

Student Charter

Effective from 1 September 2025

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Conversion table

Regulatory Framework for the Student Charter	
Student Charter effective from 1 September 2023	Student Charter effective from 1 September 2025
Section 1: General	Section 1: General
Art. 1	<i>moved to Annex II: Glossary</i>
Art. 2: What is in the Student Charter?	Art. 1: What is in the Student Charter?
Art. 3: Who decides on the Student Charter?	Art. 2: Who decides on the Student Charter?
paragraph 2	<i>lapsed</i>
Art. 4	<i>merged with Article 2</i>
Art. 5: Where does the Executive Board publish the Student Charter?	Art. 3: Where does the Executive Board publish the Student Charter?
paragraph 2	<i>lapsed</i>
paragraph 3	<i>lapsed</i>
paragraph 4	<i>merged with Article 3.1</i>
Art. 6: What does ArtEZ's governance structure look like?	Art. 4: What does ArtEZ's governance structure look like?
Art. 7: What is ArtEZ's objective?	Art. 5: What is ArtEZ's objective?
Art. 8: What does ArtEZ's academic structure look like?	Art. 6: What does ArtEZ's academic structure look like?
Art. 9	<i>merged with Section 8 (Regulatory Framework)</i>
Art. 10: What information will you receive from ArtEZ?	Art. 7: What information will you receive from ArtEZ?
paragraph 2	<i>lapsed</i>
paragraph 3	paragraph 2
paragraph 4	paragraph 3
paragraph 5	paragraph 4
Art. 11: What happens in cases not covered by the Student Charter?	Art. 8: What happens in cases not covered by the Student Charter?
Art. 12: When does this Student Charter take effect?	Art. 9: When does this Student Charter take effect?
Section 3: Additional information about education at ArtEZ	Section 3: Additional information about education at ArtEZ
Art. 2	<i>merged with Section 4</i>
Art. 3: How are internships organised?	Art. 2: How are internships organised?
Art. 4: What can you do with your digital student ID?	Art. 3: What can you do with your digital student ID?
Art. 5: When do you have to pay a contribution in addition to your tuition fees?	Art. 4: When do you have to pay a contribution in addition to your tuition fees?
Art. 6: What student facilities are available at ArtEZ?	Art. 5: What student facilities are available at ArtEZ?
Section 4	<i>merged with Section 1 (Regulatory Framework)</i>
Section 5: The Profiling Fund	Section 4: The Student Support Fund (formerly Profiling Fund)
Section 6: Student counsellors and confidential counsellors	Section 5: Student counsellors and confidential counsellors
Art. 1: Student counsellors	Art. 1: Student counsellors
Art. 2: Confidential counsellors	Art. 2: Confidential counsellors
Art. 3	<i>moved to Section 3</i>
Section 7: ArtEZ's house rules	Section 6: ArtEZ's house rules
Section 8: Participation at ArtEZ	Section 7: Participation at ArtEZ
Section 9: Privacy	Section 8: Privacy
Section 10: Legal protection	Section 9: Legal protection
Section 11: Undesirable behaviour	Section 10: Undesirable behaviour
Section 12	<i>moved to Section 1 (Regulatory Framework)</i>

Elaboration of Provisions

Student Charter effective from 1 September 2023	Student Charter effective from 1 September 2025
Section 1: Enrolment, deregistration and tuition fees	Section 1: Enrolment, deregistration and tuition fees
Art. 1: What are the key things to consider when enrolling?	Art. 1: What are the key things to consider when enrolling?
paragraph 2	<i>lapsed</i>
paragraph 3	<i>lapsed</i>
paragraph 4	paragraph 2
Art. 3	<i>merged with Article 4</i>
Art. 4: When will ArtEZ refuse, restrict or terminate your enrolment?	Art. 3: When will ArtEZ refuse, restrict or terminate your enrolment?
paragraph 2	<i>lapsed</i>
Art. 5	<i>merged with Article 1.4</i>
Art. 6: What are your rights and obligations as an enrolled or external student?	Art. 4: What are your rights and obligations as an enrolled or external student?
paragraph 2	<i>lapsed</i>
paragraph 3	paragraph 2
paragraph 4	paragraph 3
paragraph 5	paragraph 4
Art. 7: Are you participating in educational activities without being enrolled?	Art. 5: Are you participating in educational activities without being enrolled?
Art. 8: How can you prove that you are enrolled at ArtEZ?	Art. 6: How can you prove that you are enrolled at ArtEZ?
Art. 9: Have your contact details changed?	Art. 7: Have your contact details changed?
Art. 10: What kind of tuition fees do you have to pay?	Art. 8: What kind of tuition fees do you have to pay?
Art. 11: When do you pay less or no tuition fees?	Art. 9: When do you pay less or no tuition fees?
Art. 12: When are tuition fees refunded?	Art. 10: When are tuition fees refunded?
Section 4: Cobex Regulations	<i>merged with Section 9 (Regulatory Framework)</i>
Section 5: Undesirable behaviour	Section 4: Undesirable behaviour
Section 6: Participation and committees	<i>merged with Section 7 (Regulatory Framework)</i>

Introduction

This is the Student Charter of ArtEZ University of the Arts, which sets out the rights and obligations that apply to students. It opens with our statement on solidarity, followed by the Regulatory Framework and its annexes.

Annex I: Elaboration of Provisions provides further details on the Regulatory Framework.

Annex II offers a glossary.

Statement - United in solidarity

ArtEZ takes an absolute and unequivocal stand against racism. We reject all forms of social injustice arising from sexism, homophobia, transphobia, xenophobia and oppression, and each and every member of the ArtEZ community is entitled to a safe and inclusive learning and working environment. This is a non-negotiable position.

We issue this statement with a clear focus on the injustices that stem from systemic racism and discrimination on the basis of sexuality, background and ethnicity.

ArtEZ sees art as a transformative force. Inspired by our vision, we are keenly aware of the essential importance of solidarity and connection as initiators of change. In recent years, we have devoted our attention, our energy and our resources to building, researching and understanding diverse environments,

while also taking steps that have brought structural change to our organisation. We have facilitated public discussions about racial discrimination, organised feminist reading groups to combat sexism and misogyny, and worked to foster safe environments for queer support. We have created informal meeting spaces for international students, encouraged all students to make their voices heard by participating in our internal processes, and explored ways of decolonising our teaching. At the same time, we are developing codes of conduct and protocols that support safety and wellbeing in order to counter discrimination and abuse of power through appropriate and effective channels. We see these initiatives as a natural extension of our ongoing duty of care, and we are working to extend our reach by collaborating with other partners and communities. By subscribing to the UN Sustainable Development Goals and their aim of reducing inequality, we also publicly commit ourselves to developing these policies.

We are aware that it is not enough to simply voice criticism and expose faultlines. Reflecting on our place in wider society, we acknowledge that we too work within – and have to negotiate – the structures of exclusion, bias and hostility that are present in our daily lives, no matter how hard we try to combat them. We are at a turning point in history, a moment in time that holds a vital lesson for all of us: doing nothing is not an option, and sustainable action is essential.

We are heeding this call to action. In doing so, we need to take an honest look in the mirror and challenge ourselves, critically analysing who we are as an organisation. We need to identify how we can find the moral, political and social courage and authority required to address and confront institutional injustice, structural discrimination, and conscious and unconscious biases. With this statement, which is an expression of our drive to create a safe and inclusive environment, we want to make a firm commitment – collectively, and beyond words and gestures. A commitment to adopting and implementing these principles. We are well aware that there are no easy, ready-made solutions or shortcuts, but we are rising to the challenge, which we embrace with our creative energy, and with the compassionate care we strive to provide.

This statement is an invitation. A call to all our communities to ask difficult and uncomfortable existential questions that will help us take concrete steps in our shared fight against injustice, discrimination and prejudice.

This statement is also a promise – to ensure safe and inclusive, diverse and humane environments at ArtEZ by forming a collective social movement that shapes the culture of our university, for which we are all responsible.

Finally, this statement is a declaration. A declaration of where we stand, and where we are headed. We call on all members of our community – directors, department heads, teachers, support staff, students, participation councils and governing bodies – to embrace this endeavour. To join forces and work on concrete plans that meet the needs of all the different communities that make up

ArtEZ, continuing to hold each other accountable while building a common future that we all believe in. Your own community will tell you more about the how and when.

With appreciation for our shared strength and solidarity,
The Executive Board and the directors

Regulatory Framework for the Student Charter

Section 1: General

Art. 1: What is in the Student Charter?

1. The Student Charter sets out the rights and obligations that apply to you if you are enrolled as a student at ArtEZ University of the Arts. Some sections also apply to prospective and former students of ArtEZ or the educational institutions from which ArtEZ originated.
Sections 6, 8, 9 and 10 apply to persons who are participating in educational activities at ArtEZ but who are not enrolled as students.
2. The rights and obligations in this Student Charter are based on:
 - relevant laws and regulations;
 - decisions taken by the bodies of ArtEZ, such as the Executive Board, the Supervisory Board and the Exam Board.
3. The Student Charter comprises:
 - a. An institutional section
This sets out the general rights and obligations that apply when you study at ArtEZ. The institution-specific part of the Student Charter consists of the Regulatory Framework and the annexes (I: Elaboration of Provisions and II: Glossary).
The [Regulatory Framework and its annexes](#) can be found on the ArtEZ website.
 - b. A programme-specific section
This sets out the rights and obligations that apply to your programme, based on the Education and Examination Regulations (EER). The EER also consists of two parts: an institutional section and a programme-specific section.
The [institutional section of the EER](#) is available on the ArtEZ website. The [programme-specific section](#) can be found on the intranet.

In accordance with Section 7.13 of the Higher Education and Research Act (WHW), every degree programme must have a EER.

Art. 2: Who decides on the Student Charter?

1. Before the Student Charter is officially adopted, the Executive Board asks the Participation Council to approve its contents. If any section of the Student Charter needs to be amended, the Executive Board submits this section to the Participation Council for approval as well. At least once a year, the Executive Board checks if the Student Charter needs to be amended. The Participation Council is informed of this and can also suggest amendments to the Executive Board, acting as an intermediary between the Executive Board and the student body. Through the Participation Council, any student can request that the Executive Board amend the Student Charter.

Art. 3: Where does the Executive Board publish the Student Charter?

1. The Executive Board publishes the Student Charter on the ArtEZ website.

Art. 4: What does ArtEZ's governance structure look like?

1. ArtEZ is governed by the Executive Board. In the WHW, this is called the institutional board.
2. ArtEZ has [Governance and Management Regulations](#), as stipulated by the WHW. These regulations, which can be found on the ArtEZ website, cover a wide range of subjects, including:
 - how ArtEZ is organised;
 - the responsibilities of managerial staff at ArtEZ;
 - the participation bodies at ArtEZ;
 - how the rights of students and staff are safeguarded.

Art. 5: What is ArtEZ's objective?

1. ArtEZ's objective is to provide, promote and perpetuate higher education and research in the arts.

Art. 6: What does ArtEZ's academic structure look like?

1. ArtEZ comprises five academies:
 - Academy of Art & Design Arnhem;
 - AKI ArtEZ Academy of Art & Design;
 - Academy of Art & Design Zwolle;
 - ArtEZ Academy of Theatre & Dance;
 - ArtEZ Academy of Music.

Art. 7: What information will you receive from ArtEZ?

1. Current and prospective students can access information on the following topics:
 - the educational activities offered by ArtEZ;
 - the Education and Examination Regulations (EER);
 - the costs of their programme (tuition fees and other expenses associated with attending the programme);
 - our facilities for students.

Prospective students can find the admission requirements for the various programmes, as well as more information about the admissions process, on the ArtEZ website.

2. Information about the application process is available on the ArtEZ website.
3. ArtEZ adheres to the [Code of Conduct for International Students in Dutch Higher Education](#). This means that we are also committed to ensuring that information is accessible to international students. You can find the Code of Conduct on the ArtEZ website.
4. ArtEZ will communicate with you via your personal ArtEZ email address ([name]@student.artez.nl). This means that you will receive all official notices through this email address, so we expect you to read the emails that are sent to this account. You must also use this email address to communicate with ArtEZ.

Art. 8: What happens in cases not covered by the Student Charter?

In cases that are not covered by this Student Charter or the law, the Executive Board will decide.

Art. 9: When does this Student Charter take effect?

This Student Charter takes effect on 1 September 2025.
It was approved by the Participation Council on 17 June 2025
and adopted by the Executive Board on 24 June 2025.

Section 2: Enrolment, admission and deregistration

Art. 1: What requirements do you need to meet in order to enrol at ArtEZ?

1. You must meet certain requirements to enrol in a programme at ArtEZ. ArtEZ will also conduct an admissions investigation to determine whether you meet the additional requirements for admission to a programme. You can find these requirements on the ArtEZ website and in the Education and Examination Regulations (EER).

In the event of any discrepancies between the website and the Education and Examination Regulations (EER), the EER takes precedence.

Art. 2: How do you apply?

1. You can apply to a programme at ArtEZ via [Studielink](#). By doing so, you apply for the entire academic year. If you want to apply after 1 September, you must first receive permission from the Executive Board. More information about the application procedure can be found on the ArtEZ website.
2. The Executive Board has adopted rules on:
 - how to apply to a programme;
 - how to pay tuition fees;
 - how to deregister from a programme.

These rules are explained in Annex I: Elaboration of Provisions (Section 1).

Section 3: Additional information about education at ArtEZ

Art. 1: How does ArtEZ assess the quality of its education?

1. The Executive Board regularly commissions an assessment of the quality of education provided by ArtEZ.
2. ArtEZ values what students think about the quality and organisation of its education. The Executive Board ensures that ArtEZ students and staff have access to the results of satisfaction surveys.

Art. 2: How are internships organised?

1. Your programme at ArtEZ includes internships. There are different types of internships:
 - internships inside or outside ArtEZ;
 - excursions;
 - research projects.You will receive information about these internships from your programme.
2. If you are doing an internship with an organisation that is not part of ArtEZ, you have certain rights and obligations. You also have to make agreements on what you will be doing during your internship. These rights, obligations and agreements are set out in an internship contract between you, ArtEZ and the internship organisation.

Art. 3: What can you do with your digital student ID?

1. From the moment you are enrolled at ArtEZ, you have access to a digital student ID. You can access this digital student ID in the ArtEZ app after uploading a photo of yourself showing a clear likeness. Information about the requirements this photo must meet, as well as upload instructions, are available on the [intranet](#).

Your student ID proves that you are enrolled for the academic year indicated on the card.

You can use your student ID to:

- borrow loanable materials and use the databases;
- open and close lockers;
- borrow equipment;
- use printers and photocopiers;
- prove that you are enrolled at ArtEZ.

Art. 4: When do you have to pay a contribution in addition to your tuition fees?

1. You cannot be enrolled as a student at ArtEZ until you have paid your tuition fees. Once you have paid your tuition fees, you can attend classes and take exams, and you will also have access to the buildings, student facilities and study support. You never have to pay additional fees for required study facilities. Information on the payment of tuition fees can be found in Annex I: Elaboration of Provisions (Section 1).
If you take part in non-compulsory activities or use optional facilities, the head of your programme, a head of staff, a director or the Executive Board may request an additional contribution from you, on top of your tuition fees.
2. If you want to take part in a non-compulsory activity or use an optional facility, the head of your programme, a head of staff, a director or the Executive Board will inform you in good time if this

requires an additional contribution. You will also receive information about the amount of the contribution and what it is for.

Art. 5: What student facilities are available at ArtEZ?

1. ArtEZ offers the following facilities for students:

- ArtEZ Library;
- workshops;
- canteens and other recreational facilities;
- IT resources;
- student welfare services, such as study career coaches, student counsellors and student psychologists.

All facilities are available in Dutch and English.

Section 4: The Student Support Fund (formerly Profiling Fund)

ArtEZ has a fund that provides financial support to students in certain situations. This is called the The Student Support Fund. Students can receive support from this fund for two reasons.

- a. **Do you pay the statutory tuition fees and are you (or have you ever been) eligible for a performance grant?** If so, you may be entitled to support if:
 - you are taking longer than the nominal duration of your programme to graduate;
 - the study delay was the result of exceptional circumstances.
- b. **Do you pay the institutional tuition fees,** are you from a country outside the European Economic Area (EEA) and have you not yet started your programme at ArtEZ? If so, you may be eligible for an ArtEZ scholarship.

You can read more about the ArtEZ The Student Support Fund in Annex I: Elaboration of Provisions (Section 2).

Section 5: Student counsellors and confidential counsellors

Art. 1: Student counsellors

1. ArtEZ students can seek help from a student counsellor. There is a student counsellor in every city where ArtEZ offers educational activities.
2. *What can a student counsellor do for you?*
The student counsellor is someone you can talk to in confidence. You can turn to the student counsellor if you want to discuss your studies, your study progress or a disability that is interfering with your studies. You can also talk to the student counsellor if you are struggling emotionally. More information about when you should contact the student counsellor is available on the [intranet](#).
3. *How can you make an appointment with the student counsellor?*
You can make an appointment directly with the student counsellor. More information on how to make an appointment is available on the [intranet](#).
4. *How do we ensure a safe space for sharing?*
During the appointment with the student counsellor, the focus is on creating a physical or virtual space where everyone feels safe. Aggression, violence and the unauthorised recording and processing of conversations are not permitted. You can bring someone along for support, but only if the student counsellor has agreed to this beforehand. This can be done by email prior to the meeting, or verbally at the start of the meeting.
5. *What does a student counsellor do with your information?*
The information you share with the student counsellor will remain private. It will not be shared with Student Affairs, and the student counsellor keeps their own file.
6. *Is the student counsellor allowed to discuss your situation with others?*
Anything you discuss with the student counsellor will remain confidential, unless you have given written permission for your information to be shared. Student counsellors are allowed to discuss your situation with other student counsellors, however. This enables them to stand in for each other and, if necessary, work together to find solutions for you.

Student counsellors may only breach confidentiality in exceptional circumstances, for instance if there is an emergency situation where someone's life is in danger. The 'Protocol on student counsellors breaching confidentiality' outlines when student counsellors are allowed to discuss your situation with others. This document can be found on the [intranet](#). It can also be provided by the student counsellor upon request.
7. *Student counsellors' annual report*
Every year, the student counsellors write an annual report for the Executive Board. In it, they discuss how they performed their tasks, the number of cases they handled in the year under review, and the nature of these cases.

Art. 2: External confidential counsellors

1. There is at least one external confidential counsellor for students. You can seek help from the external confidential counsellor if you have experienced undesirable behaviour. Examples of this include:
 - bullying;
 - discrimination;
 - harassment, including sexual harassment;
 - threats;
 - physical or psychological violence.

You might also witness inappropriate behavior directed at someone else. Are you not sure what you can do about it? Then you can make an appointment with the external confidential counsellor. The external confidential counsellor can also offer support if you need advice on how to help others who are dealing with undesirable behaviour.

2. *Is the external confidential counsellor allowed to discuss your situation with others?*
Anything you discuss with the external confidential counsellor will remain confidential, unless you have given written permission for your information to be shared.

External confidential counsellors may only breach confidentiality in exceptional circumstances, for instance if there is an emergency situation where someone's life is in danger. The 'Protocol on breaching confidentiality in case of undesirable behaviour and/or integrity violations' outlines when external confidential counsellors are allowed to discuss your situation with others. This protocol was created by the National Association of Confidential Counsellors and is available on their [website](#) (only in Dutch).

3. *How do we ensure a safe space for sharing?*
During the appointment with the external confidential counsellor, the focus is on creating a physical or virtual space where everyone feels safe. Aggression, violence and the unauthorised recording and processing of conversations are not permitted. It is also not permitted to bring other people along without prior consultation.
4. *How can you make an appointment with the external confidential counsellor?*
You can make an appointment directly with the external confidential counsellor. More information on how to make an appointment is available on the [intranet](#).
5. *How does ArtEZ safeguard the independence of the external confidential counsellor?*
The external confidential counsellor is not employed by ArtEZ, and they are not required to report on the counselling they provide to individual students, which ensures their independence.
6. *External confidential counsellors' annual report*
Every year, the external confidential counsellors write an annual report for the Executive Board. In it, they discuss how they performed their tasks, the number of cases they handled in the year under review, and the nature of these cases.

Section 6: ArtEZ's house rules

The Executive Board has adopted house rules on topics such as:

- how to behave while on ArtEZ premises;
- how to use ArtEZ's facilities;
- how to use ArtEZ's IT resources;
- the consumption of alcohol and drugs.

Students who do not comply with these rules may face consequences. For more information about the house rules, please refer to Annex I: Elaboration of Provisions (Section 3).

Section 7: Participation at ArtEZ

Students at ArtEZ have the opportunity to provide feedback on a wide range of topics, and to participate in various decision-making processes. ArtEZ's Participation Regulations set out:

- the rights of the Student and Staff Participation;
- the structure of the participation process at ArtEZ;
- how elections are organised.

The [Participation Regulations](#) can be found on the ArtEZ website.

Section 8: Privacy

Any data you share with ArtEZ is handled with the utmost care, in accordance with the EU General Data Protection Regulation (GDPR).

We do need certain information from you for educational activities, such as study trips, and to offer you support, but we will only ask you for data we actually need. There are other conditions as well: for example, data can only be shared if this is permitted by law or if you have given your consent.

What rights do you have?

You have a number of rights when it comes to protecting your privacy:

- ArtEZ must provide you with understandable information about your privacy;
- you have the right to access any data ArtEZ has on you;
- ArtEZ may update your details to keep them up to date;
- if ArtEZ no longer needs your data, it will be deleted;
- if you believe that ArtEZ has data on you that it should not have, you can file an objection.

What obligations do you have?

It is your duty to protect your own data and any data you have on others. This means ensuring that people cannot access your data or that of others if they do not have the right to do so.

More information on privacy at ArtEZ can be found on the [intranet](#).

Section 9: Legal protection

Art. 1: What can you do if you disagree with a decision made by the Exam Board?

1. *When can you submit a request to the Exam Board?*

You can submit a request to the Exam Board on matters related to tests and exams, or to apply for exemption from a subject. The Exam Board will then decide on your request.

2. *How do you object against a decision made by the Exam Board?*

If you disagree with a decision made by the Exam Board, you have six weeks to file an objection with the ArtEZ Examination Appeals Board (Cobex). Details about the objection process will be provided by the Exam Board. Cobex will first determine whether it will consider your objection, before deciding on its validity and issuing a ruling. The Cobex rules of procedure are available on the [intranet](#).

3. *How do you appeal against a decision made by Cobex?*

If you disagree with a decision made by Cobex, you can appeal to the student affairs office of the Council of State. Details about the appeals process will be provided by Cobex. The student affairs office of the Council of State will first determine whether it will consider your appeal, before deciding on its validity and issuing a ruling. This ruling is final.

4. *What is the deadline for filing an objection or appeal?*

Objections and appeals must be received no later than six weeks after the date of the decision by the Exam Board or Cobex.

5. *Where can you find further information?*

Further information on how to appeal a decision of the Exam Board is available on the [intranet](#). Here you will also find the Exam Board Regulations, which set out all the rules relating to the Exam Board. If you have any questions about these rules, you can contact the Exam Board (centrale.examencommissie@artez.nl) or the ArtEZ Complaints Desk (klachtenloket@artez.nl).

Art. 2: What can you do if you have experienced undesirable behaviour, or if you have other complaints that are not related to a decision of the Exam Board?

1. *Do you have a complaint about undesirable behaviour?*

We do not tolerate bullying, discrimination, harassment (including sexual harassment), threats, or physical or psychological violence. If you or someone you know has experienced this kind of undesirable behaviour, you can file a complaint with the Complaints Committee for Undesirable Behaviour. For more information about this, see Section 10.

2. *What can you do if you have a complaint about something else?*

If your individual interests have been directly affected by an ArtEZ employee's conduct or decision, it is best to discuss this directly with the person in question first. If you are unable to resolve the situation together, you can discuss your complaint with the employee's supervisor. If this does not result in a solution either, and if you are unsure where to turn for assistance or wish to file a complaint, you can contact the ArtEZ Complaints Desk (klachtenloket@artez.nl). Your question or complaint will be kept strictly confidential. More information about the Complaints Desk can be found on the ArtEZ [website](#) and the [intranet](#).

Art. 3: What can you do if you disagree with a decision made by the Executive Board?

1. *How do you file an objection against a decision made by the Executive Board?*

If you want to file an objection against a decision made by the Executive Board, you can do so via the Complaints Desk (klachtenloket@artez.nl). The objection must be received within six weeks from the date of the Executive Board's decision. After you have submitted your objection, it will be assessed by the ArtEZ Arbitration Board, which advises the Executive Board. The Executive Board will then review the matter again and make another decision.

More information on the Arbitration Board is available on the [intranet](#). For more information on submitting an objection to the Arbitration Board, please refer to the [Disputes Regulation](#).

2. *How do you appeal a decision made by the Executive Board?*

If your objection is dismissed, you can appeal to the student affairs office of the Council of State. The Executive Board will inform you about this process after it has decided on your objection. In urgent cases, you can apply to the president of the Higher Education Appeals Tribunal for a preliminary injunction. A preliminary injunction can be seen as a temporary solution to an urgent problem.

Section 10: Undesirable behaviour

Are you experiencing undesirable behaviour from someone at ArtEZ? Are you dealing with bullying, discrimination, harassment, threats or violence? Or have you witnessed undesirable behaviour directed towards someone else? Then you can speak to one of ArtEZ's confidential counsellors in complete confidence. More information on the confidential counsellors can be found in Section 5 of the Regulatory Framework on the [intranet](#).

You can also file a complaint with the ArtEZ Complaints Committee for Undesirable Behaviour, via klachtenloket@artez.nl. The confidential counsellor can tell you more about this process. If you want to discuss the undesirable behaviour before deciding whether to file a complaint, the confidential counsellor can advise you as well.

More information on the Complaints Committee for Undesirable Behaviour can be found in Annex I: Elaboration of Provisions (Section 4).

More information on what to do if you have experienced undesirable behaviour and how to file a complaint is available on the [intranet](#). The [Regulations on Complaints and Reporting Undesirable Behaviour](#) can be found here as well.

Annex I: Elaboration of Provisions

Section 1: Enrolment, deregistration and tuition fees

Art. 1: What are the key things to consider when enrolling?

1. *Who can enrol?*

If you are 18 years or older and legally competent, you are eligible to enrol if you meet the conditions listed in Section 7.32(5) of the Higher Education and Research Act (WHW).

If you are younger than 18, your parents, guardians or carers must prove that you meet these conditions.

Do you have any questions about this? Feel free to contact Student Affairs.

When can we enrol you at ArtEZ?

We will only enrol you if you meet the following conditions:

- a. We were able to verify that you hold a valid passport or other form of valid identification.
- b. You have either paid your tuition fees or authorised ArtEZ to collect them from your account by 1 September at the latest. If you were enrolled after 1 September, you must have authorised ArtEZ to collect the tuition fees from your account by 30 September at the latest. Everything you need to know about tuition fees is explained under Article 8.

The additional requirements you must meet are set out in the [Education and Examination Regulations \(EER\)](#).

2. *Is it possible to enrol for exams only?*

If you only want to take exams, without participating in educational activities, you can enrol as an external student. This requires the approval of the Executive Board.

Art. 2: Have you received a binding negative study advice (BAS)?

1. Has ArtEZ issued you with a binding negative study advice (BAS), or have you failed to earn the number of ECTS credits required by the Modern Migration Policy Act, and did you drop out of your programme for this reason? Then you can no longer enrol in the same programme, or in other programmes with the same propaedeutic.

Art. 3: When will ArtEZ refuse, restrict or terminate your enrolment?

1. ArtEZ may refuse, restrict or terminate your enrolment in certain situations. If ArtEZ refuses your enrolment, it means you are not allowed to enrol at ArtEZ. If ArtEZ terminates your enrolment, it means that you will be deregistered as a student. You will also be informed of this by DUO. The reasons for refusal, restriction and termination are described in this article. If ArtEZ refuses, restricts or terminates your enrolment, this applies to all the educational activities you participate in at ArtEZ.

In what situations will ArtEZ refuse your enrolment?

- a. You do not meet the enrolment requirements. These requirements are set out in Article 1 of this section.
- b. If you are enrolling in a programme for the first time, ArtEZ may refuse your enrolment if there is insufficient teaching capacity available at ArtEZ or in the Netherlands.

- c. If you have a residence permit and no longer meet the requirements of the Modern Migration Policy Act.
- d. If you are a foreign student and you do not have a residence permit, or if you do not comply with Section 8 of the Aliens Act 2000 for some other reason.

In what situations will ArtEZ restrict your enrolment?

- a. We restrict enrolment in the post-propaedeutic phase.
- b. We restrict enrolment in specific programmes at the instruction of the Ministry of Education, for instance if there is a lack of labour market demand for a particular profession.

In what situations will ArtEZ terminate your enrolment?

- a. If you are not meeting your payment obligations.
- b. If you have received a binding negative study advice (BAS), in which case ArtEZ will terminate your registration and you will be deregistered on the last day of the month in which you received the BAS.
- c. If you have a residence permit and you no longer meet the requirements of the Modern Migration Policy Act.
- d. If the mandatory details you provided to be admitted or enrolled are incorrect.
- e. If you misuse your enrolment, or the rights granted to you as a result of it, by seriously undermining ArtEZ's objective, or if we have well-founded suspicions that you are doing so.
- f. If you are a foreign student and you no longer have a residence permit, or if you no longer comply with Section 8 of the Aliens Act 2000 for some other reason.

If ArtEZ decides to deregister you based on point d or e, you will be informed of this in writing. The reasons for this decision will be explained to you as well.

These rules are based on the WHW. If you disagree with a decision, you can file an objection with the Executive Board. More information on this can be found in Section 9 of the Regulatory Framework.

In what situations can you ask ArtEZ to terminate your enrolment?

- a. If you have passed all the exams for your programme, you can ask ArtEZ to terminate your enrolment. ArtEZ will then deregister you on the last day of the month in which you completed your programme.
- b. You can deregister at any point throughout the year via Studielink. ArtEZ will then deregister you on the last day of the month in which you submitted your deregistration request.

If you were deregistered at your own request, you can only re-enrol during the same academic year if there are exceptional circumstances. Before you can be re-enrolled, you will be required to write a letter substantiating your request.

What happens to a student's enrolment status in the event of their death?
If a student is deceased, ArtEZ will terminate their enrolment.

Art. 4: What are your rights and obligations as an enrolled or external student?

1. What rights do you have as an enrolled or external student?

When ArtEZ enrolls you in a programme, you are a student. This gives you the following rights:

- a. You can participate in educational activities offered by the programme in which you are enrolled.
- b. You can take the exams required to complete your programme.
- c. You have access to ArtEZ premises, except if the Executive Board decides that access will be denied. Access can only be denied if granting it would be at odds with educational activities.

- d. You can use ArtEZ facilities that you need for your studies. The rules around this are established by the Executive Board, which also ensures that they are effectively communicated to you.
- e. You can request access to your student record, and you can print out a study progress report via Osiris. If you need a study progress report for official purposes, it should also have an ArtEZ stamp on it. You can request this stamp from your programme's Educational Support Office, or from Student Affairs.
- f. You are entitled to study support and the services of the student counsellor.
- g. You can vote in elections for the Participation Council, your academy's Sub-Council and your programme's programme committee. You can also stand for election yourself. For more information on participating in elections and the relevant conditions, please refer to the [Participation Regulations](#) on the ArtEZ website.

If you are registered as an external student, your rights are limited to those listed under b, c and e in this article (4.1).

2. *What happens if the Executive Board terminates a programme?*

If the Executive Board terminates a programme you are enrolled in, you will be able to complete the programme at ArtEZ or another university of applied sciences. You must do so within a reasonable timeframe.

3. *What obligations do you have as an enrolled or external student?*

As a student, you have the following obligations:

- a. You must take part in all practical exercises listed in the Education and Examination Regulations (EER) for your programme.
- b. You must behave appropriately while on ArtEZ premises and adhere to the rules set out in this Student Charter.
- c. You must be able to show proof of identity if an authorised ArtEZ employee asks you to do so. This allows employees to verify that you are allowed to participate in educational activities at ArtEZ.
- d. The Executive Board may refuse or terminate your enrolment if there is evidence that you have misused your enrolment or the rights granted to you as a result of it, or if you fail to comply with your obligations.

If you are registered as an external student, your obligations are limited to those listed under b and c in this article (4.3).

4. *What happens to the works you make?*

During your studies at ArtEZ, you will produce works, such as artworks, under the guidance of your teachers. The rights to these works belong to you. That means that you can use, exhibit and sell the works you create as a student. ArtEZ also has the right to use these works for educational, publication and valorisation purposes, such as in images and texts, lectures and publications. If possible, we will include your name. You will not receive any compensation for this. ArtEZ may continue to use your works after you graduate or drop out. If you do not want ArtEZ to use your work, please send a message to the [Complaints Desk](#) (klachtenloket@artez.nl). If your artwork features images of people, you must inform them that ArtEZ has the right to use their likeness.

If you invented something during your studies on ArtEZ's initiative, or if your invention was made possible by ArtEZ-funded research, ArtEZ reserves the right to claim the patent. Under patent law, a patent holder has the right to produce and sell an invention, and is granted certain protections.

Art. 5: Are you participating in educational activities without being enrolled?

1. If you are not enrolled in a programme at ArtEZ but still participated in educational activities such as lectures or exams, you must pay for these activities. The amount you have to pay will be determined by the Executive Board.

Art. 6: How can you prove that you are enrolled at ArtEZ?

1. Once you are officially enrolled in a programme, you will receive your digital student ID. This allows you to prove that you are enrolled.

Art. 7: Have your contact details changed?

1. If you change your address, phone number or email address, you must inform ArtEZ as soon as possible via Studielink. You must also indicate when the change will take effect.
2. If you do not properly inform ArtEZ of your changed address, phone number or email address, ArtEZ is not liable for the consequences, and you may not receive information about your programme on time.

Art. 8: What kind of tuition fees do you have to pay?

There are three types of tuition fees:

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

Statutory tuition fees are set by the government, while institutional tuition fees and examination fees are set by the Executive Board. Tuition fees are set before 1 December each year and apply to the subsequent academic year.

Articles 8.1, 8.2 and 8.3 explain when you have to pay which type of tuition fees. Article 8.4 provides information on how to pay tuition fees.

1. *When do you pay statutory tuition fees?*

If you meet the requirements listed in Section 7.45a of the WHW, you will pay statutory tuition fees.

2. *When do you pay institutional tuition fees?*

If you do not meet the requirements listed in Section 7.45a of the WHW, you will pay institutional tuition fees, in accordance with Section 7.46 of the WHW.

3. *When do you pay examination fees?*

You have to pay examination fees if you are registered as an external student.

4. *What are the rules for paying tuition fees?*

There are various ways to pay your tuition fees:

- a. You can transfer your tuition fees to ArtEZ's bank account.
- b. In Studielink, you can authorise ArtEZ to collect your tuition fees from your bank account in one instalment.
- c. You can also use Studielink to authorise ArtEZ to collect your tuition fees from your bank account in ten instalments. If you choose to have your tuition fees collected in instalments, you will be charged an administration fee. The administration fee is 1% of the tuition fees, rounded down to the nearest euro and capped at the amount specified in the WHW Implementation Decree.

If you authorise ArtEZ to collect your tuition fees, this authorisation will apply for the duration of your studies. In Studielink, you can also revoke your authorisation per academic year. Your authorisation will expire automatically when you graduate.

Did you authorise ArtEZ to collect your tuition fees from your account in one instalment?

Then the amount will be debited around 24 September. If we are unable to collect the full amount from your account on this date, your tuition fees will instead be debited in nine instalments, starting from October. You have to pay an administration fee for this.

Did you authorise ArtEZ to collect your tuition fees from your account in ten instalments?

Then the amounts will be debited around the 24th of the months of September, October, November, December, January, February, March, April, May and June.

If we are unable to collect your tuition fees from your bank account, there will be consequences:

Did you fail to pay an instalment on time? Was it not possible for us to collect an instalment from your bank account, or did you reverse the payment?

- You will receive a payment reminder by email from Finance & Payroll Administration, requesting that you transfer the outstanding amount to ArtEZ within five days. If you have any questions about this, please contact Finance & Payroll Administration as soon as possible at debiteuren@artez.nl.

Did you fail to respond to our first payment reminder?

- You will receive a second payment reminder by email from Finance & Payroll Administration, requesting that you transfer the total outstanding amount to ArtEZ within five days. If you have any questions about this, please contact Finance & Payroll Administration as soon as possible at debiteuren@artez.nl.
- Finance & Payroll Administration will inform the head and director of your programme about the situation.

Did you fail to respond to our second payment reminder?

- You will receive a final payment reminder by email from Finance & Payroll Administration, requesting that you transfer the total outstanding amount to ArtEZ within three days or contact Finance & Payroll Administration as soon as possible at debiteuren@artez.nl.
- Finance & Payroll Administration will inform the head and director of your programme about the situation.
- Three days after the third reminder is sent, you will lose access to your student email account, and to ArtEZ's educational activities and facilities. You will still be able to contact the student counsellor and access the complaints procedures.
- Your access to ArtEZ's educational activities will be reinstated once you have paid all outstanding tuition fees. If you fail to do so within a month, Student Affairs will deregister you. The deregistration date will be the first day of the month following the month in which we were unable to collect your tuition fees for the third time, or in which you did not comply with the final payment reminder.
- ArtEZ will commission a bailiff to collect the outstanding tuition fees, at your expense.

Additional rules on paying tuition fees:

- If you have not yet paid your tuition fees for the previous academic year, you will not be enrolled in the new academic year.
- Any fees charged by banks if your tuition fees cannot be collected will be recovered from you.
- Students can request a payment arrangement. This is also stated in the payment reminders.

Art. 9: When do you pay less or no tuition fees?

1. *Are you enrolling at ArtEZ after the start of the academic year?*

If you enrol at ArtEZ during the programme of the academic year, you will only pay tuition fees for the months that you are enrolled.

2. *Do you want to enrol in more than one programme at ArtEZ?*

If you want to enrol in more than one publicly funded programme at ArtEZ, you will only have to pay tuition fees for the programme with the highest tuition fees.

3. *Are you already enrolled at ArtEZ and do you want to enrol at another higher education institution?*

If you are already enrolled at ArtEZ and want to enrol at another Dutch higher education institution as well, you will not have to pay tuition fees at the latter if you can provide your original proof of payment of tuition fees from ArtEZ. If the tuition fees at this other institution are higher than those you are paying at ArtEZ, you will have to pay the difference.

Are you already enrolled at another higher education institution and do you want to enrol at ArtEZ?

If you are already enrolled at another Dutch higher education institution and want to enrol at ArtEZ as well, you will not have to pay tuition fees at the latter if you can provide your original proof of payment of tuition fees from the other institution. If the tuition fees at ArtEZ are higher than those you are paying at this other institution, you will have to pay the difference.

Art. 10: When are tuition fees refunded?

1. *Are you deregistering from your programme?*

If you are quitting your programme and want to receive a refund for any tuition fees you paid in advance, you must deregister via Studielink.

2. *How much of your tuition fees will you get back?*

If you have already paid your tuition fees for the entire academic year in advance, you will receive a refund for the months in which you are no longer enrolled. If you deregister in June, July or August, you will not receive a tuition fee refund. To refund your tuition fees, ArtEZ needs to have a correct bank account number.

3. *What happens if a student dies?*

If a student dies during the programme of the academic year having already paid their tuition fees in full, their surviving relatives will receive a refund for the remaining months of the year. This refund will be equal to one-twelfth of the full tuition fees per remaining month.

Section 2: The Student Support Fund (formerly Profiling Fund)

ArtEZ can offer financial support to students through the Student Support Fund. You are eligible for support from the Student Support Fund in the following cases:

a. **Are you experiencing study delays?**

Then ArtEZ can provide you with financial support for up to one year. Article 1 of this section explains how this works and which legal requirements you have to meet. A step-by-step application guide is available on the [intranet](#), which also provides more information on the amount you can receive.

b. **Are you from a country outside the European Economic Area (EEA), do you pay the institutional tuition fees and have you not yet started your programme at ArtEZ?**

Then you may be entitled to an ArtEZ scholarship. For more information about this, including the requirements and selection criteria you have to meet, please visit the ArtEZ [website](#). Tuition fees are set before 1 December each year and apply to the subsequent academic year.

For the legal provisions relating to the Student Support Fund, please refer to Section 7.51 of the WHW.

Art. 1: What kind of financial support can ArtEZ offer you if you experience study delays?

You can receive financial support from ArtEZ if you experience study delays due to exceptional circumstances. The requirements you need to meet to qualify for financial support are set out below. The provision of financial support is subject to the approval of the Executive Board.

1. *What requirements do you have to meet?*

To qualify for financial support from the Student Support Fund, you must meet all of the following legal requirements:

- a. You have incurred a study delay and will take longer to complete your studies than the nominal study duration.
- b. Your study delay can be attributed to exceptional circumstances (listed in Article 1.2).
- c. You are enrolled at ArtEZ as a full-time student and pay statutory tuition fees.
- d. You have not yet passed all the exams for your programme.
- e. For the programme you are currently enrolled in, you are or were entitled to the higher education performance grant as described in the Student Finance Act 2000.

2. *What are exceptional circumstances?*

You can only receive financial support from ArtEZ if you experience study delays due to exceptional circumstances. In accordance with Section 7.51(2) of the WHW, the following constitute special circumstances:

- a. You are sick or have been sick.
- b. You are pregnant or have given birth.
- c. You have a physical, sensory or other functional impairment.
- d. You have experienced a serious family event, such as the loss of a parent.
- e. You are a member of:
 - the Participation Council, a Sub-Council or a programme committee;
 - the board of an organisation that is involved in student facilities, such as an association or foundation, or a board or committee deemed relevant in this context by the Executive Board;

- you are engaged in activities relevant to the operation and management of ArtEZ (as designated by the Executive Board), or you sit on the board of a student organisation of a certain size and with full legal capacity.
- f. You are enrolled in a programme that can no longer be completed, for example because mandatory subjects are no longer offered.
- g. You are enrolled in a programme that has lost its accreditation because it no longer meets the government's quality standards.
- h. You are taking longer to complete your programme due to other special circumstances.

3. *How do you apply for financial support from the Student Support Fund?*

If any of the special circumstances listed in Article 1.2 apply to you, please contact the student counsellor as soon as possible, even if you do not expect to experience study delays. The student counsellor can refer you to the Student Support Fund's contact person, who can then tell you more about how to submit an application. More information about the application process is provided below. For a step-by-step application guide, please visit the [intranet](#).

1. *When should you deregister from your programme?*

If you are unable to attend lectures for more than two months, you should talk to the student counsellor about the pros and cons of deregistering from your programme and pausing your student financing.

Ask yourself the following questions:

- a. Will you be able to earn ECTS credits again later in the academic year?
- b. Can you still deregister from your programme in time?
- c. Are you currently receiving student financing that you do not need?

2. *When should you apply for financial support from the Student Support Fund?*

Were there exceptional circumstances that no longer apply, and is it clear that it will take you longer to complete your programme as a result? If so, you should apply for financial support from the Student Support Fund as soon as possible.

3. *What documents should you submit along with your application?*

You can apply for financial support from the Student Support Fund by submitting the application form, which is available on the [intranet](#). The application form will also tell you what other documents you must submit, such as:

- A statement to support your application
In this statement, you explain why you are applying for support.
- A statement from your programme
This statement should note the reason for your study delay, how far you have fallen behind and when you expect to graduate. It must be signed by the director of your programme.
- A statement from the student counsellor
This should explain why the student counsellor believes you are eligible for financial support.

In addition, you will also have to submit the following documents:

- If you have paused your student financing, you must also submit the letters you received from DUO about this.
- A statement from a doctor, paramedic or accredited behaviourist in case of a physical, sensory or other functional impairment, or if you were sick or pregnant.
- If there were special family circumstances, you must submit written evidence of this.
- If you were involved in administrative activities, you must submit written evidence of this.

4. *Who should you submit your application to?* Once you have completed the application form and added the date of submission and your signature, you can email it – along with the required documents – to the Student Support Fund's contact person.
 5. *What happens next?*
The Student Support Fund's contact person will submit your application to the Executive Board and advise on its approval.
 6. *How long will it take the Executive Board to decide on your application?*
The Executive Board will normally decide on your application within six weeks of its submission. In rare cases, it may take slightly longer, especially during the Christmas and summer breaks. The Executive Board will inform you of the expected response time. Applications are always processed as quickly as possible.
 7. *What happens if the Executive Board does not respond, or does not respond in time?*
If you have not received a response within six weeks and the Executive Board has not informed you that it needs more time to make a decision, you can assume that your application has been approved. You will be informed of this by letter or email.
If your application is approved, ArtEZ will provide you with further details regarding the financial support you will receive from the Student Support Fund.
4. *How much financial support can you receive from the Student Support Fund?*
1. Information about the amount of financial support you can receive is available on the [intranet](#). This amount is adjusted each year by the same percentage that the government uses to adjust the statutory tuition fees. The amount you receive from the Student Support Fund will never exceed the student financing you are entitled to or would have been entitled to under Section 3 of the Student Finance Act 2000.
 2. What happens if you have debts with ArtEZ?
If you have debts with ArtEZ, we will deduct the outstanding amount from the support you receive from the Student Support Fund.
 3. How will the financial support be paid out?
ArtEZ will let you know how you will receive the financial support from the Student Support Fund.
 4. What happens if you graduate sooner than you expected?
If you graduate sooner than you expected and you are still receiving monthly support from the Student Support Fund, you will no longer receive the support you would have received in the months after your graduation.

Art. 2: When can you apply for an ArtEZ scholarship?

You can apply for an ArtEZ scholarship if you are from a country outside the European Economic Area (EEA) and have to pay the institutional tuition fees. More information about the application process is provided below.

1. What requirements do you have to meet?
 - you meet the requirements to enrol at ArtEZ and, if applicable, to obtain a visa;
 - you can demonstrate that there is a gap in your financial plan for studying at ArtEZ, and that the scholarship would constitute a significant contribution to a feasible plan;
 - you demonstrably contribute to the diversity* of the programme's learning community;
 - you show potential for continuous growth;
 - you can reflect deeply on your background and education, and how these inform your work.

* E.g. professionally, culturally or because of your gender identity. In case of equal suitability, priority will be given to students from groups that are underrepresented within the community.

Do you want to apply for an [ArtEZ scholarship](#)? Then you must do so before the start of your programme. Information about the application deadline, any other special requirements and the selection procedure can be found on the ArtEZ website. Scholarships are awarded until 1 September. Any scholarships that become available again after this point will not be redistributed.

ArtEZ also participates in the NL Scholarship programme of the Ministry of Education, Culture and Science. Your entitlement to a scholarship as part of this programme is independent of whether you receive an ArtEZ scholarship. More information about the [NL Scholarship](#) is available on the ArtEZ website.

Art. 3: What happens in cases not covered by the Student Charter?

In cases that are not covered by this Student Charter, the Executive Board will decide. The Executive Board can also intervene in extraordinary situations that would otherwise lead to extremely unreasonable treatment or other unfair outcomes.

Art. 4: How do you appeal a decision made by the Executive Board?

If you want to appeal a decision made by the Executive Board, you can do so within six weeks of the decision date stated in the accompanying letter. You can submit your appeal to the student affairs office of the Council of State. For more information about this, please refer to Section 9 of the Regulatory Framework.

Section 3: ArtEZ's house rules

ArtEZ's house rules apply to everyone present on ArtEZ premises, and to everyone who makes use of ArtEZ's facilities or IT resources.

- a. Besides yourself, other people are present on ArtEZ premises, and other people also make use of ArtEZ's facilities. You may not cause direct or indirect harm to these people.
- b. You may not infringe on the rights of any third parties who are also present on ArtEZ premises, or who use ArtEZ's facilities.
- c. You must obey the law.
- d. You must act in a manner befitting generally accepted standards of behaviour regarding the person and property of others.
- e. The rules around the use of ArtEZ's IT resources can be found on the [intranet](#).
- f. The rules around the use of alcohol and drugs at ArtEZ are set out in the Alcohol & Drugs Protocol, which can be found on the [intranet](#).
- g. Additional house rules may apply at each ArtEZ location.

Art. 1: What happens if you break the house rules?

If you break ArtEZ's house rules as a student, the Executive Board may take one of the following measures:

- a. You may receive a written warning.
- b. You may be prohibited from entering ArtEZ premises, or from using ArtEZ's facilities. This can be temporary, conditional or permanent. A temporary measure lasts no longer than one year.
- c. Your enrolment may be terminated. Section 1, Article 3 and Section 3, Article 2 of the Elaboration of Provisions set out the situations in which ArtEZ can refuse, restrict or terminate your enrolment.

Section 9, Article 3 of the Regulatory Framework explains what you can do if you disagree with a decision made by ArtEZ.

Art. 2: When will the Executive Board expel you from ArtEZ?

Have you broken ArtEZ's house rules, has your behaviour or have statements you made while on ArtEZ premises resulted in considerable inconvenience to others, and have you ignored ArtEZ's official warning to stop? Then the Executive Board can terminate your enrolment or prevent you from enrolling at ArtEZ.

The Executive Board may also terminate your enrolment in a programme for other reasons, or refuse your enrolment if you are not enrolled already. The Executive Board can do this if your behaviour or statements show that you are not fit to enter the professional field associated with your programme, or that you are not suited for the practical training for your professional practice. The Executive Board will not deregister you or refuse your enrolment until it has carefully considered all interests and consulted the director of your programme.

Art. 3: Who is liable in case of theft or damage?

It may happen that someone loses, steals or damages one of your belongings while you are on ArtEZ premises. ArtEZ is not liable for this. Even if they did not do so on purpose, the student who has lost, stolen or damaged the item in question must pay for the damage. This also applies to students who lose, steal or damage any object that belongs to ArtEZ, or any object that is present on ArtEZ premises. For information about ArtEZ's insurance policies, please refer to the intranet.

Art. 4: How does ArtEZ ensure a safe learning and working environment?

ArtEZ strives to provide a safe learning and working environment. The law contains all kinds of rules to ensure employee safety, some of which also apply to you as a student. This may be the case, for example, if you do work at school that is similar to the work you will do later in your professional career. While you are performing these activities, ArtEZ is responsible for your safety, but it is important that you always follow the instructions of ArtEZ staff. Sometimes there are additional rules you must adhere to, for instance when working with machinery. ArtEZ expects you to behave responsibly and not endanger yourself or others.

Art. 5: Does ArtEZ take photos and record videos at events?

ArtEZ regularly organises events such as performances, exhibitions and open days, both on and off its premises. ArtEZ may take photos and record videos during these events. These photos and videos can be used by ArtEZ, for example in texts, lectures or publications.

If you do not want ArtEZ to use photos or videos of you, please inform the person organising the event. They will then do their best to ensure you do not appear in any photos or videos.

Section 4: Undesirable behaviour

Are you experiencing undesirable behaviour from another student or an employee at ArtEZ?

Undesirable behaviour includes:

- bullying;
- intimidation;
- threats;
- discrimination;
- harassment, including sexual harassment.

Then you can speak to one of ArtEZ's confidential counsellors in complete confidence. You can also file a complaint with the ArtEZ Complaints Committee for Undesirable Behaviour, but we advise you to talk to the confidential counsellor first. They will be able to tell you more about the complaints procedure.

If you want to learn more about this procedure before talking to the confidential counsellor, please consult the regulations of the Complaints Committee for Undesirable Behaviour. These are available on the [intranet](#). The Regulations on Complaints and Reporting Undesirable Behaviour can be found here as well.

Annex II: Glossary

Academic year	: the period beginning on 1 September and ending on 31 August of the following year
Academy	: an organisational unit that offers educational activities
Appellant	: someone who has filed an appeal
Binding negative study advice (BAS)	: a recommendation as referred to in Section 7.8b(3) of the WHW
Body	: a person or board vested with public authority ArtEZ has three bodies: the Executive Board, the Supervisory Board and the Exam Board
Code of Conduct for International Students	: regulations adopted by the Executive Board, setting out policies and procedures regarding the application, admission and enrolment of international students
Complaints Desk	: a digital desk where students can file complaints
Credit	: a unit used to calculate the study load as referred to in Section 7.4 of the WHW
Dienst Uitvoering Onderwijs (DUO)	: an agency of the Ministry of Education, Culture and Science, responsible for implementing education laws and regulations
Education and Examination Regulations (EER)	: regulations as referred to in Section 7.13 of the WHW
Executive Board	: the institutional board as referred to in Section 1.1y of the WHW
Exam	: an examination of the student's knowledge, insight and skills with regard to a unit of study, as well as the assessment of the results of this examination as referred to in Section 7.10 of the WHW
Exam Board	: the Exam Board as referred to in Section 7.12 of the WHW
Examination Appeals Board (Cobex)	: the Examination Appeals Board as referred to in Section 7.60 of the WHW
External student	: a student who is only entitled to take exams
Financial guarantee	: the financial resources with which a non-EU student demonstrates that they have sufficient financial means to afford to live and study in the Netherlands
Governance and Management Regulations	: regulations as referred to in Section 10.3b of the WHW
Higher Education Appeals Tribunal	: the Higher Education Appeals Tribunal as referred to in Section 7.64 of the WHW
Participation Council	: a council as referred to in Section 10.17 of the WHW
Participation Regulations	: regulations as referred to in Section 10.21 of the WHW
Programme	: an associate degree programme as referred to in Section 7.8a of the WHW, or a bachelor's or master's programme as referred to in Section 7.3a of the WHW
Programme committee	: a committee as referred to in Section 10.3c of the WHW
Student	: a person enrolled as a student at ArtEZ as referred to in Section 7.32 of the WHW, or an external student as referred to in Section 7.32 of the WHW
Student counsellor	: a student counsellor as referred to in Section 7.34(1) under d of the WHW
WHW	: Higher Education and Research Act (<i>Wet op het hoger onderwijs en wetenschappelijk onderzoek</i>)