Laid down by the
Executive Board on 3 July 2018
after approval of the University Council

The Student Charter is a translation of the Studentenstatuut Universiteit Maastricht. This translation has no legal force.
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Preface to the Student Charter

The Student Charter of Maastricht University (UM) provides an overview of the rights and obligations of both regular and external students enrolled at UM. It is a Student Charter as referred to in Article 7.59 of the Higher Education and Scientific Research Act (henceforth WHW, published in Staatsblad, 1992, 593 repeatedly amended).

Most of the rights and obligations ensue from stipulations in or under the WHW. The Student Charter makes these explicit so that both UM and its students to can hold one another accountable for the efforts each is required to make.

The Student Charter consists of a section relating to UM in general ('Institution-specific section', under A) and a section concerning the individual programmes ('Programme-specific section', under B).

The charter addresses at a minimum those topics that according to the WHW must be dealt with in the programme-specific sections. Further details on those topics can be found in the Student Handbook of each of the different faculties, or are communicated to students in some other way by the faculties (for example, via the student portal). The reference to the faculties’ Student Handbooks in the previous sentence means these various additional faculty regulations form an integral part of the Student Charter.

The Student Charter gives a brief description of the mutual rights and obligations. The Student Charter can be used as a reference for or guide to the prevailing regulations. If additional information or explanations are available for a particular topic this is indicated in the relevant section.

The Student Charter provides no information on financial assistance. This and related information can be obtained from DUO (www.duo.nl).

Legal amendments may change the legal position of students, which means that some parts of the Student Charter may not be fully up to date throughout the entire academic year. In these cases, the current legal regulations will apply to the Student Charter.

The present Student Charter and explanatory notes to a large number of topics from the general section of the Student Charter are available on the website: www.maastrichtuniversity.nl > Support > During your Studies > Your registration a Maastricht University > Maastricht University Regulations. Upon request, a printed version of the Student Charter is available at the public information desks at the faculties and the information desk of Student Services Centre.

The Inschrijvingsbesluit UM (UM Enrolment Provisions) and the ‘Profileringfonds’ regulation are available for inspection at the Education Offices of the different faculties and the information desk of Student Services Centre. These documents can also be consulted via the above mentioned path on the UM website.

At the student's request, the information desk of the Student Services Centre will supply printed copies of (parts of) these documents within a reasonable period.
A. **INSTITUTION-SPECIFIC SECTION**

1. **General regulations**

1.1 **List of abbreviations**

The abbreviations used in the present Student Charter are defined as follows (in alphabetical order):

- **AW** Auteurswet (Copyright Act)
- **CBE** College van Beroep voor Examens (Board of Appeal for Examinations)
- **CvB** College van Bestuur van de UM (Executive Board)
- **CvD** College van Decanen van de UM (Board of Deans)
- **CBHO** College van Beroep Hoger Onderwijs (Board of Appeal for Higher Education)
- **CROHO** Centraal Register Opleidingen Hoger Onderwijs (Central Register of Higher Education Study Programmes)
- **DUO** Dienst Uitvoering Onderwijs
- **FB** Faculiteitsbestuur (Faculty Board)
- **FdCMW/FASoS** Faculteit der Cultuur- en Maatschappijwetenschappen (Faculty of Arts and Social Sciences)
- **FdR/FL** Faculteit der Rechtsgeleerdheid (Faculty of Law)
- **FHML** Faculty of Health, Medicine and Life Sciences
- **FSE** Faculty of Science and Engineering
- **FPN** Faculty of Psychology and Neuroscience
- **FR** Faculteitsraad (Faculty Council)
- **HBO** Hoger Beroepsonderwijs (Higher Vocational Education)
- **HO** Hoger Onderwijs (Higher Education)
- **IELTS** International English Language Testing System
- **OB** Opleidingsbestuur (Programme Board)
- **OC** Opleidingscommissie (Programme Committee)
- **OCW** Onderwijs, Cultuur en Wetenschappen (Ministry of Education, Culture and Sciences)
- **OER** Onderwijs- en examenregeling (Education and Examination Regulations)
- **PBL** Problem-based Learning
- **RvT** Raad van Toezicht (Supervisory Board)
- **SBE** Maastricht University School of Business and Economics
- **SF** study financing
- **SKC** Studiekeuzecheck (Matching)
- **SSC** Student Services Centre
- **Stb** Staatsblad (Bulletin of Acts and Decrees)
- **UM** Universiteit Maastricht (Maastricht University)
- **UR** Universiteitsraad (University Council)
- **VWO** Voorbereidend Wetenschappelijk Onderwijs (Pre-University Education)
- **WHW** Wet op het hoger onderwijs en wetenschappelijk onderzoek (Higher Education and Research Act)
- **WO** Wetenschappelijk Onderwijs (University Education)
- **WSF** Wet Studiefinanciering 2000 (Financial Assistance Act)
1.2 Considerations: core characteristics of education and examinations

UM offers a large number of study programmes clustered within various faculties and schools: FASoS, SBE, FHML, FPN, FL and FSE. All degree programmes follow the bachelor/master structure.

All education and examinations on offer at UM have the following core characteristics:

**Problem-Based Learning (PBL):**
Education and examinations at UM are provided in accordance with the system of PBL. The main characteristics of PBL include: small-scale tuition, self-motivation, problem-based approach, and testing methods adapted to PBL. Faculties determine the actual implementation of PBL, which may differ from one faculty to another.

**International education:**
Internationalisation of education and examinations concerns the content of programmes, student and staff exchanges with universities abroad and enrolment of international students. One of the aims is to enhance the quality of education. The faculties are responsible for the implementation of the internationalisation of education.

**Multidisciplinary and interdisciplinary:**
Education at UM is thematic and multidisciplinary in nature and is inspired by current, social issues. Examples include sustainability, the influence of technological developments on society, European integration and growing old healthier.

**Additional information:**
- Strategic Programme UM 2017–2021
- www.maastrichtuniversity.nl > About UM > Mission and Strategy

1.3 Contents, meaning, ratification and publication of Student Charter

Upon enrolment in a programme, each student receives information about the contents and purpose of the Student Charter. The Student Charter itself, and the underlying documents and relevant references (links), are made available in full on UM website, with printed versions available at the public information desks of the faculties and the information desk of the SSC.

The Student Charter has been ratified by the Executive Board (CvB) after acceptance by the University Council (UR).

The Student Charter is made available on behalf of the CvB. It describes the rights and obligations of both regular and external students (insofar as applicable to the latter) in connection with enrolment in one or more UM programmes. The rights and obligations of students and external students ensue from:
- the prevailing laws and regulations, in particular the Higher Education and Research Act (WHW)
- the decisions taken by authorised bodies within UM

The stipulations of the Student Charter are only valid if and insofar as these are not in violation of higher legislation (laws, decrees and regulations).

In case of incompatibility, the provision in question in the Student Charter will be
null and void. If necessary, amendments of higher legislation and of decisions taken by bodies within UM will lead to adaptation of the Student Charter.

If the Student Charter is amended during an academic year, the digital version on the UM website will be adapted immediately. A limited number of printed copies will also be made available for consultation after any amendments, possibly by means of a supplement. UM will inform both regular and external students of any amendments.

With respect to the various topics, the references to the statutory regulations have been added between brackets. Unless specified otherwise, the article numbers refer to the WHW. The WHW is available for inspection via the website: www.overheid.nl

**Additional information:**
- Dutch Government website: www.rijksoverheid.nl/wetten-en-regelingen
- SSC information desk.
2. **Access and admission**

2.1 **Admission requirements for bachelor’s programmes**

Admission to a bachelor’s degree programme at UM can be obtained on the basis of a number of documents:

a. A diploma from Dutch pre-university education (VWO) (Article 7.24, paragraph 1)

b. A first-year certificate from a Dutch university (WO) (Article 7.28, paragraph 1, under a.)

c. A first-year certificate from a Dutch institute for higher vocational education (HBO) (Article 7.28, paragraph 1, under a.)

d. An HBO bachelor’s or master’s degree (Article 7.28, paragraph 1)

e. A WO bachelor’s or master’s degree (Article 7.28, paragraph 1)

f. A certificate that grants access to a higher education programme in the country of a treaty party which has ratified the Treaty concerning the recognition of qualifications in higher education in the European region, unless previous education is deemed to differ significantly (Article 7.28, paragraph 1)

g. Any other certificate indicated either by the CvB or by the Minister of Education, Culture and Science, issued in the Netherlands or abroad, which is considered as at least equal to a VWO certificate (Article 7.28, paragraph 2)

h. A special entrance examination certificate (Article 7.29, paragraph 1)

**Further requirements as to the previous education or previous profiles**

For each programme, the minister of Education, Culture and Science may have designated one or more subjects or the profile(s) that must be included in the pre-university examination, or in the certificates as referred to under b. through g. above (Article 7.25 and the regulations for application and admission higher education (Ratho) of 3 April 2014, as repeatedly amended).

The OER determines whether and how anyone who has a certificate that fails to meet the further requirements as to previous education may be exempted from this obligation on the basis of additional assessments. Any enrolment as of 1 September requires that any deficiencies be eliminated by 31 July, or that applicants apply for a deferment with regard to the provision of such proof no later than 31 July (Articles 7.25 and 7.28, paragraph 4).

**Language requirements**

UM-wide language requirements have been established for all UM bachelor’s and master’s programmes, in accordance with the UM Code of Conduct for Language and the Code of Conduct for International Students in Higher Education.

**Bachelor’s programmes**

Students are admissible to a Dutch-language bachelor’s programme at UM in terms of the language requirements if they:

- hold a VWO diploma;
- can demonstrate that they master the Dutch language to NT2-II level (or hold an equivalent certification).

Students are admissible to an English-language bachelor’s programme at UM in
terms of the language requirements if they:
- hold a VWO diploma;
- can demonstrate that they master the English language to IELTS level 6.0 (or hold an equivalent certification).

**Master’s programmes**
Students are admissible to a Dutch-language master’s programme at UM in terms of the language requirements if they:
- can produce a degree certificate from an accredited Dutch-language bachelor's programme;
- can demonstrate that they master the Dutch language to NT2-II level (or hold an equivalent certification).

Students are admissible to an English-language master’s programme at UM in terms of the language requirements if they:
- can produce a recognised degree certificate from an English-language bachelor's programme;
- can demonstrate that they master the English language to IELTS level 6.5 (or hold an equivalent certification).

The website indicates which foreign diplomas and other certificates are considered to provide proof of an adequate command of the English and/or Dutch language.

**Reasonable doubt**
At the start of the programme, students are required to have a strong enough command of the language of instruction that they will be able to successfully complete the programme. If the institution has reasonable doubt about the incoming student’s language proficiency, it may impose additional requirements to determine their actual language level.

**Studying or doing an internship abroad**
Students who intend to follow part of their studies or an internship abroad must be able to demonstrate an adequate command of the language in which the education will be provided. To guarantee the effectiveness of the study abroad period, faculties may refuse permission to students who do not meet this condition. Further details can be found in the OER.

**Special entrance examination certificate**
The special entrance examination certificate as referred to under h. of ‘Admission requirements for bachelor’s programmes’ above may be issued by the Faculty Board/Special Entrance Examination Board after successful completion of a faculty test aimed to assess the aptitude to follow the study concerned. To be allowed to take a special entrance examination, students must be at least 21 years of age. The requirements to be met in order to obtain a special entrance examination certificate will be laid down in the OER, or by means of a special entrance examination regulation. A special entrance examination certificate only gives access to the UM programme for which the certificate was issued (Article 7.29).

**Additional requirements**
To be able to enrol in a part-time programme, the additional requirement may be set that the student concerned has a job during the duration of the course (Article 7.27). The nature of the work may be specified in the OER.

**Additional information:**
- OER of the programme
- Faculty Education Offices
2.2 Matching (study choice check) (Article 7.31, paragraph a. through e.)

For ‘free admission’ bachelor’s programmes (those not subject to a selection procedure), the starting principle is that students must submit an enrolment application via Studielink before 1 May preceding the academic year in which they wish to start the programme. Those who do submit an enrolment application before 1 May are entitled to a study choice check (SKC). At UM, the SKC is mandatory for all incoming students, whether or not they enrol before 1 May. Incoming students must have participated in the SKC before 1 August preceding the academic year in which they wish to start the programme. The nature and content of this SKC is determined by the relevant faculty.

UM may refuse to enrol a student who:

a. has not taken part in the SKC, and cannot provide valid justification for this, or
b. submitted an enrolment application via Studielink after 1 May and received a negative recommendation following the SKC.

Additional information:
- Dutch Higher Education (Quality in Diversity) Act, stb. 2013, 298
- www.maastrichtuniversity.nl > Support > Before your studies begin > Admission & Registration > Applying for a bachelor's programme > Follow the admissions procedure > Matching

2.3 Admission and enrolment restriction (Articles 7.53 through 7.56)

Enrolment restriction; bachelor’s degree programmes in Medicine, International Business and Psychology

At UM, there is an enrolment restriction for the degree programmes in Medicine, International Business and Psychology. This means that the number of available places is restricted (Article 7.53). Students are admitted partly on the basis of a selection process based on the criteria and the procedure that the various faculties have established to that end, which are contained in the 'Selection Regulations for bachelor's degree programmes with an enrolment restriction for the 2018/2019 academic year'.

Additional information
- Selection Regulations for bachelor's degree programmes with an enrolment restriction for the 2018/2019 academic year
- regulations for application and admission higher education (Ratho) of 3 April 2014, as repeatedly amended since
Entry after the first year/further academic year

The board of the institution may decide to refuse enrolment for the second or subsequent years of a study with an enrolment restriction to those who were not previously enrolled in said study at UM, if the board is of the opinion that the education capacity determined for the second and subsequent years of this study is insufficient to allow unrestricted enrolment (Article 7.54, paragraph 2 in conjunction with 7.4, paragraph 1).

Admission to the post-propaedeutic phase of the study of International Business, Medicine and Psychology will only be granted to a limited number of students. The admission requirements can be found in the OER of that particular bachelor’s programme.

Additional information:
- Education Office SBE
- Education Office FHML
- Education Office FPN
- SSC Information Desk, tel. 043-3885388

2.4 Admission requirements for master’s programmes (Article 7.30, paragraph b. through e.)

The admission requirements for the master’s degree programmes are defined in Article 7.30, paragraph b. through e. and the OER of the relevant study programme. Students will be admitted to one of the master’s degree programmes if they meet the entrance requirements for the programme, as decreed by the programme’s institutional management, defined in the OER of the relevant degree programme.

Further, some degree programmes offer bridging programmes to eliminate deficiencies in the student’s previous education (Article 7.30c). These bridging programmes can vary in scope but are at maximum 60 ECTS. Students enrolled in these bridging programmes have the same rights as bachelor’s students and are thus in principle eligible for student finance from DUO.

See Section 2.1 for the language requirements for master’s programmes.

Additional information:
- Education and Examination Regulations
- Faculty Education Offices
- CvB decision of 12 April 2005 on bridging programmes for enrolment in master’s degree programmes
- Higher Education (Quality in Diversity) Act, Stb. 2013, 298
- www.maastrichtuniversity.nl > Support > During your studies > Your registration at Maastricht University > UM regulations and decrees.
3. **Enrolment and ensuing rights and obligations**

3.1 **Enrolment procedure (Article 7.32)**

To be able to make use of UM’s education and examination facilities, enrolment as a regular or external student is required. The WHW indicates that the CvB decides on detailed rules regarding enrolment and de-enrolment of a student or an external student, as well as payment and refund of the tuition fees. At UM, these rules are included in the UM Enrolment Provisions for 2018/19. This decree includes also the amount of the tuition and exam fees.

Enrolment takes place for a particular study programme and is in principle for the entire academic year. It is only possible to enrol with retroactive effect dating back to the first day of the month in which the enrolment takes place, with the exception of October.

Those who wish to enrol with UM must do so by submitting an application to this effect to UM via www.studielink.nl.

Conditions for enrolment:
1. adequate previous education (see Section 2.1 and 2.3 of this Student Charter)
2. a certificate of admission issued by the relevant faculty, when first enrolling as a student for the first year of a programme or the first period of a bachelor’s degree programme with a study load of 60 credits for which an enrolment restriction applies
3. submission of proof of payment or planned payment of tuition fees or payment of examination fees (Article 7.37, paragraph 2)
4. enrolment as an external student can only be granted if the CvB decides that such is not contrary to the nature or interest of the education programme (Article 7.37, paragraph 1)
5. a written statement indicating that the student consents to the third party identified in the statement paying the tuition fees or the examination fees on his/her behalf. This provision only applies in the event that an adult student or external student is not paying the tuition fees or the examination fees him- or herself (Article 7.37, paragraph 3)
6. Dutch nationality, lawful residence within the terms of Article 8 of the Aliens Act 2000, or lawful residence as a foreigner outside the Netherlands (Article 7.32 paragraph 5)
7. proof of admission for the master’s degree programme (see also Section 2.4 of this charter)

In special cases, the CvB shall be able to refuse to enrol a student, for example, if that student has failed to participate in mandatory matching without valid reason, has outstanding debts with regard to tuition fees, examination fees or other fees with UM or if the student has shown, through his/her actions or remarks, to be unsuitable to engage in one or more professions for which the programme for which he/she is enrolled is preparing him/her, or for practical preparation for professional practice (Article 7.2a). Please refer to Article 5 of the Enrolment Provisions for 2018/19 for more information.

**Additional information:**
- SSC Information Desk, tel. 043-3885388, email study@maastrichtuniversity.nl

*Student Charter 2018/19*
3.2 Rights after enrolment as a student (Article 7.34)

Students who are enrolled and pay the statutory or institutional tuition fee receive a certificate of enrolment from the CvB (Article 7.33, paragraph 2). This states that the Student Charter governs the legal relationship between this student and UM. Students who are enrolled full time or part time are entitled to the following:

1. participating in the education activities of the initial study programme and in principle within the entire institution, except in those cases in which restrictions have been imposed on the basis of a limited (national or UM) capacity, or on the basis of the needs of the labour market (the so-called enrolment restriction degree programmes). A restriction of participating in education activities also concerns programmes with a binding study advice or programmes with required previous education.

2. taking tests and examinations set within the framework of the programme, as referred to in the OER of the programme concerned.

3. access to UM buildings and premises, unless the CvB decides that such is contrary to the nature or interests of the education or research programme.

4. making use of education facilities, such as libraries, laboratories, etc., under the conditions set by UM.

5. making use of student facilities, including the services of a student psychologist, a student dean or a careers adviser.

6. study guidance, as specified in the OER of the programme concerned.

7. in the case of a decision taken by the Minister or the institution to terminate the programme: the possibility to complete the programme within a reasonable period of time, either at the same institution or at a different one.

8. the right to vote and stand for election with respect to the UR and FR.

3.3 Rights after enrolment as an external student (Article 7.36)

Those who are enrolled as external students are only entitled to the following:

- taking tests and examinations within the framework of the programme;
- access to the UM buildings and premises, unless the CvB decides that such is contrary to the nature or interests of the education or research programme.

3.4 Tuition fees and examination fees (Articles 7.43 through 7.48)

Level of tuition fees and examination fees for 2018/19

The CvB shall fix the level of the tuition fees and examination fees in the UM Enrolment Provisions for 2018/19 prior to commencement of the academic year. The university has different rates depending on nationality, resident permit, level of education, first or second programme, and first programme at a higher education institution.

The exact amounts and the conditions can be found in Article 13 through Article 26 and Appendix I of the UM Enrolment Provisions for 2018/19.

Collection and payment of tuition fees/examination fees

Payment of the tuition fees due can be made as follows:

- by transferring the full amount due in a single lump sum. The associated transaction costs shall be borne by the student.
- by issuing a single authorisation to collect the tuition fee in a single lump sum.
by issuing a single authorisation to collect the tuition fees in eight equal instalments in the case of enrolment as of 1 September 2018. Instalments shall be collected on a monthly basis from September 2018 through May 2019. There will be no collection in December 2018.

by issuing a single authorisation to collect the tuition fees in four equal instalments in the case of enrolment as of 1 February of the academic year. Instalments shall be collected on a monthly basis from February 2019 to May 2019 inclusive.

Students for whom UM applies for a student visa/residence permit must pay the full tuition fees in a single lump sum before 1 September, unless it concerns students from Bangladesh, Nepal or Pakistan. Students from these latter countries must pay the tuition fees before UM applies for the student visa/residence permit with the Immigration and Naturalisation Service (IND).

In the case of payment in instalments, there will be a one-off charge of €24.00 for administration costs. Collection of these costs will be done at the first instalment. The regulations listed on the authorisation shall apply. In the case of collection of tuition fees in instalments, it must be ensured that sufficient funds are available in the bank account. If this is not the case, the costs of reminder, collection and administrative hold shall be borne by the person by whom the tuition fees are payable. In the event that the tuition fee including additional costs or parts thereof remain payable at the end of the academic year, (re-)enrolment for a subsequent academic year shall not be permitted until the outstanding amount has been settled. In the event that tuition fees including additional costs or part thereof remain(s) payable the certificate will not be distributed to the student until the outstanding amount has been settled.

3.5 Termination of enrolment and reimbursement of tuition fees (Articles 7.42, 7.42a, 7.48 and 7.57h)

Enrolment as a student ends:
1 on the final day of the academic year: 31 August
2 at the request the student, with effect from the following month
3 if collection of the amount payable proves impossible (Article 7.42, paragraph 2)
4 in the event of the student’s death, with effect from the first month following death
5 in the event of serious misconduct
6 in the event of serious fraud
7 in the event of conduct that is related to future pursuit of the profession (Article 7.42a)
8 if the enrolment is not in accordance with the residence or nationality requirements (Article 7.32, paragraph 6)
9 if the student has been issued a negative Binding Study Advice (Article 7.8b)

It is not possible for students to terminate their enrolment with retroactive effect. Once enrolment has been terminated, the excess tuition fees will be refunded in accordance with Article 29 of the UM Enrolment Provisions for 2018/19.

External students may terminate their enrolment by submitting a written request to this effect to SSC. Upon termination of enrolment as an external student, the student shall not be entitled to reimbursement of any examination fees.

3.6 Compensation, fines

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Those who are not enrolled but nevertheless make unauthorised use or has made unauthorised use of education or examination facilities during the course of the academic year shall be liable for damages. The level is the amount is based on the institutional tuition fee established by the CvB (Article 15.2). In the case of unauthorised participation in education activities, the criminal court may also impose a fine (Article 15.3).

Those who have been enrolled but are exempt from paying the statutory tuition fees in connection with a full-time board position, and are therefore not entitled to receive education or sit examinations or interim examinations (Article 7.47a) will be charged the full statutory tuition fees if they violate the abovementioned rule.

**Additional information:**
- SSC (tel. 043-3885388)
- UM Enrolment Provisions for 2018/19
- Rules on exemption from payment of the statutory tuition fees in connection with a board position for UM students
- [www.maastrichtuniversity.nl](http://www.maastrichtuniversity.nl) > Support > During your studies > Your registration at Maastricht University > UM regulations and decrees.
4. **Education**

4.1 **Programme offer and structure**

UM has full-time and part-time subsidised bachelor's (B) and master's (M) programmes; the structure of programmes is stated in the OER of the programme concerned (Articles 7.3, 7.7 and 7.13).

As of 1 September 2018, the following study programmes\(^1\) will be offered at UM\(^2\):

**Faculty of Arts and Social Sciences**

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<td>M European Studies</td>
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<td>5. M Europese Studies on Society, Science and Technology</td>
<td>M European Studies on Society, Science and Technology</td>
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<tr>
<td>7. M Kunst, Cultuur en Erfgoed</td>
<td>M Arts and Heritage: Policy, Management and Education</td>
</tr>
<tr>
<td>8. M Kunst, Literature en Samenleving</td>
<td>M Art, Literature and Society</td>
</tr>
<tr>
<td>9. M Politiek en Samenleving</td>
<td>M Politics and Society</td>
</tr>
<tr>
<td>10. M Media Studies: Digital Cultures</td>
<td>M Media Studies: Digital Cultures</td>
</tr>
<tr>
<td>11. M European Studies (research)</td>
<td>M European Studies (research)</td>
</tr>
<tr>
<td>12. M Cultures of Arts, Science and Technology (research)</td>
<td>M Cultures of Arts, Science and Technology (research)</td>
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**Faculty of Health, Medicine and Life Sciences**

<table>
<thead>
<tr>
<th>Study programme (Dutch name)</th>
<th>Study programme (English name)</th>
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</thead>
<tbody>
<tr>
<td>13. B Biomedische Wetenschappen</td>
<td>B Biomedical Sciences</td>
</tr>
<tr>
<td>15. B Geneeskunde</td>
<td>B Medicine</td>
</tr>
<tr>
<td>16. B Gezondheidswetenschappen</td>
<td>B Health Sciences</td>
</tr>
<tr>
<td>17. M Bewegingswetenschappen</td>
<td>M Human Movement Sciences</td>
</tr>
<tr>
<td>18. M Biomedical Sciences</td>
<td>M Biomedical Sciences</td>
</tr>
<tr>
<td>19. M Epidemiology</td>
<td>M Epidemiology</td>
</tr>
<tr>
<td>20. M Geneeskunde</td>
<td>M Medicine</td>
</tr>
<tr>
<td>22. M Governance and Leadership in European Public Health</td>
<td>M Governance and Leadership in European Public Health</td>
</tr>
<tr>
<td>23. M Health Education and Promotion</td>
<td>M Health Education and Promotion</td>
</tr>
<tr>
<td>24. M Health Food Innovation Management</td>
<td>M Health Food Innovation Management</td>
</tr>
<tr>
<td>25. M Health Professions Education</td>
<td>M Health Professions Education</td>
</tr>
<tr>
<td>27. M Mental Health</td>
<td>M Mental Health</td>
</tr>
</tbody>
</table>

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\(^1\) B = bachelor's programme, M = master's programme

\(^2\) Unless stated otherwise, it concerns full-time study programmes
<p>| | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>29.</td>
<td>M Arts-Klinisch Onderzoeker (research)</td>
</tr>
<tr>
<td>30.</td>
<td>M Health Sciences (research)</td>
</tr>
</tbody>
</table>

**Faculty of Science and Engineering**

<table>
<thead>
<tr>
<th>Study programme (Dutch name)</th>
<th>Study programme (English name)</th>
</tr>
</thead>
<tbody>
<tr>
<td>31.</td>
<td>B Data Science and Knowledge Engineering</td>
</tr>
<tr>
<td>32.</td>
<td>B Liberal Arts and Sciences: University College Maastricht, University College Venlo, Maastricht Science Programme</td>
</tr>
<tr>
<td>33.</td>
<td>M Artificial Intelligence</td>
</tr>
<tr>
<td>34.</td>
<td>M Biobased Materials</td>
</tr>
<tr>
<td>35.</td>
<td>M Data Science for Decision Making</td>
</tr>
<tr>
<td>36.</td>
<td>M Public Policy and Human Development</td>
</tr>
<tr>
<td>37.</td>
<td>M Sustainability Science and Policy</td>
</tr>
<tr>
<td>38.</td>
<td>M Systems Biology</td>
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</tbody>
</table>

**Faculty of Law**

<table>
<thead>
<tr>
<th>Study programme (Dutch name)</th>
<th>Study programme (English name)</th>
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<tbody>
<tr>
<td>39.</td>
<td>B European Law School</td>
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<tr>
<td>40.</td>
<td>B Fiscaal Recht</td>
</tr>
<tr>
<td>41.</td>
<td>B Rechtsgeleerdheid</td>
</tr>
<tr>
<td>42.</td>
<td>M Advanced Master in Intellectual Property Law and Knowledge Management LLM</td>
</tr>
<tr>
<td>43.</td>
<td>M Advanced Master in Intellectual Property Law and Knowledge Management MSc</td>
</tr>
<tr>
<td>44.</td>
<td>M European Law School</td>
</tr>
<tr>
<td>45.</td>
<td>M Fiscaal Recht</td>
</tr>
<tr>
<td>46.</td>
<td>M Forensica, Criminologie en Rechtspleging</td>
</tr>
<tr>
<td>47.</td>
<td>M Globalisation and Law</td>
</tr>
<tr>
<td>48.</td>
<td>M International and European Tax Law</td>
</tr>
<tr>
<td>49.</td>
<td>M International Laws</td>
</tr>
<tr>
<td>50.</td>
<td>M Nederlands Recht</td>
</tr>
<tr>
<td>51.</td>
<td>M Recht en Arbeid</td>
</tr>
</tbody>
</table>

**Faculty of Psychology and Neurosciences**

<table>
<thead>
<tr>
<th>Study programme (Dutch name)</th>
<th>Study programme (English name)</th>
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</thead>
<tbody>
<tr>
<td>52.</td>
<td>B Psychologie</td>
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<tr>
<td>53.</td>
<td>M Forensic Psychology</td>
</tr>
<tr>
<td>54.</td>
<td>M Psychology</td>
</tr>
<tr>
<td>55.</td>
<td>M Cognitive and Clinical Neuroscience (research)</td>
</tr>
<tr>
<td>Study programme (Dutch name)</td>
<td>Study programme (English name)</td>
</tr>
<tr>
<td>---------------------------------------------------</td>
<td>--------------------------------------------------------------------</td>
</tr>
<tr>
<td>56. B Econometrie en Operationele Research</td>
<td>B Econometrics and Operations Research</td>
</tr>
<tr>
<td>57. B Economie en Bedrijfseconomie</td>
<td>B Economics and Business Economics</td>
</tr>
<tr>
<td>58. B Fiscale Economie</td>
<td>B Fiscal Economics</td>
</tr>
<tr>
<td>59. B International Business</td>
<td>B International Business</td>
</tr>
<tr>
<td>60. M Business Intelligence and Smart Services</td>
<td>M Business Intelligence and Smart Services</td>
</tr>
<tr>
<td>62. M Economics</td>
<td>M Economics</td>
</tr>
<tr>
<td>64. M Executive Master of Finance and Control</td>
<td>M Executive Master of Finance and Control</td>
</tr>
<tr>
<td>66. M Fiscale Economie</td>
<td>M Fiscal Economics</td>
</tr>
<tr>
<td>67. M Global Supply Chain Management and Change</td>
<td>M Global Supply Chain Management and Change</td>
</tr>
<tr>
<td>68. M Human Decision Science</td>
<td>M Human Decision Science</td>
</tr>
<tr>
<td>69. M International Business</td>
<td>M International Business</td>
</tr>
<tr>
<td>70. M International Executive Master of Finance and Control</td>
<td>M International Executive Master of Finance and Control</td>
</tr>
<tr>
<td>71. M Learning and Development in Organisations</td>
<td>M Learning and Development in Organisations</td>
</tr>
<tr>
<td>72. M Business Research (research)</td>
<td>M Business Research (research)</td>
</tr>
<tr>
<td>73. M Economic and Financial Research (research)</td>
<td>M Economic and Financial Research (research)</td>
</tr>
</tbody>
</table>
4.2 Language of instruction and examinations (Article 7.2)

UM offers programmes in Dutch and English. The same applies to the course materials (which in the case of electives may be in German or French), as well as assessments and examinations.

In principle, education is provided in Dutch, except:

a. in the case of guest lectures by foreign-language lecturers, or
b. if the specific nature, organisation, or quality of the programme, or the origin of the students require otherwise.

The choice of language is thus based on the content and objectives of the programme, the composition of the student body and the students’ career prospects.

The language of instruction is indicated in the OER for each programme.

Additional information:
- Policy UM language requirements for admission 2011
- OER of the various programmes
- UM Code of Conduct for Language
- webpage on languages per programme
- www.maastrichtuniversity.nl > About UM > Organisation > Codes of conduct & regulations

4.3 Right to a feasible study programme, study progress (Articles 7.4 and 7.14)

The FB is responsible for a regular evaluation of the OER. In particular, the required time resulting from the study load must be assessed. At a suitable time before the start of the academic year, the CvB shall publish an overview of the programmes offered. This must be done in such a form as to enable the prospective students to obtain an accurate idea about the content and structure of the programme and the examinations. This concerns:

a. the programmes offered, including the organisation and implementation of tuition, the education facilities, the graduation programmes, and the international aspects of the degree programme
b. the main lines of the OER (EER)
c. the structure of the academic year and the scheduled holidays

The structure of the programme, including the distribution of the study load, is such that students can be reasonably expected to comply with the study progress standard set by the WSF 2000.

Additional information:
- OER
- Code of Conduct for International Students in Higher Education, revised on 1 September 2017

4.4 Right to a uniform study load (Articles 7.4 and 7.4a)

The study load is expressed in full credits. The study load for an academic year is 60 credits (with a study load of 28 hours per credit). The study load of a bachelor's degree programme is 180 credits. The study load of a one-year master's degree programme is 60 credits. The study load of a two-year master’s degree programme is 120 credits. The study load of the three-year master’s
degree programme in Medicine is 180 credits. The study load of the master’s
degree programme in Medicine and Clinical Research is 240 credits. These credits
are in accordance with the European Credit Transfer System (ECTS).

4.5 Right to quality, affordable education, study guidance and study advice

Quality
The CvB ensures, as far as possible in cooperation with other institutions, that the
quality of UM’s programmes is assessed regularly by way of external audits and
independent experts (Article 1.18). The results of the evaluations are published
on the internet: www.nvao.net.

The faculty is primarily responsible for the quality and feasibility of its
programmes. There are regular consultations on this issue among those involved
in the degree programme and other committees. Quality assurance tools, such as
(inter)collegiate assessment, monitoring, participation (including students) and
evaluation, are integrated into the organisation of the programmes. Each
component of the education process is subjected to periodic quality review. As
often as needed and possible, and in principle once a year, the faculties shall
draw up a list of points of action with regard to quality assurance. In addition,
they shall report on the progress of issues included in the audit reports in the
year following the publication of the reports. These reports must also indicate how
students are involved in the process of reporting. The faculty shall ensure that
programme evaluations are carried out regularly among students and lecturers.
Faculties shall also systematically monitor the quality of examinations, both as to
the examination tools used and the examinations themselves.

The intended policy with regard to the quality of education and research will be
included in the UM Institute Plan, also with a view to the results of the quality
assessment as referred to in Article 1.18 and other information regarding the
quality of UM, including personnel policies (Article 2.9, paragraph 2).

Affordable education
Enrolment is not dependent on any other financial contribution than tuition or
examination fees (Article 7.50, paragraph 1). Within the framework of the
adequate previous education requirement, UM charges a €100 handling fee for
the assessment of diplomas that are not on the list of diplomas considered
equivalent to the Dutch VWO diploma. If an application leads to enrolment, the
handling fee paid will be reimbursed, or rather, set off against the tuition fee
owed.
Pursuant to Article 7.34, once the student is enrolled, he/she is entitled to make
use of all provisions and facilities (see paragraph 3.2). Additional fees may be
charged for activities that are a compulsory part of the curriculum, as long as a
free-of-charge alternative is offered.

Study guidance and study advice (Articles 7.34, paragraph 1d. and e., and
Article 7.8b)
Students are entitled to study guidance and the services of a student advisor,
student dean, career counsellor and student psychologist. Study guidance pays
particular attention to students belonging to an ethnic or cultural minority and
students with a functional impairment. Each faculty has one or more student
advisors. After termination of the enrolment as a student at UM, the former
student can continue to make use of the various study guidance services until 6
months after ending the enrolment as a student.

At the end of the first year, every student of a full-time programme will receive
advice, issued by the FB, concerning the continuation of their studies within or outside the programme. In the case of part-time programmes, the OER will determine the time when such advice is given.

For a number of the bachelor’s degree programmes, and under the conditions listed in the OER, study advice may be accompanied by a rejection of a student’s enrolment in the same programme at UM. Before a rejection is attached to a study advice, the faculty/programme will first issue an intermediate study progress report around March, followed by a warning in May, enabling the student to improve his or her performance. The OER of the programme contains information concerning the monitoring of individual study guidance and study progress (Article 7.13, paragraph 2 under u.).

Additional information:
- student advisors, SSC BTI Student Guidance, SSC BTI Student Deans, Education Offices, OER
- www.maastrichtuniversity.nl/support/during-your-studies/student-guidance

4.6 Notification of final examination (Article 7.9d)

Before the end of the second month following the month in which a student, as referred to in Article 5.7 WSF 2000, has successfully completed the final examination, the CvB shall inform DUO accordingly. At the same time, the CvB will inform the student involved about sending the abovementioned notification (Article 7.9d).
5. **Tests, examinations, Education and Examination Regulations and overview of study results**

5.1 **Tests and examinations (Articles 7.3, 7.3a, 7.3b, 7.3c, 7.3d, 7.8, 7.10, 7.10a, 7.11, 7.12, 7.12a through 7.12c, 7.13, 7.30)**

Each study programme is completed by an examination; each study unit is completed by a test. The OER lists all final examinations and course examinations of the programme.

**Propaedeutic phase**
The first period of a bachelor’s programme with a study load of 60 credits.

**Tests**
A test consists of an investigation of the knowledge, insight, and skills of the candidate. There are different forms of tests: these include block tests, progress tests, practical exercises and the writing of papers. The outcome of the investigation will be expressed in a mark. The Examination Board is responsible for, among other things, safeguarding the quality of the organisation and the procedures surrounding final examinations and course examinations. It appoints examiners who shall set the tests. It is indicated in the OER how and at what time students can consult their written examination papers.

**Passing examinations, certificates**
When all examinations included in a particular programme or its first-year stage have been successfully completed, the examination has been passed, unless the Examination Board has decided that the examination also includes an investigation by the committee itself (e.g. the progress tests of a number of UM programmes).

As proof of the successful completion of a test, students will receive a voucher; as proof of the successful completion of the examination, the Examination Board shall issue a certificate listing all components of the examination and any qualifications resulting from this. A supplement will be added to the certificate. This supplement will be formulated in accordance with the European standard format and contains among others a grading table/grade scheme. The purpose of the supplement is to increase the international profile of the courses by explaining the nature and content of the completed course.

Those who are entitled to a certificate may, in accordance with rules laid down by the board of the institution, request this from the Examination Board.

As proof of the successful completion of at least two tests (no examination), a statement will be issued at the student's request.

**Flexible programme Article 7.3d**
Students may compose their own programme from the programme units available, to be completed by an examination. If the Examination Board approves of the proposal, it shall also indicate to which study the programme belongs. Flexible programmes may hamper obtaining legally protected professional titles after graduation.

**Rules and guidelines, fraud Article 7.12b**
The Examination Board may issue guidelines and instructions to the examiners with respect to the assessment of those who take the test, and the establishment of the result of the test.
The Examination Board draws up rules regarding the proper procedures during the tests and the measures to be taken in this respect. In the case of fraud by a student, these measures may involve the Examination Board excluding the student involved from taking one or more designated tests or examinations at UM, for a period of up to one year. In the event of serious fraud, the CvB may choose to terminate a student’s enrolment at UM.

Additional information:
- OER, rules and guidelines of the Board of Examiners
- UM Enrolment Provisions for 2018/19

5.2 Awarding of degrees and titles (Articles 7.10a, 7.10b, 7.19a, 7.20, 7.22 and 7.22a)

The CvB awards the Bachelor of Arts degree, Bachelor of Sciences degree or Bachelor of Laws degree to the student that has successfully completed the final examination of a bachelor’s programme.

The CvB awards the Master of Arts degree, Master of Sciences degree or Master of Laws degree to the student that has successfully completed the final examination of a master’s programme.

Those who are entitled to obtain a degree in university education in their own name pursuant to Article 7.19a shall also be entitled to use a title (Article 7.20).

5.3 The Education and Examination Regulations (EER/OER) (Article 7.13)

Every study programme at UM is delivered in line with the OER. The FB draws up an OER for each programme or group of programmes. This should include at least the following:

a. the content of the programme and any related examinations
b. the manner in which the education in the relevant study programme is evaluated
c. the content of the graduation variants within a programme
d. the qualities in the field of knowledge, insight, and skills which students must have acquired by the end of their studies (‘final attainment level’)
e. the organisation of practical exercises, if applicable
f. compulsory attendance of practical exercises (if any) in order to qualify for participation in examinations. The Examination Board is authorised to grant exemption from practical or to set alternative requirements
g. the study load of the programme and of the individual subjects
h. the supplementary rules established for the implementation of the binding study advice (Article 7.8b, paragraph 6 and Article 7.9, paragraph 5)
i. the full-time, part-time, or dual organisation of the programme;
j. if necessary, the order in which, the periods within which, and the number of times per year that tests and examinations can be taken
k. the further rules as referred to in Article 7.10, paragraph 4 (regarding the period of validity of examination results)
l. whether examinations must be taken orally or in writing, or in any other way; the Examination Board has the right to decide otherwise in special circumstances
m. the way in which students with physical or sensory impairments can take the examinations
n. the public nature of oral examinations, the Examination Board being authorised to decide otherwise in special circumstances
o. the term within which the results of examinations must be published and also whether, and how, deviations from these terms are possible

p. how and when students who have taken a written examination may inspect the marked papers

q. the term and way in which students may inspect the questions of the written examination and the assessment standards used

r. on which grounds the Examination Board may grant exemption from tests or examinations

s. if necessary, that successful completion of examinations is a prerequisite for taking subsequent examinations

t. monitoring of study progress and individual study guidance

u. the requirements set in the case of special entrance examinations (Article 7.29, paragraph 2)

v. the compulsory subjects which students must have taken during their previous education (Pre-university Certificate or similar certificate) (Articles 7.25, paragraph 4, and Article 7.28, paragraph 5), and the method of obtaining exemption for those compulsory subjects by means of additional investigations

w. whether the programme is fully or partly offered in another language than Dutch (Article 7.2, and the Code of Conduct on Languages)

x. With regard to which master’s programme Article 7.4a, paragraph 8 (granting a study load of more than 60 credits) may apply

y. the actual implementation of the education

The OER is finalised after the programme committee has had the opportunity to extend its advice and after the FR has approved with certain parts of the OER. Every year, the programme committee shall evaluate the implementation of the OER (Article 9.18, paragraph 1).

**Additional information:**
- OER
- [www.maastrichtuniversity.nl > Support > During your studies > Your registration at Maastricht University > Maastricht University Regulations > Education and Examination Regulations](#)

### 5.4 Overview of study results

The MyUM portal provides students with an overview of their study results. Upon the student's request, the faculty’s Education Office will provide a written overview of his/her study results.

**Additional information:**
- Education Offices
6. **Financial support and other facilities for students**

A detailed description of the financial provisions and other provisions for students can be found on [www.maastrichtuniversity.nl > Support > During your studies > Money matters > Funds for students](http://www.maastrichtuniversity.nl).

6.1 **Financial support**

*‘Profileringsfonds’ regulation for UM students (Article 7.51 through 7.51i)*

Students whose studies are delayed because of officially recognised special circumstances, as a result of which they are unable to complete their studies before the end of the Dutch Study Finance phase, may under certain circumstances be eligible for financial support from UM. To this end, the CvB shall arrange the ‘Profileringsfonds’ following approval from the UR. Within this regulation, there is special attention for students with a status as top athletes and for students with administrative responsibilities for study associations, student associations, student sports associations and administrative bodies of the university and faculties. The Regulation Financial Support Students UM is available for review in the Learning and Resource Centres and/or at the Education Offices, and the Information Desk of SSC. See also [www.maastrichtuniversity.nl > Support > During your studies > Your registration at UM > Maastricht University Regulations](http://www.maastrichtuniversity.nl).

*Regulation on exemption from payment of statutory tuition fees for UM students with a board position (Article 7.47a WHW)*

Students who are enrolled in a full-time programme at UM, are liable to pay the statutory tuition fee for that programme and hold a full-time board position of an average of 40 hours per week are entitled to a one-off exemption from payment of the statutory tuition fee during the year in which they hold the board position.

**UM Promotion Fund**

The Promotion Fund is meant for initiatives for and by UM students which may make a major contribution to student life in Maastricht and for which no other form of subsidies or funding is available.

*Additional information:*
- SSC, Bonnefantenstraat 2, tel. 043-3885388

**Internationalisation funds**

UM offers possibilities for financial support within the framework of internationalisation. The University Fund Limburg/SWOL provides subsidies for special education activities by students within the framework of their studies, such as traineeships abroad. In addition, there are possibilities within the framework of for example the Life Long Learning / Erasmus programmes.

*Additional information:*
- Faculty Internationalisation Offices
- Scholarship Office, SSC, Bonnefantenstraat 2, tel. 043-3885280
- [www.maastrichtuniversity.nl > Support > During your studies > Money matters > Funds for students](http://www.maastrichtuniversity.nl)
6.2 Other student facilities

**Information Desk, Student Services Centre**
The Information Desk is situated in the Visitors Centre, Bonnefantenstraat 2. The employees provide information with respect to enrolment, termination of enrolment, payment or reimbursement of tuition fees, enrolment in a second study programme at UM, change of address, sports facilities, authentication of certificates, etc. In addition, they provide printed information concerning financial assistance, student housing and other matters.

**Additional information:**
- SSC, Bonnefantenstraat 2, tel. 043-3885388
- www.maastrichtuniversity.nl > About UM > Service centres

**International service desk**
International students can contact the International Service Desk if they require help from someone who speaks Dutch.

**Additional information:**
- SSC, Bonnefantenstraat 2, room B0.25, tel. 043-3885388
- study@maastrictuniversity.nl

**Career Services**
UM students can turn to UM Career Services for all their questions on careers. The topic might be an application letter and CV, choosing a master’s programme, working abroad or revising their choice of study programme. UM Careers Services offers personal guidance, workshops, training and information.

Whether they are writing a job application or their CV, choosing a master’s programme, looking to work abroad or reconsidering their choice of study programme, students are welcome to make an appointment for a Quick Career Advice. This interview will last fifteen minutes, but they can book as many appointments as they like. Students who need more intensive guidance and support on making decisions concerning their career can follow the Quick Career Advice with an interview with a career counsellor.

**Additional information:**
- www.maastrichtuniversity.nl > About UM > Service centres > Student Services Centre > Departments > UM Career Services

**Student Guidance**
In addition to the abovementioned career counsellors, student psychologists and student deans work at the Student Services Centre as well, to offer students guidance and information at every stage of their studies. Student deans can help students with questions about their legal position during their study and can provide the required support with regard to DUO facilities for higher education in special circumstances. Student psychologists can help students with personal or mental problems. Career counsellors offer guidance and information regarding study and career choice. There are student advisors at every faculty who serve as the first point of contact for students for programme related questions.

**Additional information:**
- SSC, Bonnefantenstraat 2, tel. 043-3885388
- www.maastrichtuniversity.nl > About UM > Service centres > Student Services Centre > Departments
- Studentendecanen@maastrichtuniversity.nl
- Studentenpsychologen@maastrichtuniversity.nl
- Careerservices@maastrichtuniversity.nl

**Studying with a disability**
Students with a physical or psychological disability, chronic disease or dyslexia may obtain information, advice, guidance and special education/examination provisions from the Disability Service Desk.

**Additional information:**
- Disability Service Desk, SSC, Bonnefantenstraat 2, tel. 043-3885272.
  disability@maastrichtuniversity.nl
- www.maastrichtuniversity.nl > Support > During your studies > Studying with a disability

**Maastricht Housing**
Maastricht Housing is a partnership between the UM Guesthouse and the Maastricht Foundation for Student Housing. Its objective is to help students, employees and guests of higher education institutions in Maastricht – Maastricht University, Zuyd University of Applied Sciences and the Jan van Eyck Academy – to find suitable accommodation quickly and easily.

**Additional information:**
- SSC, Bonnefantenstraat 2, tel. 043-3885300
- info@maastrichthousing.com
- www.maastrichthousing.com
- www.maastrichtuniversity.nl > About UM > Service centres > Student Services Centre > Departments > Maastricht Housing

**Housing Helpdesk**
Students can turn to the Housing Helpdesk with questions about their rights and obligations as tenants and for advice and guidance in the event of disputes with their landlord. The helpdesk is a student initiative and has close links with the city council, the police, the fire brigade and Maastricht Housing.

**Additional information:**
- info@housinghelpdesk.nl
- www.housinghelpdesk.nl

**UM SPORT**
UM SPORT organises various sport and exercise activities. UM SPORT issues a sports card, which enables students to take part in a variety of sports activities at reduced prices.

**Additional information:**
- SSC, P. Debyeplein 15, tel. 043-3885311
- UM-sport@maastrichtuniversity.nl
- www.maastrichtuniversity.nl > Support > Sports

**Studium Generale**
Studium Generale organises a varied programme focusing on a very wide range of topics in the fields of art, culture, science and society. Most activities are free of charge for students.

**Additional information:**
- SSC, Bonnefantenstraat 2, tel. 043-3885307
- sg-mail@maastrichtuniversity.nl
INKOM working group
To help new students become acquainted with student life in Maastricht, the INKOM working group organises an introductory programme before the INKOM week at the beginning of the academic year.

Additional information:
- SSC, Bonnefantenstraat 2, tel. 043-3885335
- inkom@maastrichtuniversity.nl
- www.inkom.nl

Learning and Resource Centres
UM has Learning and Resource Centres for its various programmes, providing library facilities.

Additional information:
www.maastrichtuniversity.nl > About UM > University Library > Using the Library > Study places

University restaurants
UM has restaurants in Randwyck and the inner city, offering a wide variety of dishes at subsidised prices.

Additional information:
- www.maastrichtuniversity.nl > life@UM > Life in Maastricht
7. **Administrative organisation and representation**

**Structure**
The organisational structure of UM consists of a Supervisory Board (RvT) and the Executive Board (CvB). The task of the CvB is administration and management of UM as a whole. The task of the RvT is to monitor these activities. Faculties are managed by faculty boards. To facilitate employee participation, the university has a University Board and each department has its own Faculty Board and one or more Programme Committees.

**Supervisory Board (RvT)**
The RvT supervises and supports the Executive Board with advice (Article 9.8) and is also responsible for the approval of a number of important documents, including the Administrative and Management Regulations, the Institution Plan, the budget and the annual accounts. The RvT reports to the minister.

**Executive Board (CvB)**
The CvB is responsible for the strategic policies and the running of UM as a whole (Article 9.2). It takes care of housing, real estate and moveable property, and ensures effective management of financial affairs. The Board is responsible for human resources policies and management, the health and safety of employees and other labour conditions. It is authorised to sign agreements and to perform legal transactions, and to correspond on behalf of the university. The CvB has three members, including the Rector of the university. The members of the CvB are appointed by the RvT.

**University Council (UR)**
The UR is a representative body on the basis of the Higher Education and Research Act (WHW) (Article 9.31). Its task is to promote the proper functioning of the university. It is authorised to discuss any matters relating to the university. It also does all within its power to promote openness, public awareness and mutual consultation within the university. Another task of the council is to weigh the views and interests of staff and students within the framework of the objectives of the university. In general, the council should also guard against discrimination on whatever ground within the university, and more in particular to promote the equal treatment of men and women and of the disabled, the chronically ill and persons with a migration background.

By law (Article 9.33), the UR has right of approval, among other things with regard to the Institution Plan, the Student Charter, the policy and rules with regard to awarding financial assistance to students, the Administrative and Management Regulations, the rules with regard to terms and conditions of employment and the main outlines of the annual budget.

In addition, the UR has right of approval with regard to the creation and cancellation of study programmes and the rules in the field of safety, health and well-being. Furthermore, the UR has a right to prior consultation with regard to the budget, the level of institution tuition fees, the limitation of the first enrolment based on the available education capacity and the profiles of the RvT and the CvB, amongst other aspects. The student section of the UR also has a right to prior consultation with regard to the policy on institution tuition fees. These powers of the UR are described in detail in the UR Regulation (Article 9.34). The UR has 18 members. The members are elected from the academic staff (6), the support and management staff (3), and the students (9).
Committees
For the various areas for which the council is responsible, UM appoints permanent committees, including a Strategy Committee to promote efficient processing of proposals during plenary council meetings, these committees prepare the discussion of the items on the agenda and may submit their advice.

Board of Deans (CvD)
The CvD is the academic advisory body for the university management bodies. The CvD gives advice, either by request or of its own account, regarding education and academic practice to the Executive Board and the faculty boards. It also acts as an (informal) consultative body for inter-faculty co-ordination of education and research. At UM, the CvD also acts as a board of promotions. The CvD grants doctorates and honorary doctorates. The CvD consists of the rector and the deans (these are the chairmen of faculty boards) of the faculties. The term of office equals their appointment with the university. The rector acts as chairperson of the CvD.

Faculty Board (FB)
The FB is the body responsible for the general management of the faculty, and for the administration and organisation of the faculty with respect to education and research. The FB participates in the management of the university, for example by consulting with the Executive Board in the preparation of the Institution Plan and the budget. The Board also approves a number of documents, including the Faculty Regulations, the education and examination regulations, the General Guidelines for Research, and the annual research programme of the faculties. The composition of the FB is no longer enforced by law. Most faculties of UM have a joint management. The dean reports to the Executive Board. A student takes part as an advisor in the meetings of the Faculty Board.

Faculty Council (FR)
The FR is the representational body of a faculty (Article 9.37). The FR has certain approval and advisory rights. The law states that the FR has at least a right of approval with respect to the Faculty Regulations and parts of the education and examination regulations. The council’s advisory rights include the budget. The Faculty Regulations may extend these powers.

Programme management
The WHW states that a programme management should be appointed for each programme. This may be a programme directory or a joint programme management. In the latter case, the management also includes a student. The tasks of the programme management are not specified by law, but are to be detailed in the Faculty Regulations.

Programme Committee
The FR of a faculty will set up a Programme Committee for each study programme or group of study programmes. The committee is charged with providing advice on the promotion of and safeguarding the quality of the study programme. In addition, the Programme Committee has a right of approval or a right to prior consultation with regard to parts of the Education and Examination Regulations and provides advice on all matters concerning the education in the study programme.
Departments
A department consists of the staff engaged in the same academic discipline or in the same field of application. The department provides the human resources for the preparation and implementation of programmes in the field of education, research and social services. A department is established formally within a faculty. However, departments from one faculty often contribute to education and research projects of other faculties.
The term ‘capaciteitsgroep’ is not used in all faculties. In some cases, the name ‘department’ or ‘vakgroep’ is also used. These are departments within the organisation of the faculty.

Voting rights of students
Students have the right to vote and to stand for election in the UR and the FR.

Additional information:
- UM Administration and Management Regulations (BBRUM);
- Faculty Regulations;
- University Council regulations;
- Voting Regulations;
- UR Registry, tel. 043-3883197.

Regulation on compensation for administrative activities
Students and staff may be eligible for compensation for their administrative activities for the University Council (UR), Faculty Board (FB), Faculty Council (FR), Programme Board (OB) and Programme Committee (OC). For student members, the compensation consists of a payment which is based (in principle) on a certain percentage of the salary of a Student Assistant in his/her fourth year, as well as a fixed amount of expenses of euro 185 per year (student members of the UR receive €320). In special cases, the dean may deviate from the fixed payment.

Student members of the Board of Appeal for Examinations, the Dispute Advisory Committee on Student Affairs and the Education Platform are entitled to an attendance fee of €16.25 per hour with a minimum of €32.50 and a maximum of €65 per session.

Additional information:
- Regulation on compensation for administrative activities, approved by the Executive Board on 12 February 2000, 30 September 2002, 30 September 2003, 12 December 2006 and 18 April 2013
- Regulation on compensation for objection, appeal and complaint committees, approved by the Executive Board on 19 September 2003, amended on 18 April 2013 and 1 April 2017
- Faculty Offices
- UR Registry, tel. 043-3883197.
8. Legal protection

8.1 The Complaints Service Point (Article 7.59a)

The Complaints Service Point (CSP) is the central body to which a person concerned may submit an appeal, objection or complaint. A person concerned shall be understood to include the following within the context of legal protection: a (prospective, former) student, a (prospective, former) external student.

The CSP will ensure that the appeal, objection or complaint is forwarded to the body that will be responsible for dealing with it. Appeals will be dealt with by the Board of Appeal for Examinations (see paragraph 8.1.1), objections will be dealt with by the Executive Board on advice from the dispute advisory committee on student affairs (see paragraph 8.1.2), complaints of a general nature will be dealt with by the Executive Board or the dean of the faculty in question on advice from the (chairman) of the complaints committee (see paragraph 8.1.3). Complaints within the context of the Regulation on registering and complaint handling of inappropriate behaviour will be dealt with by the Executive Board (see 8.1.4).

The CSP is available on:
- telephone +31(0) 433885204
- email: complaintsservice@maastrichtuniversity.nl
- postal address: Postbus 616, 6200 MD Maastricht
- visitor’s address: SSC, Bonnefantenstraat 2

Additional information:
- www.maastrichtuniversity.nl > Support > During your studies > Complaints Service Point (CSP)
- CSP, SSC, tel. 043-3885204
- complaintsservice@maastrichtuniversity.nl

8.1.1 Board of Appeal for Examinations (CBE) (Articles 7.60 and 7.61)

A person concerned may apply to the CBE to appeal against:
- decisions concerning study-advice in the first year (propaedeutic phase)
- decisions based on an additional examination as mentioned in Article 7.25, paragraph 5 and Article 7.28, paragraph 4
- decisions taken by Examination Boards and examiners
- decisions concerning admission to the examinations
- decisions taken by a special entrance Examination Board
- decisions concerning the number of credits obtained within the framework of study progress monitoring
- decisions concerning admission to a master’s degree programme

Appeal is also possible against any refusal to take a decision. A case of refusal consists of failure to take a decision within the prevailing (statutory) time, or in case of the absence of such a time, within a reasonable time.

The appeal can be lodged against decisions that are in violation of the law. Appeals must be submitted to the CBE in writing within 6 weeks of the decision being announced. The notice of appeal must be signed and dated and display the name and address of the person submitting it. The grounds upon which the appeal is based must also be provided and, if possible, a copy of the decision against which the appeal is being made.

In the event of immediate urgency, a request may be submitted for temporary arrangements to be made.
A person concerned may lodge an appeal against the decision of the CBE with the Board of Appeal for Higher Education (CBHO), PO Box 16137, 2500 BC, The Hague. For further information with regard to this procedure please see: www.cbho.nl.

Additional information:
- Complaints Service Point, SSC, tel. 043-3885204
- CBE Secretariat, tel. 043-3883516

8.1.2 Dispute advisory committee on student affairs (Article 7.63a and 7.63b)

A person concerned may appeal against decisions taken by or on behalf of the CvB, for example, a decision with regard to enrolment and tuition fees. An appeal may also be lodged against a refusal to take a decision. A refusal is deemed to exist in the event that a decision of this nature is not taken within the applicable (statutory) timeframe or, in the absence of a timeframe, not within reasonable time. The dispute advisory committee is responsible for advising the Executive Board on decisions concerning notices of appeal. A board of the dispute advisory committee comprises a chairman and two other members, to include one student, and is supported by an official secretary. The Executive Board takes a decision with 10 weeks after receiving the appeal, taking the advice of the dispute advisory committee into account. In the event of immediate urgency, the chairman may determine, if requested, that the board of the dispute advisory committee shall issue a recommendation to the CvB as quickly as possible. The CvB will then take a decision on the appeal within four weeks of the notice of appeal being received by the office.

A notice of appeal must be submitted to the Student Legal Protection office within six weeks of the decision being announced. The notice of appeal must be signed and dated and display the name and address of the person submitting it, and must be accompanied by the grounds upon which the appeal is based and a copy of the decision against which the appeal is being made.

A person concerned may lodge an appeal with the Board of Appeal for Higher Education (CBHO), PO Box 16137, 2500 BC, The Hague. For further information, please refer to: www.cbho.nl.

Additional information:
- CSP, tel. 043-3885204
- Secretariat of the dispute advisory committee on student affairs, tel. 043-3885212, secretariaat-gc@maastrichtuniversity.nl

8.1.3 Regulation of complaints

The Algemene wet bestuursrecht gives every employee and student the right to complain about the way in which an administrative department (faculty, service centre and the Maastricht University Office) has behaved with regard to the complainant in a particular situation.

The Maastricht University has chosen to handle the complaints near the shop floor. Therefore, Complaints Committees have been set up. There is a Complaints Committee at every faculty, every service centre and the Maastricht University Office.

All complaints that are not covered by the Regulation on the Reporting and Complaints Procedure for Undesirable Behaviour, and for which no other
complaints procedure exists, may be addressed to the Dean of the faculty in question or, in the event of a complaint on a central level, to the Executive Board, and submitted to the Complaints Service Point.

**Additional information:**
- CSP, tel. 043-3885204 or complaintservice@maastrichtuniversity.nl
- Complaints procedure of the MUO and service centres
- Faculty Offices for the complaints procedures of the various faculties
- [www.maastrichtuniversity.nl](http://www.maastrichtuniversity.nl) > Support > During your studies > Your registration at Maastricht University > UM regulations and decrees

### 8.1.4 Regulation on reporting and handling of complaints of undesirable behaviour (Article 7.59b)

UM pursues a policy aiming at the prevention and combating of undesirable behaviour, especially sexual harassment, aggression, violence and discrimination on the shop floor.

**Additional information:**
- confidential advisor for students: W. Geijen, SSC, Bonnefantenstraat 2, room B1.23, tel: 043-3885316 / 0031-628035033
- Regulation for reporting and processing inappropriate behaviour: sexual intimidation, aggression and discrimination.

### 8.2 Equal Treatment on the Grounds of Disability or Chronic Disease Act

The Equal Treatment on the Grounds of Disability or Chronic Disease Act forbids discrimination because of handicap or chronic disease. UM has to offer effective (educational) provisions. UM pursues an active policy to create a studyable and barrier-free educational environment. The Disability Service Desk coordinates and organises the required provisions.

Persons who feel discriminated against in terms of their education can turn to the Netherlands Institute for Human Rights (College voor de Rechten van de Mens). This committee can investigate the alleged discrimination and issue a general verdict. Should the discrimination result in a legal procedure this verdict can be brought to the attention of the judge.

**Additional information:**
- Disability Service Desk, SSC, Bonnefantenstraat 2, tel. 043-3885272
- [www.maastrichtuniversity.nl](http://www.maastrichtuniversity.nl) > Support > During your studies > Studying with a disability
- disability@maastrichtuniversity.nl
- Netherlands Institute for Human Rights, tel. 030-8883888
- info@mensenrechten.nl and www.mensenrechten.nl
9. **Internal regulations and disciplinary measures**

9.1 **Internal regulations**

Regular and external UM students are expected to behave in accordance with the internal rules of UM when they are within the buildings or on the premises used by UM. The Executive Board or other authorised body is permitted to deny all or partial access to these buildings and premises for a maximum period of one year or terminate enrolment for the same period for all of those who fail to observe the internal rules.

In the event that a student has been involved in serious misconduct within the institution’s buildings or premises and has failed to discontinue the behaviour after a reminder from or on behalf of the Executive Board, the Executive Board may decide to permanently deny the student access to the institution or permanently terminate his enrolment.

Students who are part of a general student association or independent society are expected to comply with the codes of conduct during the introduction period.

**Additional information:**
- Legal Affairs department, tel. 043-3883516
- general house rules and measures to ensure order at UM (Art. 7.57h WHW), dated 11 April 2018, CvB 18.10.0779
- codes of conduct of the various faculties (available from the Education Offices)
- Code of Conduct for the Introduction Period for Student Associations 2017
- Code of Conduct for the Introduction Period for Independent Societies 2017
- [www.maastrichtuniversity.nl > Support > During your studies > Your registration at Maastricht University > UM regulations and decrees](http://www.maastrichtuniversity.nl)

9.2 **UM Acceptable Use Policy**

UM offers its enrolled regular and external students the opportunity to use its ICT facilities, internal network (MAASnet) and the internet for study purposes. An institution-related mailbox and options for storing files and personal study information will also be made available for personal use by students for study purposes.

Rules are attached to the use of these facilities to ensure the smooth course of events in the buildings and on the Institution’s grounds. These rules are established in UM’s Acceptable Use Policy.

**Additional information:**
- [www.maastrichtuniversity.nl > Support > ICT Services > Rules and advice](http://www.maastrichtuniversity.nl)
10. **Protection of private information**

Regular and external students are entitled to protection of their private information stored in UM’s records. The CvB has been entrusted with the protection of such information. To this end the CvB takes as its point of departure the General Data Protection Regulation (GDPR), a European directive that came into effect on 25 January 2018. This directive replaced the Dutch Personal Data Protection Act (WBP). The GDPR gives citizens, in essence, the right to determine who has access to their personal data, when, how and for what purposes.

For UM, this means informing its students in an understandable way about:
- how and for what purposes their personal data are collected and processed (transparency)
- how and under what conditions their personal data can be transferred within and outside the organisation (data transfer)
- how their personal data can be accessed and, if necessary, changed or deleted (the right to be forgotten).
Details can be found in the UM Policy for the Processing of Personal Data.

As a rule, UM does not give out personal data to the parents of adult students. Data are passed on to third parties (including parents) only if an adult student gives explicit consent for this to happen or if there is some other legal basis for doing so.

**Additional information:**
- UM Policy for the Processing of Personal Data
- R.P.H. Winkens, data protection officer, Concern Information Office, Maastricht University Office
- privacy statement on alumni communication, www.maastrichtuniversity.nl > About UM > Alumni > Data and Privacy
- for general questions about personal data at UM: privacy@maastrichtuniversity.nl
11. **Copyright**

Both regular and external students make use of copyright-protected publications (e.g. books, journals) within the framework of their studies. The copyright notice is printed on the first page of the document (colophon).

In a limited number of circumstances, it is permissible to make photocopies for private use or to copy text and/or illustrations without the need to first obtain permission from the copyright holder. The rules under, or pursuant to, the Copyright Act are fully applicable.

The University Library has set up a 'Copyright Information Point', where students can obtain information about various copyright issues. This includes information on what constitutes plagiarism, and how it can be prevented.

**Additional information:**
- Copyright Act September 23, 1912, Stb. 1912, 308, repeatedly amended
- [www.library.maastrichtuniversity.nl](http://www.library.maastrichtuniversity.nl) > service > copyright-information-point
12. **Health and safety**

*Safety in UM buildings and on UM premises*

The CvB is responsible for the health and safety, as well as other labour conditions in the buildings and on the premises which UM uses.

The stipulations of or resulting from the Labour Conditions Act with regard to the work carried out by UM personnel are equally applicable to regular and external students at UM (Labour Conditions Act 1998, Stb. 1999, 184 and the Labour Conditions Decree, Stb. 1997, 60).

All students are expected to observe the necessary caution and care. In particular, they should do the following:

- use any items of personal protection provided in the proper manner and store these in the appropriate places after use
- use instruments, equipment, tools, dangerous substances, etc., in the proper manner and refrain from tampering with safety provisions
- observe the rules and instructions provided with respect to health and safety (N.B: this applies in particular to students of FHML in connection with the rules and regulations of healthcare institutions, such as the ‘Mantoux reaction’. Medical students may be vaccinated against the Hepatitis B virus at the expense of the faculty)
- immediately report any health or safety hazards to the locally responsible authorities, or to the CvB

*Study trips to risk areas*

UM is responsible for the health and safety of UM students who go abroad either to study or to do an internship as part of their studies. However, UM is unable to bear full responsibility for students travelling to a risk area, whether or not the Dutch government has issued negative travel advice for that area. UM has drawn up guidelines and recommendations to support students travelling to risk areas. The CvB will not give permission for study-related trips to risk areas which have been given a code orange or red by the Ministry of Foreign Affairs.

*Additional information:*

- Education Offices
- UM Guidelines for Study Trips to Risk Areas
- [www.maastrichtuniversity.nl](http://www.maastrichtuniversity.nl) > Support > During your studies > Your registration at Maastricht University > UM regulations and decrees.
B. **Programme-specific section**

The rights and obligations of students at UM which apply to a specific programme have been decided on at faculty level and included in faculty regulations. The actual contents of such sections is included in the study guides for these UM programmes, or communicated by the faculty to the students in some other way. The following issues must be included in the programme-specific sections:

1. **Objectives and content of the study programme**
   - objectives and attainment levels of the programme
   - relationship between the professional field and the attainment levels
   - content of the various programme years
   - optional subjects
   - tests
   - structure according to study phases
2. **Study load and feasibility**
3. **Process of quality management**
4. **Educational methods**
5. **Study advice/guidance**
6. **Policy regarding traineeships**
7. **Organisation of tests and examinations**
   - rules and regulations regarding tests and examinations
   - contents and objectives of testing methods
   - exemptions
   - publication of results
   - specific regulations for certain categories of students
   - issue of certificates
8. **Study costs**
   - learning materials
   - subsidies
9. **Calendar/holidays**
10. **Education and examination administration**
11. **Student representation**
12. **Faculty education facilities**
13. **Provision of information**
   - publication of decisions by administrative bodies
   - timetable information
   - complaints procedures/appeal procedures
   - inspection of regulations
14. **Admission policy**
   - upon entrance
   - during the programme
   - deficiencies; methods of elimination
15. **Education and examination regulations**
   - explanatory notes
16. **Internationalisation**
   - possibilities
   - subsidies
   - application procedure for international traineeships
17. **Opening hours of Learning and Resource Centres and University Library**

**Additional information:**
- OER of the programme
- [www.maastrichtuniversity.nl](http://www.maastrichtuniversity.nl) > Support > During your studies > Your registration at Maastricht University > UM regulations and decrees.