

ArtEZ University of the Arts

Student Charter
2020 - 2021

Arnhem

Enschede

Zwolle

Introduction

This is the ArtEZ University of the Arts Student Charter, which sets out the rights and obligations that apply if you are doing or are about to take a course at ArtEZ. The Student Charter opens with our statement on solidarity and continues with the Regulatory Framework and its annexes.

Annex I Regulation specifications details the rules from the Regulatory Framework.

In Annex II Cobex Rules of Procedure, you will find the Examination Appeals Board Regulations.

Annex III is the glossary.

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Statement – Together for solidarity

ArtEZ absolutely and unequivocally stands against racism and all its intersectional injustices of sexism, homophobia, transphobia, xenophobia, and ableism in the societies we live in. We are committed to an inclusive and safe learning and working environment for every member of the ArtEZ community. This is non-negotiable.

We write this statement with our attention on systemic racism and the intersectional injustices based on gender, sexuality, ability, and ethnicity. ArtEZ, with its commitment to a vision of arts as a transformative force, realizes that in these times solidarity and alliance are critical to sustain this movement of change. In the last few years, we dedicated our energy, resources, and attention to examining, understanding, and working out the ways to build diverse environments.

We have taken structural steps in the last few years, hosting public conversations around racial discrimination, organizing feminist reading groups to resist sexism and misogyny, organized safe spaces for queer support, created informal meeting spaces for international students, encouraged student participation in governance, and inquired into ways by which we can decolonize our education. We are working on codes of conduct and protocols for safety and well-being that can address questions of discrimination and abuse through proper channels adhering to our driving principle of Duty of Care. We are working at expanding the scope of our practice through cooperation with other partners and communities. As cosignatories to the UN Sustainable Development Goals linked at reducing inequality, we also hold ourselves publicly accountable to the development of these policies.

We know that merely providing a critique or making these fault-lines transparent is not enough. As a subset of the larger society that we live in, we have to recognize that we work within and negotiate with structures of exclusion, bias, and hostility that are present in our everyday lives despite our continued efforts to fight it. We are at a moment in history that teaches us that inaction is not an option and more sustained action is needed.

Following this call for action, we take this moment to turn the mirror to ourselves: critiquing, challenging, and unflinchingly analyzing who we are as an organization and how do we find the moral, political, and social courage and authority to address institutional injustice, structural discriminations, and unconscious biases. This statement, with its commitment to building inclusive and safe environment is to commit ourselves, collectively, beyond words and gestures, to work towards establishing these principles. While we are aware that there are no 'quick fixes' and 'easy solutions', we want to embrace this challenge, with creative energy and the compassionate care that we aspire for.

This statement is an invitation to all our different communities to encounter difficult, uneasy, existential questions that can help take concrete steps in our collective fight against institutional injustice, structural discriminations, and unconscious bias.

This statement is a commitment to create safe and inclusive, diverse and humane environments at ArtEZ. It is also an invitation to form a collective social movement within our community that helps shape the culture of our university. The responsibility of shaping this safe space is collective.

This statement is a declaration of where we stand, and an invitation to the different members of the community – directors, heads, teachers, staff, students, participatory councils and governing bodies – to embrace this and work on concrete plans, fitting in every community within ArtEZ, so we can hold each other accountable to build a future that we collectively believe in. Your community will inform you on how and when to work on it.

Yours in solidary and strength,
The Executive Board and the directors

Student Charter Regulatory Framework

Chapter 1 General

Article 1 *moved to Annex III Glossary*

Article 2 What is in the Student Charter?

1. The Student Charter states your rights and obligations. They apply to you if you are enrolled as a student at ArtEZ University of the Arts. Some parts also apply to prospective students of ArtEZ and to former students of ArtEZ or the educational institutions from which ArtEZ originated.
Chapters 7, 9, 10, 11 and 12 apply to people attending classes at ArtEZ who are not enrolled as students.
2. The rights and obligations are based on:
 - the laws and regulations that apply
 - decisions taken by the bodies of ArtEZ, such as the Executive Board, the Board of Governors and the Board of Examiners.
3. The Student Charter consists of:
 - a. The institution-specific part
This outlines the general rights and obligations that apply when you study at ArtEZ. The institution-specific part of the Student Charter consists of:
 1. the Regulatory Framework
 2. the annexes:
 - I Regulation specifications
 - II Cobex Rules of Procedure
 - III Glossary
 The Regulatory Framework and the annexes can be found on the ArtEZ website.
 - b. The course-specific part
It contains the rights and obligations that apply to your course. These are described in the Course and Examination Regulation for your course. The Course and Examination Regulation consists of 2 parts:
 1. an institutional part
This institutional part of the Course & Examination Regulation can be found on the ArtEZ website and in the ArtEZ Electronic Learning Environment (ELO).
 2. a course part
The course part of the Course & Examination Regulation can be found in the ArtEZ ELO.

Section 7.13 of the Higher Education and Research Act (WHW) states that the course is required to have a Course & Examination Regulation.

Article 3 Who decides on the Student Charter?

1. The Executive Board first asks the Institute Council whether it agrees with the Student Charter. We call that asking for consent. The Executive Board then adopts the Student Charter. The Student Charter is adopted by 1 September each year. If something needs to be changed during an academic year, the Executive Board will re-adopt the Student Charter. The Executive Board will then also ask the Institute Council for its consent.
2. *deleted*

Article 4 *merged with Article 2*

Article 5 How does the Executive Board publish the Student Charter?

1. The Executive Board publishes the Student Charter on the ArtEZ website.
2. *deleted*
3. *deleted*
4. *merged with 1.3.1*

Article 6 How is the board of ArtEZ organised?

1. The Executive Board is the board of ArtEZ. In the Higher Education and Research Act this is called the institutional board.
2. ArtEZ has administrative and management regulations, as required by the Higher Education and Research Act. These regulations can be found on the ArtEZ website. The regulations contain rules on matters such as the following:
 - how ArtEZ is organised
 - which responsibilities members of staff of ArtEZ have
 - how supervision of the Executive Board of ArtEZ is provided for

Article 7 What is the objective of ArtEZ?

1. ArtEZ seeks to provide higher education and conduct research in the field of the arts. ArtEZ also wants to promote the quality of this education and research.

Article 8 How is education organised at ArtEZ?

1. Bachelor education consists of the following 5 units:
 - Academy of Art & Design Arnhem
 - AKI Academy of Art & Design
 - Academy of Art & Design Zwolle
 - Academy of Theatre & Dance
 - Academy of Music
2. ArtEZ also provides master education, and has organised this in the Master Courses unit.

Article 9 *merged with Chapter 8*

Article 10 What information do you receive from us?

1. As a student and as a new student, you will have access to the information of ArtEZ before the start of a new academic year, including the following subjects:
 - the education offered by ArtEZ
 - the Course & Examination Regulation
 - the cost of the course (tuition and other costs associated with the course)
 - our student facilities
 - the course guide
 Prospective students will find the requirements for admission to the various courses and how these admission procedures work on the ArtEZ website.
2. *deleted*
3. On the ArtEZ website you will find information about the registration procedure.
4. ArtEZ works in accordance with the Code of Conduct for International Students in Higher Education. This means that we ensure that there is information for foreign students as well. More information can be found at www.internationalstudy.nl.

Article 11 What happens in an unforeseen situation?

Situations that are not provided for by this charter or the law will be decided by the Executive Board.

Article 12 When does this Student Charter apply?

This Student Charter will apply from 1 September 2020.
On 26 August 2020, the Institute Council gave its consent for this Student Charter.
The Executive Board adopted this Student Charter on 31 August 2020.

Chapter 2 Registration, admission and deregistration

Article 1 What conditions do you have to meet in order to register with ArtEZ?

1. You have to meet certain requirements in order to take a course at ArtEZ. Furthermore, ArtEZ administers an entrance examination to determine whether you meet the additional requirements for admission to a course. Where can you find these requirements?
 - at the ArtEZ website
 - in the ELO of your course
 - Course & Examination Regulation

If the information differs from the information in the Course & Examination Regulation, the Course & Examination Regulation applies.

Article 2 How to register?

1. You enrol via Studielink. Your enrolment is for an entire academic year. Do you wish to enrol after 1 September? This is only possible with the permission of the Executive Board. The ArtEZ website contains information about the enrolment procedure.
2. The Executive Board has adopted rules for:
 - how to enrol on a course
 - how to pay tuition
 - how to deregister from a course

The explanation of these rules can be found in Annex I Regulation specifications (Chapter 1).

Chapter 3 Other information about education at ArtEZ

Article 1 How does ArtEZ assess the quality of education?

1. The Executive Board has the quality of education reviewed on a regular basis.
2. ArtEZ values students' opinions on the quality and organisation of education. The Executive Board ensures that ArtEZ students and staff can view the results of satisfaction surveys.

Article 2 *merged with Chapter 4*

Article 3 How are internships organised?

1. Internships are part of your course programme. There are various types of internships:
 - internships inside or outside ArtEZ
 - excursions
 - research
 Information about these internships can be found in the Course & Examination Regulation of your course.
2. If you are going to do an internship at an organisation outside ArtEZ, you will have rights and obligations in relation to ArtEZ. You will also make arrangements about what you are going to do during your internship. These rights, obligations and arrangements are set out in an internship contract between you, ArtEZ and the internship host.

Article 4 What benefits does the student card offer?

1. If ArtEZ has enrolled you as a student, you will receive a student card with your passport photo on it. On the ArtEZ intranet you can find what requirements your passport photo has to meet and how you can upload the passport photo. ArtEZ will notify you when you can collect your student card.

The student card proves that you are enrolled for the academic year shown on the card. What benefits does the student card offer?

- You can use it to borrow all borrowable materials and use the databases.
- You can open and close lockers with it.
- You can borrow equipment with it.
- You can use it to print and copy.
- You can use it to prove that you are an ArtEZ student.

Article 5 When do you pay a contribution in addition to tuition?

1. ArtEZ cannot enrol you as a student until you have paid tuition. You will then also be allowed to take exams. Information on the payment of tuition can be found in Annex I Regulation specifications (Chapter 1).
If you participate in non-mandatory activities or use extra facilities, the management may ask you to pay a contribution in addition to the tuition.
2. If you want to make use of an activity or a facility, the management will let you know in time whether you owe a contribution for this. You will also receive information about the amount and exactly what you pay a contribution for.

Article 6 What facilities does ArtEZ offer students?

1. ArtEZ offers students the following facilities:
 - media libraries
 - workshops

- canteens and other accommodation
- ICT facilities

Chapter 4 *merged with Chapter 1*

Chapter 5 The Graduation Fund

ArtEZ has a fund to support students in certain situations, called the Graduation Fund. There are 2 possibilities for students to receive a payment from this fund.

- a. If you take longer than the nominal study duration, but only if this study delay is due to a special situation. This only applies to students who pay the statutory tuition and are or were entitled to a performance-related grant.
- b. For students from outside the European Economic Area (EEA) who pay the institutional tuition, there is the ArtEZ scholarship.

In Annex I Regulation specifications (Chapter 2) you will find an explanation of the rules and how you can submit an application.

Chapter 6 Student counsellors and intermediaries

Article 1 Student counsellors

1. ArtEZ students can ask a student counsellor for help. There is a student counsellor in every town where ArtEZ offers education.
2. *What can a student counsellor do for you?*
You can discuss various topics confidentially with the student counsellor. The topics may relate to your studies, your study progress or a study impairment. But you can also talk to the student counsellor if you do not feel good. In a number of situations we advise you to contact the student counsellor. You can find more information on the ArtEZ intranet.
3. *How do you make an appointment with the student counsellor?*
You can make an appointment with the student counsellor yourself. You can find out how to make an appointment on the ArtEZ intranet.
4. *What does a student counsellor do with your data?*
The information you share with a student counsellor remains private. The student counsellor does not share it with the student administration. The student counsellor keeps separate student files.
5. *Can the student counsellor discuss your situation with others?*
The student counsellor does not discuss with others what you have told them, unless you have given your written consent. Student counsellors are allowed to discuss with each other what you have told them. This allows them to replace each other and, if necessary, to find solutions for you together.

In exceptional cases, a student counsellor may, without your permission, discuss with some others what you have told them. For example, if there is an emergency situation in which someone's life is at risk. The cases in which a student counsellor is allowed to discuss your situation with other people are stated in the *Protocol on student counsellors breaching confidentiality*. This document can be found on the ArtEZ intranet. You can also request a copy from the student counsellor.

6. *The annual report of the student counsellors*
Every year the student counsellors of ArtEZ draw up an annual report for the Executive Board. In it they describe the performance of their tasks and the number and nature of their recommendations.

Article 2 Intermediaries

1. There is at least one intermediary for students. You can ask the intermediary for help if someone displays undesirable behaviour. Examples include:
 - bullying
 - discrimination
 - intimidation and sexual harassment
 - threats
 - physical or psychological violence

You may also witness undesirable behaviour against someone else. If you do not know what to do about that, you can make an appointment with the intermediary. The intermediary gives advice on what you can do against the undesirable behaviour.

2. *Can the intermediary discuss your situation with others?*
The intermediary does not discuss with others what you have told them, unless you have given your written consent.

In exceptional cases, an intermediary may, without your permission, discuss with some others what you have told them. For example, if there is an emergency situation in which someone's life is at risk. The conditions under which the intermediary can discuss your situation with other people are laid down in the *Protocol on breaching confidentiality in matters of undesirable manners and/or integrity*. This document was drawn up by the National Association of Confidential Counsellors, which is posted it on its website (www.lvvv.nl).

3. *How do you make an appointment with the intermediary?*
You can make an appointment with the intermediary yourself. You can find out how to make an appointment on the ArtEZ intranet.
4. *How is the intermediary's independence provided for at ArtEZ?*
The intermediary is not employed by ArtEZ, which makes them independent.
5. *The annual report of the intermediaries*
Every year, ArtEZ's intermediaries draw up an annual report for the Executive Board. In it they describe the performance of their tasks and the number and nature of their recommendations.

Article 3 *moved to Chapter 3*

Chapter 7 The ArtEZ house rules

The Executive Board has adopted house rules on the following subjects:

- how to behave in the ArtEZ buildings
- how to use the ArtEZ facilities
- what happens if you do not follow the house rules
- other topics

These rules are detailed in Annex I Regulation specifications (Chapter 3).

Chapter 8 Participation at ArtEZ

As an ArtEZ student, you have a say. You can take part in deliberations and decision-making on some subjects. This is called participation. The ArtEZ Student-staff Participation Regulations state among other things:

- which rights and obligations the participation body has
- how elections are held
- how participation is organised at ArtEZ

You can find the Participation Regulations on the ArtEZ website (About ArtEZ > Board> Institute Council).

Chapter 9 Privacy

ArtEZ handles the data you give us with care. We comply with the European privacy act, the General Data Protection Regulation (GDPR).

What rights do you have?

ArtEZ wants to offer you good education and good guidance, which means that we need data from you. We only ask you for the information we really need. You have rights to protect your privacy:

- ArtEZ informs you about your privacy in understandable language
- You can see what data ArtEZ has about you
- ArtEZ can adjust your data to keep it up-to-date
- If ArtEZ no longer needs your data, your data will be deleted
- You can object if you feel that ArtEZ should not have any of your details

ArtEZ only shares students' data with some others if this is necessary for teaching purposes. There are other conditions as well: for example, sharing data is only permitted if the law allows this or if you have given your consent.

What obligations do you have?

You must handle your own data and the data you have from others with care. It is your duty to protect your own data carefully. You must ensure that unauthorised people cannot access your or other people's data. You can find more information about privacy on the ArtEZ intranet.

Chapter 10 Legal protection and complaints

Article 1 What can you do if you disagree with a decision of the Board of Examiners?

1. *How do you lodge an objection?*
If you disagree with a decision of the Board of Examiners and it affects your interests, you can lodge an objection with the Board of Examiners that made the decision.
2. *How do you lodge an appeal?*
If you have lodged an objection and disagree with the Board of Examiners' decision on your objection, you can lodge an appeal. You do this with the Examination Appeals Board (Cobex).
The rules on this subject can be found in Annex II Cobex Rules of Procedure.
3. *How do you lodge a second appeal?*
If you have lodged an appeal and disagree with the Cobex's ruling, you can lodge another appeal. You can do this with the Higher Education Appeals Tribunal in The Hague. If you have filed a notice of objection or appeal, you can in urgent cases ask the chair of the Higher Education Appeals Tribunal for a provisional measure.
4. *What is the time limit for lodging a notice of objection, appeal or second appeal?*
A notice of objection, appeal or second appeal must be received within six weeks of the date of the decision of the Board of Examiners, the Examination Appeals Board or the Higher Education Appeals Tribunal
5. *Where can you find more information?*
On the ArtEZ intranet you can find more information about lodging an objection, appeal or second appeal.

Article 2 What can you do in case of undesirable behaviour or other complaints that do not concern a decision of the Board of Examiners?

1. *Do you have a complaint about undesirable behaviour?*
If you wish to file a complaint about undesirable behaviour with the Complaints Committee for Undesirable Behaviour, please go to Chapter 11 for more information.
2. *What to do if you have another complaint?*
If your individual interests are directly affected by the behaviour or decision of an ArtEZ member of staff, you should initially discuss this with this member of staff. If the two of you cannot reach a solution, discuss your complaint with this member of staff's manager. If you are unable to reach a solution or do not know who to turn to, you can file a complaint with the ArtEZ complaints desk (complaintsdesk@artez.nl).

Article 3 What can you do if you disagree with a decision of the Executive Board?

1. *How do you lodge an objection?*
If you wish to object to a decision of the Executive Board, you can do so with the Disputes Advisory Committee.
You file your objection through the ArtEZ complaints desk (klachtenloket@artez.nl). The objection must be received within six weeks of the date of the Executive Board's decision. The Disputes Advisory Committee advises the Executive Board. The Executive Board will then take a new decision.

More information about the Disputes Committee can be found on the ArtEZ intranet. Look under Student > Legal protection and complaints. More information about filing an objection with the Disputes Advisory Committee can be found in the Disputes Regulation, which can also be found on the intranet.

2. *How do you lodge an appeal against a decision of the Executive Board?*
If you disagree with the Executive Board's decision on your objection, you can lodge an appeal with the Higher Education Appeals Tribunal in The Hague. In urgent cases, you can ask the chair of the Higher Education Appeals Tribunal for a provisional measure.

Chapter 11 Undesirable behaviour

If someone behaves inappropriately towards you, you can ask the ArtEZ intermediary for help. More information about the intermediary can be found in Chapter 6 of the Regulatory Framework. You can also file a complaint with the ArtEZ Complaints Committee for Undesirable Behaviour. If you are underage, your parents or guardians can file the complaint. More information about the Complaints Committee for Undesirable Behaviour can be found in Annex I Regulation specifications (Chapter 5).

On the ArtEZ intranet you will find more information about what you can do in case of undesirable behaviour and how to file a complaint. Look under Student > Legal protection and complaints, where you will also find the *Complaints Committee for Undesirable Behaviour Regulation*.

Chapter 12 *moved to Chapter 1*

Annex I Regulation specifications

Chapter 1 Registration, deregistration and tuition

Article 1 What should you pay attention to when enrolling?

1. *Who can enrol?*

If you are 18 years of age or older and legally competent, you can enrol if you meet the conditions of Section 7.32(5) of the Higher Education and Research Act.

If you are under 18, your parents or guardians have to prove that you meet these conditions.

If you have any questions about this, you can contact the Student Affairs Department.

When can we enrol you at ArtEZ?

We will not enrol you until you meet the following conditions:

1. We have been able to check that you are in possession of a valid passport or other valid identity document.
2. You have paid the tuition or you have authorised ArtEZ to debit the tuition from your account by 1 September. If you were admitted after 1 September, you must have authorised ArtEZ to debit the tuition from your account by 30 September.
In Article 10 you can read all about tuition.

The Course & Examination Regulation states what additional requirements you have to meet.

2. *merged with Article 4*

3. *merged with Articles 1.1 and 4.2*

4. *When can you register to only take exams?*

If you only want to take exams and not attend classes, you can enrol as an external student with the permission of the Executive Board.

Article 2 Have you received a negative binding study advice?

1. If have you received a negative binding study advice from ArtEZ or have you not obtained enough credits (ECs) according to the Modern Migration Policy Act and that is the reason why you discontinue your course, you can no longer enrol on the same course or courses with the same propaedeutic year.

Article 3 *merged with Article 4*

Article 4 When will ArtEZ refuse, restrict or terminate your registration?

1. ArtEZ will refuse, restrict or terminate your registration in various situations. If ArtEZ refuses your registration, this means that you are not allowed to register with ArtEZ. If ArtEZ terminates your registration, it means that we deregister you from ArtEZ. If ArtEZ terminates your registration, DUO will be notified.
The various situations are described in this article.

In which situations will ArtEZ refuse your registration?

- a. You do not meet the conditions to register. These conditions are set out in Article 1 of this chapter.

- b. If you enrol on a course for the first time, ArtEZ may refuse your registration if there is too little educational capacity available at ArtEZ or nationwide.
- c. If you have a residence permit and do not meet the requirements of the Modern Migration Policy Act, ArtEZ will refuse your registration.
- d. If you are a foreign student and you do not have a residence permit or you do not comply with Section 8 of the Aliens Act 2000 for any other reason, ArtEZ will refuse your registration.

In which situations will ArtEZ restrict your registration?

- a. We restrict the registration for the post-propaedeutic phase.
- b. We restrict the registration for a certain course if this is decided by ministerial regulation. The government can do this if there is insufficient demand for a specific professional group on the labour market.

In which situations will ArtEZ terminate your registration?

- a. If you do not adhere to the rules of payment, we will terminate your registration.
- b. If you have received negative binding study advice from ArtEZ, ArtEZ will terminate your registration. You will be deregistered on the last day of the month in which you received the negative binding study advice.
- c. If you have a residence permit and no longer meet the requirements of the Modern Migration Policy Act, ArtEZ will terminate your registration.
- d. If the mandatory details you provided in order to be admitted or to register are incorrect, ArtEZ will terminate your registration.
- e. If you are abusing the registration or the rights of your registration by seriously violating ArtEZ's objective or if we have reason to suspect any abuse on your part, ArtEZ will terminate your registration.
- f. If you are a foreign student and no longer have a residence permit or if you no longer comply with Section 8 of the Aliens Act 2000 for any other reason, ArtEZ will terminate your registration.

If ArtEZ decides to deregister you on the basis of situation d or e, you will be notified in writing. ArtEZ will then also explain the reasons underlying the decision.

These rules are based on the Higher Education and Research Act. If you disagree with a decision, you can lodge an objection with the Executive Board. More information can be found in Chapter 10 of the Regulatory Framework.

In which situations can you ask ArtEZ to terminate your registration?

- a. If you have passed all the exams for your course, you can ask ArtEZ to deregister you. ArtEZ will deregister you on the last day of the month in which you have passed your course.
- b. You can deregister any time of the year using Studielink. ArtEZ will deregister you on the last day of the month in which you submitted your deregistration request.

If ArtEZ has asked you to deregister, we will only re-enrol you in the same academic year in special situations. You will then have to write a letter explaining why you should be re-enrolled.

What happens to the enrolment when a student dies?

If a student dies, ArtEZ will terminate their registration.

2. *merged with 10.4*

Article 5 *merged with 1.4*

Article 6 What rights and obligations do you have as an enrolled student or external student?

1. *What rights do you have as a student or external student?*

If ArtEZ enrolls you on a course, you are a student and have the following rights:

- a. You are allowed to attend classes of your course.
- b. You are allowed to take the exams of your course.
- c. You have access to the ArtEZ premises, unless the management decides to refuse access. This refusal is only possible if the type of education or the importance of the education does not allow access.
- d. You are allowed to use the ArtEZ facilities that you need for your studies. The Executive Board draws up the rules on this use and ensures that you are aware of these rules.
- e. You are allowed to request the details of your student file. You can print out a study progress overview yourself via Osiris. If you need a study progress overview for official purposes, it must also be stamped by ArtEZ. You can request this stamp from the Educational Office of your course or from the Student Affairs Department.
- f. You are entitled to tutoring and the services of the student counsellor.
- g. You have voting rights for the ArtEZ Institute Council, for the Sub-Council of your academy and for the course committee of your course. You can run for election yourself, so other students can vote for you. More information and conditions can be found in the Participation Regulations on the ArtEZ website.

If you are registered as an external student, you are only entitled to b, c and e from the list in this article (6.1).

2. *merged with 6.1*

3. *What happens when the Executive Board terminates a course?*

If the Executive Board terminates a course and you are a student of that course, you are allowed to complete the course at ArtEZ or another university of applied sciences. You must do this within a reasonable period of time.

4. *What duties do you have as a student or external student?*

As a student, you have the following duties:

- a. You have to take part in the practical exercises that are included in the Course & Examination Regulation for your course.
- b. You are expected to behave properly on the ArtEZ premises and in accordance with the rules of this Student Charter.
- c. You must be able to show your ID if an authorised ArtEZ member of staff asks you to do so. This makes it possible to check whether you are allowed to study at ArtEZ.

If you are registered as an external student, only duties b and c from the list in this article (6.4) will apply to you.

5. *What happens to the works you create?*

During your training at ArtEZ you will create works, such as works of art. The rights to these works are yours. ArtEZ has the non-exclusive right to use these works for educational, publication and valorisation purposes – for example in images and texts of ArtEZ, lectures, or publications. Where possible, we will cite your name. You will not get paid for this. If you graduate or have withdrawn from your course, ArtEZ will still be allowed to use your works. Where possible, we will cite your name.

If you use images of people in your work of art, you should inform these people that ArtEZ is allowed to use your work of art.

If you came up with an invention while you were a student and were able to do so on ArtEZ's initiative or thanks to research paid for by ArtEZ, ArtEZ reserves the right to claim the patent right. The patent right relates to things such as the creation and sale of the invention.

Article 7 Are you not registered? But you do attend classes?

1. If you are not enrolled on an ArtEZ course but have received education, for example, in the form of lectures or have taken any exams at ArtEZ, you will have to pay for this. The Executive Board determines the amount you have to pay.

Article 8 How do you prove that you are registered with ArtEZ?

1. If you are definitively enrolled on a course, you will receive a student card, which you can use to prove that you are enrolled.

Article 9 Have your contact details changed?

1. If you are registered as a student and have changed your address, telephone number or email address, you should notify ArtEZ as soon as possible using Studielink. Please state when the change will take effect.
2. If you have not provided us with your changed address, telephone number or email address in good time or in the correct way, ArtEZ will not be liable for the consequences. One consequence may be that you do not receive the information about your course on time.

Article 10 What type of tuition do you have to pay?

There are three types of tuition:

- a. statutory tuition
- b. institutional tuition
- c. examination fees

The government determines the amount of the statutory tuition. The Executive Board determines the amounts of the institutional tuition and examination fees by 1 December. These amounts are then valid for the next academic year.

In articles 10.1, 10.2 and 10.3 you can read when you have to pay which type of tuition. Article 10.4 explains how to pay tuition.

1. *When do you pay the statutory tuition?*
If you meet the requirements of Section 7.45a of the Higher Education and Research Act, you pay the statutory tuition.
2. *When do you pay the institutional tuition?*
If you do not meet the requirements of Section 7.45a of the Higher Education and Research Act, you pay the institutional tuition in accordance with Section 7.46 of the Higher Education and Research Act.
3. *When do you pay examination fees?*
If you are registered as an external student, you pay the examination fee.
4. *What are the rules for paying tuition?*
You can pay your tuition in various ways:
 - a. You can transfer the tuition yourself to ArtEZ's bank account.

- b. You can authorise ArtEZ to automatically debit the tuition from your account as a lump sum using Studielink.
- c. You can authorise ArtEZ to debit your tuition from your account in 10 instalments using Studielink.

If you have authorised ArtEZ to automatically debit the tuition from your account as a lump sum,

ArtEZ will do so around 24 September. If we are unable to debit the entire amount from your account on that date, we will debit the tuition from your account in 10 instalments. You will then pay €15 extra for administration costs.

If you have authorised ArtEZ to debit the tuition from your account in 10 instalments, the tuition will be debited from your account around the 24th day of the months of September, October, November, December, January, February, March, April, May and June.

In the event of overdue payment, both the overdue instalment and the regular instalment will be collected.

If we are unable to debit the tuition from your bank account, this will have consequences:

If you failed to pay one instalment:

- You will receive an email from the Financial Department of ArtEZ, requesting you to transfer the amount you still owe us the same day.

If you failed to pay two instalments:

- You will receive an email from the Financial Department requesting you to transfer the amount you still owe us the same day.
- The Financial Department informs the management and the student counsellor that you have failed to pay two instalments.

If you failed to pay three instalments:

- The Financial Department will inform you that you no longer have access to ArtEZ's education and facilities. For example, you will no longer be allowed to attend lectures or take exams. You can, however, still contact the student counsellor.
- The Financial Department informs management and the student counsellor that you have failed to pay three instalments of your tuition.
- You will regain access to ArtEZ's education once you have paid all the tuition owed. If you fail to do so within a month, we will deregister you from the course. The deregistration date will then be the first day of the month after the month in which we were unable to debit the tuition for the third time.

ArtEZ will instruct a bailiff to collect the tuition you still owe from you. The costs of this procedure will be borne by you.

Additional rules for paying tuition:

- If you have not yet paid last year's tuition: we will not enrol you for the new academic year.
- If we were unable to debit tuition from your account several times last year, you will not be allowed to pay the tuition in the new academic year in monthly instalments. You will have to pay the full amount at once.
- If you have provided ArtEZ with the details of a frozen bank account, we will not be able to debit the tuition from your account. As a consequence, we will not enrol you on a course.
- All fees charged by banks for any failure to debit your tuition from your account will be recovered from you.

Article 11 When do you pay less or no tuition?

1. *Do you register with ArtEZ during the course of the academic year?*
If you register with ArtEZ in the course of the academic year, you only pay for the months in which you are enrolled. You do not pay for the other months.
2. *Would you like to take more courses at ArtEZ?*
If you would like to enrol on several funded courses at ArtEZ, you only have to pay the tuition for the course with the highest tuition.
3. *Are you already enrolled at ArtEZ and would you like to enrol at another university (of applied sciences)?*
If you are already registered at ArtEZ and would also like to enrol at another Dutch university (of applied sciences), you do not have to pay tuition at this university (of applied sciences) if you have a Certificate of Paid Tuition from ArtEZ. However, you will then first have to submit the original Certificate of Paid Tuition to this university (of applied sciences). If you pay less tuition at ArtEZ than at this university (of applied sciences), you have to pay the difference to the university (of applied sciences).

Are you already enrolled at another university (of applied sciences) and would you like to register with ArtEZ?

If you are enrolled at another Dutch university (of applied sciences) and also want to register with ArtEZ, you do not have to pay tuition to ArtEZ if you have a Certificate of Paid Tuition from this university (of applied sciences). However, you must first submit the original Certificate of Paid Tuition to ArtEZ. If you pay less tuition at the other university (of applied sciences) than at ArtEZ, you have to pay the difference to ArtEZ.

Article 12 When will your tuition be refunded?

1. *Are you deregistering from the course?*
If you deregister from the course and want a refund of your prepaid tuition from ArtEZ, this is only possible if you deregister from the course via Studielink.
2. *How much tuition will be refunded?*
If you have already paid tuition for an academic year, the amount you paid too much will be refunded. If you deregister in June, July or August, your tuition will not be refunded.
3. *Do we have the correct bankaccount number?*
If you want a refund of your tuition from ArtEZ, you have to give us the correct bankaccount number.
4. *What happens when a student dies?*
If a student dies during the academic year and has already paid the tuition for that academic year, the next of kin will receive the tuition back for the remaining months of the academic year. The next of kin will receive one twelfth part back per month.

Chapter 2 The Graduation Fund

ArtEZ can support students financially with a payment from the Graduation Fund. You can claim financial support from the Graduation Fund in the following cases:

- a. If your graduation is delayed, ArtEZ can support you financially. In Article 1 of this chapter you can read how this works and what conditions you have to meet.
- b. If you are not from the European Economic Area (EEA) and have to pay the institutional tuition, you may be entitled to an ArtEZ scholarship. In Article 2 of this chapter you can read how this works and what conditions and selection criteria you have to meet.

Article 1 How can ArtEZ support you financially if your graduation is delayed?

You can receive financial support from ArtEZ if your graduation is delayed due to a special situation. The conditions you have to meet are described below. The Executive Board decides on the provision of financial support.

1. *What conditions do you have to meet?*
 - a. You are enrolled at ArtEZ as a full-time or part-time student of a course.
You have not yet passed all the exams of your course.
 - b. You pay tuition, which means that you are not exempt from paying tuition.
 - c. You have received a study grant for your current course and you will no longer receive this for the period for which you apply for support.
 - d. You are experiencing a graduation delay due to a special situation or you already know that you will experience a graduation delay due to a special situation. You can read about the situations below in Article 1.2.

2. *What are special situations?*
ArtEZ can only support you financially if your graduation is delayed due to a special situation. Which situations are special can be found in Section 7.51(2) of the Higher Education and Research Act. These situations are described below:
 - a. You are or have been ill.
 - b. You are pregnant or have given birth.
 - c. You have physical, sensory or other dysfunctions.
 - d. Something serious has happened in your family; for example, your father or mother has passed away.
 - e. You are a member of:
 - the Institute Council, a sub-council or a course committee
 - the Board of a foundation, which provides the facilities for students. Or you are a member of a board, committee or foundation that, according to the Executive Board, is equal to this.
 - f. You are engaged in activities that concern the organisation and the board of ArtEZ and that have been designated by the Executive Board.
 - g. You are on the board of a student organisation of some size and with full legal capacity.
 - h. You are enrolled on a course that is no longer feasible, for example because the course no longer offers required subjects.
 - i. You are enrolled on a course that loses its accreditation and hence ceases to meet the government's quality requirements.
 - j. You are taking longer than normal to finish your course due to another special situation.

3. *How do you apply for financial support from the Graduation Fund?*
If you are dealing with one of the situations mentioned in Article 1.2 above, you should discuss it with the student counsellor as soon as possible. You should also do this if your graduation is unlikely to be delayed because of the special situation. The student counsellor can explain how to submit an application. Below you can read more about submitting the application.

1. *Do you have to deregister from your course?*
If you are unable to attend classes for more than two months, you need to discuss this with the student counsellor. Together with the student counsellor, think about whether you want to deregister from your course temporarily and whether you want to stop your student grant temporarily. You have to take the following questions into account:
 - a. Are you able to earn credits again later in the academic year?
 - b. Can you still deregister from your course in good time?
 - c. Are you making unnecessary use of a student grant?

2. *When do you need to apply for financial support from the Graduation Fund?*
If there was a special situation that is over now and it is clear that, as a result, you are taking longer than normal to complete your course, you have to submit your application for financial support from the Graduation Fund as soon as possible.

3. *What do you have to submit with your application?*
If you wish to apply for financial support from the Graduation Fund, you have to submit the following documents with the application:
 - a. If you were ill or pregnant, you have to submit a statement from a doctor, paramedic or (certified) behavioural expert, saying when you were faced with the special situation.
 - b. If you had any physical, sensory or other dysfunctions, you have to submit a statement from a doctor, paramedic or (certified) behavioural expert, saying when you were faced with the special situation.
 - c. If there any special circumstances in your family, you have to submit written proof of this.
 - d. If you were faced with a special situation as described in e, f or g of Article 1.2, you have to submit written proof of this.

This means that you have to submit the documents mentioned above with your application. You also have to submit the following documents with your application:

 - e. You have to explain why you think you are entitled to financial support from the Graduation Fund.
 - f. You must be able to show that you have temporarily deregistered from the course. If you have failed to do so, you have to submit a statement from the student counsellor stating the reason for your failure to do so.
 - g. If you have temporarily suspended your student grant, you also have to submit the notices from DUO about this.
 - h. You have to hand in a statement from your course, specifying the amount of your study delay.

4. *Who do you have to submit your application to?*
In order to be able to submit an application, you need to complete a form, which you can request from the student counsellor. Fill in the form completely, sign it and date it. You submit your application and accompanying evidence digitally to the head of the Student Affairs Department, who will submit the application to the Executive Board.

5. *When will the Executive Board receive your application?*
The head of Student Affairs will send your application with all documents to the Executive Board as soon as possible. This will in any event be done within four weeks. The head of Student Affairs advises the Executive Board on your application.

6. *When does the Executive Board decide on your application?*
If you have submitted your application, the Executive Board will decide on your application within six weeks of submission.
 7. *What happens if the Executive Board does not respond or does not respond in time?*
If the Executive Board does not decide on your application within six weeks and has not requested a postponement, you may assume that the Executive Board has approved your application.
4. *What amount can you receive from the Graduation Fund?*
1. The amount you receive from the Graduation Fund depends on your personal situation, as does the moment you receive the amount. Below we explain when you will receive what.
 - a. If you received a grant and were you subject to the scheme that applied until 1 September 2015, you will receive the amount from the Graduation Fund after you are no longer entitled to the performance-related grant or the extended performance-related grant. The amount is the same as the student grant you received or could have received. To determine the amount to which you are entitled, we apply the rules from the Student Finance Act Sections 15 to 16a or Chapter 3 of the Student Finance Act.
 - b. If you received a grant and you were subject to the scheme that applied from 1 September 2015, you will receive the amount from the Graduation Fund after you are no longer entitled to the performance-related grant or the extended performance-related grant. The amount from the Graduation Fund is just as high as the supplementary grant you received.
 - c. If you received no student grant, you will receive the amount from the Graduation Fund after your nominal study duration has expired. The nominal study duration indicates how many years you normally need to complete your course. You will then receive 301 euros (2020) in monthly instalments. Each year we adjust the amount by the same percentage by which the government adjusts the statutory tuition.
 2. *What happens if you have debts to ArtEZ?*
If you have debts to ArtEZ, ArtEZ will deduct the amount still due from the amount you receive from the Graduation Fund.
 3. *How do you know how the financial support is paid out?*
ArtEZ will let you know how you will receive the financial support from the Graduation Fund.
 4. *What happens if you graduate sooner than you expected?*
If you are graduating sooner than you expected and you receive a monthly amount from the Graduation Fund, you will not receive the amounts you would still receive in the months after graduation.

Article 2 When can you apply for an ArtEZ scholarship?

If you are a student at ArtEZ, come from a country that is not part of the European Economic Area (EEA) and have to pay the institutional tuition, read below what you need to do to apply for an ArtEZ scholarship.

1. *What conditions do you have to meet?*
You can receive the ArtEZ scholarship if you meet the following conditions:
 - a. You have a unique or rare artistic talent and/or
 - b. We expect you to have a very positive influence on the performance of the group you study with.

- c. You have enrolled on your course without exemptions.

If you wish to apply for an ArtEZ scholarship, you need to do so before you embark on your course. On the ArtEZ website you can find the deadline for applying for the grant, as well as the other special conditions that apply. The website also explains how we decide who are eligible for an ArtEZ scholarship.

Students can only obtain a grant until 1 September. Grants that become available afterwards will not be redistributed.

ArtEZ participates in the Holland Scholarship programme of the Ministry of Education, Culture and Science. Whether or not you receive a grant under the Holland Scholarship programme is independent of whether you receive an ArtEZ scholarship.

2. *When does the Executive Board decide on your application?*

On the ArtEZ website you can find the deadline for applying for the ArtEZ scholarship. Within six weeks after that date, the Executive Board will decide whether you will receive the ArtEZ scholarship. If the Executive Board does not decide on your application within six weeks and has not requested a postponement, you may assume that the Executive Board has approved your application.

3. *When will you receive the ArtEZ scholarship payment?*

If you have paid the tuition as a lump sum, you will receive the ArtEZ scholarship at the beginning of the academic year. If you are paying your tuition in ten monthly instalments, you will receive the ArtEZ scholarship in ten monthly instalments.

What happens if you have debts to ArtEZ?

If you have debts to ArtEZ or still have to pay a financial guarantee, ArtEZ will deduct the amount still due from the amount you receive from the ArtEZ scholarship.

What happens if you withdraw from your course?

If you discontinue your studies, you will only receive the ArtEZ scholarship for the time that you have taken the course. If you have received too much, you have to repay the excess to ArtEZ.

Article 3 What happens in unforeseen situations?

The Executive Board will decide cases not provided for by the regulations in this chapter. The Executive Board will also decide in exceptional situations that would lead to extreme unfairness, such as a very unreasonable treatment.

Article 4 How can you appeal against a decision of the Executive Board?

If you wish to appeal against a decision of the Executive Board, you can do this within six weeks after the Executive Board has taken the decision. The date can be found in the letter accompanying the decision. You will then appeal to the Higher Education Appeals Tribunal. You can read how this works in Chapter 10 of the Regulatory Framework.

Chapter 3 The ArtEZ house rules

If you are on ArtEZ premises or use ArtEZ facilities, you must abide by the ArtEZ house rules.

- a. There are other people on the ArtEZ premises besides yourself. And there are also other people who use the ArtEZ facilities. You are not allowed to cause these people any indirect or direct damage.
- b. You are not allowed to infringe a right of third parties who are also on ArtEZ premises or use ArtEZ facilities.
- c. You have to obey the law.
- d. You are not allowed to contravene the generally accepted standards with respect to other people and other people's property.
- e. Additional house rules may apply at the various sites.

Article 1 What happens if you violate the house rules?

If you, as a student, violate the ArtEZ house rules, the Executive Board can take the following measures:

- a. The Executive Board may give you a written warning.
- b. The Executive Board may ban you from the ArtEZ premises. And the Executive Board may prohibit you from using ArtEZ facilities. This may be temporary, subject to conditions, or permanent. A temporary measure will not last longer than one year.

Article 2 When will the Executive Board expel you?

If you cause extremely serious nuisance by the way you behave or by what you say of if you are a threat to the profession that ArtEZ trains you for, the Executive Board may terminate your enrolment or ensure that you are not allowed to register with ArtEZ.

The Executive Board will not decide without reason whether or not to expel you. The Complaints Committee for Undesirable Behaviour first analyses the situation and shares its findings with the Board. After that, the Executive Board decides whether to expel you. If you disagree with the Executive Board's decision, you can appeal to the Higher Education Appeals Tribunal. You can read how this works in Chapter 10 of the Regulatory Framework.

Article 3 Who is liable in case of theft and damage?

It is possible that somebody loses an item belonging to you or steals something from you. Or that somebody damages an item belonging to you. And that this happens while you are on ArtEZ premises. ArtEZ is not liable for this. The student who loses an item belonging to you or who steals or damages something from you is responsible and must compensate for the loss or damage, even if the student did not do this on purpose. This also applies to students who lose, steal or damage any ArtEZ property. Or something on ArtEZ premises. On the ArtEZ intranet you can find information about the insurance policies ArtEZ has taken out.

Article 4 How does ArtEZ ensure a safe study and work environment?

ArtEZ ensures that you can study and work safely. The law contains many rules that serve to ensure that members of staff can work safely. Some of these rules also apply to you as a student. For example, if you do work at school that is similar to the work you will do later on in professional practice, ArtEZ will be responsible for your safety. However, you must always follow the instructions of ArtEZ staff. Sometimes there are extra requirements that you have to comply with. For example, if you work with machines. ArtEZ expects you to behave responsibly. And that you do not endanger yourself and others.

Article 5 Does ArtEZ photograph or film events?

ArtEZ regularly organises events, inside and outside ArtEZ. For example shows, exhibitions and open days. ArtEZ may photograph or film these events. ArtEZ can use these photos and videos, for example in ArtEZ texts, lectures or publications.

If you do not want ArtEZ to use any photos or depicting you or your work, you can inform the person organising the event or the ArtEZ Service Point in Arnhem. ArtEZ will then do its best to make sure that you and your work do not appear in the photos and videos.

Chapter 4 *moved to Annex II Cobex Rules of Procedure*

Chapter 5 Undesirable behaviour

If you suffer from undesirable behaviour by another student or a member of staff at ArtEZ, you can file a complaint about this with the Complaints Committee for Undesirable Behaviour.

Examples of undesirable behaviour include:

- bullying
- discrimination
- intimidation including sexual harassment

If you want to know exactly how to file a complaint, you are advised to read the rules of the Complaints Committee for Undesirable Behaviour. These can be found on the ArtEZ website (About ArtEZ > Board > Governance) and on the ArtEZ intranet (Student > Legal Protection and Complaints).

Chapter 6 Participation and committees

If you want to know the rules for participation at ArtEZ and the rules for the councils and committees, you can find relevant information on the ArtEZ website.
(About ArtEZ > Board > Institute Council).

Annex II Cobex Rules of Procedure

Article 1 Appeal

1. A student can lodge an appeal against any decisions on objections by the Board of Examiners with the Examination Appeals Board.
2. A student can lodge an appeal with the Higher Education Appeals Tribunal against a decision of the Executive Board if an appeal to the Examination Appeals Board is not possible under the Higher Education and Research Act.

Article 2 Lodging an appeal

1. The notice of appeal must be supported by reasons and submitted to the Examination Appeals Board, PO Box 49, 6800 AA Arnhem. The notice of appeal must be received within six weeks of the decision against which the appeal is lodged is received by the interested party.
2. If the notice of appeal was submitted to a body of the institute other than the Examination Appeals Board, the date of receipt will be noted on the notice of appeal and the notice of appeal will then be sent to the Examination Appeals Board with the enclosed documents, and the appellant will simultaneously be notified of this.
3. The notice of appeal is signed on penalty of inadmissibility and contains the following information:
 - a. appellant's name, home address, place of residence and course;
 - b. name of the body that issued the decision being appealed against;
 - c. a clear description of the decision or actions against which the appeal is directed with, if possible, submission of a copy thereof, or if the appeal is directed against the refusal to issue a decision, a clear description of the decision that the appellant believes should have been taken;
 - d. the grounds on which the appeal is based;
 - e. the appellant's signature.
4. The chair of the Examination Appeals Board will notify the person who lodged the appeal if information is missing from the notice of appeal and will give them the opportunity to submit this within a time frame to be set by the chair. If the appellant fails to provide this information within the time frame set, the appeal may be declared inadmissible for that reason.

Article 3 Simplified procedure and objection

1. The chair of the Examination Appeals Board may dismiss the appeal immediately if they deem any further handling of the appeal unnecessary, because:
 - a. the appeal is manifestly unfounded;
 - b. the Board of Appeal is manifestly incompetent;
 - c. the appeal is manifestly inadmissible;
 - d. the decision against which the appeal is directed clearly cannot be upheld, or;
 - e. the decision against which the appeal is directed has been withdrawn or amended by the relevant authorised body and the body in question has clearly acquiesced in the objections of the appellant.The chair must base this decision solely on the documents related to the case.
2. The appellant can raise an objection with the Examination Appeals Board against the decision referred to in the previous paragraph within four weeks after the day on which

the decision was sent to them. The objection must be made in writing stating reasons and must be signed by the appellant.

3. As a result of the objection, the decision referred to in paragraph 1 of this article will be repealed, unless the objection is declared inadmissible or unfounded by the Examination Appeals Board.
4. If the Examination Appeals Board is of the opinion that the objection is clearly inadmissible or unfounded, the board will not proceed to declare the objection inadmissible or unfounded until the appellant has been given the opportunity to be heard.

Article 4 Challenge or exemption

1. Before the case is heard, each of the members of the Examination Appeals Board can be challenged by the interested party on the grounds of facts or circumstances that could hamper the member in question forming an unbiased opinion. Members of the Examination Appeals Board may also request exemption themselves on the basis of such facts and circumstances.

Article 5 Determining place and date of hearing

1. The chair of the Examination Appeals Board will determine the place and date of the appeal hearing as soon as possible. The parties will be informed of this in good time.
2. The Examination Appeals Board may, on its own initiative, gather information that it considers necessary and request documents relating to the case.
3. Before the case is heard, all the documents relating to the case will be deposited with the secretary of the Examination Appeals Board for a minimum of three days for inspection by interested parties. The chair of the Examination Appeals Board may decide that documents of a highly personal nature may only be inspected by the parties.
4. The parties may make a substantiated request for postponement to the chair of the Examination Appeals Board no later than five days before the hearing. The chair of the Examination Appeals Board will decide on this request.

Article 5a Exchange of documents and evidence

1. After receiving the notice of appeal and related documents (containing evidence), the Examination Appeals Board will send a copy to the body that made the principal decision (concerning the objection).
2. The body that made the principal decision will then be given the opportunity to submit a written statement in response to the notice of appeal within four weeks.
3. Both the appellant and the body that made the principal decision may only submit further documents after receipt of the statement in response to the notice of appeal if requested to do so by the Examination Appeals Board.

Article 6 Representation and witnesses

1. The parties may be represented at the hearing by an authorised representative. If the authorised representative is not a lawyer, this person must submit an authorisation signed by the appellant to the Examination Appeals Board.

2. The parties may ask the Examination Appeals Board to hear the witnesses they have put forward. If the Examination Appeals Board wishes to hear these witnesses, it may call upon these persons to appear at the hearing in accordance with Article 5.1.
3. The Examination Appeals Board may call upon witnesses and experts on its own initiative or at the request of the parties.

Article 7 Hearing

1. The appeal will be heard in a public session held by the Examination Appeals Board. In special cases and at the parties' request, the chair may decide, stating reasons, to hear the appeal entirely or partially behind closed doors.
2. Before the hearing is closed, the chair of the Examination Appeals Board will announce when the ruling will be issued. The ruling will be issued within a fortnight after the hearing is closed. The Examination Appeals Board may extend this period by no more than a fortnight. The parties will be informed of this in good time.

Article 8 Ruling

1. If the Examination Appeals Board deems the appeal to be well-founded, it will determine that, with due observance of the decision, the Executive Board or Board of Examiners will take a new decision within four weeks, or, if a decision is deemed to have been refused, will take a decision after all.
2. The Examination Appeals Board will send the parties its ruling in writing, dated and stating the grounds for the ruling.
3. The ruling will be made available to interested parties. The Examination Appeals Board will leave out the names of the parties in the copies issued interested parties.

Article 9 No suspensive effect and provisional measures

1. Appeals or objections against decisions made by ArtEZ bodies have no suspensive effect.
2. In cases in which the interests of the appellant demand an immediate provisionally enforceable decision, the appellant may ask the chair of the Examination Appeals Board to provide a provisional measure in a substantiated application, pending the ruling in the principal case.
3. The request for a provisional measure may also be included in the notice of appeal.
4. If a provisional measure is requested and the chair decides after the hearing that no further investigation is required to assess the case, they may immediately make a decision regarding the principal case.

Article 10 Review

1. The Examination Appeals Board may review a ruling at the request of each of the parties based on new facts and circumstances that, had they come to light at an earlier stage, might have resulted in a different ruling.
2. Insofar as possible, the normal procedure for legal proceedings outlined above applies accordingly to requests made for a review of an appeal.

Annex III Glossary

Academic Year	: the period that commences on 1 September and ends on 31 August of the following calendar year
Academy	: organisational unit that provides education
Appellant	: person who lodges an appeal
Board of Examiners	: the Board of Examiners as referred to in Section 7.12 of the Higher Education and Research Act
Body	: a person or board holding any public authority ArtEZ has 3 bodies: the Executive Board, the Board of Governors and the Board of Examiners
Code of Conduct for International Students	: regulations signed by the institutional board with codes of conduct and actions with regard to application, admission and registration of international students
Complaints Desk	: digital desk of ArtEZ where students can file a complaint
Course	: associate degree course as referred to in Section 7.8a of the Higher Education and Research Act or bachelor or master course as referred to in Section 7.3a of the Higher Education and Research Act
Course Committee	: committee as referred to in Section 10.3c of the Higher Education and Research Act
Course & Examination Regulation	: the regulation referred to in Section 7.13 of the Higher Education and Research Act
Credit	: unit used for calculating the study load as referred to in Section 7.4 of the Higher Education and Research Act
Education Executive Agency (DUO)	: agency of the Ministry of Education, Culture and Science, charged with the implementation of education legislation and regulations
ELO	: electronic learning environment
Exam	: an examination of the knowledge, understanding and the skills of the student concerning a unit of study, as well as the assessment of the results of such examination as referred to in Section 7.10 of the Higher Education and Research Act
Examination Appeals Board (Cobex)	: Examination Appeals Board as referred to in Section 7.60 of the Higher Education and Research Act
Executive Board	: the institutional board as referred to in Section 1.1(y) of the Higher Education and Research Act
External student	: student who is only entitled to take preliminary examinations
Financial guarantee	: the amount through which a non-EU student demonstrates that they have the means to pay the costs of study and maintenance in the Netherlands
Governance and Management Regulations	: regulations as referred to in Section 10.3b of the Higher Education and Research Act
Higher Education and Research Act	: Higher Education and Research Act
Higher Education Appeals Tribunal	: Higher Education Appeals Tribunal as referred to in Section 7.64 of the Higher Education and Research Act
Institute Council	: council as referred to in Section 10.17 of the Higher Education and Research Act
Management	: manager(s) of an organisational unit
Negative binding study advice	: advice as referred to in Section 7.8b(3) of the Higher Education and Research Act
Student	: person who is registered at ArtEZ as a student as referred to in Section 7.32 of the Higher Education and Research Act or an external student as referred to in Section 7.32 of the Higher Education and Research Act
Student counsellor	: the student counsellor as referred to in Section 7.34(1)(d) of the Higher Education and Research Act
Student-Staff Participation Regulations	: regulations as referred to in Section 10.21 of the Higher Education and Research Act