language applies.

If English is used, the Course and Examination Regulations state the language skills required for the admission of students. For the bachelor programmes these requirements do not exceed those for pre-university secondary education (VWO) examinations. For a master's programme following from a Dutch-language bachelor programme, the faculty provides for a good alignment in terms of language. If the required level is higher than that of the VWO examination, the faculty enables the student to raise their knowledge to the required level without this leading to a higher study load.

It is possible that certain parts of a Dutch-language programme will be offered in English. This must be stated in the Course and Examination Regulations.

#### 4.7 Tests and examinations

An examination is associated with every study programme and tests are associated with every study unit. The Examination Board is responsible for the quality of conducting the tests and examinations, and for their coordination. The Board appoints examiners for conducting examinations. Invigilators provide for orderly progress of the written examinations. The Examination Board guarantees the quality of tests and examinations.

Only those who meet the prior education requirement and any further prior education requirements for the study programme concerned and who are registered as students at the university are authorised to sit the examinations.

A test comprises an investigation of the knowledge, insight and skills of the examination candidate, and the assessment of the results of that investigation. Examinations may take various forms, such as written with open or multiple choice questions, verbal, assignments, training placement reports or theses.

If all tests for the entire study programme (final examinations) are completed successfully, the examination is passed unless the Examination Board decides that the examination will also include an investigation that it conducts itself. Within the context of the OER, the Examination Board may apply a compensation regulation for tests that are completed with a fail grade.

#### 4.8 The Course and Examination Regulations (OER)

The Course and Examination Regulations (OER) contain adequate and clear information on the study programme and establish the applicable procedures and rights and obligations relating to the study programme and the examinations. The Dean of the faculty establishes such Course and Examination Regulations for each study programme or group of study programmes. The Programme Committee primarily issues advice on the establishment or amendment of the OER. The Programme Committee has a right of approval with regard to points 2 to 6, 8 and 26 and the right to issue advice regarding the other points. The Faculty Council has the right of approval with regard to points 9 to 22 and 27.

The Course and Examination Regulations for the bachelor programme and the master's programme must in any event include the following matters:

1. the content of the study programme and of the associated examinations;
2. the way in which the education is evaluated;
3. the content of the specialisations;
4. the qualities in the field of knowledge, insight and skills that the student must have acquired on completion of the study programme;
5. the design of the practical exercises if the study programme includes these;

6. the study load of the study programme and of each individual study unit of this;
7. the further rules for the binding study advice;
8. for which master's programme there is an extra study load in excess of the statutory course duration;
9. the number and full-time equivalence of the examinations and the moments at which these can be sat;
10. the full-time or, part-time structure of the study programme;
11. where necessary, the sequence in which the time blocks within which and the number of times per year that tests and examinations are sat;
12. the rules to limit the term of validity of the tests passed due to outdated knowledge and insight, with the exception of the authorisation of the Examination Board to extend the term of validity;
13. whether the tests must be held verbally, in writing or in another way, with the Examination Board having the authority to decide otherwise in exceptional cases;
14. the way in which students with an impairment can sit examinations;
15. the public nature of verbal tests, with the Examination Board having the authority to decide otherwise in exceptional cases;
16. the term within which the results of examinations must be announced and also whether and how derogation from this term is permissible;
17. how and when students who have sat a written examination can view their assessed work;
18. the term within which, and how students can view the questions of their written examinations and the assessment standards used for this;
19. the grounds on which the Examination Board can grant exemptions from sitting one or more tests or examinations for higher education tests or examinations already passed, or for knowledge or skills gained outside higher education.
20. where necessary, that having passed examinations is a condition for admission to sitting other examinations;
21. any mandatory participation in practical exercises in order to be able to sit certain examinations. The Examination Board is authorised to grant exemption from the obligation or to impose replacement requirements;
22. the monitoring of study progress and individual study supervision;
23. the requirements that are set in the entrance examination;
24. the requirements of the investigation that must be conducted if no examination is sat in a course that applies as a further prior education requirement (see sub-paragraph 2.2.2);
25. the language for the programme, if this is a language other than Dutch
26. the way in which the selection of students takes place for a special course (honours degree) within the programme;
27. the actual structure of the education;
28. if the admission to a bachelor programme is selective: the selection criteria and selection procedure;
29. the qualitative admission requirements for the master's programme.

There is a sharp division between the bachelor programme and the master's programme. This means that the bachelor degree must be obtained before a start can be made on the master's programme.

The Dean of the faculty provides for regular assessment of the Course and Examination Regulations. The Dean supervises the implementation of the Course and Examination Regulations. The Programme Committee assesses the implementation method for the regulations annually.

#### 4.9 Self-compiled study programme

A student may compile a programme themselves from study units from different programmes of the Erasmus University, with which an examination is associated. The Examination Board which is best qualified for this must approve this programme and also states the study programme to which this self-compiled programme belongs.

#### 4.10 Electives

In addition to the offer of their own study programme, students can also follow electives in other study programmes and universities. Students need not pay any extra tuition fees for electives in and outside the Erasmus University. On enrolment at another university, the student follows the enrolment procedure of that university. The student requires an exemption from the Erasmus University with proof of payment of tuition fees.

In order to follow an elective, the student must check whether and which requirements their own study programme sets for including an elective in the examination programme. This may concern the level of the course or the number of study points. The study advisor may issue advice on this. The consent of the Examination Board for the student's own study programme is then required in order to be able to follow an elective. This consent is necessary in order to include the course in the examination programme. The student then reports to the study programme that provides the elective. For certain courses, requirements are set for the prior knowledge or the number of places for electives are limited. The enrolment process differs from one study programme to another. For more information on these faculty procedures, see [the website](#).

#### 4.11 Double bachelor/master's programmes

The Erasmus University offers a number of double programmes. The Course and Examination Regulations for the relevant programme can be checked for the further admission requirements. For a double bachelor or master's programme, the student need not pay any extra tuition fees. If a student is liable for the institutional tuition fees, they only pay the highest amount. A student should note that there are no additional DUO fees for double programmes.

Double programme	Faculties
Bachelor's degree in Economics and Law	ESE and ESL
Master's degree in Economics and Law	ESE and ESL
Master's degree in Toga aan de Maas	ESL
Master's degree in Labour Law and Company Law	ESL
Master's degree in Private Law and Liability and Insurance	ESL
Bachelor's degree in Economics & Philosophy	ESE and ESPHIL
Bachelor's degree in Econometrics & Philosophy	ESE and ESPHIL
Bachelor's degree in Law and Business Administration	ESL and RSM
Master's degree in Law and Business Administration	ESL and RSM
BSc <sup>2</sup> Econometrics & Economics	ESE
BA in Arts and Sciences	EUC and ESHCC

#### 4.12 The Examination Board

Every study programme or group of study programmes at the university has an Examination Board. This Board is the body that determines in an objective and expert manner whether a student fulfils the criteria set out in the Course and Examination Regulations with regard to the knowledge, insight and skills required for graduation.

The members of the Examination Board are appointed by the Dean of the faculty on the basis of their expertise in the field of the relevant study programme. At least one member is associated with the study programme as a lecturer. The Dean ensures that the independent and expert functioning of the Examination Board is adequately assured.

The tasks of the Examination Board include ensuring the quality of the tests and examinations. They also deal with establishing guidelines and instructions within the framework of the Course and Examination Regulations, to assess and establish the results of tests and examinations. The Examination Board establishes rules and guidelines for the implementation of its tasks and powers.

The Examination Board appoints examiners to administer examinations and determine the results of these examinations.

The Examination Board is authorised to take decisions on matters including:

- application of the hardship clause insofar as the subject is within its powers;
- exemption from one or more tests, on the grounds of passing one or more tests or examinations for higher education or for knowledge or skills gained outside higher education.
- the way in which examinations are conducted. In exceptional cases, such as students with an impairment, the Examination Board may make provisions, such as extension of the examination time or conducting examinations in a separate area;
- measures or sanctions in the case of fraud, such as plagiarism (see also paragraph 4.13);
- resits;
- the extension of the term of validity of examinations.

A stakeholder may file an appeal against a decisions of an Examination Board or an examiner to the Board of Appeal for Examinations of the EUR. The term for submitting an appeal is six weeks following the announcement of the decision (see also Chapter 10, Legal Protection).

#### 4.13 Fraud

If a student commits fraud in an examination, assignment, thesis or any form of test whatsoever, the lecturer/examiner may not form a good opinion anymore regarding the knowledge, insight and skills of that student. Fraud in any form whatsoever is therefore a serious offence and detecting and countering fraud in relation to the academic study programme has high priority.

Examples of fraud include:

- cheating in examinations or giving a fellow student an opportunity to cheat;
- committing plagiarism in an assignment;

- exchange of persons where someone else poses as the student or the student submits work in their own name that is produced by another person.

Rules apply in order to prevent fraud in examinations, including the following:

- study equipment (for example a graphical calculator, a dictionary or a legal code) may only be used if this is explicitly permitted. Students may not have books and other sources of information that are not permitted with them during examinations;
- cheating and offering an opportunity to another person to cheat is forbidden. The possession of a cheat sheet is, in itself, enough to determine fraud, even if this is not used;
- a mobile telephone, PDA or similar communication equipment must be switched off and out of reach during the examination;
- wearing a watch is not permitted during the examination and this must be stored out of reach;
- a student may not pose as another person and must be able to provide proof of their identity.

Lecturers and invigilators who detect fraud notify the Examination Board of this. The Examination Board then follows an established procedure (with a fair hearing) and may take different (statutory) measures or sanctions. The Examination Board may determine that the test will be declared invalid and that the student concerned may not take part in one or more tests to be designated for a maximum of one year.

In a case of serious fraud, on the proposal of the Examination Board, the Executive Board may finally terminate the enrolment of the student concerned for the study programme.

### Plagiarism

Plagiarism is copying texts from another person's work, such as an assignment, article, electronic documents or other publications, without citing the source and without the use of quotation marks. Plagiarism is committed even if the scope of the text copied in this way forms a relatively small part of the student's work. The Erasmus University Rotterdam has means of detecting plagiarism electronically. Apart from fraud, plagiarism is also a breach of copyright.

A person who makes use of texts or ideas of another person must do this in observance of the rules for quotation of sources that apply for the knowledge in question. Rules also apply for the use of digital information.

## 4.14 Certificates and statements

A person who has successfully completed all parts of the examination programme will receive a diploma as proof of this, consisting of a certificate, list of marks and a diploma supplement. The English diploma supplement provides an insight into the nature and content of the completed study programme, including with a view to international recognition.

A person who has passed one or more tests but halts the study programme without sitting the examination will receive a statement from the Examination Board on request. The statement will in any event report the examinations that have been passed. It is possible to sit tests in addition to passing final examinations, provided that the student is enrolled for the study programme.

The issue of a certificate for a study programme takes place in accordance with the rules imposed by the Executive Board. If tuition or examination fees are not paid, tests or examinations taken in that period are invalid. In very exceptional cases, the Executive Board may deviate from this rule. The Executive Board is authorised to decide that no certificate will be issued if the tuition fees or examination fees have not been paid.

## 4.15 Degrees and titles

Depending on the subject of the study programme, a person who passes the bachelor examination will receive a bachelor of Arts (BA) or a bachelor of Science (BSc) degree. The study programme to which the title relates will be stated here.

Depending on the subject of the study programme, a student who passes the final examinations of an initial master's programme or of a non-initial master's programme accredited by the Accreditation Organisation of the Netherlands and Flanders (NVAO) will receive a Master of Arts (MA) degree or a Master of Science (MSc) degree. The study programme to which the title relates will be stated here. The customary Dutch titles may also be used: at our university, these are *Meester* (abbreviation: mr.) for a study programme in the field of law and *Doctorandus* (abbreviation: drs.) in the other cases.

Other degrees have also been instituted by Ministerial Regulations: for Law, the bachelor of Laws (LL.B) and the Master of Laws (LL.M) degrees.

These degrees are shown by an abbreviation placed after the name.



#### More information on education and examinations

- WHW Articles 1.18, 2.9, 7.2, 7.3, 7.3a, 7.3c, 7.3d, 7.3h, 7.4, 7.4a, 7.7, 7.8, 7.8b, 7.9d, 7.10, 7.10a, 7.11, 7.12, 7.12b, 7.12c, 7.13, 7.14, 7.15, 7.19a, 7.20, 7.25, 7.28, 7.29, 7.30b, 7.34, 9.15, 9.18, 9.38 and 18.15.
- WHW Implementing Decree, Article 2.1.
- Higher Education Titles Regulation, Article 1 and 1a.
- Further rules on binding study advice pursuant to the Article 7.8b of the WHW, paragraph 6 of the relevant study programme.
- Course and Examination Regulations for the relevant study programme.
- Rules and guidelines of the relevant Examination Board.
- Code of conduct for foreign languages.
- [www.eur.nl/onderwijs/praktische-zaken/tentamens](http://www.eur.nl/onderwijs/praktische-zaken/tentamens)
- <https://www.eur.nl/onderwijs/praktische-zaken/toelating/bindend-studieadvies>
- <http://www.eur.nl/onderwijs/praktische-zaken/begeleiding-advies>
- <https://www.eur.nl/onderwijs/keuzevakken>

#### Information available from

- [Counsellor](#)
- [Study advisor for the relevant study programme](#)
- [Erasmus Student Service Centre](#)

# 5. Financial support fund

The Erasmus University Rotterdam provides grants to full-time students of initial bachelor's and master's study programmes via the financial support fund. This is regulated in Articles 7.51 to 7.51i of the WHW. In this way, the university supports students who work for student life, the university and society. It also helps students whose studies are delayed due to *force majeure*, excellent students from outside Europe who wish to follow a full study programme here and those who wish to follow part of their studies in a non-European country.

## 5.1 Delays due to *force majeure*

If study delays arise in the nominal duration of the study programme because of exceptional circumstances, the student concerned may apply for financial support from the financial support fund.

The period in which the student can claim financial support from the financial support fund is equal to the nominal duration of the study programme at the EUR. The nominal duration is reduced by the years in which the student was enrolled for a different university and/or university of applied sciences bachelor programme or a university and/or university of applied sciences master's programme and received student loans.

Students wishing to find out whether they qualify for financial support can make an appointment with a counsellor.

Qualification from financial support from the financial support fund due to *force majeure* applies for students who:

- a) are enrolled for a full-time initial programme at the Erasmus University Rotterdam for which they owe tuition fees and for which they have not yet been awarded a degree, and
- b) are enrolled for a study programme as referred to in sub-paragraph a, as an initial enrolment (main enrolment), for which the student pays the EUR tuition fees, and
- c) due to special personal circumstances, have incurred study delays to such an extent that the student can no longer sit the final examinations within the nominal duration of the study programme, and
- d) submits a study plan for each 6 months of financial support on the basis of the Financial support fund that the student has drawn up by agreement with the study advisor for their study programme or a counsellor, if the preparation of this has been decided by the relevant student supervisor.

Special personal circumstances in any event refers to:

- a) illness,
- b) pregnancy and delivery,
- c) a physical, sensory or other functional impairment,
- d) special family circumstances (including care for a sick relative),
- e) a study programme for which study is not sufficiently feasible (if the study programme cannot reasonably be completed within the nominal term of the programme, for reasons not attributable to the student: educational *force majeure*), and
- f) being enrolled in a study programme for which accreditation has not been awarded again and for which no degree has yet been awarded.

### Reporting and application procedure

The student or their representative must report these circumstances within two months of their commencement to a counsellor and/or study advisor. A report will not be handled if this is made after 31 December of the academic year in which the exceptional circumstances arose.

The application must be submitted within three months of the end of the nominal duration of the study programme.

## 5.2 Administrative grants for student organisations

The university awards student organisations that are recognised in accordance with the Recognition Regulations grant months for their student managers. The student organisation divides these grant months among its managers. This subsidy may only be spent for the managers who are enrolled at the Erasmus University Rotterdam as full-time students during the management year. No payments from the subsidy may be made to students who are enrolled at another university or university of applied sciences. If a management member is enrolled at the Erasmus University Rotterdam and at another institution, they must make their first enrolment at our university in order to qualify for a management grant.

The student organisation applies for the management grants for that academic year before 1 December.

The financial support in the form of a number of management months is determined in accordance with the criteria that are laid down in the 'Determination of the number of grant months for management activities' Appendix of the Financial support fund – Management Grants for Student Organisations.

## 5.3 Individual grants for members of participation bodies

Students who are members of a Programme Committee, faculty council, the University Council or an equivalent of a faculty council or a Programme Committee may claim individual management grants from the financial support fund.

The following students qualify for an individual management grant:

- a) students who are enrolled for a full-time initial programme at the Erasmus University Rotterdam for which they owe tuition fees and for which they have not yet been awarded a degree, and

- b) students who are enrolled for a study programme as referred to in sub-paragraph a, as an initial enrolment (main enrolment), for which the student pays the EUR tuition fees, and
- c) members (including the chairperson) of the University Council, the faculty council, the equivalent of a faculty council or a Programme Committee.

## 5.4 Tuition fee-free management

Tuition fee-free management is a once-only exemption from the statutory tuition fees during the management year, which can be applied for by full-time management members of a student association and the University Council. However, they may not follow a study programme or sit tests or examinations. Students who pay the institutional tuition fees only have the possibility of not enrolling and nevertheless receiving a management grant for a management position in a student association. They have no right to education or student grants, and no university voting rights.

## 5.5 Financial support for social activities and elite sports

Students who have incurred study delays due to relevant social activities or elite sports during the nominal duration of their study programme may qualify for financial support.

The following students qualify for financial support from the 'Social and Elite Sports' item:

- a) students who are enrolled for a full-time initial programme at the Erasmus University Rotterdam for which they owe tuition fees and for which they have not yet been awarded a degree, and
- b) students who are enrolled for a study programme as referred to in sub-paragraph a, as an initial enrolment (main enrolment), for which the student pays the EUR tuition fees, and
- c) if students who are not yet following a bachelor's programme: is able to submit positive binding study advice from the relevant study programme, and
- d) in the view of the Executive Board, they undertake relevant social activities for the EUR during the nominal duration of the study programme and do not yet receive any subsidies for this from the EUR or third parties, or
- e) perform elite sports during the nominal duration of their study programme and can show the level of this by means of their classification in accordance with the elite sports policy of the Dutch Olympic Committee\* Dutch Sports Federation (NOC\*NSF). The principle is that the student holds A-, B- or High Potential status of the NOC\*NSF. The Executive Board may derogate from this. In the event of derogation from this, the student must demonstrate their elite sports level in another manner to be determined by the Executive Board.

The student who undertakes the social activities or performs elite sports may submit an application for a grant for the activities undertaken in the preceding academic year no later than 1 September.

1. The Executive Board determines the number of grant months on which the financial support is based, depending on the time-load and the relevance of the social activities for the EUR or on the level at which elite sports are performed, as shown by the documentary evidence of the NOC\*NSF.
2. A student may receive a maximum of 6 grant months for relevant social activities or elite sports for the entire study period.
3. In the event of concurrence, the student may in no case receive more than 12 grant months in an academic year.
4. The Student Support Committee assesses the applications. If the applications exceed the fixed budget, the Committee will decide which applications will take priority.

The period in which the student can claim financial support is equal to the nominal duration of the study programme at the EUR (bachelor's and master's programmes combined). The nominal duration is reduced by the years in which the student was enrolled for a bachelor's programme or master's programme at a different university and/or university of applied sciences.

### More information on the financial support fund

- WHW Articles 7.9d, 7.51, 7.51a, 7.51b, 7.51c, 7.51d, 7.51e and 7.51f
- WSF 2000 Articles 5.2, 5.3, 5.5, 5.6, 5.7, 5.10, 5.11 (after legal amendment) and 5.16
- [Information on management grants for student organisations](#)
- [Information on individual management grants](#)
- [Information on support in the event of \*force majeure\*](#)
- [Information on social activities and elite sports](#)
- [Information on tuition fee-free management](#)
- [Financial support fund Regulations](#)

### Information available from

- [Counsellors or study advisors](#)

# 6. Advice and supervision

The university offers the students advice and supervision in many forms. Some forms of study supervision, such as a mentor or tutor system, are closely related to the study programme and vary per programme. Information on this is available on the faculty websites.

For the supervision of students, the university has study advisors, counsellors and student psychologists. The careers advisor helps students to prepare for the labour market and with the choice of an appropriate master's programme. Information on this is included in this chapter.

## 6.1 Study advisors

The task of the study advisors is to provide information and advice on the study programme of their faculty. Each faculty has one or more of its own study advisors. They have an overview of the entire study programme and act as a guide in this. They are the first points of contact for students with an impairment and also for more personal advice and supervision for the study and if necessary, they can mediate between students and the faculty. On the basis of information from meetings with students, the study advisors can identify problems in the curriculum and raise these with the bodies responsible.

Matters with which the study advisors can help:

- the binding study advice;
- provisions for students with an impairment (paragraph 6.3);
- exemptions;
- study programme;
- transitional regulations;
- examination and test regulations;
- study planning and study progress;
- study method;
- study problems;
- changeover or halting study;
- labour market prospects and subsequent education.

Naturally, a meeting with a study advisor is strictly confidential. More information on the study advisors is available on [the website](#).

## 6.2 Counsellors

Counsellors provide advice, supervision and information to students with regard to questions concerning study and being a student, choice of study programme and on subjects of a practical nature and personal matters or problems.

The counsellors can help with questions and problems that concern the student personally and the study programme. They are available to discuss questions and help the student to find solutions in a personal and confidential meeting. If it is found that another person or another institution could assist the relevant student better, the counsellors can refer students to the right address.

The counsellors can also support students with complaints about the conduct or actions of employees and organisational units of the university towards students or who wish to start an objection or appeal procedure.

Matters on which the counsellors can provide advice, supervision and information include:

- Personal questions and problems;
- Student loans and study delay;
- Financial support (e.g. individual grants in exceptional personal circumstances, private funds);
- Information and advice in objection and appeal procedures;
- Choice of study programme, motivation and switching to a different study programme;
- Applying for provision for performance-linked student grant: it is sometimes not possible to graduate on time. In exceptional cases, the Education Implementation Service (DUO) can make an exception to the rules for the performance grant: a performance-linked student grant provision (e.g. reduction of the performance grant period or extending the diploma term of ten years). A counsellor could apply for this together with the student. Students cannot receive a performance-linked student grant provision if the study delays result from e.g. a personal choice or extra work placement.
- Elite sport: information and advice on combining study and sport;
- Impairment; students whose study is restricted by a functional handicap or chronic illness can call on one of the counsellors for advice and support (paragraph 6.3).

Naturally, a meeting with a counsellor is strictly confidential.

A clear distinction between study advisors and counsellors is that the study advisors are affiliated to a particular faculty and provide information relating specifically to the faculty in which the student is studying. Students can contact counsellors for supra-faculty questions about the study programme, studying and being a student.

### More information on counsellors

- WHW Article 7.34(1) and 9.32
- <https://www.eur.nl/onderwijs/praktische-zaken/begeleiding-advies/studentendecanen>
- <https://www.eur.nl/onderwijs/praktische-zaken/begeleiding-advies/rechtspositie>

### More information for pregnant students and parents who are studying

- [Guide Pregnant students and parents studying in higher education](#) by National Student Welfare working group
- <https://www.eur.nl/en/education/practical-matters/advice-counselling/student-counsellors/studying-parent>

## 6.3 Studying with an impairment

Students with an impairment refers to students with disorders that represent a structural restriction in following the study programme and/or sitting examinations. Examples of this include motor, sensory or mental impairments, but also developmental disabilities and chronic diseases.

For students with an impairment who need support during their studies, the EUR offers a number of extra facilities. Students with an impairment should contact the study advisor of their own study programme. The study advisor discusses the study programme and can make agreements on adjustments in the study programme. The study advisor also helps with applications for test facilities (such as extra examination time). Study advisors can also refer students to a counsellor. Studying with an impairment for extra information or for regulation of the custom services. These counsellors advise also about finances, study delays and personal circumstances.

### Legal frameworks Studying with an impairment

Since 2016, the UN Convention on the Rights of Persons with Disabilities has been in force in the Netherlands. This treaty stipulates that people with impairments should be able to fully participate in society. Besides the Dutch government, higher education institutions are also responsible for implementing the convention. As an educational institution, EUR therefore has an obligation to guarantee accessible education. In 2019, EUR signed the declaration of intent for UN treaty higher education institutions.

The Equal Treatment on the Grounds of Disability or Chronic Illness Act (Wgbh/cz) stipulates that an educational institution is obliged to make adjustments for students with disabilities in response to reasonable requests. This means that an adaptation must be effective and remove the obstacles that a student may experience during studies as a result of the disability. Reasonable demand means that an adaptation should not cost an educational institution a disproportionate amount of time or money.

### Support options for students with an impairment

#### 1. Provisions and measures

Students can contact the student advisor to discuss which facilities and regulations they can appeal to (such as extra examination time or the use of certain software). Provisions are always assigned on an individual basis by the examination board.

#### 2. Workshops, trainings

You need many skills during and after studying. Student counselling organises various workshops, for example in effective study strategies.

#### 3. Psychologist, student dean, student advisor

At EUR, there is a diverse team working to help students with different questions. For issues related to functional impairment, it is important to contact the student advisor as soon as possible.

### More information on studying with an impairment

- <https://www.eur.nl/onderwijs/praktische-zaken/begeleiding-advies/studeren-met-een-functiebeperking>

## 6.4 Student psychologists

The task of the student psychologists is to make a contribution towards improving the mental health of students and making them more resilient, with the aim of helping or continuing the study progress.

Studying is sensitive to external or internal disruptions. Even disruptions that need not be serious in themselves can sometimes form a major restriction to good and effective studying. There is a risk that personal circumstances and disappointing study results create a vicious spiral.

General tips for studying and welfare are available on the following website:

- <https://www.eur.nl/onderwijs/praktische-zaken/begeleiding-advies/studentendecanen/effectief-studeren>
- <https://www.eur.nl/onderwijs/praktische-zaken/begeleiding-advies/studentendecanen/mentaal-fit>

Students can sign up for a 20-minute consultation, in which questions are answered and the appropriate route is also considered; individual consultations, training or a referral to the GP's practice assistant or the regular mental health system. Weekly there are 25 consultations. After the consultation follows, if necessary, an intake, counseling and individual treatment and/or participation in trainings and workshops.

Students can also register directly for the training sessions and workshops. Participation in a training session is often preceded by an intake meeting or workshop. The student's problems and whether the relevant training session is appropriate, or whether other help is indicated are discussed here. The training sessions and workshops can be found on the website in [the agenda of Student Support](#). Students can usually register for a training session or workshop from three weeks before the start. If the registration for a training session is opened, this is announced on the ESSC Sin-online channel.

With the arrival of a prevention psychologist, efforts are being made to focus on and develop more preventive interventions that focus on preventing mental health issues and encouraging empowerment. To this end, ties with faculty are being established, direct contact with students on campus and a community is being established. Podcasts are created and there is a monthly offering of Brainfood sessions in the Living Room.

More information on the university psychologists is available on [the website](#).

## 6.5 Career advisors for students

Students can contact the career advisors for information, advice, guidance, training and coaching on subjects relating to the choices within the study programme and/or the preparation for the labour market. This could concern career questions/choices and various job application subjects. Students can also contact Career Advice for questions on planning of the study career, such as the choice of a minor and master's subject. Guidance can be provided in the form of a [personal meeting](#), [CV or LinkedIn check](#) or a [workshop](#). The student can make an appointment for this via the website.

In the meeting, the student's question is clarified and what would benefit the student most is considered. This could be participation in a workshop, for example, a self-analysis assignment and/or a follow-up meeting. The career advisors can recommend various exercises or deploy methods for acquiring more self-insight. This is often the first step in career guidance. Different methods are also available for students with an impairment. All guidance involves custom work and a meeting with a career advisor is strictly confidential.

Questions and subjects with which the career advisors can help include:

- Questions on personal interests, qualities, personal characteristics and drivers. For example, what am I looking for in a job, what do I want to do with my degree, what am I good at and less good at and what do I regard as important in my (future) work?
- Job application skills: job application letters, CV, job interviews, assessment, personal pitch, networking, etc.
- Job marketing: how do I go about looking for a job?
- Study career planning: e.g. choosing a master's programme or a gap year?
- Which type of job best suits my resilience or impairment?
- Checking CV or LinkedIn profile

More information on the career advisors is available on [the website](#).

## 6.6 Confidential counsellors

The confidential counsellors offer support for students who face difficulties with undesirable behaviour (such as sexual harassment, intimidation, bullying, aggression, and violence), give advice on the possibility of taking steps and make referrals if necessary. Guidance and coaching may be methods to enable the student to recover their progress. A person accused of inappropriate behaviour can also contact the confidential counsellors.

The confidential counsellors do not take steps without the explicit consent of the student. All meetings are confidential.

For more information, see [the website](#).

## 6.7 Research Integrity Confidential Advisors

The Research Integrity Confidential Advisor is the first point of contact for questions about the Code of Conduct on Research Integrity and possible violations of research integrity.



You can discuss matters confidentially with the research integrity confidential advisor. The advisor gives advice and can assist in possible mediation or other attempts to solve a problem. The confidant can also inform you about the procedure for submitting a complaint to the Research Integrity Committee.

For more information, visit [the website](#).

## 6.9 Safe@EUR

Safe@EUR's case managers offer support to students who wish to report undesirable behavior within the university community (anonymously) without a personal request for help (a report), when the student has concerns about the well-being of another member of the university community (fellow student, course participant, employee) or when the student has a request for help following undesirable behavior but does not know where to turn. The case managers provide insight into follow-up steps and, if necessary, make internal or external referrals to appropriate assistance.

See [the website](#) for more information.

## 6.10 Ombuds Officer

In the event of abuses or situations that have stalled, students can contact the Ombuds officer at the EUR. This may concern serious problems between students or between a student and (and employee of) the EUR. The report may also be related to undesirable behaviour that has become persistent and of a structural nature.

This officer is independent and neutral. The meeting is confidential and agreements are reached on follow-up. It will be assessed whether there is an internal body or person who can best help the student. If this is not the case, the officer may consider various steps. The officer will give advice, and if desired, initiate the in-depth discussion, or supervise, mediate or conduct an independent investigation.

Tasks:

- Advising groups and/or individual students on the matter raised, the dilemma or conflict.
- Adequate referral to or back to the right actors within the EUR, but also outside it where necessary.
- The ombuds officer can act as the facilitating leader of a discussion.
- The ombuds officer handles complaints if the formal procedures (including complaints committees, objection procedures and meetings) have not had the desired effect. The ombuds officer can also handle complaints that have not yet been considered in any procedures.
- Mediating between parties and reopening talks between them within appropriate organisational structures, via (promotion of) mediation or otherwise.
- Conducting investigations and making recommendations on the basis of these.
- Defining the culture in terms of conduct, including in a wider context and with a structural character within the EUR, making this open to discussion and presenting proposals for improvement and presenting advisory reports to the Executive Board.
- Preparing annual reports and submitting these to the Executive Board and EUROPA.
- An important difference with the confidential counsellor, is that the Ombuds Officer can support in the process of filing a formal complaint. The confidential counsellor can assist you in this process. The ombuds officer does not. In principle, the ombuds officer looks at the course of the process and not at the substantive handling of the complaint. Thus, the ombuds officer remains neutral towards all parties. This neutral attitude can sometimes be just not what you need in such a situation. The confidential counsellor can then offer a listening ear.

For more information, please visit <https://www.eur.nl/over-de-eur/organisatie-en-bestuur/ombudsfunctionaris>

## 6.11 EUR Emergency Fund

The university has a EUR Emergency Fund for students in acute financial need. Financial contributions from this fund are limited in size and are intended to meet the first acute financial needs in relation to primary costs of living. A number of criteria must be met for this purpose. Contributions from this fund consist of interest-free loans or a gift. In order to be able to apply for a contribution from the fund, the application must be discussed with a counsellor. Via [the website](#) an appointment can be made with a counsellor. When a crisis occurs and the Acute Crisis Area Protocol is activated, the university may choose to bring the EUR Emergency Fund to the attention of a specific, affected, target group.

More information on scholarships and funds is available on [the website](#).

# 7. Governance and participation

Students and employees have a say in the management of the university and the faculty via the University Council and the Faculty Council respectively. The participation bodies represent the interests of students and employees. They have a say in policy and decision-making processes. The University Council does this at the central level and the other participation bodies at the decentral level.

## 7.1 The university

The university is managed and directed by the Executive Board. The Supervisory Board is responsible for matters including supervision of the management of the university and advising the Executive Board. The University Council exercises the participation in relation to the Executive Board.

### 7.1.1 The Executive Board

The Executive Board is responsible for the management and direction of the university as a whole.

The Executive Board consists of three members, including the Rector Magnificus of the university. The members of the Executive Board are all appointed, suspended and dismissed by the Supervisory Board. The chairman of the Executive Board is appointed by the Supervisory Board from among the members of the Board. The Rector Magnificus is or will be appointed as a professor of the Erasmus University Rotterdam.

The Executive Board is accountable to the Supervisory Board. The Executive Board provides the Supervisory Board with the requested information on its decisions and other actions. The Executive Board provides the Minister of Education, Culture and Science with the requested information regarding the university.

### 7.1.2 The Supervisory Board

The Supervisory Board is responsible for supervising the administration and management of the university as a whole. The Supervisory Board ensures that the Executive Board complies with the laws and regulations relating to the university in the performance of its tasks and the exercise of its powers. The Supervisory Board is responsible for the approval of a number of specific decisions of the Executive Board.

The Supervisory Board also support the Executive Board with advice.

The Supervisory Board of the Erasmus University Rotterdam consists of at least three and no more than five members who are appointed, suspended and dismissed by the Minister of Education, Culture and Science. In observance of the statutory nomination rights of the University Council and taking account of the nomination by the University Council of a member that in particular enjoys the confidence of the University Council, the Supervisory Board makes proposals for the (re)appointment, suspension and dismissal of its members to the Minister of Education, Culture and Science.

The Supervisory Board is accountable to the Minister of Education, Culture and Science and provides the Minister with the requested information concerning the actions of the Supervisory Board.

### 7.1.3 The University Council (Articles 9.29-9.36 of the WHW)

The exercise of participation in relation to the Executive Board is vested in the University Council. In addition to general tasks and powers, the University Council also has a number of specific consent, advisory and hearing rights and right of initiative. These are recorded in the regulations of the University Council, which are adopted by the Executive Board with the prior consent of the University Council.

At least twice a year, the Executive Board gives the University Council the opportunity to discuss the general state of affairs in the university with the Board. In practice, the Executive Board and the University Council meet within all eight cycles of the University Council in the so-called Consultation Meeting. The University Council is authorised to make proposals on all matters concerning the university to the Executive Board and to make its viewpoints known. The Executive Board provides the necessary information and explanations on a number of matters such as the policy pursued and proposed in the financial, organisational and educational fields.

The University Council promotes openness, transparency and consultation in the university to the best of its ability. In principle, the meetings of the University Council and consultative meetings with the Executive Board are public. The University Council also guards against discrimination at the university on whatever grounds and especially promotes equal treatment of men and women as well as engaging persons with an impairment or chronic illness and persons with a migrant background. Pursuant to the General Equal Treatment Act, the University Council is authorised to request the Human Rights Board (previously, the Equal Treatment Committee) to conduct investigations into discrimination between men and women.

The University Council has a right of prior consent for every decision of the Executive Board to adopt or change:

- the institutional plan;
- the strategic plan;
- the main elements of the budget plan;
- the design of the quality assurance system and the proposed policy in view of the outcomes of the quality assessment;

- the Student Charter;
- the management and control regulations, including the EUR facility for legal protection of students;
- the choice between two participation systems;
- the rules in relation to working conditions, including those concerning sexual harassment, intimidation, aggression, violence, bullying or discrimination;
- the policy concerning financial support for students (financial support fund);
- the membership of the Central Electoral Committee;
- the regulations of the University Council;
- the decision to provide a study programme outside the Netherlands, as referred to in Article 1.19a(1) of the WHW

The University Council has advisory powers with regard to the matters concerning the continuity and good progress of affairs within the Erasmus University Rotterdam, the university budget plan, including the amount of the institutional tuition fees and the tuition fees and also with regard to:

- the termination or reduction of the activities of organisational units of the university and the start of new activities, insofar as these result in substantial changes in the structure and personnel of the university;
- the institution of binding study advice for a study programme;
- the institution of an admission restriction on the enrolment of students;
- the policy relating to student facilities;
- the Articles of the Stichting Erasmus Sport foundation;
- the recognition of student organisations regulations;
- the rules of order of the Advisory Committee on Appeals;
- the intention to reorganise, relating to one faculty or central service;
- the decisions concerning working conditions at the EUR, originating from a party other than the Executive Board;
- the regulations concerning the use of languages with the university;
- the regulations in relation to integrity;
- the request for a new study programme at the EUR;
- the proposal to cancel an existing study programme or to start a new study programme.

The University Council has advisory rights in relation to a proposed appointment or dismissal of a member of the Executive Board by the Supervisory Board. With the intended appointment of a member of the Executive Board, the University Council has advisory rights relating to the profile and two members (one employee member and one student member) will hold seats on the Job Application Committee. One of the members of the Supervisory Board is appointed on the nomination of the University Council. The appointment is made by the Minister of Education, Culture and Science. The confidential committee of the University Council will be heard on the appointment and the dismissal of one of the other members of the Supervisory Board by the Supervisory Board. With the intended appointment of a member of the Supervisory Board, the University Council has advisory rights relating to the profile.

The University Council must disclose its activities, including through the publication of annual reports on its activities. The meetings are usually public. The University Council will adopt regulations on matters of an organisational nature; the Regulations of Order of the University Council.

The University Council has 24 members, 12 of whom are elected from among and by the students and 12 from among and by the employees. The University Council elects a chairman, from among its members or otherwise. Students are elected by a list system. faculties represented by employees are ESL, ESHCC, RSM, Erasmus MC (including ESHPM), ESE, ESSB (including EUC), ESPhil and ISS. The employees of the central support services ABD, professional services and University Library are also represented in the University Council.

## 7.2 The faculty (Article 9.11 of the WHW)

In the faculty, the study programmes are provided and the research is conducted. The faculty is managed by the Dean of the faculty. The faculty has a Programme Committee for each study programme or group of study programmes. The Faculty Council and the Programme Committee exercise the participation in relation to the Dean.

### 7.2.1 The dean of the faculty (Articles 9.12 – 9.20 and 9.22 of the WHW)

The faculty is headed by the Dean of the faculty. The Erasmus University Rotterdam has opted for a single person head of each faculty. The Dean is responsible for the general management of the faculty and for the management and organisation of the faculty for the provision of the study programmes and the conduct of research. Following the approval of the Executive Board, they adopt the faculty regulations in order to regulate the management and the equipment of the faculty.

The tasks and powers of the Dean of the faculty also include:

- the adoption of the Course and Examination Regulations and their regular assessment;
- the adoption of general guidelines for scientific practice;
- the adoption of the faculty's annual research programme;

- supervising the execution of the Course and Examination Regulations and the annual research programme. Regular reports on this must be presented to the Executive Board;
- the issue of the binding study advice;
- the institution of the Examination Board(s) and the *Colloquium Doctum* Committee and the appointment of their members;
- the adoption of further rules concerning the manner in which exemption can be obtained from the admission requirements for a study programme;
- the further rules for the binding study advice; and
- entering into joint regulations for the benefit of one or more study programmes with one or more Deans from other faculties.

The Dean provides for the management of each study programme of the faculty. A choice has been made at the Erasmus University Rotterdam to assign the management to a programme director.

The Dean of a faculty is appointed by the Executive Board. The Dean is accountable to the Executive Board and provides it with the requested information.

### 7.2.2 The programme committee (Article 9.18 of the WHW)

The Programme Committee is a form of faculty participation. A programme committee is set up for every study programme or group of study programmes. It is possible to form a single Programme Committee for a bachelor programme and the subsequent initial master's programme or programmes.

The task of the Programme Committee is to advise on the promotion and assurance of the quality of the programme. The Programme Committee also has:

- a. a statutory right of approval regarding parts of the Course and Examination Regulations and advisory rights regarding the other parts,
- b. the task of assessing the manner of implementing the Course and Examination Regulations on an annual basis, and
- c. the task of providing solicited or unsolicited advice or of making proposals to the board of the study programme and the Dean about all matters concerning education in the study programme concerned.
- d. responsibility for advising or making proposals, either on request or on its own initiative, to the board of the program, and the dean on all matters concerning education in the program concerned
- e. the task to discuss the review report

Half of the total number of members of a Programme Committee are appointed from the students who are enrolled for the programme.

### 7.2.3 The Faculty Council (Article 9.37 of the WHW)

The Faculty Council exercises the participation in relation to the Dean of the faculty. Towards the Dean of the Faculty, the Faculty Council exercises the right of approval and the right to be consulted on the same basis as the University Council towards the Executive Board, to the extent that this concerns matters relating specifically to the faculty and the respective powers have also been conferred on the Dean. In addition, the staff representatives in the Faculty Council act as the Advisory Board of the faculty.

The Faculty Council has a right of prior consent for every decision of the Dean of the faculty to adopt or change:

- a. the Faculty Regulations
- b. the Course and Examination Regulations, with the exception of a number of specific elements for which the Programme Committee usually has a right of approval.
- c. the main points of the faculty budget plan;

The Faculty Council has advisory powers in relation to matters that concern the continuity and good progress of matters within the faculty, the faculty budget plan and in relation to proposed measures concerning:

- a) the application of the working and service conditions;
- b) the general personnel policy;
- c) matters relating to working conditions;
- d) the organisation and working method within a faculty;
- e) the reorganisations within a faculty.

At least twice a year, the Dean gives the Faculty Council the opportunity to discuss the general state of affairs within the faculty. The Faculty Council is authorised to submit proposals to the Dean of the faculty and to state its position regarding all matters concerning the faculty. The Dean of the faculty provides the required information and explanations on a number of matters such as the policy pursued and proposed in the financial, organisational and educational fields. The Dean hears the Faculty Council before making a proposal to the Board for the introduction or termination of a study programme.

The Faculty Council must disclose its activities, including through the publication of annual reports on its activities. The meetings are usually public. The size and membership of the Faculty Council is regulated in the Faculty Regulations. One half of the members are students and the other half are employees. The Faculty Council consists of a maximum of 24 members and members may not be managing directors.

#### 7.2.4 Erasmus MC and ESHPM

The Erasmus MC was formed in 2003 by the merger of the Faculty of Medicine and Health Sciences and Rotterdam University Teaching Hospital. The Erasmus MC is managed by the Executive Board, of which the Dean of the faculty is a member. In the Executive Board, the Dean holds final responsibility for all matters relating to education and research. The Dean is accountable to the Executive Board with regard to the performance of his tasks concerning academic education and research and provides it with the requested information.

The participation of students and employees is organised in a manner that differs from what is the rule at the other faculties. The Erasmus MC is subject to the Works Councils Act, which does not provide for the possibility of adding student representatives to the Works Council. For that reason, a shared participation structure was introduced at the Erasmus MC. Here, the participation for the staff is exercised by the Works Council, and 10 Sub-Committees for the themes and other organisational units of the Erasmus MC. The participation for the students is exercised by the Student Council.

At the Erasmus MC, the powers of the former Faculty Council are exercised by the Joint Meeting of the Student Council (formerly, the student representatives on the Faculty Council) and the Standing Committee for Education and Research of the Works Council (formerly, the staff representatives on the Faculty Council).

The Standing Committee for Education and Research of the Works Council consists of six members, as least four of which are members of the Works Council. The Works Council has delegated its powers concerning education and research to this Committee. The Student Council consists of eight members elected by and from among students enrolled at the EUR for an initial programme provided by the Erasmus MC, as described in the Faculty Regulations of the Erasmus MC. In the Joint Meeting, the Standing Education and Research Committee and the Student Council exercise the participation rights of students and employees of the Erasmus MC with regard to education and research.

The Joint Meeting has a right of prior consent for every decision of the Executive Board of the Erasmus MC to adopt or change:

- The main points of the O&O budget plan;
- Rules in relation to working conditions, in as far as these relate to matters that concern the Faculty in particular and the relevant powers are also assigned to the Dean.
- the Faculty Regulations
- the Course and Examination Regulations, with the exception of a number of specific elements for which the Programme Committee usually has a right of approval.

In general terms, the Joint Meeting has advisory rights relating to:

- matters concerning the continuity and smooth progress of operations within the Faculty;
- the O&O budget;
- proposed decisions to appoint or dismiss the Dean.

For more information on the various advisory and prior consent powers, please see the Faculty Regulations of the Erasmus MC.

The Student Council is notified by the Executive Board in writing, at least once a year, of the policy pursued and the policy intentions for the coming year in the fields of finance, organisation, education and research. At the start of the academic year, the Executive Board provides the basic details of the organisation of the Erasmus MC, in writing. The Executive Board also provides all information that the Student Council needs in order to perform its tasks, on request or otherwise. The Student Council is authorised to make proposals and to make its views known on all matters concerning education and research to the Executive Board. The Dean provides the Student Council with the required information concerning the policy pursued and proposed in the financial, organisational and educational fields.

The Student Council of Erasmus MC constitutes the participation of the students of the Faculty of Medicine and Health Sciences enrolled at EUR, with the exception of the programs of ESHPM. As a result of the transfer of the employees of the Erasmus School of Health Policy & Management (ESHPM) from the Erasmus MC to the EUR, the participation of the staff and students of the ESHPM takes place via an Institution Council for which four employees and four students of the ESHPM are elected. The Institution Council consults the vice-dean of ESHPM.

### 7.3 Disputes concerning participation

In the event of a dispute between the University Council and the Executive Board concerning the rights of prior consent of the participation body, the Executive Board reports this dispute to the Supervisory Board. In the event of a dispute concerning the content or a decision that, according to the University Council, should have been submitted to the University Council for prior consent, the (representatives of the) participation body notifies the Executive Board of this view, stating its reasons. The Executive Board or the participation body may submit the dispute to the National Participation Disputes Committee, unless the Supervisory Board can solve the dispute without the intervention of the Disputes Committee. In such a situation, the Supervisory Board makes a proposal for solving the dispute, which both parties can accept. If the Executive Board has not received the consent of the University Council, the Executive Board may request the permission of the Disputes Committee to take the decision.

The Executive Board will report a dispute between the University Council and the Executive Board concerning the failure to follow the advice of the University Council, or the failure to do so in full, to the Supervisory Board. If the (representatives of the) University Council take the view that the Executive Board should have presented a subject to it for prior advice, the (representatives of the) University Council will notify the Executive Board of this view, stating the reasons. The implementation of the decision will be suspended for four weeks, unless the (representatives of the) University Council has no reservations regarding immediate implementation of the decision. The Executive Board or the participation body may submit the dispute to the National Participation Disputes Committee, unless the Supervisory Board can solve the dispute without the intervention of the Disputes Committee. In such a situation, the Supervisory Board makes a proposal for solving the dispute, which both parties can accept.

If there is a dispute between the Executive Board and (representatives of) the University Council concerning the interpretation of or compliance with the regulations of the University Council or Chapter 9, Title 2 of the Act, the Executive Board will report this dispute to the Supervisory Board within four weeks.

In the event of a dispute between (representatives of) the Faculty Council and the Dean concerning the rights of prior consent of the participation body, the Dean or the Faculty Council will report this dispute to the Executive Board. The Executive Board or the Faculty Council may submit the dispute to the National Participation Disputes Committee, unless the dispute can be settled without the intervention of the Disputes Committee. The Dean may request the permission of the Disputes Committee to take a decision. In the event of a dispute between the Faculty Council and the Dean concerning the failure to follow the advice of the Faculty Council, or the failure to do so in full, the implementation of the Dean's decision will be suspended for four weeks, unless the Faculty Council has no objections to the immediate implementation of the decision. With regard to filing a dispute, the Faculty Council may represent the advisory powers of the Programme Committee, insofar as this is consistent with the advice of the Programme Committee.

A decision of the Disputes Committee is binding. An appeal against a decision of the Disputes Committee may be filed with the Enterprise Section of the Court of Appeal of Amsterdam. No appeal in cassation may be filed against a ruling of the Enterprise Section. The participation body cannot be ordered to pay the legal costs.

### 7.4 Freedom of information

The Government Information (Public Access) Act (WOB) was replaced on 1 May 2022 by the Open Government Act, which also applies to our institution. The Executive Board and the Dean of the faculty may provide information on the Erasmus University Rotterdam or the relevant faculty on their own initiative (the active information obligation). Members of the university community or third parties may also submit requests for information on administrative matters of the university or one of its units that is recorded in documents or other data carriers.

Examples of cases in which requests need not be honoured include:

- no data are recorded in documents or data carriers or the data are still being processed;
- this concerns the personal policy views of managers or employees recorded in documents drawn up for internal consultation purposes;
- granting the request would involve disclosure of company or production data that were notified to the Erasmus University Rotterdam by natural persons or legal entities, in confidence or otherwise;
- this would involve a threat to personal privacy.

The stakeholder may file an objection with the relevant administrative body and then file an appeal with the Administrative Law Section of the District Court, followed by an appeal to the Administrative Jurisdiction Department of the Council of State.

**More information on the university management and worker/student participation**

- WHW, Articles 7.33, 7.59a, 9.2, 9.3, 9.4, 9.5, 9.6, 9.7, 9.8, 9.9, 9.11, 9.12, 9.13, 9.14, 9.15, 9.16, 9.17, 9.18, 9.31, 9.32, 9.33, 9.33a, 9.34, 9.35, 9.36, 9.37, 9.38, 9.38a, 9.38b, 9.38c, 9.39, 9.40 and 9.46
- Open Government Act
- Articles 12.1, 12.2, 12.3, 12.4, 12.5 BBR-EUR 2020
- The Erasmus MC management regulations
- University Council regulations, Articles 5, 6, 7, 8, 9, 10, 11, 13, 14, 15, 16, 18, 19, 23, 24, 25, 26, 27, 28, 29 and 30
- Faculty regulations
- Regulations for the Erasmus MC Student Council, Article 6
- Regulations for the Erasmus MC Joint Meeting, Articles 2, 6 and 9
- <https://www.eur.nl/over-de-eur/organisatie-en-bestuur/medezeggenschap/universiteitsraad>
- <https://opleidingscommissies.nl>
- Policy vision of the University Council & Annual Report of the University Council

**Information available from**

- The Legal Affairs Department of the General Management Directorate
- The Clerk of the University Council



# 8. Subsidies and facilities for student activities

The Executive Board supports the activities of students and their organisations through the provision of subsidies and facilities.

## 8.1 Subsidy for student activities

Student activities of students and student organisations can be subsidised by the Erasmus University via the Special Facilities Fund. The Special Facilities Fund support activities organised by EUR student groups/organisations in the field of cultural, aesthetic and general social development through the provision of once-only guarantee subsidies.

## 8.2 Recognition and registration of student organisations

The university may assign a student organisation the title of 'recognised student organisation'. A student organisation that does not comply with the conditions for obtaining the title of 'recognised student organisation of the Erasmus University Rotterdam' may apply to the Executive Board for registration of the organisation. Recognised student organisation and registered non-recognised student organisations have the right to a number of facilities. These are provided on the basis of the Student Organisations Recognition and Facilities Regulations (EFSO).

### Conditions for recognition

In order to obtain the title of 'recognised student organisation', the organisation must comply with substantive conditions and quantitative and qualitative criteria, as described in the EFOS. A component of a student organisation and this student organisation in its entirety cannot both hold this title. However, a student organisation that is not a legal entity in itself but that forms part of a nationwide organisation may be eligible for registration if it is able to demonstrate that it holds a sufficiently established and identifiable position in this nationwide organisation. Student organisations whose objective is a commercial one and/or engaging in predominantly commercial activities are not eligible for recognition.

A student organisation that does not comply with the conditions for obtaining the title of 'recognised student organisation of the Erasmus University Rotterdam' may apply to the Executive Board for registration of the organisation. Registration as a student organisation is a condition for claiming the general facilities for recognised and registered student organisations of the EUR. Student organisations whose objective is a commercial one and/or engaging in predominantly commercial activities also do not qualify for registration.

### Application, change, withdrawal and suspension

The Student Organisations Recognition and Facilities Regulations (EFSO) include all procedures relating to applications for, changes to, withdrawal and suspension of the recognition and registration.

### 8.2.2 Facilities for student organisations

The EUR makes a number of facilities available to student organisation, with a distinction made between:

- general facilities for recognised and registered, non-recognised student organisations, and
- exceptional facilities for recognised student organisations.

#### General facilities

All recognised and registered, non-recognised student organisations may take advantage of facilities services and publicity-related support. The facility services that can be claimed are:

- occasional use of lecture and meeting rooms, in accordance with the house rules of the EUR, insofar as such spaces are available (if the use of such rooms entails any additional charges, e.g. for cleaning or additional facilities, charges will be made for these.);
- internal post facilities (free of charge);
- external post facilities (for payment).

The publicity-related support available to the aforesaid organisations comprises the following:

- a booth during Open Days and other informative events for prospective students (free of charge);
- a booth at the information market during the EUREKA week;
- a notice on the website and app of the EUREKA week;
- a notice on the website of the Erasmus Student Service Centre in the 'Student Life' section;
- an invitation to attend the opening of the academic year; and
- an invitation to attend the Dies Natalis.

#### Special facilities for recognised student organisations

The following additional facilities are available for recognised student organisations:

- Inclusion of the following (Dutch) text in their communications: '*xxx is een erkende studentenorganisatie van de <EUR Logo>*'. The text in English is '*xxx is a recognised student organisation of <logo EUR>*'. Use of the official EUR house style is not permitted.

- A recognised student organization may request written and reasoned advice from the Executive Board for the attention of the Director of the Marketing & Communication Department in the area of press and media contacts. Recognised, faculty-related and educationally complementary student organisations may request permanent office space to be paid for by the faculty. The granting of such a request depends on the relevant faculty's options for accommodation. Charges for the means of communication required for the working space are payable by the relevant student organisation.
- The other recognised student organisations without any housing of their own outside Campus Woudestein or the Erasmus MC may submit a request for permanent office space, free of charge, for use in accordance with the applicable university rules. The granting of such request depends on EUR's options for accommodation for general use. Charges for the means of communication required for the working space are payable by the relevant student organisation.
- A recognised student organisation may submit a request for a management grant in a lump sum form. Decision-making on this depends on compliance with the conditions laid down in the Appendix of the Financial support fund Regulations entitled 'Determination of the number of grant months for management activities'.

#### Applications

The Student Organisations Recognition and Facilities Regulations (EFSO) include all procedures relating to applications for facilities.

### 8.3 The Recognition Certificate

The Recognition Certificate was developed for EUR students and alumni who have worked as volunteers during their studies. This may be traditional voluntary work performed for the community, or management and committee work in student organisations recognised or registered by the EUR, as well as work for the university itself (student councils, Erasmus Ambassadors) or elite sports. On the basis of the recognition certificate, potential employers can see at a glance that an EUR alumnus has gained broader experience during their studies.

With the award of a recognition certificate to an EUR student or alumnus, the university expresses its appreciation for the efforts made. The recognition certificate is part of the university's intention to facilitate an academic community that conducts itself in a socially responsible manner.

#### Award criteria

1. The recognition certificate is only awarded to *EUR students who have obtained a diploma from the EUR and/or EUR alumni*.
2. The recognition certificate is issued only if the applicant has performed a [recognised activity](#) (within the meaning of the recognition certificate).
3. The time that the applicant has spent on the activity in question must *comply with the relevant time criterion*, as shown on the website for the recognition certificate.
4. *The reimbursement for performing recognised activities may not exceed €1500 per year, with the exception of management fees.*

Applications for recognition certificates can be submitted via the website; further information on criteria and procedures is also available there.

#### More information on subsidies and facilities for student activities

- [Student Organisations Recognition and Facilities Regulations 2020](#)
- [Financial support fund Regulations](#)
- <https://www.eur.nl/onderwijs/praktische-zaken/begeleiding-advies/erkenningcertificaat>

#### Information available from

- [Student Facilities Department](#)

# 9. Rules of conduct

The rules of conduct concern smooth operations in university buildings and on the university sites; clothing regulations; the use of computer and network facilities; working conditions; combating sexual harassment, aggression, violence, bullying and discrimination; combating smoking; protection of personal data; and copyrights. These rules are sometimes laid down in law or have been imposed on the basis of a law.

## 9.1 Order Regulations

Various rules apply for the assurance of good order and smooth operations, and for the use of facilities. These concern matters including fire and safety regulations, parking regulations and the use of network facilities. The Executive Board is authorised to adopt these rules.

Everyone present in the buildings or on the sites of the university, or who makes use of the facilities of the university, must comply with these house rules and the instructions issued in that regard.

Everyone should also conduct themselves properly, which means:

- causing no unacceptable nuisance or direct or indirect damage to the university or to other persons present in the buildings or on the sites of the university, or who make use of the university facilities;
- no breaches of the rights of the EUR or of other persons present in the buildings or on the sites of the university or who make use of the university facilities;
- no action in contravention of any statutory obligations;
- no action in contravention of generally accepted standards in relation to other persons or property.

The following measures may be taken on the basis of the Order Regulations EUR Buildings, Grounds and Facilities against a student who does not comply with the rules of order or the house rules, or who behaves unacceptably:

- a warning;
- A conditional denial of access to Buildings and Sites;
- A conditional denial of the use of Facilities;
- Temporary denial of access to Buildings and Sites;
- Temporary denial of the use of Facilities;
- Final denial of access to Buildings and Sites;
- Final denial of the use of Facilities;
- temporary cancellation of enrolment;
- final cancellation of enrolment.

| Against decisions of the Executive Board in which a measure based on the order regulations is taken, a student whose interest is directly affected may file an objection with the Student Objection Advisory Committee ([gas@eur.nl](mailto:gas@eur.nl)). The GAS advises the Executive Board on the objection. The Executive Board then makes a new decision (a so-called decision on the objection), against which a student may appeal to the Administrative Jurisdiction Division of the Council of State

### More information on the order regulations

- General Data Protection Regulation (GDPR)
- WHW Article 7.57(h)
- [Order Regulations for EUR Buildings, Sites and Facilities, 2020](#)
- [Camera Surveillance Regulations, Erasmus University Rotterdam](#)

### Information available from

- [The Legal Affairs Department of the General Management Directorate](#)

## 9.2 Computer and network facilities

On enrolment, students are entitled to make use of university computer, printer/scanner and network facilities. Students are also responsible for regularly checking their e-mail accounts and Osiris. In addition to the provisions of the law and the Order Regulations, further rules and conditions of the Regulations on the use of Internet and ICT facilities of the Erasmus University Rotterdam apply for the use of the computer and network facilities.

Students are required to exercise due care with their allocated personal login details and any other additional means of authentication (such as smart cards and tokens). It is not permitted to share personal passwords and additional means of authentication. In cases of suspected misuse, the EDISservice may immediately block access to the associated account. Students are explicitly forbidden to:

1. Gain access or attempt to gain access to the data of other users and to software files of computer systems, or altering or destroying them, if the aforementioned activities do not form part of the tasks assigned by EUR;
2. Gain access or attempt to gain access to computer systems if this involves systems where no explicit means of access has been created for the student;
3. Taking any action that undermines the integrity and continuity of the facilities;
4. Making attempts to obtain higher privileges for the facilities than those that have been granted;

5. Making attempts to obtain system or user authorisation codes (such as passwords) belonging to others/third parties in any way and in any form;
6. Reading, copying, altering or erasing e-mails and other messages intended for others, unless authorisation has been granted for this purpose by the other party involved within the settings of the e-mail system;
7. Copying the software, data files and documentation made available by EUR, or giving third parties access to them, unless given consent In Writing to do so by the manager;
8. Intentionally, or through culpable acts or omissions, introducing computer malware (or other malicious software) to or via ICT facilities.

Computer and network facilities are made available for use by the student in the context of the student's programme. Use of these facilities is therefore associated with programme-related activities, such as completing assignments, reports and theses, monitoring academic progress, consulting sources, and communicating with lecturers and fellow students.

Limited private use of internet and ICT resources is permitted within reasonable limits, provided that it does not disrupt daily work activities or EUR's network, or, as the case may be, lead to disproportionate costs for EUR.

When sending private e-mail messages, it is preferable that the student does not use the e-mail address provided by EUR.

1. Installing software on EUR's computer and network facilities or altering or modifying these facilities is not permitted without consent from the EDIS service. It is also prohibited to connect servers and active network components (such as access points and routers) without the consent of the EDIS service. This consent may be subject to additional conditions. The Student is required to comply with these additional conditions.
2. Connecting personal devices (such as laptops, tablets and telephones) at EUR locations is only permitted on the (wireless) network connections made available for this purpose. Access to these connections is subject to rules, such as the mandatory installation of a virus scanner, regularly updating the operating system, and using encryption and password protection.
3. The use of EUR's Computer and network facilities using personal devices or EUR devices from locations outside of EUR locations is only permitted through secure (Wi-Fi) networks or secure access made available for this purpose (such as VPN or Virtual desktop), provided that these devices meet additional conditions, such as the installation of a virus scanner, regularly updating the operating system, and using encryption and password protection.

#### Monitoring and control

1. For the purpose of verifying compliance with the rules, data will be collected in an automated manner (logged) under the responsibility of the EDISservice director. Only authorised Officers of the EDISservice will have access to this data, and this data is made available only in a pseudonymised format to the EDIS service director. If so decided by the EDISservice director, the data will also be made available to other managers and persons responsible. The IT service director may decide to take additional technical measures.
2. All possible measures will be taken to use technical means to ensure prohibited use of ICT facilities is rendered impossible. When granting access to EURnet, ICT facilities and/or EUR data, the use of security software and security measures may be required for the devices used. This also includes software that makes it possible to verify the effectiveness of these measures prior to granting the desired access.
3. If there are reasonable and justified grounds to suspect a breach of the rules by a Student, e-mail and internet use may be monitored at the level of individual traffic and traffic data (Targeted investigation). Monitoring of content will be done only for compelling reasons.
4. When monitoring at the level of personal data and/or traffic and traffic data, EUR will fully adhere to the GDPR and other relevant legislation and regulations.

For more information, please see the [Regulations for Internet Use and IT Facilities of the Erasmus University Rotterdam](#)

### 9.3 Health, safety and welfare

The Executive Board provides for the health, safety and other working conditions in the buildings and on the sites of the Erasmus University Rotterdam, as well as the manager appointed by the Board. Rules in this regard require the prior consent of the University Council for the university as a whole, and of the Faculty Council for the faculty. The student representatives on these councils also have the powers assigned by law to the Works Council in that regard. The 1998

Working Conditions Act applies not only for the employees, but also for students and external parties. They are expected to exercise the necessary caution and due care.

Their rights are:

- the right to information and training on the risks involved in the work or the studies, and on the measures taken to prevent or limit those risks;
- the right to information on safety provisions and protective equipment.

The university supervises compliance with the instructions and regulations aimed at preventing or limiting risks and the correct use of personal protective equipment.

Their obligations are:

- to cooperate with the instruction organised for them in this field;
- to comply with the statutory obligations and rules imposed by the Dean;
- to use the personal protective equipment provided correctly and to store this in the place for that purpose after use;
- to use working equipment and hazardous substances in the correct manner;
- not to change or unnecessarily remove the security of the working equipment. The security measures must be used correctly;
- to comply with the further rules and instructions relating to health and safety;
- to immediately notify the local supervisor or the Executive Board of matters that place health or safety at risk;
- to support the university employees and specialists in the field of prevention and protection in the performance of their statutory obligations and tasks.

The university now devotes special attention to information on the prevention of RSI (currently referred to as Arm, Neck and Shoulder Complaints (KANS)). The main buildings are accessible to those with motor impairments. This is shown on the floor plan.

Students must comply with generally accepted standards and rules of decency in contacts with other members of the university community and in the use of university facilities. Every student is expected to participate in the education in a manner that shows respect for fellow students, lecturers and other employees. Students are required to follow the instructions and directions of their lecturers and of the staff responsible for the management and care for university facilities and buildings.

A student who disturbs good order may be removed from the building or the site on the instructions of the manager. If necessary, they may also be denied access, fully or partially, to the buildings and sites, in full or in part, for a maximum of 10 working days. In the event of serious misconduct or repetitions, this term may be extended to a maximum of one year by the Executive Board and/or the Executive Board may cancel the enrolment of the student concerned for a maximum period of one year. In the event of serious disturbance that does not cease following a warning, the Executive Board may permanently deny the student access to the institution and/or cancel their enrolment.

#### **More information on health, safety and welfare**

- Working Conditions Act
- Working Conditions Decree
- WHW
- <https://www.eur.nl/en/campus/locations/campus-woudestein/security-safety>
- EUR Occupational Health and Safety Coordinator
- Erasmus MC: Occupational Health and Safety and Environment Department
- RSI helpline for students (counsellors)

## 9.4 Undesirable behaviour

The Executive Board is responsible for a good working and study climate. Students and employees will be protected as far as possible from all forms of bullying, sexual harassment, intimidation, aggression, physical and mental abuse and discrimination, and against the detrimental consequences of these.

Anyone within Erasmus University who is affected in any way can contact the Safe@EUR desk staff at any time. They both offer a listening ear and can advise and guide in a follow-up step if desired.

The EUR has several support options that students can turn to when faced with undesirable or worrisome behavior during their studies:

#### **Confidential counsellors**

The confidential counsellors offer support for students who face difficulties with undesirable behaviour, give advice on the possible steps to take and refer the student, if necessary. Guidance and coaching may be methods to enable the student to recover their progress. A person accused of undesirable behavior can also contact the confidential counsellors. The confidential counsellors do not take steps without the explicit consent of the student. All meetings are confidential.

### **Safe@EUR**

The Safe@EUR case managers offer support to students who wish to make known (anonymously) undesirable behavior within the university community without a personal request for help (a report), when the student has concerns about the well-being of another member of the university community (fellow student, course participant, employee) or when the student has a request for help as a result of undesirable behavior but does not know where to turn. The case managers provide insight into follow-up steps and, if necessary, make internal or external referrals to appropriate assistance. In addition, the case managers offer the possibility of peer consultation when organizational units seek support in resolving an internal conflict between members of the university community regarding undesirable behavior.

### **Formal complaint**

Sometimes, filing an official complaint is the best course of action. A complaint can be filed by a student who has experienced sexual harassment, intimidation, aggression, violence, bullying or discrimination from one or more members of the university community (fellow student, trainee, employee). Complaints relating to the conduct of an Erasmus MC employee will be forwarded to Erasmus MC.

The complaint is submitted in writing, stating the reasons, to the Executive Board or the manager of the faculty, preferably through the intermediary of the confidential counsellor. The complainant may also choose to file a complaint directly with the Undesirable Behaviour Complaints Committee (COG). If the complaint is submitted directly to the Executive Board, the confidential counsellor will be notified of this.

The complaint is handled by the manager or by the COG. This choice is made by the Executive Board, taking account of the seriousness of the complaint, any advice from the confidential counsellor and the wishes of the complainant. If the complainant or the defendant object to the handling of the complaint by a manager, the complaint will always be sent to the COG. The complainant and the defendant will be heard as soon as possible following receipt of the complaint. At the request of the complainant or the defendant, witnesses, experts or other parties directly involved can also be heard. No more than 10 weeks after the receipt of the complaint (with the possibility of extending this term by a maximum of four weeks), the COG will issue advice to the Executive Board. The COG strives to provide its advice as much as possible within the time limit for processing a complaint. As a rule, however, careful handling takes precedence over speed.

After receipt of the advice from the manager or the COG, the Executive Board decides whether the complaint is well-founded and if so, which measures will be taken against the defendant.

In the case of a student, the measures comprise:

- a warning;
- a conditional denial of access to Buildings and Grounds;
- a conditional denial to use Facilities;
- a temporary denial of access to Buildings and Grounds;
- a temporary denial of access to Facilities;
- a permanent denial of access to Buildings and Grounds;
- a permanent denial to use Facilities.
- terminating enrollment temporarily;
- terminating enrollment permanently.

The entire procedure, with the accompanying documents, is confidential and aims to keep a balance between protection of the complainant and the defendant.

The confidential counsellor and the COG issue regular confidential and anonymised reports to the Executive Board. The University Council is notified of these reports in confidence.

### **More information on sexual harassment, aggression, violence, bullying and discrimination**

- Working Conditions Act
- [EUR Complaints procedure for undesirable behaviour](#)
- <https://www.eur.nl/over-de-eur/reglementen-en-regelingen/studenten>

Information is available from

- [Confidential Counsellor](#)
- [Safe@EUR](#)
- [Ombuds officer](#)
- [Committee Undesirable Behaviour](#)



## 9.5 Abuses

In addition to a complaints procedure for undesirable behavior, the university also considers it important for students and employees to be able to report alleged abuses within the EUR. For this purpose, the Regulation on Reporting Suspected Wrongdoing EUR, also referred to as the Whistleblower's Regulation, is in place. Students can report suspected wrongdoing to the dean of the faculty where the program is taken. You can also safely report alleged wrongdoing to the Confidential Advisor. The Executive Board may decide to have the investigation of the alleged wrongdoing conducted by the Whistleblowers Committee. The Whistleblowers Committee is the committee for investigating integrity violations, which do not fall under the domain of scientific integrity. Misconduct is defined as: an improper manner of acting or failing to act in which the public interest is at stake, violation of a statutory regulation, a danger to public health, a danger to the safety of persons, a danger to the degradation of the environment, a danger to the proper functioning of the university.

More information

- [Whistleblowers regulation 2021](#)
- Confidential Counsellor

## 9.6 Smoking policy

Since August 2020, the campus has been entirely smoke-free. Smoking is forbidden in all buildings and on all sites of the university. Everyone on campus Woudestein is expected to know and actively comply with the smoking rules.

**More information on the smoking policy**

- [Website on smoke-free campus](#)
- [Parliamentary letter on report entitled 'Towards smoke-free school sites'](#)

## 9.7 Protection of personal data

The Executive Board is bound by the legal frameworks for the processing of personal data. The General Data Protection Regulation (GDPR) has been in force since 25 May 2018.

In the light of the GDPR, students are regarded as 'data subjects' and for this group, personal data must be processed in a manner that does justice to the principles referred to in the GDPR. The Executive Board, as the controller, within the meaning of the GDPR, has a number of obligations, such as:

- in accordance with the GDPR (Article 5(1) GDPR), the personal data:
  - should be processed in a manner that is legitimate, fair and transparent in relation to the data subject ('legitimacy, fairness and transparency');
  - must be gathered for certain defined, explicitly described and justified purposes and may then not be processed further in a manner inconsistent with those purposes. If further processing is necessary in connection with archiving in the general public interest, for scientific or historical research, or for statistical purposes, this is not regarded as inconsistent with the original purposes ('purpose limitation');
  - must be adequate, serviceable and limited to what is necessary for the purposes for which they are processed ('minimum data processing');
  - must be correct and must be updated if necessary. All reasonable measures must be taken to immediately delete or rectify ('accuracy') personal data that, in view of the purposes for which they are processed, are incorrect;
  - must be stored in a form that makes it possible to identify the data subject for no longer than is necessary for the purposes for which the personal data are processed. Personal Data may be stored for longer periods insofar as the personal data are processed purely with a view to archiving in the general interest, scientific or historical research or for statistical purposes in accordance with Article 89(1), provided that appropriate technical and organisational measures required in this Regulation are taken to protect the rights and freedoms of the data subject ('storage limitation');
  - by taking appropriate technical or organisational measures, must be processed in such a manner that appropriate security is assured for the data and that they are protected, *inter alia*, against unauthorised or unlawful processing and against unintentional loss, destruction or damage ('integrity and confidentiality').
- a data protection officer (DPO) must be appointed at the EUR, whom data subjects can contact with regard to all matters relating to the processing of their data and the exercise of their rights pursuant to this Regulation. (Article 37 and Article 38(4) of the GDPR). The EUR has had a Data Protection Officer (DPO) registered with the Dutch Data Protection Authority since 2016.

The person whose data are processed ('the data subject') has a number of rights in order to effectuate the right to privacy:

- granting consent for the processing of their personal data for one or more specific purposes (Article 6 of the GDPR);

- the right to withdraw consent at any time. The withdrawal of consent is without prejudice to the legitimacy of the processing on the basis of the consent prior to its withdrawal. The data subject will be notified of this before they grant consent. The withdrawal of consent is just as simple as granting it (Article 7 of the GDPR);
- the data subject receives notices in connection with the processing in an abridged, transparent, comprehensible and easily accessible form and in clear and simple language. The information is provided in writing or by other means, including, if appropriate, by electronic means. If the data subject requests this, the information can be provided verbally, on condition that the identity of the data subject is verified by other means (Article 12 of the GDPR);
- on acquiring the personal data, the controller provides the data subject with the following additional information in order to assure fair and transparent processing (Article 13 and 14 of the GDPR):
  - the period during which the personal data will be stored or, if that is not possible, the criteria for determining that term;
  - the data subject has the right to request the controller to provide access to and rectification or erasure of the personal data, or limitation of the processing concerning the data subject, as well as the right to object to the processing and the right to data portability;
  - the data subject has the right to withdraw consent at any time, without prejudice to the legitimacy of the processing on the basis of the consent prior to its withdrawal;
  - the data subject has the right to submit a complaint to the supervisory authority;
  - whether the provision of personal data is a statutory or contractual obligation or a necessary condition for contracting an agreement and whether the data subject is required to provide the personal data and the potential consequences if these data are not provided;
  - the existence of automated decision-making, including profiling, and, at least in those cases, useful information on the underlying logic, as well as the importance and the expected consequences of that processing for the data subject.
- right to access the data (Article 15 of the GDPR). Within four weeks a request to that effect must be granted or rejected, stating the reasons. Shielding is in order if data should actually be erased but there is nevertheless a reason for keeping the data for longer; the use or circulation of these data can then be limited or prevented;
- right to object (Article 21 of the GDPR); the data subject has the right at all times to object to processing of their personal data, including profiling, for reasons connected with their specific situation. The controller will halt the processing of the personal data unless they present urgent justified grounds for the processing that outweigh the interests, rights and freedoms of the data subject or that relate to the institution, performance or support for a legal action.

An objection can be filed with the Executive Board against a decision on a request for access, improvement, supplementation, erasure or shielding (Article 15 – 22 of the GDPR). After that, an appeal can be filed with the administrative courts. In addition to or instead of this [the Dutch Data Protection Authority](#) (Dutch DPA) may be asked to mediate or to advise.

Other tasks of the Dutch DPA are:

- supervising compliance with the statutory rules for protection of personal data;
- Conducting investigations on its own initiative of potential violations of the provisions of the GDPR;
- Conducting advance investigations into processing of personal data with which exceptional risks are associated;
- Handling complaints regarding compliance with the GDPR and mediating in disputes concerning the exercise of the right to access, rectification or portability; the seriousness of the violation and the amount of people who will be affected by it will be taken into account here. Data subjects may also file their cases with the courts;
- giving the government solicited and unsolicited advice on the implementation of the GDPR and on other matters where the privacy of citizens is at stake;
- Providing clarity to organisations on the interpretation of statutory standards, e.g. in policy rules (previously 'guidelines') or viewpoints.
- Providing information via the website of the Dutch DPA and via a helpline.
- Publishing an annual report;
- The Dutch DPA is bound by the provisions of the General Administrative Law Act in the performance of its tasks. Among other things, this means that:
  - objections may be made against decisions of the Dutch DPA and appeals can be filed with the administrative courts;
  - The Open Government Act applies;
  - complaints regarding the Dutch DPA can be filed with the National Ombudsman;
  - as an administrative body, the Dutch DPA is bound by the general principles of good administrative practice.

#### More information on protection of personal data

- General Data Protection Regulation; General Data Protection Regulation Implementing Act
- Exemption decree, GDPR Article 19

Information is available from

- [The Legal Affairs Department of the General Management Directorate](#)
- [privacy@eur.nl](mailto:privacy@eur.nl)
- The DPO via 0900 - 2001 201 or the contact form at [autoriteitpersoonsgegevens.nl/](https://autoriteitpersoonsgegevens.nl/)

## 9.8 Copyright

Students can come into contact with copyright in two ways: as a user of the works of other people (included in educational materials, e.g. a reader) or as an author.

### Student as user

#### *Educational material and lectures*

Educational materials are subject to copyright and a lecture is also a work protected by copyright. This has various consequences:

- The EUR holds the copyrights to lectures and may decide whether a lecture can be filmed. This also applies for audio recordings. For that reason, the lecturer must always be asked for permission before a lecture can be filmed. If the lecturer grants permission for a lecture to be filmed, the film is for personal use only by the student concerned. Circulation of the film is not permitted. On the basis of privacy legislation, fellow students may not be filmed during the recording of a lecture without their consent (see also paragraph 9.6).
- The course material may only be used within the frameworks of the study programme and, therefore, may not be sold, provided or issued in other ways to organisations outside the EUR, for consideration or otherwise. The EUR can attach consequences to such illegitimate provision/disclosure of educational material to third parties.

#### *Publications*

In the use of publications such as books and professional journals, students are required to observe the copyright protection of these. The holder of the rights to a work is usually shown on the first pages of the work (colophon).

In a small number of cases, photocopying or reproducing existing texts and images in other ways is permitted without the need for the consent of the holder of the copyrights.

On the basis of the provisions of or pursuant to the Copyright Act, the following rules apply for this:

- works of other people: making copies (including digital) (two or three at most) of a work, within the meaning of the Copyright Act, for personal use (study) is permitted. No more than a short section of books, journals, news magazines and other publications may be reproduced. The reproduction may only be made by the user in person, or on their instructions. The reproductions may not be provided to other parties. The condition of a short section, as referred to above, does not apply for works of which no new copies are available for payment or of short articles in newspapers or journals. The inclusion of hyperlinks is always permitted;
- citations: brief sections of a work that has been lawfully published may be reproduced in the context of a polemic, announcement, assessment or scientific handling or for an expression with a similar purpose. This applies for text and for audio-visual material. The size of the citation may not exceed what is strictly necessary for the purpose. The citation must also be functional and may not serve solely as decoration. The source and the author must always be shown.
- Re-use of digital material: students are reminded of their responsibility to reuse existing material for their works during the study programme (including presentations and papers) only if this existing material is in the public domain or, if licence provisions for existing materials permit this, to reuse material subject to the conditions shown in a licence or other provisions. Placement of hyperlinks to information that is lawfully available online is permitted.

The permission of the copyright-holder (the publisher or the author) is mandatory for reproductions of a size or edition larger than that referred to above, and for processing and translations of these. In the first instance, the publisher or the author of the relevant work can be contacted for this.

Original copies of laws (in Official Journals), court rulings, government decisions and memoranda and reports disclosed by the government are not subject to copyright, unless the work states in any way that these rights are reserved.

### Student as author

Copyrights for papers, reports, theses, visual materials, products etc. produced by students are held by the relevant student, unless otherwise agreed. As an author, for example of a thesis, a student can decide whether or not to make this public and to permit reproduction of their work, and is responsible for its contents and for what they do with it. The university's responsibility lies in the supervision and assessment of whether the work complies with the set requirements. However, the student does not hold the copyrights if they produced the work as an employee or on commission from another party.

If students publish their own works online, they are encouraged to state in each case the conditions on which other parties may make use of these works. The Creative Commons licences (see: <http://creativecommons.nl/uitleg/>), for example, are suitable for this purpose.

### Retention periods

Erasmus University is obligated to follow (legal) retention periods for all information created or received in the context of university processes. This includes processes and documents from students, like exams, theses, and student files. The specific processes and retention periods including their legal basis can be consulted in the ['Selectielijst 2020'](#).

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**More information on copyrights**

- Copyright Act, Articles 15a and 16b
- Agreements with publishers
- [Stichting Pro Reader Regulation](#)
- <https://www.eur.nl/library/auteursrechten-informatiepunt>

**Information is available from**

- [copyright@eur.nl](mailto:copyright@eur.nl)
- The Legal Affairs Department of the General Management Directorate

# 10. Legal protection

Every (upcoming and former) student and external candidate has a right to good and accessible legal protection. This is the principle of the law that regulates the legal protection of students. Within the EUR, there is one central facility (1 desk/front office) at which students and external candidates can submit their objections, appeals, complaints and disputes.

## 10.1 The legal protection of students and external candidates<sup>4</sup> at a glance

Many decisions of the university (e.g. concerning enrolment, examinations and financial support) that affect individual students are orders: written decisions of an administrative body that involve a public law legal action and that do not have a general purport and are therefore addressed directly to one or a small number of students. In the university, the Executive Board, the Doctorate Board, the Deans of the faculties and the Examination Board, with the examiners, are administrative bodies. The orders of these bodies are subject to the provisions of the WHW and the General Administrative Law Act (Awb).

The WHW provides that for certain decisions, a procedure can be followed at the Board of Appeal for Examinations. Among other things, appeals can be filed with the Board of Appeal for Examinations against decisions concerning admission to the exams or the results of examinations and exams.

Objections to decisions taken by or on behalf of the Executive Board, such as enrolment for a bachelor programme or decisions on requests concerning tuition fees can be filed with the Student Objection Advisory Committee (see paragraph 10.3).

Appeals against decisions of the Board of Appeal for Examinations (CBE) and decisions taken in response to advice from the Student Objection Advisory Committee can be filed with the Administrative Jurisdiction Division of the Council of State

If a student believes that they have been treated unfairly by a university administrative body or university employee, they can file a complaint on this with the EUR Legal Protection Facility. This applies for complaints concerning university facilities and services. There are also faculties with individual complaints procedures. Ultimately, a student can also file a complaint with the National Ombudsman.

## 10.2 Board of Appeals for Examinations

### 10.2.1 Filing an appeal<sup>5</sup>

At the CBE, stakeholders<sup>6</sup> can file appeals against, among other things:

- decisions concerning passing or admission to the examinations and initial master's programme;
- the decision of the entrance examination committee;
- the decision of an Examination Board or examiner;
- the decision, taken on the grounds of additional investigations conducted for admission to the study programme (with a deficient diploma).

An appeal can also be filed:

- against a written refusal to take a decision;
- when a decision is not taken in time. The term for taking a decision is a term set by law or, if there is no statutory term, a reasonable term following receipt of a request for a decision. A reasonable term is a maximum of eight weeks.

The appeal can be filed digitally by sending an e-mail to [cbe@eur.nl](mailto:cbe@eur.nl). If required, the appeal can also be submitted to the CBE by post. The appeal must be submitted within a term of six weeks. The term commences on the day after that of the notification of the decision. An appeal is submitted in a timely manner if it is received before the end of the term. On dispatch of the appeal by post, this must be sent by post before the end of the term and must be received within one week after the end of the appeal period.<sup>7</sup> The appeal term continues, even if talks are conducted with the party that took the contested decision or the advice of a study advisor or counsellor is required. In such a situation, the appeal term of six weeks should be borne in mind. This term can be secured by filing a pro forma appeal, for example.

In principle, an appeal that is not submitted in time is inadmissible, which means that the substance of the appeal will not be handled. This will only change if it can be found that exceeding the term is excusable. In principle, a holiday or illness will not be regarded as an excusable reason for exceeding a term. In such cases, it is advisable to authorise someone to submit the appeal, or to submit a pro forma appeal. In the latter case, you will be offered an extra term for supplementing the appeal.

If the appeal is directed against failure to take a decision in time, this is not related to a term. It can be submitted as soon as the administrative body fails to take a decision in a timely manner. The appeal against this cannot be submitted unreasonably late.

No registry fees are due for filing an appeal with the CBE.

<sup>4</sup> Article 7.59a(3) of the WHW

<sup>5</sup> Article 7.61 of the WHW

<sup>6</sup> Article 7.59a(3) of the WHW

<sup>7</sup> Article 6.9(2) Awb

### 10.2.2 Decision of the CBE

The CBE decides within 10 weeks of the day following that on which the term for the submission of the appeal expired. The CBE is not authorised to take a new decision regarding a partially or fully overturned decision.<sup>8</sup>

The decision may then be as follows:

- the appeal is inadmissible. This means that the appeal cannot be assessed substantively for one of the following reasons:
  - due to procedural omissions found, which have not been rectified in time;
  - if there is no decision that is open to appeal;
  - the complainant is not a stakeholder. The Board will not make a substantive assessment in these cases;
- the appeal is unfounded: the contested decision is upheld;
- the appeal is well-founded: the relevant decision will be partially or fully overturned and the administrative body must take a new decision.

In urgent cases, the chairman of the Board can be asked for a provisional relief ruling pending the decision in the primary case. This request must be submitted in writing, with justifying arguments.<sup>9</sup> A decision on a request for provisional relief is not open to appeal.

A student may lodge an appeal against the decision of the CBE with the Administrative Jurisdiction Division of the Council of State (see also paragraph 10.5).

#### More information on the CBE

- WHW Articles 7.59a, 7.60, 7.61, 7.62 and 7.63
- The Dutch General Administrative Law Act, Article 8:4
- [Order Regulations of the Board of Appeal for Examinations](#)
- <https://www.eur.nl/over-de-eur/juridische-zaken/college-van-beroep-voor-de-examens>

#### Information is available from

- [The Secretary of the Board of Appeal for Examinations](#)
- [Counsellor](#)
- [Study advisor](#)

### 10.3 Student Objection Advisory Committee (GAS)<sup>10</sup>

A student may lodge an objection if they disagree with a decision taken by or on behalf of the Executive Board based on the WHW. By the submission of an objection, a reconsideration of the decision taken earlier is requested. This concerns for example decisions taken in relation to enrolment for a bachelor programme and in relation to the EUR Procedural Rules for Enrolment, termination of the enrolment, payment or reimbursement of tuition fees, financial support (e.g. management grants), the *judicium abeundi* and denial of access to the university buildings and sites.

The objection must be submitted within six weeks of the date on which the contested decision is notified. This can be done by sending an e-mail to [gas@eur.nl](mailto:gas@eur.nl). An objection can also be submitted against a written refusal to take a decision or the failure to take a decision.

This possibility of filing an objection can only be used if no other legal recourse is open to the student (e.g. at the CBE).

The GAS sends advice to the Executive Board on the student's objection.

Before issuing advice, the Committee will first consider whether an out-of-court settlement is possible between the parties. The Executive Board will take a decision on the objection within a maximum of 10 weeks of receipt of the objection.

The student may lodge an appeal against a decision on their objection with the Administrative Jurisdiction Division of the Council of State (see also paragraph 10.5).

#### More information on the GAS

- General Administrative Law Act, Article 7:13
- WHW, Articles 7.63a and 7.63b
- <https://www.eur.nl/en/about-eur/organisation-administration/legal-affairs/legal-procedures/student-objection-advisory-committee>

#### Information is available from

- the Secretary of the GAS
- Counsellor

<sup>8</sup> Article 7.61(5) of the WHW

<sup>9</sup> Article 7.61(6) of the WHW

<sup>10</sup> Article 7.63a of the WHW

- Study advisor

## 10.4 Advisory Committee for Complaints and Objections (AKB)

A party that is directly involved in a decision of an administrative body of the EUR may lodge an objection to that decision by sending a notice of objection to the AKB. The AKB does not advise on objections from students or external candidates concerning a decision taken pursuant to the WHW. These objections will be handled by the GAS in accordance with the provisions of Article 7.63a of the WHW.

In addition, everyone has a right to file a complaint regarding the conduct of an administrative body of the EUR. The behaviour of a person employed under the responsibility of the administrative body is regarded as behaviour of the administrative body pursuant to the General Administrative Law Act. Complaints relating to the conduct of an Erasmus MC employee will be forwarded to Erasmus MC for consideration.

### More information about the AKB

- WHW art. 7.59b
- Algemene wet bestuursrecht TITEL 9.1
- <https://www.eur.nl/en/about-eur/organisation-administration/legal-affairs/legal-procedures/advisory-committee-complaints-and-objections>

## 10.5 Submission of a report or a complaint<sup>11</sup>

If a student has a complaint that is not about undesirable behavior (see text under 9.4) or other behavior of an EUR governing body (see text under 10.4) but is dissatisfied with e.g. the quality of facilities on the campus or regarding matters relating to the faculty and the study programme, they may report this to the legal protection facility. Complaints concerning an employee of the Erasmus MC are sent on to the Erasmus MC for handling.

### Informal

It is highly preferable to take an informal course: talking to the person who causes the problem and reaching a satisfactory solution together. The student can take advice on this from a study advisor or a counsellor. If the student remains dissatisfied, they can consider submitting a formal complaint.

### Formal

You can submit a complaint by sending an e-mail to [legal.protection@eur.nl](mailto:legal.protection@eur.nl). The complaints are handled in accordance with the Working guide handling messages from students and externals Legal Protection Facility 2021.

More information on the complaints procedure

- WHW, Articles 7.59a and 7.59b
- <https://www.eur.nl/en/media/2021-07-working-guide-handling-messages-students-and-externals-werkwijzer-engels>
- [Advisory Committee for Complaints and Objections](#)

### Information available from

- [Confidential Counsellor](#)
- [Legal Procedures](#)

## 10.6 External legal protection, Administrative Jurisdiction Division of the Council of State<sup>12</sup>

External legal proceedings are provided by the Administrative Jurisdiction Division of the Council of State (hereinafter: the Division). The Division is located in The Hague. A written decision, containing a legal act, taken pursuant to the HRA and regulations based on it is regarded as a decision as referred to in Article 1:3 of the General Administrative Law Act. Such a decision may be appealed to the Division. In all cases, internal legal proceedings must first be completed.<sup>13</sup>

The term for submitting a written appeal is six weeks.

Registry fees are payable for handling of an appeal by the the Division. If the Board finds in favour of the student, the registry fees will be refunded.

<sup>11</sup> Article 7.59b of the WHW

<sup>12</sup> Articles 7.64 and 7.66 of the WHW

<sup>13</sup> Article 8:5(2) Awb



The Division is the highest general administrative court. Decisions of the Division are not open to appeal.

#### More information and explanations on the CBHO

- WHW, Articles 7.64 and 7.66  
<https://www.raadvanstate.nl/talen/artikel/>

### 10.7 National Ombudsman

If the student is improperly treated by a university administrative body or an employee of the university, they can also complain to the National Ombudsman, after the complaint has been handled internally, or will not be handled or answered

<sup>14</sup>

Examples include:

- late response to a letter or late handling of a case;
- failure to send the required information;
- settlement without due care.

The National Ombudsman will conduct an investigation in which they gather information in order to be able to assess whether the action was improper or not. The criteria for the Ombudsman are:

- the requirement of consistency with written law;
- the requirement of reasonableness;
- the requirement of legal security;
- the requirement of equal treatment of equal cases;
- the requirement of justification;
- the requirement of due care.

In a 'Report on findings', the Ombudsman will record the outcome of the investigation and present this to the complainant and the government body concerned. A report will then be written in which the Ombudsman rules whether improper treatment did or did not occur. The report is public and will be made available for inspection, without stating the names of the parties involved.

If measures are already taken during the investigation with which the complainant is satisfied, the National Ombudsman will usually halt the investigation.

In a number of cases, the National Ombudsman will not conduct an investigation:

- the complaint concerns the general policy or the content of a statutory provision;
- it is still possible to lodge an objection or an appeal;
- an objection or an appeal has been filed and these proceedings are still in progress;
- the case is being handled by a judicial institution;
- the administrative courts have already handed down a decision in a case.

In the following cases, an investigation is not usually opened:

- the case which is the subject of the complaint is more than a year old;
- no complaint has yet been made to the relevant institution or officer.

#### More information on the National Ombudsman

- National Ombudsman Act, Articles 1a, 12, 13, 14, 16, 26, 27, 30
- Designation decree, administrative bodies Open Government Act and National Ombudsman Act
- [www.ombudsman.nl](http://www.ombudsman.nl)

### 10.8 Code of Conduct for International Students in Higher Education

The Code of Conduct for International Students in Higher Education is intended for the international students who follow (part of) their studies at the Erasmus University Rotterdam. In the code, the Dutch higher education institutions have reached agreements with each other on how to handle recruitment and selection of international students and which education will be offered to international students.

In the first instance, students who have a complaint concerning the accuracy of the study information that they received on their study programme in advance or regarding other matters relating to the education offered can submit their complaint to the institution itself. In the first instance, the same rules apply for this as for Dutch students (see other

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<sup>14</sup> Article 9:8(1)(c) and 9:8(1)(d) Awb

paragraphs in Chapter 10). If the complaint cannot be settled with the institution, the student can contact the DUO (<http://www.internationalstudy.nl/>).

## Appendix 1. Additional prior education requirements

Education	Additional prior education requirements per profile			
	Culture & Society	Economics & Society	Nature & Health	Nature & Technology
	X = no further prior education requirements * = programme with an intake restriction			
<b>Business Administration</b>	Mathematics A or B	X	X	X
<b>Public Administration</b>	X	X	X	X
<b>Criminology*</b>	X	X	X	X
<b>Econometrics and Operational Research</b>	Mathematics B	Mathematics B	Mathematics B	X
<b>Economics and Business Economics</b>	Mathematics A or B	X	X	X
<b>Philosophy</b>	X	X	X	X
<b>Philosophy of a specific discipline</b>	X	X	X	X
<b>Tax Law</b>	X	X	X	X
<b>Fiscal Economics</b>	Mathematics A or B	X	X	X
<b>Medicine*</b>	No admission	No admission	Physics as a Profile free-choice subject	Biology
<b>History</b>	X	X	X	X
<b>Health Sciences,</b>	X	X	X	X
<b>International Bachelor's Programme in Arts and Culture Studies</b>	X	X	X	X
<b>International Bachelor's Programme in Communication and Media</b>	X	X	X	X
<b>International Business Administration*</b>	Mathematics A or B	X	X	X
<b>Clinical Technology (joint degree)</b>	Mathematics B, Physics and Biology	Mathematics B, Physics and Biology	Mathematics B and Biology	Biology
<b>Liberal Arts and Sciences</b>	X	X	X	X
<b>Law programme</b>	X	X	X	X
<b>Pedagogical and Educational Sciences</b>	X	X	X	X
<b>Psychology</b>	X	X	X	X
<b>Nanobiology (joint degree)</b>	No admission	No admission	Mathematics B and Biology	Biology
<b>Law</b>	X	X	X	X
<b>Sociology</b>	X	X	X	X

## Appendix 2. Overview of the degree programmes

### Bachelor programmes

The faculties of the Erasmus University Rotterdam provide the following full-time bachelor programmes:

<b>Bachelor programme</b>	<b>Faculty</b>
General Cultural Sciences	ESHCC
Business Administration	RSM
Public Administration	ESSB
International Bachelor's Programme in Communication and Media	ESHCC
Criminology	ESL
Econometrics and Operational Research	ESE
Economics and Business Economics	ESE
Philosophy	ESPHIL
Philosophy of a Specific Area of Science	ESPHIL
Tax Law	ESL
Fiscal Economics	ESE
Medicine	EMC
History	ESHCC
Health Sciences	ESHPM
International Bachelor's Programme in Communication and Media	ESHCC
International Business Administration	RSM
Clinical Technology (joint degree with TU Delft and Leiden University)	EMC
Liberal Arts and Sciences	EUC
Nanobiology (joint degree with TU Delft)	EMC
Pedagogical and Educational Sciences	ESSB
Psychology	ESSB
Law	ESL
Sociology	ESSB

### Master programmes

The Erasmus University Rotterdam provides the faculties with the following full-time master's programmes:

<b>Master's programme</b>	<b>Faculty</b>
Liability and Insurance	ESL
Accounting Auditing and Control	ESE
Labour Law	ESL
Business Administration	RSM
Business Information Management	RSM
Commercial Law	ESL
Criminology	ESL
<b>Educatieve Master Primair Onderwijs</b>	ESSB
Econometrics and Management Science	ESE
Economics and Business	ESE
Philosophy	ESPHIL
Finance & Investments	RSM
Financial Law	ESL

Tax Law	ESL
Fiscal Economics	ESE
Medicine	EMC
History	ESHCC
Global Business & Sustainability	RSM
European Master in Health Economics and Management (international joint degree)	ESHPM
Health Economics, Policy and Law	ESHPM
International Management	RSM
International Public Management and Public Policy	ESSB
Arts and Culture Studies	ESHCC
Management of Innovation	RSM
Marketing Management	RSM
Media Studies	ESHCC
Nanobiology (joint degree with TU Delft)	EMC
Company Law	ESL
Pedagogy and Education	ESSB
People, Organisations & Change	RSM
Psychology	ESSB
Public Administration	ESSB
Health Law	ESL
Law	ESL
<b>Societal Transitions</b>	ESPHIL
Sociology	ESSB
Strategic Entrepreneurship	RSM
Strategic Management	RSM
Supply Chain Management	RSM
Technical Medicine (joint degree with TU Delft and Leiden University)	EMC
Toga Master	ESL
Health Care Management	ESHPM

The Erasmus University Rotterdam also provides two-year Research master's programmes:

- Clinical Research (research) (in completion)
- Philosophy (research)
- Genomics in Society (research)
- Health Sciences (research)
- Infection and Immunity (research)
- Media Studies (research)
- Molecular Medicine (research)
- Nanobiology (joint degree)
- Neuroscience (research)
- Research in Public Administration and Organisational Science (research)
- Tinbergen Institute Research master in Economics (joint degree)
- Research Master Business Data Science (joint degree)

The following master's programmes are also offered as part-time programmes: Business Administration, Law; Health Law; Philosophy, Financial Law; Company Law ); Tax Law; Sociology; Health Care Management; Art & Culture Studies; History; Media Studies.

Many master's programmes or programmes within master's programmes are provided in English. This must be recorded in the Course and Examination Regulations of the study programme.

The following non-initial master's programmes have been tested for quality and accredited by the Dutch-Flemish Accreditation Organisation:

Corporate Communication  
Customs and Supply Chain Compliance  
Development Studies  
Erasmus Mundus master's Program in Public Policy  
European Master in Law and Economics  
European Master in Health Economics and Management (joint degree)  
Executive MBA  
Finance & Control  
Global Executive OneMBA  
Health Sciences  
International MBA  
Maritime Economics and Logistics  
Master City Developer  
Urban Management and Development