

## Student Statute

**Decosnumber: 2015 - 167**

Official title	Student Statute
Effective date	1 September 2015
Participation council's advice	3 June 2015
Enacted by Executive Board	30 June 2015
Legal basis	Article 7.59 of the HRA
Brief description	The Student Statute expresses the rights and the duties of Van Hall Larenstein students. It gives an overview of the regulations that aim to protect the rights of student, it includes a description of procedures, het describes the facilities and student services and gives information about the design and implementation of the education and of the examination regulations.
Special circumstances	According to art. 7.59 of the HRA the Education and Examination Regulations are part of the Student Statute.

Policy Department      Stafbu

DATE      DATUM  
August 2015      25 nove

AUTHOR      AUTEUR  
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VERSION      VERSIE  
1.0      1.0

STATUS      STATUS  
final version      concept

Van Hall Larenstein University of Applied Sciences (VHL) is an international green knowledge institute that combines education, delivered by passionate experts, and applied research within the various lectorates. We train our students to become responsible and proactive professionals who make a positive contribution to a sustainable society. VHL University of Applied Sciences offers a wide range of Bachelor programmes, (professional) Master programmes, Associate Degrees and courses and conducts applied research at its locations in Leeuwarden and Velp.



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## Definitions

**Academic year:** the time period that begins on 1 September and ends on 31 August of the subsequent year;

**Appeal Board for VHL students:** The Examinations Appeal Board, as referred to in Article 7.60 WHW, as well as the Arbitration Board (for the VHL Executive Board) as referred to in Article 7.63a WHW. See also Chapter 6 of the Student Charter;

**Counter for complaints and disputes** (*loket voor klachten en geschillen*): the facility as referred to in Article 7.59a WHW, where students can lodge an appeal or an objection or can make a complaint and where student can get information about the various procedures at VHL. See also Chapter 6 of the Student Charter;

**Degree programme committee:** a committee appointed for each programme or group of programmes. Its duties include making recommendations about the Education and Examination Regulations and their implementation (Art. 10.3c WHW);

**EER:** the Education and Examination Regulations, as referred to in Article 7.13 WHW;

**Emergency fund:** the fund from which loans and gifts will be provided to students who find themselves in or are threatened to become involved in financial problems;

**Examining Board:** the Examining Board according to Section. 7.12 ff of the WHW, the body that, in an objective and expert fashion, determines whether students comply with the conditions in the Education and Examination Regulations with respect to the knowledge, understanding and skills that are necessary for obtaining a degree

**Executive Board:** the Executive Board of VHL;

**Extraneus:** examination student; the person referred to in Articles 7.32 and 7.36 WHW who, as part of a Bachelors degree programme, is only allowed to take examinations and has no right to participate in or attend educational activities;

**Institutional Board:** the Executive Board;

**Ombudsman:** the person that treat complaints of students and employees and who can give advice, mediate, investigate and judge;

**Participation council:** the participation council referred to in Article 10.17 WHW. The body that has the right of approval or the right of advice in case of decisions taken by the Executive Board according to the Regulations for the Participation Council and also has other duties such as making proposals to the Executive Board concerning all matters concerning the university of applied sciences;

**Profile fund:** fund for students from which financial support will be applied if these students have fallen behind in their studies as a result of special circumstances;

**Student:** an individual referred to in Article 7.32 WHW who is enrolled as a student at VHL in order to participate in education;

**University of Applied Sciences:** Van Hall Larenstein University of Applied Sciences, *brinnumber* 30HD, having its registered offices at Leeuwarden and Velp, supported by the Van Hall Larenstein foundation;

**WHW:** the Higher Education and Research Act.

## 1 Introduction

Van Hall Larenstein University of Applied Sciences (VHL) is a school of higher professional education (SHPE) that offers bachelor's degree programmes, master's degree programmes, associate's degrees, and post-SHPE programmes and courses at the national and international level within the knowledge domain of nature and environment, human and animal health and responsible entrepreneurship.

Van Hall Larenstein University of Applied Sciences developed from a merger of Larenstein School of Higher Professional Education. Van Hall Larenstein University of Applied Sciences has three domains, namely Animal and Business, Delta Areas and Resources and Food and Dairy.

The domain Animals and Business offers the bachelor study programmes Animal Management, Agribusiness and Business Administration and International Business and Management Studies (in cooperation with NHL University of Applied Sciences and Stenden University of Applied Sciences), the master study programme Agricultural Production Chain Management and the associate degree programme Entrepreneurship.

The domain Delta Areas and Resources offers the bachelor study programmes Forestry and Nature Management, Land and Water Management, Garden and Landscape Architecture, Coastal Zone Management and Management of the Living Environment, the master study programme Project- and Process Management and the associate degree programme Garden and Landscape Architecture.

The domain Food and Dairy offers the bachelor study programmes Animal Husbandry, Horticulture and Arable Farming, Environment, International Development Management, Food Technology and Biotechnology (in cooperation with NHL University of Applied Sciences), the master study programme Management of Development and the associate degree programmes Sustainable Soil, Sustainable Watertechnology, Environmental Law Enforcement and Dairy Farm Management.

The student statute expresses the rights and the duties of Van Hall Larenstein students. These rights and duties are based upon the regulations on education and studying of the university of applied sciences but also on the legislation that generally applies to students of Dutch universities of applied sciences.

The student statute has been published in both Dutch and English. If any differences exist between the two versions, the Dutch version is binding.

The statute is subject to change because of new legislation or because of policy changes within VHL. All changes are incorporated into the statute. In cases not foreseen by these Regulations, the VHL Executive Board decides.

The statute is available online through studentnet, both in Dutch and in English. In this regulation there will be referred to other regulations several times. All these regulations can be found at studentnet.

## **2 General**

### **2.1 Why a student statute?**

The student statute lays down student rights and duties. These arise from:

- the legislation and regulations that are applicable to students, especially the HRA.
- the decisions and regulations of Van Hall Larenstein University of Applied Sciences.

The student statute gives information about the design, organisation and implementation of education, the student facilities and study counselling. The student statute gives an overview of the regulations that aim to protect the rights of students. The student statute includes a description of the procedures for handling complaints and disputes as well as the procedures for handling disputes with regard to the participational structure and a description of supplementary procedures to protect the rights of students who are affected by the institutional administration.

Rights can be drawn directly from this statute with the exception of the passages that would prove to be in conflict with legislation and regulations.

### **2.2 Who is this meant for?**

The student statute is meant for everyone who is enrolled as a 'student' for an associate's Degree, or a bachelor's or master's degree programme at Van Hall Larenstein University of Applied Sciences. Different rights and duties apply to extranei. The provisions in chapter 8 are applicable to extranei.

### **2.3 Compliance with rights and duties**

Students can hold lecturers, supervisors, and administrators to the rights and duties as stated in this statute by different means. When it is not possible to come to a solution by mutual agreement, students who have complaints about lecturers, supervisors or administrators can turn to the ombudsman or confidential counsellors appointed by Van Hall Larenstein University of Applied Sciences. If necessary, the student deans can refer students to the appropriate person or authority. Students also have several possibilities to lodge a complaint or an appeal against decisions from organs within Van Hall Larenstein University of Applied Sciences. The rights and duties on submitting complaints and objections are described in chapter 6 of this student statute.

### **2.4 Approval and publication**

The Executive Board is responsible for the student statute. It makes the statute known to the students by placing it on the intranet. The Executive Board ensures that the statute is annually revised, if necessary. Any urgent changes shall be made known to the students through studentnet.

### **3 Registration, deregistration and tuition fees**

#### **3.1 Registration Decision (VHL RD)**

Those who want to use the education and/or examination facilities of Van Hall Larenstein University of Applied Sciences for a full-time or part-time bachelor's degree programme, master's degree programme or associate's degree programme have to be registered as a student or as an extraneus for a study programme at Van Hall Larenstein University of Applied Sciences.

Rules that the institution maintains for registration, deregistration, and the amount of tuition fees and the payment and refund of tuition fees have been compiled in the decision regarding Van Hall Larenstein registration: Registration Decision (VHL RD). This regulation is based on chapter 7, title 3, of the Higher Education and Research Act (HRA), in which the general rules for registration, deregistration and tuition fees are stated.

#### **3.2 Registration**

To register as a student or as an extraneus, general conditions and terms apply (see charter 2 VHL RD). After registering, the student/extraneus receives a proof of enrolment. Those who are not registered and still use the education and examination facilities must pay compensation (see art. 7.2 VHL RD).

#### **3.3 Student/Extraneus rights after registering**

Those who are registered as students have the following rights (art. 7.34 HRA):

1. participation in education within the study programme and, in principle, within the entire institution, except in those cases where special prerequisites have been set by the Education and Examination Regulations (EER);
2. sitting examinations and tests/assessments within the study programme;
3. admission to the institution's buildings and areas such as libraries, laboratories, computer areas and the like;
4. use of other facilities created for the benefit of students, including the services of the student dean;
5. study counselling;
6. active and passive voting rights with respect to participational councils and eligibility for committees and boards, such as the programme committees and the VHL Board of Appeals for Students.

In the case of a decision by the minister or the institution to terminate the study programme, the student has the opportunity to complete the study programme within a reasonable amount of time at the same or at another institution.

Those who are registered as an extraneus have the following rights (art. 7.36 HRA):

1. sitting examinations and interim examinations within the study programme;
2. admission to the institution's buildings and areas such as libraries, laboratories, computer areas and the like;

An extraneus has, however, no rights to student facilities or student counselling, unless the extraneus receives written permission from the study programme.

#### **3.4 Terminating registration**

A student or extraneus who wants to terminate his registration during the academic year requests this through Studielink. The student/extraneus will be de-registered with the start of the month following the month in which the request is made or at a later date if the student requests this. When he deregisters, the student must surrender his studentcard and Proof of Enrolment for the current academic year to the Education Office.

In special circumstances VHL can terminate the registration of the student without a request of the student. See for instance art. 8.2 para 2 and 3 of this statute.

### **3.5 Tuition fees**

The Registration Decision makes clear which criteria the student must meet to be considered for the statutory tuition fee. The student who does not meet these criteria will be charged the (higher) institutional tuition fee. The Registration Decision also describes which terms of payment apply. If the student does not comply with these terms, the Executive Board is authorized to charge collection fees. If after being warned the student remains in default, the Executive Board can terminate the student's registration with the start of the second month following the warning (art. 7.42 par. 2 HRA).

### **3.6 Reduction, exemption and refund of tuition fees**

For certain students, tuition fees can be reduced under certain conditions (see the Registration Decision, art. 6):

- by registering in the course of the academic year;
- by registering at Van Hall Larenstein University of Applied Sciences as a student who wants to follow a second study programme in Dutch higher education. The student must meet the terms established for this.

When terminating registration, students qualify for a tuition fee refund in certain instances. The refund conditions and procedures are described in article 6.4 of the Registration Decision.



## **4 Administrative organisation of VHL and Student Participational Structure**

### **4.1 Administrative organisation of VHL**

The administration and the design of the Van Hall Larenstein Foundation have been provided for in the Higher Education and Research Act (HRA) and, within the framework that the HRA has established, in the administrative and management regulations of the Van Hall Larenstein Foundation. The Executive Board is the institutional administration of the university of applied sciences.

### **4.2 Participational Council**

The participational structure of the VHL University of Applied Sciences is exercised by the Participational Council (PC).

The Executive Board determines the regulations of the PC. The council's tasks and powers as well as the elections and arbitration procedures are laid down in the regulations.

A complete overview of all the council's tasks and powers are described in the regulations for the Participational Council.

taken after the situation has been clarified.

### **Procedures for handling disputes concerning the Participational Structure**

Disputes concerning the participational structure can be submitted to the National Committee for Disputes on the Participational Structure concerning Vocational Training (BVE) and Adult Education and Universities of Applied Sciences (HBO). More information on this arbitration board can be found at [www.onderwijsgeschillen.nl](http://www.onderwijsgeschillen.nl).

The arbitration board is informed about the disputes between the participational council and the Executive Board, respectively the Executive Board, on:

- a. the creation, change or application of the participational arrangement.
- b. the right of consent
- c. advisory powers
- d. advisory powers of the programme committee.

### **4.3 Programme committees**

A programme committee is established for every study programme or group of study programmes. (art. 10.3c HRA and Regulations for the Programme Committee)

The programme committee has several duties including the following:

- advising on the education and examination regulations before the Executive Board decides on these regulations;
- the annual evaluation of the way in which the education and examination regulations are carried out;
- giving solicited or unsolicited advice to the management, the Executive Board or the PC on all matters concerning education in the study programme.

If the Executive Board decides not to follow the advice of the programme committee in laying down, specifying in more detail or enacting the education and examination regulations, the decision in question will be well-reasoned.

The PC can assume the programme committee's advisory powers with regard to taking up a dispute, as far as that agrees with the advice of the programme committee. (art. 9.40 para. 7 HRA).

Further regulations on the programme committees such as the appointment of members, working method, and duties have been included in the Van Hall Larenstein Programme Committee Regulations.

## **5 Regulations for Student Financial Support**

### **5.1 Introduction**

Students who perform administrative and organisational activities for the benefit of the university of applied sciences in the broadest sense of the word can, in certain cases, be compensated for these activities. The compensation for students of Larenstein University of Applied Sciences can be in the form of an administrative grant on the basis of the "Profile Fund Regulations" or a gradual financial compensation on the basis of the 'Remuneration Regulation for the Van Hall Larenstein University of Applied Sciences'.

### **5.2 Profile Fund**

Students who are delayed in their studies because of special circumstances during the basic grant period have, under certain conditions, right to a financial reimbursement based on the "Profile Fund" regulations.

A special circumstance can be:

- Illness;
- Special family circumstances;
- physical, sensory, or other functional disorder;
- Pregnancy;
- Top-sport activity;
- Insufficiently feasible study programme;
- The loss of accreditation of the programme in which the student is enrolled;
- Administrative memberships and their activities recognized by the Executive Board as set out in the "Profile Fund" regulations;
- Other circumstances that would not be honoured by the Executive Board if a request for financial support based on these circumstances would lead to an inequity of a paramount nature;

Conditions, procedure and size of the payment for Van Hall Larenstein University of Applied Sciences have been detailed in the "Profile Fund" regulations (see Annex f to this statute).

Van Hall Larenstein University of Applied Sciences has a Profile Fund committee, which advises the Executive Board in matters of student requests for financial support. The committee consists of three people who have been appointed by the Executive Board and one of whom is a lawyer.

For decisions of the Executive Board with regard to requests for financial support, it is possible to lodge an appeal within 6 weeks. The appeal can be lodged with the Student Appeals Committee in the capacity of arbitration advisory board.

### **5.3 Remuneration regulations**

Based on the remuneration regulations, compensation is provided for membership in programme committees, the Participational Council and the Appeals Committee. Furthermore, funding is available for recognised student associations. Information can be found in the regulation.

### **5.4 Emergency Fund**

The Emergency Fund helps students who are registered at Van Hall Larenstein and find themselves in an acute financial predicament. Students can submit a request for emergency relief to the student dean. The support consists of an interest-free loan and, in exceptional cases, a gift.

## 6 Legal Protection

### 6.1 Introduction

A student enjoys legal protection based on the Higher Education and Research Act (HRA). Furthermore VHL University of Applied Sciences had several regulations which protect the rights of students.

Below is described the ways in which legal protection for students is governed within VHL University of Applied Sciences.

### 6.2 Objection and appeal

A person involved, like a student, a future student, a former student, an extraneous, a future or a former extraneous, can lodge an appeal or object to a decision that is taken by persons, committees, the Executive Board or other bodies of the university of applied sciences. Further, the failing to come to a decision or taking a decision too late can give rise to an appeal or objection. More information can be found in the Board of Appeals Regulations for VHL Students.

In addition every person involved can submit a complaint about the way in which a person, a committee, the Executive Board or another body of the university of applied sciences has behaved toward the complainant..

#### 6.2.1 Counter for complaints and disputes

A counter for complaints and disputes has been established. Students and those involved can obtain information about different procedures within Van Hall Larenstein and about legal protection. The counter can be reached via email or post. Furthermore the counter is available to students who want to submit an appeal/objection or complaint. Furthermore, the Executive Secretariat receives the objections, appeals or complaints.

The address of the counter is: Van Hall Larenstein University of Applied Sciences, the counter for complaints and disputes, Postbus 1528, 8901 BV Leeuwarden. Also the counter can be reached by e-mail: [loket-klachten-geschillen@hvhl.nl](mailto:loket-klachten-geschillen@hvhl.nl).

As soon as the counter has received an objection/appeal or complaint, the submitter receives a written or digital proof of receipt. The counter immediately sends the objection/appeal or complaint to the Appeals Committee for VHL students or the Ombudsman. The date of receipt set by the counter is defining for the question if an objection or appeal has been lodged in a timely fashion.

#### 6.2.2 Appeals Committee for VHL Students

The Appeals Committee for VHL Students acts as both the Examination Appeals Board in the sense of art. 7.60 HRA, and as arbitration advisory board of the Executive Board in the sense of art. 7.63a HRA.

### Appeal

If a student's interest is directly affected by one of the following decisions, then he can submit to the Facility an appeal addressed to the Appeals Committee for VHL Students.

- rejection decisions for a certain study programme or area of study;
- decisions of the examining board and examiners, assessors or invigilators on administering and evaluating assessments/exams;
- decisions about determining the number of earned study points;
- decisions with regard to final exams;
- decisions with regard to binding study advice;
- decisions on exemptions;
- a refusal to take a decision on the abovementioned matters, or the absence of a decision on the abovementioned matters. (In case of the absence of a decision first contact the body that has the duty to take a decision. One can speak of absence of a decision when a body is still not reacting within 15 working days after contact with this body).

The period for appeal is six weeks. The date of receipt set by the counter for complaints and disputes is defining for the question if the appeal has been lodged in a timely fashion. The procedure is described in the Board of Appeals Regulations for VHL Students.

### **Objection**

The person in question can submit to the counter for complaints and disputes a notice of objection addressed to the arbitration advisory board. This can be against all decisions for which there is no appeal open with the Examination Appeals Board, such as

- decisions on registration, deregistration, tuition fees and the like;
- decisions on financial support (Profile Fund) ;
- measures such as being banned from the buildings and grounds of the university of applied sciences or deregistration;
- decisions on issuing a diploma;

The period for submitting an objection is six weeks. The date of receipt set by the counter is defining for the question if the objection has been lodged in a timely fashion. The counter sends the notice of objection to the arbitration advisory board. The Appeals Committee for VHL Students acts as the arbitration advisory board for the Executive Board. The procedure is described in the Board of Appeals Regulations for VHL Students.

#### *6.2.3 Further appeal after appeal or objection*

For decisions from the Examination Appeals Board, for decisions from bodies taken as a result of a decision from the Examination Appeals Board, and for decisions on objection, the person in question can lodge an appeal with the Higher Education Appeals Tribunal. This tribunal is located in The Hague. More information about the tribunal and the appeal procedure can be found on <http://www.cbho.nl>.

The period for appeal is six weeks. There are no appeal possibilities for the decisions of the Higher Education Appeals Tribunal.

### **6.3. Ombudsman**

The person concerned can submit a complaint to the counter for complaints and disputes but can also choose to turn directly to the Ombudsman. The ombudsman works both for the students and for the staff. The ombudsman is an independent official to whom an individual may submit a complaint. The ombudsman's purview concerns situations in which the interests of a student or staff member have been affected by the conduct or neglect of an official or an organ of Van Hall Larenstein but against which no objection or appeals procedure is open.

The ombudsman will initially try to find a solution through consultation or mediation. If neither of these works, an official complaint can be submitted. Based on the complaint, the ombudsman will take a decision. This decision is not legally compelling. Moreover, no appeal is possible with a judge. As the occasion arises, the ombudsman can make recommendations to the proper authority. These recommendations are also not binding. The work of the ombudsman and the way to submit a complaint are laid down in the 'Ombudsman Regulations'.

More information about the accessibility of the ombudsman can be found on studentnet. If the person in question does not agree with the way in which the complaint was handled by the intervention of the Van Hall Larenstein Ombudsman, the person in question can present the complaint to the National Ombudsman ([www.nationaleombudsman.nl](http://www.nationaleombudsman.nl)).

### **6.4. Privacy**

In reference to and in addition to the Personal Data Protection Act, VHL has established the VHL Personal Data Protection Regulations to protect the personal data of students. This regulation is in line with criteria of the Personal Data Protection Act that have to be met when personal information is processed within the organisation. The regulation also describes which rights individuals have whose personal data is being processed, such as right to information, right to improvement, change or screening of personal information and the right to protest. Finally, the regulation describes which legal protection applies to individuals, which also includes students, whose personal information is being processed within Van Hall Larenstein University of Applied Sciences.

### **6.5. Camera surveillance (CCTV)**

With a view to appropriate use of the camera system and privacy protection, a regulation "Camera Surveillance at VHL" has been drawn up to deal with camera surveillance on the grounds and in the buildings of Van Hall Larenstein University of Applied Sciences. This regulation describes the goal, tasks, responsibilities and procedures on using camera surveillance.

### **6.6. Confidential counsellors and unacceptable forms of behaviour**

On the basis of the Working Conditions Act, the employer must ensure that the student is protected, as much as possible, against unacceptable forms of behaviour and their consequences. In this regard, the Complaint Procedure for Unacceptable Behaviour applies at Van Hall Larenstein University of Applied Sciences (Annex i of this statute) and confidential counsellors have also been appointed.

Unacceptable behaviour is understood as both sexual intimidation and aggression, and violence and discrimination. Unacceptable behaviour is always related to behaviours or treatments that are experienced as threatening or unwanted or improper by the one at whom they are directed and that occur at work, at study or in practical training situations. Student or staff members who are confronted with this behaviour can first contact one of confidential counsellors who have been appointed at Van Hall Larenstein University of Applied Sciences to help and assist in this matter. The names of the confidential counsellors can be found on studentnet (see counselling).

The confidential counsellors can also be of further help when a student wants to lodge a formal complaint. The Executive Board has established an external grievance committee to handle complaints about unacceptable forms of behaviour. In response to the formal complaint, the committee will investigate the situation and hear the parties involved. The committee will then advise the Executive Board about any measures that are to be taken after the situation has been clarified.

## 7 Student services and facilities

### 7.1 General introduction

Everyone who is registered as a student has the right to the hereafter named facilities that have been created for the benefit of the student. In this chapter, several facilities are described. The Executive Board is responsible for the general policy on student facilities. The services and facilities are arranged per location.

### 7.2 Costs of excursions, work weeks and the like

Every study programme may include excursions, work weeks and the like as part of its educational programme. The study programme can decide whether to make these activities mandatory. The following rules apply for the costs associated with such activities:

- Where excursions, work weeks and the like are a mandatory part of the study programme, there are two options:
  - The study programme pays for the travel costs and accommodations. The student contributes to his living expenses. Before the activity takes place, the living expenses are set at an amount not to exceed €15 per day.
  - The costs are passed on to the student but the study programme also offers a substitute assignment that the student can do instead of the mandatory excursion.
- Where excursions, practical assignments, work weeks and the like are not a mandatory part of the study programme, the student may choose if he will participate. If a student participates, he will bear the costs of the activity.

### 7.3 Insurances

#### *Liability insurance*

Van Hall Larenstein University of Applied Sciences has liability insurance for its staff and students.

This insurance covers the entire world (specific conditions apply to the USA and Canada). With respect to students, the insurance covers the liability incurred during study activities.

Van Hall Larenstein University of Applied Sciences does not insure students for molest (damage caused by or arising from armed conflict, civil war, rebellion, riots and muteny) if they stay in high risk areas without explicit approval of the management.

#### *Collective accident insurance*

Van Hall Larenstein University of Applied Sciences has collective accident insurance for its staff and students. This insurance applies to all staff (temporary or permanent), students, volunteers and interns. The insurance covers the Netherlands and applies to the following activities: commuting from home to work, education, work, excursions, practical trainings, sporting events and other events and outings. The insurance also applies to practical trainings within the Netherlands and in the border region with Germany (up to 50 km from the border).

#### *Travel insurance for baggage and accidents*

Van Hall Larenstein University of Applied Sciences has travel insurance (baggage and accidents) for its staff and students.

The insurance covers regular travel in the Netherlands and abroad. To qualify for insurance coverage, the travel must be supervised by lecturers or guest lecturers of Van Hall Larenstein University of Applied Sciences.

This insurance also covers travel to conduct study projects abroad; here as well, the travel must be supervised by lecturers or guest lecturers of Van Hall Larenstein.

For school trips, hazardous sports are also insured, under the condition of expert supervision.

Excluded from insurance coverage are practical trainings and independent study trips of students. Students should obtain private, individual travel insurance for such study trips. There is a deductible of €50 per event, per person.

### 7.4 Absence from lectures and tests due to Participational Council activities

- In the context of participation in meetings of the Participation Council (MR) of Van Hall Larenstein, following consultation with the lecturer concerned, it is permissible to be absent from certain parts of the educational programme (lectures and

practicals) and to catch up at a later day. In that case, the lecturer will provide substitute education if necessary.

- A student that is absent from a test, because of a meeting of the Participation Council (MR), can send a request to the examining board for an extra opportunity to do the test.
- Absence during an practical training period due to meetings of the Participational Council (MR) are permissible only following consultation with the practical training coordinator and/or with permission of the supervising lecturer(s) and the practical training provider.

### **7.5 The Infopoint**

Van Hall Larenstein has two Infopoints: in Leeuwarden and Velp. Students can go to the infopoint with various questions. These may include questions about rosters, SIS, registration for tests or tuition fees. Students can also make an appointment with one of the deans. Furthermore, the Infopoint helps with studentcard problems.

The infopoint desk in Leeuwarden is located at the beginning of the Strip on the 1st floor ("the Education Office") and can also be reached by email at

[servicepoint.leeuwarden@wur.nl](mailto:servicepoint.leeuwarden@wur.nl)

In Velp, the infopoint desk is located in the central hall and can also be reached by email at [servicepoint.velp@wur.nl](mailto:servicepoint.velp@wur.nl)

### **7.6 Student deans**

Van Hall Larenstein has student deans at every location. Student deans counsel students in several instances including study delay and personal circumstances, such as studying with a disability, illness, personal problems, career issues and financial problems. Student deans have a social network at each location and can give information about psychologists and other mental health care in the region. Student deans have an independent position within the university of applied sciences and any conversations with them are confidential. More information about the deanery can be found on studentnet (see counselling -> deanship).

### **7.7 Study career counsellors**

For students, study career counsellors are usually the first contact in their study. They advise students with their study and with their career orientation. In the first academic year, they hold, for example, progress interviews with students and give them advice on matters concerning the content of their study programme in relation to study progress. In the second, third and fourth year they support by the making of choices for the (study) career. If needed, they will refer students to the student deans.

### **7.8 Multimedia centre**

All Van Hall Larenstein locations have a multimedia centre. All the information about the multimedia centre can be found at the website: <http://www.vanhall-larenstein.nl/mediatheek/>

### **7.9 ICT helpdesk**

For ICT questions and problems, individuals can contact the central ICT helpdesk. Leeuwarden also has an ICT helpdesk available in room B0.17 or at telephone number 058-2846(394). This helpdesk is open Monday to Friday from 10 am to 12 pm and from 1 pm to 3 pm.

### **7.10 Student housing**

Finding suitable housing and renting living space is the responsibility of the student. Information is given below about the possible ways to find housing in the different locations.

In Leeuwarden, students can go to Leeuwarden Studiestad at [www.leeuwardenstudiestad.nl](http://www.leeuwardenstudiestad.nl) for tips on finding housing and for reading and placing small advertisements. Also information can be found at the website of Kamerbemiddeling Nederland: [www.kamerleeuwarden.nl](http://www.kamerleeuwarden.nl).

Information about renting a room in Velp, Arnhem and the surrounding areas can be found on the website [www.studentinarnhem.nl](http://www.studentinarnhem.nl).

### **7.11 Student associations**

VHL students can become members of different student associations. These associations are independent but some are specifically connected to VHL and are exclusively aimed at VHL students. Other associations are unrelated to VHL and have a broader membership base.

In Leeuwarden there are a number of student associations that are not specifically connected to a university of applied sciences. In addition to these five general student associations, Van Hall Larenstein has its own student association, Osiris.

In Velp the following student associations are active within Van Hall Larenstein: Arboricultura and Quercus.

### **7.12 Study associations**

For several associations, VHL offers financial support to students who fulfil an administrative position within these associations.

### **7.13 Contacts with alumni**

Van Hall Larenstein as an institution wants to maintain good relations with its approximately 33,000 Dutch and international alumni. Alumni are an important source of information, and they help VHL give professional orientation to its education. Alumni are members of professional field advisory committees, facilitate excursions and are guest lecturers. In cooperation with the alumni associations and individual alumni, Van Hall Larenstein offers training, supplementary education and courses for alumni. During this process, Van Hall Larenstein cooperates closely with the alumni associations VVA Larenstein (Velp and Wageningen), Aristaeus (Leeuwarden) and Nji Sri (Wageningen).

Approximately 6 months after graduation, Van Hall Larenstein requests its graduates to participate in the HBO monitor. This request is made only once. The aim is to determine the satisfaction on the alumni with their study programme.

### **7.14 Student sports**

Students of Van Hall Larenstein University of Applied Sciences have the opportunity to work out for a reduced fee. Students can buy special sports cards that make it possible to participate in different sports at a reduced fee throughout the year.

In Leeuwarden, students can request a sports card through the Leeuwarden Studiestad. More information about Leeuwarden student city and the sports card can be found on studentnet and [www.leeuwardenstudiestad.nl](http://www.leeuwardenstudiestad.nl).

In Velp, students can participate in sports with a student sports card. More information about this can be found on studentnet. Students in Velp can work out in Velp and in Arnhem.

### **7.15 Student chaplaincy**

Several towns with universities and universities of applied sciences have student chaplaincies that organise different activities such as lectures, courses, excursions, church services and social activities. Furthermore, the student chaplaincy offers the possibility to have a personal conversation with a student chaplain.

Students in Leeuwarden can go to the Expect chaplaincy. More information about Expect can be found on [www.expect-leeuwarden.nl](http://www.expect-leeuwarden.nl).

Students in Velp can go to the Arnhem student chaplaincy. For more information, go to [www.studentenpastoraat-arnhem.nl](http://www.studentenpastoraat-arnhem.nl). In Wageningen, students can contact the



## **8 Code of Conduct and Regulations**

### **8.1 Introduction**

To maintain a good state of affairs within the locations of Van Hall Larenstein University of Applied Sciences, house rules and detailed regulations apply, both of which are described in this chapter. If these regulations are violated, the Executive Board can take measures such as those described below. The institution precludes any liability for damage that the student suffers because he has violated these regulations and, because of this violation, will be subjected to disciplinary measures.

### **8.2 House rules and disciplinary measures/procedure**

1. The Executive Board can issue regulations and take measures with regard to the smooth running of affairs in the buildings or on the grounds of the institution (article 7.57h HRA). When students take part in off-campus activities in the context of their study that have been organised by VHL (such as excursions and introductory events), they must still comply with the regulations of the Executive Board. These regulations are described in this chapter. The Executive Board can also issue changes or regulations in other ways.
2. The measures meant in paragraph 1 can contain a warning, reprimand or partial or complete barring from the institution's buildings and grounds for the maximum period of one year or can result in registration termination during the same period. As a provisional measure, the Executive Board can bar a student from the buildings and grounds for a maximum period of three weeks after the violation has been committed.
3. the Executive Board can definitively bar the student from the institution or terminate his enrolment if he violates the regulations meant in paragraph 1 and:
  - has caused serious problems within the institution's buildings and grounds and has not ceased causing these problems even after warning by the Executive Board;
  - has caused a serious disturbance as part of activities in the context of their study that have been organised by VHL and has not ceased causing these problems even after warning by the Executive Board.
4. If the Executive Board intends to take measures as meant in paragraph 2 or 3, it communicates these to the person in question in a written, reasoned decision.
5. The student can object to this decision within six weeks to the Executive Board by submitting a written objection to the counter for complaints and disputes. As part of the objection procedure, the Executive Board gives the person in question the opportunity to be heard. In response to the objection, the Executive Board will reconsider its decision and take a decision on the objection. More information on the objection procedure can be found in Chapter 6 of the Student Statute and in the Board of Appeals Regulations for VHL Students.
6. The student can appeal to the Higher Education Appeals Tribunal against the decision on the notice of objection as meant in paragraph 5 (art. 7.64 and 7.66 HRA).

### **8.3 Buildings**

- Information about the opening hours can be found at studentnet. Besides that the opening hours can be found at the entrance of the buildings.
- The buildings are closed on Sundays, bank holidays and holidays, if this is stated in the annual schedule.
- The Executive Board can stipulate that parts of the building are not open to students.
- The Executive Board can stipulate that the building is open to students outside the normal opening hours.
- It is everyone's responsibility to keep the classrooms and other student accommodations in the building neat and clean. In the classrooms and other student accommodations no waste is left.
- If the canteens or other student accommodations are temporarily being or partially being used by others, this will be communicated to the students in a timely fashion with the reason for the use.
- If the furniture is rearranged in an area or taken from other areas, it has to be returned to its original position or area.

- Pets are not allowed in the buildings. If animals need to be taken into the buildings (for example, for a practical), it is possible to request a dispensation. Dispensation should be asked at the director.
- After use, canteen serving trays and dishes are placed in the dish trolleys or in the cabinets that have been set up for this in the canteen. Rubbish is separated and deposited in the appropriate rubbish bins. The tables should be left clean.

#### **8.4 Parking**

Parking is allowed only in the spaces in the car park.

Bicycles may be stored only in the appropriate bicycle areas.

If illegal parking becomes problematic or creates a hazard for the school, the Executive Board can order the car(s) to be removed by a towing company. The costs will be charged of the one who parked his car illegally. The Board can also order bicycles to be removed. The Board is not responsible for damage to cars or bicycles.

#### **8.5 Network services and network usage**

The use of internet and email is necessary for students of Van Hall Larenstein University of Applied Sciences for their study. Students get an e-mail account for their study. Students are obliged to check their account regularly.

In principle, internet and email are meant to be used for study purposes. Limited personal use of the facilities is permitted if this does not interfere with daily work activities and does not involve any prohibited use. The regulation describes which uses are not allowed in several prohibitions. The regulation forbids, among other things, visiting pornographic, racist, discriminatory, hate-inciting or offensive sites or sending mail with a similar content. It is not allowed to use the name of Van Hall Larenstein in a negative way at public sites.

Commercial use of the facilities is not permitted. Users are expected to ensure that they do not bring the system down by carelessly using passwords or by being insufficiently alert to viruses.

The network administrator monitors the correct use of email and internet and has certain authorities for this, which are described in the regulation. The regulation aims to protect the privacy of the students and to guarantee that the fundamental rights and freedoms of the students in question are considered in carrying out auditing procedures.

#### **8.6 Change of address**

1. Students need to communicate a change of address and the date of the change of address timely through studielink.
2. Van Hall Larenstein University of Applied Sciences does not take any responsibility for the consequences if a student does not fulfill the obligations mentioned in clause 1.

#### **8.7 Copyright - thesis**

VHL places the theses of its students in a digital database. This enables users inside and outside VHL to become acquainted with these products. The copyright for the thesis remains with the student. Therefore, students are asked to sign a permission form for this purpose.

When a student develops or invents new methods/objects and the like for a thesis or a practical training the intellectual ownership belongs to the institution that has offered the practical training (the principal).

#### **8.8 Clothing**

In the buildings during lectures, working groups, practicals or other forms of education, it is not allowed to wear clothing or attributes that cover the face and seriously hinder the non-verbal communication between the lecture and the student or among the students themselves, or among the instructors themselves. It is also not allowed to wear clothing or attributes that cover the face and seriously hinder the identification of an individual during the taking of an exam or doing a test or when entering or being in a building. This ban is not applicable if wearing clothing that covers the face is necessary for safety, health or temporary cultural activities.

#### **8.9 Use of mobile telephones, iPods and sound recording media**

During scheduled activities it is not permitted to use mobile telephones, iPods or other sound recording media without prior approval.

It is not allowed to make an audio or video recording of a lesson without consulting the lecturer. Only when a lecturer gives permission in advance it is allowed to make a

recording. Students who are permitted to make audio or video recordings of lectures as a facility must report this to the lecturer in advance.

### **8.10 The sale of goods**

It is not permitted to sell any kind of product within the buildings and on the grounds of VHL without permission from the Executive Board or the director.

### **8.11 Working conditions**

With the approval of Participation Council, the Executive Board sets the rules for working conditions and the environment (art. 10.20 under f HRA). This includes the rights and duties of students (and personnel) with regard to safety, health and wellbeing within the institution, such as stated in the Labour Conditions Act.

Students have the following rights:

- the right to information and schooling about the risks of work and study and about the preventative or restrictive measures hereof;
- the right to information about safety precautions and protective aids;
- the right to report bottle necks to lecturers, supervisors or members of the Occupational Health and Safety Committee.

The following belong to the obligations:

- the obligation to act carefully in work and study;
- the obligation to be informed about the safety regulations with regard to work and study;
- the obligation to immediately inform the responsible individual of unsafe and unhealthy situations;
- the obligation to use available safety precautions in the correct way and to wear or to use the required protective aids.

### **8.12 In-house emergency and first-aid service plan, BHV**

The in-house emergency and first-aid service plan describes how to act in a disaster such as accidents and fire and also describes the procedures for evacuating a building. For interested parties, the reception desk and the Multimedia Centre have an inspection copy of the plan.

Main points:

Internal alarm number 46112 for Leeuwarden, 88333 for Wageningen (Forum) and 95555 for Velp.

How to act if a *siren goes off*:

- Stop working.
- Take your bag and jacket with you.
- Close the doors.
- Follow the instructions of the in-house emergency and first-aid service team member (orange vest) and leave the building.
- Never use a lift.

How to act in *an accident*:

- Do not leave the victim alone.
- Ensure that someone warns an in-house emergency and first-aid service team member using the internal alarm number.
- Tell the first-aid service team member who you are, what has happened and where you are (the location is on the map near the fire hose reel).

How to act in *a fire*:

- If it is a small fire (e.g. fire in a rubbish bin), try to extinguish it.
- If it is a larger fire, break the glass of a fire alarm.
- Call the internal alarm number.
- Follow the instructions of the in-house emergency and first-aid service team member (orange vest) and leave the building.
- Never use a lift.

### **8.13 Practicals**

- In practicals, safety requirements can be established for clothing, footwear and hair style of the participants. Staff have the authority to bar students who do not comply with these requirements from the practicals.

- Practical participants must be sufficiently prepared for experiments so that they can perform them without taking unnecessary risks, such as judged by the lecturers.
- Changes by the staff with regard to safety, hygiene, health and environment must be followed immediately.
- If a practical in profession-oriented education is taught by an external instructor, then students are required to follow his or her instructions regarding safety, hygiene and health and environmental aspects.

#### *8.13.1 Practical rules*

In addition to the various laboratories, the following areas are considered practical areas in this regulation: technique rooms, technology rooms, greenhouses, stables and other spaces where practical can be given. For the use of practical areas and their equipment, the following rules apply: The student is expected to be informed of the rules of conduct and safety that are applicable for that practical. The student is required to follow these rules. The lecturer is not responsible for the student who, against better judgement and despite the required supervision of the lecturer and/or assistant, does not follow the practical rules or conduct and safety rules.

##### **1. Responsible**

- the daily supervision of the practical areas and teaching in the practical areas is assigned by the institutional administration to the lecturer and/or the assistant in question.
- the lecturer's responsibility can only be given to a practical assistant if the assistant agrees with this action.
- the room manager (usually the practical assistant) is responsible for the daily management of the practical area and the apparatus in the room.

##### **2. Work by students**

Students may only do practical work:

- for a class under the supervision of a lecturer and/or assistant who, according to the course schedule, is responsible;
- outside of the class under direct supervision of one of the lecturers or assistants.

##### **3. Working without supervision**

The lecturer and/or assistant can grant a student permission to work without direct supervision under the following conditions:

- considering the type of work and the student's skill, the lecturer and/or assistant must be of the opinion that "working without direct supervision" does not pose any substantially greater risk than when the work would occur in a classroom situation.
- the student may never work alone in the practical area.

##### **4. Working without supervision and permission is a violation**

The student who works without supervision in practical areas and without having received permission in accordance with the conditions named in point 3 is in violation. The student is personally responsible for any damage done, undiminished by the disciplinary measures that will be taken as meant in section 8.2 of the student statute if a violation is proven.

##### **5. Practicals according to the course schedule**

Practicals scheduled for a course have priority over other work activities.

##### **6. Cleaning and leaving equipment set up**

Students must leave used apparatus, glassware and equipment in good working order and to put glassware and apparatus back in their proper places immediately after they finish their work. Set ups for experiments may stay up only if the responsible lecturer or the assistant has given permission for this. The lecturer's/assistant's permission, date, name of the student, student number and the type of experiment have to be shown with the set up. When materials have to be stored temporarily, the lecturer and/or assistant has to be consulted.

##### **7. Reporting damage**

Damage or faulty equipment that has been detected during the practical must immediately be reported to the responsible lecturer or assistant. If the student is negligent, he can be made personally liable for the damages.

##### **8. Unforeseen**

The Executive Board decides in all cases that are not provided for in the practical rules.