

ArtEZ University of the Arts

Student Charter

Valid from 13 July 2022

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 appendices. Annex I Regulation specifications details the rules from the Regulatory Framework. Annex II is the glossary.

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Statement – Together for solidarity

ArtEZ is absolutely and unequivocally against racism. Against all the injustices that come from sexism, homophobia, transphobia, xenophobia and oppression in our society. We stand for an inclusive and safe learning and working environment for all members of the ArtEZ community. This is non-negotiable.

We make this statement with our attention focused on the injustices that arise from systematic racism and discrimination based on sexuality, origin and ethnicity.

ArtEZ sees art as a transformative force. From our vision, we are aware of the essential importance of solidarity and connection in order to initiate change. Over the past few years, we have devoted our attention, energy and resources to building, researching and understanding various environments.

To taking systematic steps. We facilitated public discussions about racial discrimination, organised feminist reading groups to take a stand against sexism and misogyny, and built safe environments for queer support. We created informal meeting spaces for international students, encouraged students to make their voices heard in participation, and explored how to decolonise our education. We work on codes of conduct and protocols to support safety and welfare that counter discrimination and (power) abuse through the appropriate channels. We see this as our duty from our Duty of Care conviction. We are working to expand our reach by working with other partners and communities. As co-signers of the UN Sustainable Development Goals, linked to the reduction of inequality, we also hold ourselves publicly accountable for the development of this policy.

We are aware that simply expressing criticism and making fault lines visible is not enough. As part of the bigger picture of society, we recognise that we too operate within – and negotiate with – 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. At a moment in time that teaches us that doing nothing is not an option. That sustained action is necessary.

We are responding to this call for action. We have to look ourselves in the eye: challenge ourselves, analyse critically and honestly who we are as an organisation. We need to map out how to find the moral, political and social courage and authority to address and overcome institutional injustice, systematic discrimination and (un)conscious prejudice. With this statement, stemming from our drive to offer an inclusive and safe environment, we seek to connect ourselves, collectively and beyond words and gestures. We are committed to working to establish these principles. While we are well aware that there are no easy solutions and no short cuts, we are taking up the challenge. We embrace it from our creative energy with the compassionate care we strive for.

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

This statement is a commitment. To ensure safe and inclusive, diverse and human environments within ArtEZ. It is therefore also an invitation to form a collective social movement within our community that shapes the culture of our university. Because we are jointly responsible for this.

This statement is a declaration. A declaration of where we are and in which direction we are looking. We call upon all members of our community – directors, heads, lecturers, staff, students, participation councils and governing bodies – to embrace this pursuit. To join forces and work on concrete plans that fit into every community at ArtEZ. So that we can continue to hold each other

accountable and build a common future that we all believe in. Your own community will inform you about how and when.

Together in strength, for solidarity,
The Executive Board and the directors

Student Charter Regulatory Framework

Chapter 1 General

Article 1 *moved to Annex II 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 Exam Board.
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
 You can find the Regulatory Framework and its annexes on the ArtEZ website ([Course and Examination Regulation \(OER\)](#)).
 - 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 ([ELE](#)).
 2. a course part
The course part of the Course & Examination Regulation can be found in the ArtEZ ELE.

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 Participation Council whether it agrees with the Student Charter. We call that asking for consent. Following consent, the Executive Board adopts the Student Charter. If any part of the Student Charter must be amended, the Executive Board will submit the part to be amended to the Participation Council for its consent. At least once a year a check will be carried out to see whether the Student Charter needs to be amended. The Participation Council will be informed of this. The Participation Council can also request the Executive Board to amend the Student Charter. Every student can request the Executive Board through the Participation Council to amend the Student Charter.

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 stipulated under 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 managerial members of staff of ArtEZ have,
- which form of participation ArtEZ has,
- how the rights of students and members of staff are safeguarded.

Article 7 What is the objective of ArtEZ?

1. The objective of ArtEZ is to provide, promote and maintain higher education and research in the field of the arts.

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 and 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 topics:

- 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 [here](#).
5. ArtEZ communicates with you via your personal ArtEZ email address ([name]@artez.nl). This means that you will receive all official messages through this mail address. We expect you to read the email from ArtEZ in your personal ArtEZ account. If you wish to communicate with ArtEZ, you should use your ArtEZ email address for this.

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 13 July 2022.
The Participation Council approved the Student Charter on 12 July 2022.
The Executive Board adopted the Student Charter on 13 July 2022.

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?
 - on the ArtEZ website.
 - in the ELE of your course.
 - in the 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 (H1).

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. Once you have paid your tuition, you will be allowed to attend classes and take exams. You will also have access to the buildings and you may use student facilities and course supervision. You will never have to pay extra for facilities necessary to study. Information on the payment of tuition can be found in Annex I Regulation specifications (H1).
Do you participate in non-mandatory activities? Do you use facilities that are not necessary? In that case, your head of course, a head of staff, a director or the Executive Board may ask you to pay a contribution in addition to the tuition.
2. If you would like to make use of a non-mandatory activity or a non-necessary facility, your head of course, a head of staff, a director or the Executive Board will let you know in good time whether you need to pay 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:
 - multimedia libraries,
 - workshops,
 - canteens and other accommodation,
 - ICT facilities.

Chapter 4 *merged with Chapter 1*

Chapter 5 The Profiling Fund

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

- a. **Are you a student paying the statutory tuition and are or were you entitled to a performance-related grant?** If so, you may be eligible for support:
 - if you take longer than the nominal study duration, and
 - the study delay has been caused by an unusual situation.
- b. **Are you a student paying the institutional tuition,** are you from a country outside the European Economic Area (EEA) and have you not yet started your study at ArtEZ? If so, you may be eligible for an ArtEZ scholarship.

In Annex I Regulation specifications (H2) you can read more about the ArtEZ Profiling Fund.

Chapter 6 Student counsellors and counsellors

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 discuss what you have told them with some others without your permission. 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 Counsellors

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

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

2. *Can the counsellor discuss your situation with others?*

The counsellor does not discuss with others what you have told them, unless you have given your written consent to do so.

In exceptional cases, a 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 conditions under which the counsellor can discuss your situation with other people are laid down in the Protocol on Breaching confidentiality in matters of undesirable manners and/or integrity of the National Association of Confidential Counsellors. This document was drawn up by the National Association of Confidential Counsellors, which has posted it on its [website](#).

3. *How do you make an appointment with the counsellor?*

You can make an appointment with the counsellor yourself. You can find out how to make an appointment on the ArtEZ [intranet](#).

4. *How is the counsellor's independence provided for at ArtEZ?*

The counsellor is not employed by ArtEZ, The counsellor does not have to account for the guidance they provide to an individual student, which makes them independent.

5. *The annual report of the counsellors*

Every year, ArtEZ's counsellors 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 (H3).

Chapter 8 Participation at ArtEZ

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

- which rights the participation body has,
- how participation is organised at ArtEZ,
- how elections are organised.

You can find the Student-Staff Participation Regulations on the ArtEZ [website](#).

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).

We do need certain information to be able to offer you a good education and to assist you properly. We only ask you for the information we really need. ArtEZ only shares students' data with others if this is necessary for teaching or assistance purposes. For example, when ArtEZ organises a study trip. 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 rights do you have?

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.

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

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

1. *How can you make a request to the Exam Board?*
You can make a *request* to the Exam Board about matters relating to tests, exams and interim exams. For example, to obtain exemption for a subject. The Exam Board will then make a decision about that.
2. *How can you lodge an appeal?*
If you disagree with the decision of the Exam Board, you may lodge an *appeal* with the ArtEZ Examination Appeals Board (Cobex). The Exam Board will tell you exactly how to appeal. Cobex will assess whether it will consider your appeal and, if so, declare your appeal founded or unfounded. This means that you win or lose your case.
3. *How can you lodge a second-instance appeal?*
You can lodge a second-instance appeal against a decision by Cobex with the Higher Education Appeals Tribunal. Cobex will tell you exactly how to appeal. The Higher Education Appeals Tribunal will assess whether it will consider your appeal and, if so, declare your appeal founded or unfounded. This means that you win or lose your case definitively.
4. *What is the time limit for lodging an appeal or second-instance appeal?*
A notice of appeal or second-instance appeal must be received within six weeks after the date of the decision of the Exam Board or the ruling of Cobex or Higher Education Appeals Tribunal.
5. *Where can you find further information?*
On the [intranet](#) you will find information on how to object to a decision of the Exam Board. There are Exam Board Regulations in place, which contain the exact rules governing the Exam Board. You can find them [here](#). If you have any questions about this, you can ask the Exam Board or the Complaints Desk at ArtEZ (klachtenloket@artez.nl).

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

1. *Do you have a complaint about undesirable behaviour?*
Bullying, discrimination, intimidation and sexual harassment, threatening, physical or psychological violence: all are unacceptable to us. Have you been the victim of undesirable behaviour? Or have you witnessed undesirable behaviour against someone else? And do 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, it is best to discuss this with this member of staff in the first instance. 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 you know who to turn to, or if you wish to lodge a complaint, you can apply to the ArtEZ Complaints Desk (klachtenloket@artez.nl). Your question or complaint will be treated with strict confidentiality. More information about the Complaints Desk can be found on the [intranet](#).

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 lodge your objection with the ArtEZ Complaints Desk (klachtenloket@artez.nl). The objection must be received within six weeks of the date of the Executive Board's decision. ArtEZ's Arbitration Board will then advise the Executive Board on what to do. The Executive Board will then take a new decision.

More information about the Arbitration Board can be found on the ArtEZ intranet (Voor student > Legal Protection and Complaints). More information about lodging an objection with the Arbitration Board can be found in the Arbitration Policy, 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. The Executive Board will tell you how this works, if it has made a decision about your objection. In urgent cases, you can ask the chair of the Higher Education Appeals Tribunal for an injunction. An injunction can be seen as a temporary solution to an urgent problem.

Chapter 11 Undesirable behaviour

Are you suffering from undesirable behaviour by someone at ArtEZ, for example bullying, discrimination, intimidation, threats or violence? Or have you witnessed undesirable behaviour against someone else? If so, you can ask one of ArtEZ's counsellors for help in strict confidence. More information about the counsellor can be found in Chapter 6 of the Regulatory Framework and on the [Intranet](#).

You can also file a complaint with the ArtEZ Complaints Committee for Undesirable Behaviour. The counsellor will tell you more about the procedure. If you do not yet wish to file a complaint but would like to talk about the undesirable behaviour, you can also contact the counsellor.

More information about the Complaints Committee for Undesirable Behaviour can be found in Annex I Regulation specifications (H5).

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. Here, you will also find the *Undesirable Behaviour Complaints and Reports 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 binding negative study advice?

1. If have you received binding negative 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 may refuse, limit or terminate your registration in certain 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 no longer meet the requirements of the Modern Migration Policy Act.
- d. If you are a foreign student and do not have a residence permit or you do not comply with Section 8 of the Foreign Nationals Act 2000 for any other reason.

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

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 unusual 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 Executive Board 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 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 Support Office of your course or from the Student Affairs Department.
- f. You are entitled to course supervision and the services of the student counsellor.
- g. You have voting rights for the ArtEZ Participation Council, for the Sub-Council of your academy and for the course committee of your course. You can even run for election yourself, so other students can vote for you. More information and conditions can be found in the Student-Staff 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 discontinues a course?*

If the Executive Board discontinues a course that you are doing, you are allowed to complete the course at ArtEZ or another university of applied sciences 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 course at ArtEZ, you will create works, including works of art, under the supervision of your lecturers. The rights to these works are yours. This means that you may use, exhibit and sell your work, for example. ArtEZ, on the other hand, has the 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. If you do not want ArtEZ to use your work, please send a message to the [Complaints Desk](#). 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. Patent law is about the right to make and sell an invention and about the protection of this right.

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 Economic Affairs 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 head of Student Affairs and the student counsellor that you have failed to pay two instalments.

If you failed to pay three instalments:

- In consultation with the course, 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 the head of Student Affairs and the student counsellor that you have failed to pay three instalments.
- 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 are payable 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 then 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 account number?*

If you want a refund of your tuition from ArtEZ, you have to give us the correct account 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 Profiling Fund

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

- a. **Are you experiencing study delays?**
If so, ArtEZ can support you financially for a maximum of 1 year. In Article 1 of this chapter you can read how this works and what conditions you have to meet. On the [intranet](#) you will find a step-by-step plan to help you with your application.
- b. **If you do not come from a country within the European Economic Area (EEA),** must pay the institutional tuition and have not yet started your study at ArtEZ, you may be entitled to an ArtEZ scholarship. On the internet you can read how this works and which conditions and selection criteria you have to meet. The study scholarship policy for the new academic year (2022-2023) will be determined by 1 October.

Section 7.51 of the Higher Education and Research Act contains the statutory provisions on the profiling fund.

Article 1 How can ArtEZ support you financially if you incur a study delay?

You can receive financial support from ArtEZ if your studies are delayed due to an unusual 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?*
To be eligible for financial support from the Profiling Fund, you must meet all of the following statutory requirements:
 - a. You are behind with your studies: you are taking longer than the nominal study duration.
 - b. Your study delay is caused by an unusual situation. You can read about these situations below in Article 1.2.
 - c. You are enrolled at ArtEZ as a full-time student and pay the statutory tuition.
 - d. You have not yet passed all the exams of your course.
 - e. You are or were entitled to the higher education performance-related scholarship for the course that you are currently doing as described in the Student Finance Act 2000.
2. *What is an unusual situation?*
ArtEZ can only support you financially if you suffer a study delay due to an unusual situation. The second paragraph of Section 7.51 of the Higher Education and Research Act specifies which situations are unusual. 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; such as the death of one of your parents.
 - e. You are a member of:
 - the Participation Council, a sub-council or a course committee,
 - the board of an organisation, such as an association or foundation, which provides the facilities for students. Or you are a member of a board, committee or foundation that the Executive Board considers to be equal to this.
 - f. You are involved in activities relating to the organisation and management of ArtEZ (these activities are designated by the Executive Board) or you are on the board of a student organisation of some size and with full legal capacity.

- g. You are enrolled on a course that can no longer be completed, for example because the course no longer offers required subjects.
- h. You are enrolled on a course that loses its accreditation and hence ceases to meet the government's quality requirements.
- i. You are taking longer than normal to finish your course due to another unusual situation.

3. *How do you apply for financial support from the Profiling 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 study delay because of the unusual situation is not yet likely. The student counsellor can explain how to submit an application. Below you can read more about submitting the application. The application procedure is explained on the intranet in a step-by-step plan.

1. *Do you have to deregister from your course?*

If you are unable to attend classes for longer than two months, you should discuss with the student counsellor whether it is wise to deregister from your course and/or discontinue your student scholarship. 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 scholarship?

2. *When do you need to apply for financial support from the Profiling Fund?*

If there was a unusual 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 Profiling 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 Profiling Fund, you should hand in the application form. This form can be found on the intranet. The application form also states which other documents you have to submit, such as:

- Explanation about your application
In it you tell more about the reason why you are applying.
- A statement issued by your course
This should state the reason for your study delay, the amount of study delay and when you expect to graduate. This statement must be signed by the director of your course.
- A statement issued by the student counsellor,
outlining why the student counsellor thinks you are entitled to financial support.

You also have to submit the following documents:

- If you have temporarily suspended your student scholarship, you must also submit the relevant notifications from DUO.
- A statement from a doctor, paramedic or recognised behavioural expert in case of a physical, sensory or other dysfunction. Or if you were sick or pregnant.
- If there were any unusual circumstances in your family, you have to submit written proof of this.
- If you do administrative work, you have to submit written proof of this.

4. *Who do you have to submit your application to?*

Have you filled in the application form completely? Have you dated and signed it? Then you can mail the application form with the required

documents to the head of the Student Affairs Department: i.baltussen@artez.nl. He will submit the application to the Executive Board.

5. *What happens next?*
The head of Student Affairs will send your application to the Executive Board and advise the Executive Board on your application.
6. *When does the Executive Board decide on your application?*
The Executive Board will decide on your application within six weeks after submission. In rare cases it may take a little longer than six weeks, especially during the Christmas and summer holidays. The Executive Board will inform you of this and of the number of weeks within which you will receive a response. You will in any event be informed 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 notified you that they need more time, you may assume that the Executive Board has approved your application. You will also receive a response about this from the Executive Board by letter or email.
If your application is approved, ArtEZ will let you know how you will receive financial support from the Profiling Fund.
8. *What amount can you receive from the Profiling Fund?*
If your application is approved, you will receive 305 euros per month (in 2021). Each year we adjust the amount by the same percentage by which the government adjusts the statutory tuition. In any case, the amount that you receive from the Profiling Fund will not exceed the amount of the student scholarship to which you are entitled or would have been entitled, as described in Chapter 3 of the Student Finance Act 2000.
9. *What happens if you have debts to ArtEZ?*
If you owe any debts to ArtEZ, ArtEZ will deduct the amount still due from the amount you receive from the Profiling Fund.
10. *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 Profiling Fund.
11. *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 Profiling 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, you can apply for an **ArtEZ scholarship**. Below you can read what you need to do to apply for it.

1. *What conditions do you have to meet?*
 - you meet the requirements to register with ArtEZ and, if applicable, to obtain a visa,
 - you make a plausible case that there is a gap in your financial plan to study at ArtEZ and that the grant will contribute significantly to a feasible plan,
 - you will make a demonstrable contribution to the diversity* of the course's learning community,
 - you show potential for continuous development,

- you can reflect deeply on your background and education and how they affect your work.

* Footnote to diversity: For example, professional, cultural, gender-related. In cases of equal eligibility, priority will be given to students who come from a group that is underrepresented in the community.

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 scholarship, 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 scholarship 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 scholarship under the Holland Scholarship programme is independent of whether you receive an ArtEZ scholarship. [Here](#) you will find more information about the Holland Scholarship.

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.
- c. The Executive Board may terminate your registration. In H1, Article 4, and H3, Article 2, of the Regulation specifications, you will find the situations in which ArtEZ may refuse, limit or terminate your registration.

H10, Article 3, of the Regulation specifications explains what you can do if you do not agree with a decision of ArtEZ.

Article 2 When will the Executive Board expel you?

Have you violated ArtEZ house rules and caused serious nuisance through your behaviour or statements within buildings and grounds of ArtEZ? And has ArtEZ officially told you to stop doing this? And did you still cause nuisance then? Then the Executive Board can terminate your registration or ensure that you are not allowed to register with ArtEZ.

The Executive Board can also terminate your registration as a student for another reason. Or refuse your registration if you have not registered yet. The Executive Board can do this if you have shown, through your behaviour or statements, that you are not suitable to practice a profession for which your study programme educates you. Or that you are not suitable for the practical preparation for your professional practice. The Executive Board will only deregister you or refuse your registration if it has carefully weighed all interests and has asked the director of your study programme for advice.

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, you can inform the person organising the event and ArtEZ will make every effort to ensure that you cannot be seen in the photos or videos.

Chapter 4 Cobex Regulations

More information about the Examination Appeals Board is available on the ArtEZ intranet.

Chapter 5 Undesirable behaviour

Do you suffer from undesirable behaviour by another student or a member of staff at ArtEZ?

These include:

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

If so, you can ask one of ArtEZ's counsellors for help in strict confidence. You can also file a complaint with the ArtEZ Complaints Committee for Undesirable Behaviour. We recommend that you first talk to the counsellor before you file a complaint. The counsellor can tell you more about the procedure.

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](#) and on the ArtEZ [intranet](#), where you will also find the *Undesirable Behaviour Complaints and Reports Regulation*.

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](#).

Annex II Glossary

Academy	: organisational unit that provides education
Academic Year	: the period that commences on 1 September and ends on 31 August of the following calendar year
Appellant	: person who lodges an appeal
Binding negative study advice	: advice as referred to in Section 7.8b(3) 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 Exam Board
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
ELE	: 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
Exam Board	: the Exam Board as referred to in Section 7.12 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
Participation Council	: council as referred to in Section 10.17 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